

# **TU/e STUDENT STATUTE**

**Institute section**

**2024–2025**

---

After receiving the approval of the University Council on June 17, 2024  
Adopted by the Executive Board on June 27, 2024

**TABLE OF CONTENTS**

1	GENERAL CONDITIONS.....	4
1.1	Definitions .....	4
1.2	Legal background and how to use this statute .....	5
1.3	Scope.....	5
1.4	Content and publication of the statute .....	5
2	ACCESS AND ADMISSION.....	6
2.1	The programs at the TU/e .....	6
2.2	Knowledge of the Dutch and/or English language .....	7
2.3.1	Numerus Fixus/Restricted intake programs .....	8
2.3.2	Prior education requirements for bachelor’s programs .....	9
2.3.3	Requirements relating to subject packages and any deficiencies.....	9
2.4	Admission to the degree program after the propaedeutic phase .....	10
2.5	Admission to university teacher-training programs .....	10
2.6	Master’s program admission requirements .....	11
3	ENROLLMENT AND RELATED RIGHTS AND OBLIGATIONS.....	13
3.1	Enrollment.....	13
3.1.1	Rights and obligations relating to enrollment as a student.....	13
3.1.2	Enrollment as an external student .....	13
3.1.3	Enrollment as a contract student .....	13
3.2	Termination of enrollment.....	14
3.3	Tuition and examination fees 2024-2025 .....	14
3.3.1	Payment of tuition fees and tuition-fee credit .....	14
3.3.2	Tuition and examination fees for 2024–2025 .....	15
3.3.3	Reduction of or exemption from tuition fees .....	18
3.3.4	Reimbursement of tuition fees .....	18
3.4	Notebook scheme.....	19
3.5	Financial support .....	20
3.5.1	Financial Support regulations .....	20
3.5.2	Special forms of financial support.....	21
3.6	Damages or back-payment of tuition and examination fees .....	21
4	EDUCATION .....	23
4.1	The supply and structure of programs .....	23
4.2	The right to a manageable degree program .....	25
4.3	Study load and credits .....	25
4.4	Study guidance .....	25
4.5	Studying with a functional impairment/Studying with additional support.....	28
4.6	Study progress and financial assistance .....	29
4.7	Binding recommendation on the continuation of studies at the end of the first academic year of the Bachelor’s programs .....	29

4.8	Bachelor-before-Master rule .....	30
4.9	Studying abroad as part of a program at the TU/e .....	32
4.10	Code of conduct for international students in Dutch higher education .....	32
4.11	Quality assurance in education .....	33
5	INTERIM AND FINAL EXAMINATIONS .....	35
5.1	Examination Committee and examiners .....	35
5.2	Taking examinations and final examinations .....	35
5.2.1	'Quarantine' regulation .....	36
5.2.2	Central Examination Regulations .....	36
5.2.3	TU/e assessment policy .....	37
5.2.4	Fraud policy .....	37
5.3	Program and examination regulations (PER) .....	37
5.4	Certificates and statements .....	38
5.5	Double degree .....	39
5.5.1	Internal double diplomas .....	39
5.5.2	Double degree on the basis of agreements with a foreign institute .....	40
5.6	Degrees and titles .....	40
6	PARTICIPATION OF STUDENTS IN UNIVERSITY AND DEPARTMENTAL BODIES .....	41
6.1	Student participation .....	41
6.2	Governing structure of the TU/e .....	41
6.2.1	Institute level .....	41
6.2.2	Departmental level .....	45
6.2.3	Program level .....	46
7	LEGAL PROTECTION .....	48
7.1	The facility .....	48
7.2	Disputes .....	49
7.2.1	Appeals .....	49
7.2.2	Objections .....	50
7.2.3	The Higher Education Appeals Tribunal .....	51
7.2.4	Complaints .....	53
7.3	(National) Ombudsman .....	54
8	RULES OF CONDUCT .....	56
8.1	House rules and measures to maintain order .....	56
8.2	Health, safety and working conditions .....	57
8.3	Protection of personal data .....	58
8.4	Copyright law .....	58
8.5	Patent law .....	59
	SUMMARY .....	61

## 1 GENERAL CONDITIONS

***What is a student statute and why does it exist? The student statute contains the mutual rights and obligations of Eindhoven University of Technology (hereinafter: 'the TU/e') and the student: the law states that there must be a student statute and that it must be made known to the students. The student statute consists of two parts: an institute section (which applies to the entire TU/e) and a program section (which varies from program to program). The program section is part of the digital study guide.***

This is the institute section of the TU/e student statute. It is primarily based on the Higher Education and Scientific Research Act (WHW, *Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek*), but other legislation is mentioned where relevant.

### 1.1 Definitions

In this student statute, the following terms and abbreviations have the following meanings:

Awb	General Administrative Law Act
bsa	binding recommendation on continuation of studies
CBE	Examination Appeals Board
CROHO	Central Register of Higher Education Degree programs
EB	the TU/e Executive Board
EduB	the TU/e Education Board
DUO	<i>Dienst Uitvoering Onderwijs</i> (national regulatory body for issues pertaining to education)
ESA	Education and Student Affairs
program of examinations	a set of study components that together form the degree program of a student
external student	a person who is enrolled at TU/e to take the interim and final examinations of a program, but is not permitted to attend lectures or practical exercises or to receive supervision
DC	Department Council
higher education	university education (WO, <i>wetenschappelijk onderwijs</i> ) and higher professional education (HBO, <i>hoger beroepsonderwijs</i> )
institute	Eindhoven University of Technology, abbreviated as the TU/e
major	the compulsory discipline-specific part of a degree program, worth 95 credits
Minister	the Dutch Minister of Education, Culture and Science (OCW, <i>Onderwijs, Cultuur en Wetenschappen</i> )
PER	the program and examination regulations, i.e. regulations concerning the curriculum
degree program	and mid-term and final examinations for each degree program or group of degree programs, as determined by the Department Board (or the coordinating body)
	a cohesive whole of study components, aimed at realizing well-defined goals with regard to the knowledge, insight and skills that must be mastered by all students who complete the degree program
ER	Examination Committee Regulations
pre-Master's program	a program worth up to 30 credits that enables students to make up for deficiencies and prepare for a Master's program
credit	a study credit according to the European Credit Transfer System (ECTS). One credit is equal to 28 hours of study. 60 credits are equal to 1,680 hours of study
student	a person who is taking a degree program in higher education and is enrolled in accordance with the definition in the 'Regulations for registration, Study Choice Check, enrollment, and termination of enrollment' currently in force.
academic year	the period starting on September 1st and ending on August 31st of the following
studieslink	national registration portal for Dutch Higher Education

TiU  
UC  
WHW  
WSF 2000

Tilburg University  
University Council  
the Higher Education and Scientific Research Act  
Student Grants and Loans Act 2000

## **1.2 Legal background and how to use this statute**

The rights or obligations described in the student statute are directly based on legislation (mainly from the WHW), or on TU/e regulations and decisions taken by the EB. At the end of every chapter or, if necessary, every paragraph, the relevant legislation, regulations and decisions, where required, are indicated for the subject dealt with. The relevant department or official is stated as well, if you have a specific question. At the back of the statute there is a summary of all TU/e regulations mentioned in the statute and where they can be consulted.

## **1.3 Scope**

The content of the student statute only applies to TU/e students. The Student Statute explicitly mentions which parts of the text also apply to external students.

## **1.4 Content and publication of the statute**

The student statute describes the rights and obligations of students at the TU/e, as laid down in legislation, regulations and decisions. This enables students to know which regulations apply to them. The statute serves to inform every student at the enrollment of a new academic year what the student can expect from the institute in terms of education, the related facilities, and what the institute expects of the student. The statute also includes an overview of the legal protection to which students are entitled.

In the event that the statute is or could become in breach of the law, the student cannot derive any rights from this: the formal law supersedes the statute. The EB therefore ensures that the statute is in compliance with the law, regulations and decisions. In the unlikely event of any inaccuracy in this statute, the relevant regulation or decision shall take precedence over the text in the Student Statute. Changes that occur during the academic year are made known through <https://educationguide.tue.nl/practical-info/regulations-and-guidelines/student-statute>. The TU/e considers it very important that the students (are able to) remain informed of the content of the student statute. Upon confirmation of enrollment through e-mail, the student is referred to the student statute and its location on <https://educationguide.tue.nl/>.

### **Further information on the student statute**

Legislation: - Article 7.59 of the WHW  
Information from: - ESA, tel. +31 (040) (247) 47 47  
- <https://educationguide.tue.nl/practical-info/regulations-and-guidelines/student-statute>

## **2 ACCESS AND ADMISSION**

*This chapter describes the programs that the TU/e offers and the prior education students need to enroll in them.*

### **2.1 The programs at the TU/e**

The TU/e offers three-year bachelor's programs and two-year master's programs. More information on the education provided within the Bachelor–Master structure can be found in Chapter 4. All the following information applies to the initial education given by the TU/e, i.e. the bachelor's and master's programs following pre-university education. The TU/e also provides post-initial education, which can only be taken after successfully completing a master's program. The TU/e's post-initial programs are the TIAS (Tilburg Institute for Advanced Studies), PhD programs and postgraduate design programs.

For information on the **bachelor's programs within the Bachelor College**, see <https://www.tue.nl/en/education/tue-bachelor-college/bachelor-programs/>.

For information on the Master's programs, see <https://www.tue.nl/en/education/tue-graduate-school/graduate-programs/>.

The CROHO is a national register of all programs offered by Dutch institutes of higher education and higher professional education. It includes information about whether the program is full-time or part-time. Programs that are not listed in the CROHO are not 'programs' as referred to in the WHW. The CROHO is managed by the DUO.

The structure of the program can be seen in the PER for the program (see also Program and Examination Regulations (PER))

#### *TU Eindhoven Honors Academy*

The TU/e Honors Academy is designed for bachelor's and master's students who are looking for – and are able to take on – an additional challenge on top of their regular degree program. The TU/e Honors Academy offers Honors programs for both bachelor's students and master's students. More details on the setup of the programs can be found at <https://educationguide.tue.nl/programs/honors-academy>

More information on the formal procedure for application, selection, admission and assessment is provided in the Regulations for the TU/e Honors Academy for Bachelor's students or the Regulations for the TU/e Honors Academy for Master's students. See also the link provided above. More information can be obtained through e-mail: [Honors Academy \(tue.nl\)](mailto:HonorsAcademy@tue.nl)

#### *Intake via a pre-master's program*

Students who have successfully completed a higher professional education (HBO) program or university bachelor's program can be admitted to direct-access master's programs by taking a pre-master's program worth up to 30 credits at the TU/e. In cooperation with the Fontys University of Applied Sciences, the TU/e also offers HBO-TOP programs, which are designed for excellent HBO students who take extra study components at the TU/e in addition to their HBO program. This enables them to complete all or part of the pre-master's program during their HBO program, which will result in a time gain for these students. The Admissions Committee for the relevant master's program will determine the study load for the pre-master's program no later than August 15th (or January 15th in the case of programs beginning on February 1st), so that the fees for the relevant program can be set on the basis of the established program. Pre-master's students pay fees according to the number of credits (they no longer pay regular tuition fees).

Students must have completed the pre-master's program before beginning a master's program. Pre-master's students must complete 100% of the program within the set term (a maximum of two semesters). If a student fails to do so, enrollment will not be permitted for the same pre-master's program, or another pre-master's program relating to the same bachelor's program, for a period of three years.

More information on pre-master's programs and how to enter them can be found at [Pre-Master \(tue.nl\)](https://www.tue.nl/en/education/tue-graduate-school/pre-master-programs/) or in the relevant PER for the Master's program.

#### **Further information on the programs**

Legislation and regulations: - Articles 7.3, 7.3a, 7.3b, 7.3c, 7.7, 7.13, and 7.49a en 7.49b of the WHW  
- PERs of the individual programs  
- <https://educationguide.tue.nl/practical-info/regulations-and-guidelines>

- TU/e Administration and Management Regulations  
Information from: - Academic advisors of the degree programs  
- <https://educationguide.tue.nl>  
- ESA, tel. +31 (040) (247) 47 47, <https://www.tue.nl/en/our-university/about-the-university/support-services/education-and-student-affairs/>

## **2.2 Knowledge of the Dutch and/or English language**

The law assumes that education is given in Dutch. In deviation from this, another language may be used:

- when it concerns a degree program in that language;
- in the case of a guest lecture by a foreign-language lecturer;
- if the specific nature, organization, or quality of the education, or the origin of the students necessitates this, in accordance with a code of conduct established by the institution's board.

The Executive Board has adopted a TU/e Language Code of Conduct 2016 for this purpose, which allows for the exclusive use of English as the language of instruction for teaching and the administration of examinations instead of Dutch. Based on that code of conduct, the Department Board may decide that teaching is provided and examinations and exams are conducted in English if:

- the internationalization of the program necessitates this, or
- the quality of the education and the specific expertise in the field make it necessary to attract non-Dutch speaking teachers, or
- the education is also aimed at non-Dutch-speaking students.

The relevant decision of the Department Board must state which part of the education will be provided in English, must be included in the PER and must be announced in a timely manner.

Only for admission to the bachelor's programs of Biomedical Engineering and Medical Sciences and Technology, as stipulated in the PER of these programs, the requirement of sufficient knowledge of the Dutch language applies in addition to the English language requirement. The other bachelor's programs are taught in English.

The master's programs at TU/e are taught in English, with the exception of Science Education and Communication (the OER of the SEC program includes the requirements for the level of Dutch). The master's program in Medical Engineering is partly Dutch, partly English (the PER of this program includes the requirements for the level of English).

Students are expected to follow the study components as they are offered within their program. In other words, students who take an English-language program are expected to take the English-language instruction as well.

### *English language proficiency of students*

For all programs, students are expected to have such proficiency in English at the start of the program that the program can be followed fruitfully. The level is equal to the vwo final examination requirement. The PER of the program includes the requirements for the level of English.

Students who do not meet the degree requirement of English at vwo final examination level are required to submit one of the following language tests:

- TOEFL: a total score of at least 90 and a minimum score of 21 for each section. TU/e only accepts the TOEFL internet-based test and from 1 test date (and not My Best Scores).

- IELTS (academic version): with an overall score of at least 6.5 and a minimum of 6.0 for each part.

- University of Cambridge: proof of passing C2 Proficiency (formerly Certificate of Proficiency in English CPE) with an overall score of 180 and a minimum of 169 per section or proof of passing C1 Advanced (formerly Certificate in Advanced English CAE) with an overall score of 176 and a minimum of 169 per section.

If it is not possible to use the regular language tests as stated in the Code of Conduct because on-site language testing centers are closed or inaccessible due to unsafe situations in a country, prospective students are allowed to use the TOEFL iBT Home Edition.

ESA provides courses in the English language.

#### *Dutch language proficiency of students*

If the bachelor's program is wholly or partly taught in Dutch, persons with a non-Dutch previous education must have sufficient command of the Dutch language by successfully completing the state examination 'Dutch as a second language', program 2 (NT2-II) or the certificate 'Dutch as a foreign language' at the level 'Educatief Startbekwaam' or 'Educatief Professioneel'.

Courses in Dutch as a second language are offered by ESA at six levels (from beginner to advanced: 0 - B2/C1 CEFR). These courses are offered every quarter via the open offer. Students can register for these via Osiris. The courses are free of charge for students. Follow-up courses or personalized tracks have to be paid for.

### **Further information on education in Dutch and English**

Laws and regulations: - Article 7.2 WHW;

- TU/e Language Code of Conduct 2016

- Decision of the Executive Board in connection with adjustment of admission requirements regarding the English language, dated 25 August, 2016

- Code of Conduct for International Students, last amended October 1, 2022

- Directive concerning the Code of Conduct of International Students in Higher Education, June 27, 2022

Information:

- Admission Requirements: (040) (247) 47 47

- TU/e Language Center, (040) (247) 50 11

- academic advisors of the programs

## **2.3 Required prior education and additional admission requirements for the bachelor's program**

### **2.3.1 Numerus Fixus/Restricted intake programs**

The TU/e believes in education with much contact time for teachers and students. There is a limit to the number of students that the TU/e can offer proper education. The TU/e has grown so rapidly in recent years that the limits to growth have now been reached.

For the academic year 2024-2025 the maximum number of first-year students has been set by the TU/e for the following degree programs:

- Architecture, Building & Planning (degree program's core program: Architecture, Urbanism and Building Sciences)
- Computer Science & Engineering (degree program's core program: Computer Science & Engineering)
- Mechanical Engineering

Before October 1, the Executive Board determines whether there will be restricted intake for one or more degree programs. Decisions regarding this are published on the following webpage:

[Selection \(tue.nl\)](https://www.tue.nl)



Students are selected for these degree programs. As a result, the following criteria apply to prospective students for such programs:

- have must apply by January 15 latest through *Studielink*
- have met the requirements of the degree program
- have participated in the complete selection procedure of the degree program
- have been offered a place on the program
- have accepted the place within two weeks after receipt of notification

### 2.3.2 Prior education requirements for bachelor's programs

Individuals who want to enroll as a student or external student in one of the TU/e's university Bachelor's programs must meet the following prior education requirements:

- a. VWO (pre-university education) diploma;
- b. HBO (higher professional education) certificate, with a completed propaedeutic exam, propaedeutical phase, or final examination;
- c. WO (university education) certificate, with a completed propaedeutic exam, propaedeutical phase or final examination;
- d. a certificate specified by the Minister, issued in the Netherlands or elsewhere, which is considered to be at least equal to a VWO certificate;
- e. a certificate specified by the EB, issued in the Netherlands or elsewhere, which is at least the equivalent of the VWO certificate in the opinion of the EB;
- f. possession of an entrance-examination decision (*colloquium doctum*).

Supplementary to the above prior education requirements, further admission requirements must be met, as recorded in the Program and Examination Regulations (PER) of the bachelor's degree program in question.

### 2.3.3 Requirements relating to subject packages and any deficiencies

The Minister has specified the profiles on which a VWO diploma must be based for a student to be admitted to each specific bachelor's program, as well as the subjects that must have been tested as part of the final VWO examination.

For the TU/e, this means (on the basis of the VWO profiles available as of September 1, 2023) that:

- the Nature and Technology profile grants unconditional admission to all bachelor's programs;
- the Nature and Health, Economics and Society, and Culture and Society profiles do not grant admission to the TU/e bachelor's programs, unless the student has taken an examination in Mathematics B and where applicable Physics and/or Chemistry before the start of the program.

The requirement of sufficient prior education also applies to holders of a 'certificate' as referred to in 2.23. of this statute, under b through e. They cannot be enrolled either until the deficiencies in question have been rectified.

### Further information on required prior education and additional admission requirements for bachelor's programs

Legislation and regulations:     - Articles 7.24 to 7.29 of the WHW;  
   - Regulations for enrollment and admission to higher education, Annex A, further requirements for degree programs and academic education;  
   - admission examination decision (*colloquium doctum*): see the relevant article in the PERs of the various bachelor's degree programs

Information from:                   - academic advisors of the degree programs  
   - <https://educationguide.tue.nl>  
   - ESA / Language Center, tel. +31 (040) (247) 47 47;

<https://www.tue.nl/en/our-university/about-the-university/support-services/education-and-student-affairs/>

- International Office, tel. +31 (040) (247) 6000.

## 2.4 Admission to the degree program after the propaedeutic phase

All bachelor's programs have their own propaedeutic phase. After completion at a nominal rate, the student receives a certificate; in other cases, the student can request the certificate through the CSA. With regard to binding recommendations on the continuation of studies, it has been determined that a student is permitted to take second-year study components and sit interim examinations if the student has received a positive study recommendation, see section 4.7.

### Further information on admission to programs after the propaedeutic phase

- Legislation: - Article 7.30 of the WHW
- Publications: - <https://educationguide.tue.nl>
- Information from: - Academic advisors of the degree programs
- ESA, tel. +31 (040) (247) 47 47,
- <https://www.tue.nl/en/our-university/about-the-university/support-services/education-and-student-affairs/>

## 2.5 Admission to university teacher-training programs

The TU/e offers students the opportunity to qualify as pre-university education (VHO) teachers in Mathematics, Physics, Chemistry, Computer Science, or Research & Design (O&O). There are two possibilities namely a limited second-degree qualification and a first-degree qualification:

### Second-degree teaching qualification

students can obtain a limited second-level teaching qualification (information science, mathematics, chemistry or physics) as part of the bachelor's program by successfully completing two cohesive elective packages (worth 30 credits in total), which together constitute the 'statutory education minor'. The packages as such are widely accessible, but the teaching qualification can in principle only be obtained by students of the bachelor's degree subjects specified in the table for education minors drawn up by the OCW. For more information please consult: [A second degree teaching qualification after your Bachelor's \(tue.nl\)](#)

Students who have completed a bachelor's program and are enrolled at TU/e can also obtain a limited second-degree teaching certificate by registering for the so-called 'educational module' (30 sp). In terms of content, this is the same as the 'statutory educational minor'.

The program of the second-degree teacher training is divided into two modules of 15 credits. Students can choose to include one or more modules in the elective space (with the permission of the examination committee) in their selected bachelor's and/or master's program.

### First-degree teaching qualification

The Master's program in Science Education (teacher training) for Mathematics, Physics, Chemistry, Computer Science, or Research & Design, can be accessed via several routes:

- a. After the bachelor's program, the Master's degree in Science Education (teacher training) is directly accessible from the bachelor's programs in Architecture, Building & Planning (major: Architecture, Urbanism and Building Sciences), Industrial Design, Chemical Engineering and Chemistry (major: Chemical Engineering and Chemistry), Computer Science and Engineering (Computer Science and Engineering), Applied Physics (major: Applied Physics), and Applied Mathematics (major: Applied Mathematics). Admission is also possible from various other scientific bachelor's programs, such as, but not limited to: Electrical Engineering, Industrial Engineering and Management Science (major: Industrial

Engineering) and Mechanical Engineering (major: Mechanical Engineering) with limited additional subject requirements that can often be met within the Science Education master's program.

- b. By including teacher training in the Master's programs in Mathematics, Physics, Chemistry or Computer Science. In this way, students become qualified teachers, but have no SEC Master's title (Educational Track). The electives from one's own master's are then filled in with SEC study components (60 credits).
- c. Through a double degree, in which the Master's program in Science Education (teacher training) is combined with a master's subject at TU/e. The TU/e double degree regulations have special different stipulations for combinations with the Master's program in Science Education. In addition to the master's subject degree, the student is awarded the degree Master of Science in Science Education. The total number of credits for a double degree depends on the subject, and is between 150 and 195 credits for the two master's programs. For a master's subject degree with which explicit double degree regulations have been agreed the credits are between 150 and 180.
- d. Students who hold a master's degree in a technical subject or an exact science can take a condensed program: the student may be eligible for exemptions in the two-year Master's program in Science Education.

### Further information on the university teacher-training program

Legislation and regulations: - Article 7.30c of the WHW;

Information from: - Eindhoven School of Education, +31 40 247 30 95  
 - dr. A. Schüler Meyer (teacher for Mathematics)  
 - dr. C. Huizing (teacher for Computer Science)  
 - dr. A.M.J. van Amelsfort of Dr. D. Bayram (teacher for Physics)  
 - ir. W.T.M. Sanders (teacher for Chemistry)  
 - drs. E. Quant (teacher for O&O)  
 - Coordinator Master's program Science Education esa. [Eindhoven School of Education \(tue.nl\)](https://www.esa.tue.nl/)

### 2.6 Master's program admission requirements

Enrolment in a TU/e master's program is open to anyone who holds a Dutch bachelor's degree and meets the (qualitative) admission requirements as formulated in the PER of the Master's program in question.

To be admitted to the master's program, a request for enrolment must be submitted in good time. The deadlines for submitting a request for enrolment are laid down in the

Regulations for Registration, Study Choice Check, Enrolment and Termination of Enrolment TU/e.

Enrolment in a TU/e master's program is also open to anyone who holds a proof of admission, as referred to in the TU/e Regulations for Admission to Master's Programs. A proof of admission is required, for example, if you do not have a certificate from a preparatory Bachelor's program, but you do have knowledge, insight and skills at the level of a bachelor's degree and if you meet any (qualitative) admission requirements as set out in the PER of the master's program.

In order to obtain a proof of admission, a person who holds a foreign certificate for a Bachelor's program must not only meet any (qualitative) admission requirements, as formulated in the PER of the master's program in question, but must also meet a minimum CGPA score, as included in the Appendix to the Regulations for the Admission to Master's Programs.

In order to obtain a proof of admission, a request for admission must be submitted digitally to ESA using the study link and, in the case of a student who has taken a bachelor's program abroad, the online application on the website of the TU/e. If all conditions are met, ESA will issue the proof of admission on behalf of the Department Board. The proof of admission is valid for a limited period (18 months).

Students who have completed a foreign bachelor's program can find more information about enrolling in a TU/e master's program at [www.tue.nl/admission](http://www.tue.nl/admission)

**Further information on master's program admission requirements**

- Legislation and regulations:
- Articles, 7.30b, 7.30c, 7.30d, and 7.30e of the WHW
  - TU/e Regulations for Registration, Study Choice Check, Enrollment, and Termination of Enrollment (ASIBI)
  - The TU/e Regulations for Admission to Master's Programs
- Information from:
- Academic advisors of the degree programs
  - ESA, tel. +31 (040) (247) 47 47,
  - <https://www.tue.nl/en/our-university/about-the-university/support-services/education-and-student-affairs/>

### **3 ENROLLMENT AND RELATED RIGHTS AND OBLIGATIONS**

*The WHW provides for two forms of enrollment: as a student (for a full-time or part-time program) or as an external student (only for taking interim and final examinations). Different rights and obligations are attached to these forms of enrollment, and there also is a difference in tuition and examination fees. In certain cases, students who terminate enrollment prematurely may be entitled to have part of their tuition fees refunded.*

#### **3.1 Enrollment**

##### **3.1.1 Rights and obligations relating to enrollment as a student**

Those who are enrolled at the TU/e as students in a full-time or part-time program have the following rights:

- participation in the initial education within the program;
- taking interim and final examinations and taking part in practical exercises within the program;
- access to library, laboratories etc., unless the EB decides that the nature or importance of the education or research precludes this;
- use of student facilities, including ESA student advisors and student counsellors;
- study guidance (see Section 4.4);
- if the Minister or the TU/e decides to terminate the program: the opportunity to complete the program within a reasonable period of time at the TU/e or at another institute of higher education;
- active and passive right to vote for advisory councils.

In principle, students taking a full-time degree program are entitled to student grant, comprising a basic grant as of September 1, 2023 (and a student loan until that time), a possible supplementary grant (depending on the level of the student's parents' income) and a student travel product (see also Section 4.6).

Students can enroll in a single program or several programs, at the same or at different institutes. They pay the full tuition fee at the institute where they first enroll and may then, under certain circumstances, obtain a reduction of or exemption from tuition fees at the second institute at which they enroll (see also Section 3.3). The first enrollment is also known as the main enrollment and the second enrollment as secondary enrollment. This difference affects, for example, the right to purchase a notebook from the TU/e; students not primarily enrolled at the TU/e do not qualify (see Section 3.4).

##### **3.1.2 Enrollment as an external student**

Those who are enrolled at the TU/e as external students have the following rights:

- taking interim and final examinations within the program;
- access to the library, laboratories etc., unless the EB decides that the nature or importance of the education or research precludes this.

External students cannot take part in any of the educational components and do not have the right to receive study guidance. As a result of this, it is almost impossible to graduate as an external student. External students do not have the right to financial assistance.

##### **3.1.3 Enrollment as a contract student**

Apart from the forms of enrollment prescribed in the WHW – as a student and as an external student – the TU/e also has other forms of enrollment, such as for example a contract student or guest enrollment. Certain forms of enrollment have various rights and obligations and the costs are different to the regular tuition fee.

For more information on special forms of enrollment, see the Regulations for special forms of enrollment. These regulations can be downloaded from [educationguide.tue.nl](http://educationguide.tue.nl).

#### **Further information on the enrollment procedure**

Legislation and regulations: - Articles 7.32 through 7.37 of the WHW;

- The TU/e Regulations on Registration, the Academic Career Check, Enrollment, and Termination of Enrollment;
- Regulations for special forms of enrollment, established by the Education Board, May 15<sup>th</sup>, 2023

Information from: - ESA, tel. +31 (040) (247) 47 47

### **3.2 Termination of enrollment**

#### Termination by the student

Students enrolled in a program can request termination of their enrollment during the academic year using *Studielink*. It is important to take account of the following:

- 1) Enrollment will always be terminated at the start of the month following the request for termination of enrollment. For example, if a request is submitted on January 19, 2023, the student's enrollment will be terminated as of February 1, 2023.
- 2) Termination of enrollment cannot be backdated. It is therefore important to submit the termination request to *Studielink* as soon as possible.

Only until September 1 (or February 1 for intake as of February 1) of the academic year for which the student has enrolled can said enrollment be terminated and tuition fees or examination fees fully be reimbursed.

See also subsection 3.3.3 of this statute for tuition fee refunds in the event of termination of enrollment.

#### Termination by the Executive Board

The TU/e will terminate a student's enrollment in a specific bachelor's program if the student is issued with a negative binding study recommendation at the end of the first year of study. Students who have been issued with a negative binding study recommendation may not re-enroll in the same program at the TU/e for a period of three years. The same applies to students in pre-master's programs. If students in a pre-master's program have not completed the entire pre-master's program within the set period of two consecutive semesters, they will not be permitted to continue the program and enrollment is terminated. In addition, for a period of three years the student will not be admitted to the same pre-master's program or any other pre-master's program linked to the same bachelor's program. The Examination Committee may decide otherwise in special circumstances.

If a student fails to pay the tuition fee even after being issued with demands to do so, the Executive Board may terminate the enrollment. The law specifies that enrollment will be terminated as of the second month following the official demand. In other words, if the student receives the demand in October and subsequently does not make payment, enrollment is terminated as of December 1. The student still must make payment of the tuition fees until December 1. The Executive Board can also terminate the enrollment of a student whose own conduct or statements make it clear that the student is unfit to practice one or more of the professions for which the student is being trained in the program.

Finally, on the recommendation of the Examination Committee, the Executive Board can terminate the enrollment of a student who is guilty of 'serious' fraud/cheating. The definition of 'serious' fraud can be found in the Regulations of the Examination Committee.

#### **Further information on termination of enrollment**

Legislation and regulations: - Article 7.42 of the WHW;  
- the currently applicable Regulations for Registration, the Study Choice Check, Enrollment, and Termination of Enrollment (ASIBI)

Information from: - ESA, tel. +31 (040) (247) 47 47

### **3.3 Tuition and examination fees 2024-2025**

#### **3.3.1 Payment of tuition fees and tuition-fee credit**

One of the conditions for being enrolled is payment of tuition fees (for students) or examination fees (for external students), or study credit fees (for pre-Master's students).

For those enrolling as students in full-time programs, there are different rates for tuition fees (see 3.3.2):

- the statutory tuition fee
- the tuition fee set by the EB (institutional rate) for non-EEA students.
- For students following a pre-master's program, fees are calculated on the basis of study credits.

### 3.3.2 Tuition and examination fees for 2024–2025

	Conditions	Amount and type of tuition fees	Jads
		2024-2025	2024-2025
A	Bachelor's and master's students who meet the nationality condition and students with a Ukrainian nationality and refugees from Ukraine <sup>1</sup> .	€ 2,530 (statutory fees)	€ 2,530 (statutory fees)
A1	Bachelor's and master's students that meet the nationality requirement and the condition for halving tuition fees <sup>2</sup>	€ 1,265 (halved statutory fees)	€ 1,265 (halved statutory fees)
B	Bachelor's students who do not meet the nationality condition.	€ 13,300 ('high' institution rate for Bachelor's student)	€ 13,300 ('high' institution rate for Bachelor's student)
C	Master's students who do not meet the nationality condition.	€ 19,800 ('high' institution rate for Master's students)	€ 19,800 ('high' institution rate for Master's students)
D	External bachelor's and master's students who meet the nationality condition.	€ 1,265.0 (examination fees for external students)	€ 2,530 (examination fees for external students)
E	External bachelor's students who do not meet the nationality condition.	€ 6,650 (examination fees for external Bachelor's students)	€ 13,300 (examination fees for external Bachelor's students)
F	External master's students who do not meet the nationality condition.	€ 9,650 (examination fees for external Master's students)	€ 19,300 (examination fees for external Master's students)
G	Fees for pre-master's students (EEA and non-EEA) taking study components of the pre-master's program or taking bachelor's/master's	€ 42,17 (fees per study credit in the pre-Master's program)	€ 42,17 (fees per study credit in the pre-Master's program)

<sup>1</sup> Decision EB, June 15, 2023, ref. 1975676

<sup>2</sup> For regular intake as of 2024 this measure will lapse. Only for students in the teacher training program cohort 2023-2024, who were registered on February 1, 2023, and September 1, 2023, will the entitlement to the second year of reduced statutory tuition be retained, as provided in accordance with current regulations. For starters as of September 1, 2024, the standard statutory rate will apply -> rate 2024-2025 € 2,530.

	study components with the permission of the Examination Committee <sup>3</sup> .		
H	Contract student	€ 700 (fees per study component of lectures for contract students)	
I	PhD scholarship student	€ 15,000	
J	Master's students for a European double degree program who do not meet the nationality requirement and are enrolled for one year (exit students)	€ 19,300 (institution rate exit students)	
K	Master's students for a European double degree program who do not meet the nationality requirement and are enrolled for two years (entry students)	€ 9,650 (institution rate entry students)	

#### Joint degree programs Data Science and Data Science in Business and Entrepreneurship

For the joint degree programs Data Science and Data Science in Business and Entrepreneurship, the institutional tuition fees are jointly determined by TU/e and TiU on the basis of the collaboration agreement TU/e-TiU (see above).

#### Brexit and tuition fees

The United Kingdom has left the European Union. In the withdrawal agreement between the EU and the United Kingdom is established that United Kingdom citizens who were residing in the Netherlands up to December 31, 2020, can continue to follow a bachelor's or master's program at the statutory rate. Nothing has been changed for them after January 1, 2021 regarding the statutory tuition fees and grants. NOTE: In order to be eligible, the student must have been enrolled in the Personal Records Database (BRP) before the end of the transition period.

Students from the United Kingdom who come to the Netherlands after the withdrawal agreement and wish to start a bachelor's or master's program do not fall under the withdrawal agreement. The rights of these students are regulated by the trade and cooperation agreement that the EU and UK signed on December 24, 2020. This means that UK citizens' rights to a grant and the statutory tuitions fees depends on their residence permit. In most cases students do not have a right to a grant or the statutory tuition fees.

See: [www.rijksoverheid.nl/onderwerpen/brexit/brexit-en-hoger-onderwijs-en-onderzoek](http://www.rijksoverheid.nl/onderwerpen/brexit/brexit-en-hoger-onderwijs-en-onderzoek) (in Dutch)

#### Requirements for tuition fees

Nationality condition:

1. The student is a national of an EU member state or of Norway, Switzerland, Iceland, Liechtenstein or Suriname; or
2. The student is a national of another country, but holds a residence permit that entitles him to a study grant. Students can find out whether this applies to them by doing the nationality check on the DUO website: <https://duo.nl/particulier/studiefinanciering/voorwaarden.jsp>.

<sup>3</sup> Due to additional administrative processing of payments for Master's study components, there are administrative costs of € 24, which is equal to the fee for payment in installments of tuition fees.



If the residence permit does entitle the student to a study grant, the student must provide ESA with a copy of the letter from the DUO to confirm this.

Refugee students supported by the *Stichting voor Vluchteling-Studenten UAF* are entitled to pay the low institutional rate.

#### Payment of tuition fees

The TU/e offers students the option of paying the tuition fee in installments. This option is not available for examination fees or fees for pre-master's programs. Examination fees and fees for pre-master's programs must be paid in full by September 26<sup>th</sup> or January 26<sup>th</sup> (enrollment February 1<sup>st</sup>) at the latest. When it sends the enrollment documents, the TU/e will inform students how and under what conditions the tuition fees can be paid in installments. The administrative costs for payment in installments are €24. In order to take advantage of the option to pay in installments, students must submit an authorization for direct debit to the ESA. They can do this before every academic year. The direct debit option is open only to students who have a Dutch bank account, and if they have authorized the direct debit from that account.

The single direct debit payment for the full amount takes place on September 25.

The direct debits in installments (ten terms) are as follows:

1. 25 September 2024
2. 25 October 2024
3. 25 November 2024
4. 20 December 2024
5. 27 January 2025
6. 25 February 2025
7. 25 March 2025
8. 25 April 2025
9. 26 May 2025
10. 25 June 2025

Enrollment may not be dependent on any other monetary contribution than the tuition or examination fees mentioned in or based on the WHW. The cost of study materials for the student's own use (e.g. books and materials for practicals) for the purpose of following the program or taking the interim and final examinations are always borne by the student (including external students).

#### Tuition-fee loan

Students in higher education can also apply to the DUO for a loan to pay their tuition fees. This is known as 'tuition-fee loan' and is part of students' financial assistance. Similar to the rest of the assistance, the tuition fee loan is paid per month. Students can obtain a tuition-fee loan for the statutory fee as well as the institutional fee. They can borrow the whole amount, or part of it. They can always obtain a tuition-fee loan up to the amount of the statutory tuition fee from DUO. A higher loan, if required, is possible where the student pays an institutional fee that is higher than the statutory fee. They can obtain a higher loan if their institute rate is higher than the statutory rate, up to a maximum of five times the amount of the statutory fee that is paid by the student.

#### Voucher

In the four years following the introduction of the Study Advance Act (*Wet Studievoorschot*) students entering higher education – in other words students who started a Bachelor's program between 2015-2016 and 2018-2019 - received a voucher. They could use the voucher five to ten years after graduation to take a funded or non-funded higher education study component in the Netherlands accredited by the NVAO (Accreditation Organisation of the Netherlands and Flanders). The voucher is worth €2,000 and is index linked. Students should apply for this voucher when they register (for more information about this application. It is intended as compensation for study costs, not as funding for a full degree program. The voucher will be paid to the institution at which the student is continuing their education. The student should indicate on enrollment whether the student will be making use of a voucher. It may be the case that the voucher does not all cover the costs, in which case the student has to pay any additional amount. Effective from academic year 2023-2024, the form of the voucher has been changed so that it will also

benefit students who are no longer pursuing a new degree program. The amount of the study voucher will be automatically deducted from the study debt. If there is no more study debt, the amount will be paid out. Because more students can take advantage of this, the amount of the voucher may be reduced to about € 1800. This amount will be altered each year. You do not have to apply for the money yourself. [Studievoucher - DUO](#)

#### **Further information on tuition and examination fees**

Legislation and regulations: - Articles 7.43 through 7.47, 7.49a, 7.49b and Article 7.50 of the WHW;  
- the Regulations for Registration, Study Choice Check, Enrollment and Termination of Enrollment;  
- Regulation of other contributions by students in higher education;

For more information: - ESA, tel. +31 (040) (247) 47 47, <https://www.tue.nl/en/our-university/about-the-university/support-services/education-and-student-affairs/>

#### **3.3.3 Reduction of or exemption from tuition fees**

The statutory and optionally institutional tuition fees will be reduced by one twelfth for every month that a student is not enrolled:

- for those who are enrolled as of February 1;
- for those whose enrollment has been terminated during the academic year, on request or by or on behalf of the Institute board, in the cases referred to in paragraph 3.2 of this statute, and wish to be re-enrolled in a program during the same academic year.

Reduction of or exemption from statutory tuition fees or fees for a pre-master's program is possible in the case of secondary or subsequent enrollment at a Dutch university or institute of higher professional education. This can be the same university as the main enrollment or a different one. If the secondary enrollment is more expensive than the first one, the student will pay the difference. If the secondary enrollment is less expensive than the first one (e.g. the first enrollment is for a full-time program and the secondary enrollment is for a part-time program), the student can never be reimbursed for the difference; the student will be exempted from paying the tuition fees for the second program.

Reduction of or exemption from statutory and/or institutional tuition fees or fees for a pre-master's program are only possible if the student provides the original Proof of Tuition Fees Paid (BBC) from the institution of first enrolment. Students can indicate in *Studielink* whether they wish to pay another institution by means of a BBC.

If a student wishes to go to another university or institute of higher professional education for a secondary or subsequent enrollment, for which the student must pay institute tuition fees, it is recommended that the student first enquires about regulations in force at the institute regarding reduction of or exemption from institute tuition fees.

#### **Further information on reduction of or exemption from tuition fees**

Legislation and regulations: - Article 7.48 of the WHW;  
- the Regulations on Registration, Academic Career Check, Enrollment and Termination of Enrollment (ASIBI)

For more information: - ESA, tel. +31 (040) (247) 47 47

#### **3.3.4 Reimbursement of tuition fees**

Partial or full reimbursement of the statutory and institute tuition fees is possible in the following cases:

- in the case of termination of studies on the request of the student. Every month after enrollment has been terminated, one twelfth of the tuition fee will be reimbursed. If enrollment is terminated as of July 1st or August 1st no tuition fees will be reimbursed.

- in the case of the student's death during the academic year, one twelfth of the tuition fee paid will be reimbursed to their relatives for every subsequent month after the student's death. In this case, the tuition fee will be reimbursed for the months of July and August.

Reimbursement of fees paid for a pre-Master's program is not possible; the student is not entitled to a refund.

The EB has established a procedure for reimbursement of tuition fees. This can be found in the presently valid Regulations for registration, academic career check, enrollment, and termination of enrollment. Reimbursement will only take place if a termination request has been submitted and approved (see also section 3.2 of this statute); in such cases, reimbursement will occur automatically.

#### **Further information on the reimbursement of tuition fees**

Legislation and regulations:     - Article 7.49 of the WHW;  
   - the Regulations on Registration, Academic Career Check, Enrollment and Termination of Enrollment (ASIBI);

For more information:           - ESA, tel. +31 (040) (247) 47 47

### **3.4 Notebook scheme**

In order to take programs at the TU/e, it is essential that students have a notebook computer at their disposal. Students are obliged to have a notebook computer that meets the specific minimum requirements for participation in digital education and/or testing.

The TU/e offers the opportunity to first-year Bachelor's students to purchase a notebook. The notebook is supplied with a package of accessories, software, insurance, a guarantee and support. The conditions are as follows:

#### Target group

The target group consists of students who have enrolled for the first time as bachelor's student at the TU/e that year and who pay their tuition fees there. This means that their main enrollment is at the TU/e. (See also paragraph 3.1.2 of this statute.) Master's and pre-master's students, secondary enrollment students and external students are not entitled to take part in the notebook scheme. They qualify for the cost price scheme, see below.

Students who re-enroll at the TU/e after a break from their studies who have not previously participated in the notebook scheme qualify for a notebook.

#### Participation agreement

Students in the target group who wish to take part in the TU/e notebook scheme will be asked to sign a participation agreement. This agreement sets out all rights and obligations regarding the notebook. The agreement specifies, among other things, that if students wish to be eligible for a notebook, they have to transfer a certain amount of money to the TU/e and sign a certificate of indebtedness.

Every bachelor's student who enrolls (full-time or part-time) at the TU/e for the first time in the academic year in question and pays tuition fees there qualifies – once – for a subsidized notebook. The amount specified in the acknowledgement of debt is reduced annually by the amount specified in the participation agreement, and the remaining amount will be canceled if the students

- successfully complete the bachelor's or master's program, or
- if they have their main enrollment at the TU/e (or were a student of Data Science at the TiU) for three consecutive years.

#### Premature termination of enrollment

Students who terminate their main enrollment at the TU/e prematurely can choose whether they want to keep their notebook computer or sell it to the TU/e. The TU/e will buy the notebook computer from the student for the amount outstanding on the TU/e Notebook acknowledgement of debt. Any amount paid in excess is calculated and settled with the student. If the student wishes to keep the notebook, the student must pay the outstanding amount on the acknowledgement of debt, and the loan (if one was taken out) comes into effect immediately. Notebooks can only be kept if the software has been removed. To this purpose, students must report to the LIS Services/Student.

A notebook can only be sold back to the TU/e if it is in good condition. When students finish their studies, the student must return the notebook computer to the LIS Services/Student or have the software removed by the LIS Services/Student within five working days. If the notebook is returned or the software removed too late, administrative costs of €50 per month or part of a month will be charged.

Once a student graduates, the student can no longer sell the notebook back to the TU/e.

#### Cost price regulation

Final-year bachelor's students, pre-master's students, master's students, secondary enrollments and external students are eligible for the cost price regulation. They can order a notebook computer at a reduced rate between July 15 and October 1. This order is directly sent to the supplier by means of a portal, after which the notebook is delivered to the home address. The TU/e is not a party in this purchase and not a port of call.

#### Students not making use of the notebook scheme

Students who cannot or do not wish to make use of the notebook scheme must purchase a notebook themselves that minimally meets the requirements for digital tests for notebooks as those supplied by the TU/e. The TU/e expects active participation of its students. Using a notebook for education (including testing) is part of this. Only in extreme cases, and only on an incidental basis, shall the TU/e lend notebooks for education or testing. Student may make use of LIS Services/Student for support in the installation of educational software.

Note that the notebook must meet the minimum hardware requirements for the educational software. Particularly the graphics card (GPU) of the TU/e notebook was chosen for the following software packages:

- Revit
- Autocad
- Unigraphics NX10
- SolidWorks

The requirements that a student's notebook must meet to have support from Student IMS are listed here: <https://educationguide.tue.nl/practical-info/it-services/notebook/requirements-for-private-notebook-use>

- <https://educationguide.tue.nl/practical-info/it-services/notebook>

For further conditions, see the RP at <https://educationguide.tue.nl/practical-info/regulations-and-guidelines>

Further information concerning notebooks

Legislation and regulations: - decision of the executive board on April 5, 2018

Inquiries: - ESA tel. +31 (040) (247) 47 47,

- <https://www.tue.nl/en/our-university/about-the-university/support-services/education-and-student-affairs>

- <https://educationguide.tue.nl/>

- LIS Services/Student tel. +31 (040) (247) 2000

- <https://educationguide.tue.nl/practical-info/it-services/notebook>

### **3.5 Financial support**

#### **3.5.1 Financial Support regulations**

In the Student Financial Aid Fund (SFAF) two forms of financial aid are regulated to which students can appeal:

- Graduation allowance: to be provided to students who have not yet passed the final examination, are receiving or have received student financial aid and, during the performance grant period of the degree program, are faced with one or more special circumstances, as a result of which they have incurred, or are expected to incur, study delay (Art. 7.51 et seq. WHW).

- The administrative grant: to be provided to students enrolled in the second or subsequent year of a bachelor's program or in a master's program or in a pre-master's program and who fulfill a position in one of the associations that are listed in Appendix 2 of the SFAF.

- A maximum of nine months of financial aid for fulfilling a board position may be awarded per academic year.

Foreign students, as defined in the TU/e SFAF (being students who do not have the Dutch nationality, are enrolled as a student at TU/e in a full-time degree program and are not entitled to a study grant) may also be eligible for a graduation allowance or an administrative grant. The student counselor assesses whether the conditions are met.

For further conditions of the SFAF:

<https://educationguide.tue.nl/guidance-and-development/funding-from-tue/student-financial-support>

### **Futher information concerning financial support**

- Legislation and regulations: Art. 7.51 to Art. 7.51i WHW

- TU/e SFAF

Inquiries: - (040) (247) 5011

- [Studentcounselors@tue.nl](mailto:Studentcounselors@tue.nl)

- <https://educationguide.tue.nl/guidance-and-development/funding-from-tue/student-financial-support>

- <https://educationguide.tue.nl/guidance-and-development/funding-from-tue/administrative-grant>

### **3.5.2 Special forms of financial support**

The forms of financial support that exist are described below. Further information is available from the ESA.

#### Private funds and study and internship scholarships abroad

The TU/e offers ample opportunities to partly finance a study or internship period abroad. For information, students should contact the ESA. The *Nuffic Beurs Opener* also offers detailed information on scholarships and funds for study, internships and research abroad ([www.tue.nl/goingabroad](http://www.tue.nl/goingabroad) - [www.nuffic.nl](http://www.nuffic.nl) - [www.wilweg.nl](http://www.wilweg.nl) – [www.beursopener.nl](http://www.beursopener.nl)).

#### Eindhoven University Fund Foundation

The University Fund Foundation (UFe) contributes to (1) the development of scientific education and research of Eindhoven University of Technology (2) the promotion of interactive collaboration between Eindhoven University of Technology and society, and (3) the promotion of an inspiring and stimulating Eindhoven University community. Study and student associations, students and student teams of the TU/e may submit requests to the UFe for the financial support of projects, if these match the objectives and guidelines of the foundation. In addition, it is possible to apply to the UFe if you, as a student have run into financial difficulties due to war, disasters, oppressive regimes/political situations in your own country, illness or other circumstances, provided no other funds or support options are available.

The procedure of UFe is for all students in emergency situations, which is first aid with a maximum of 6 months, If this is not enough, then postponement pay of tuition fees can be arranged via ESA with a maximum of 6 months. It should be sufficient for students to find a solution themselves in this period of time.

**Further information** can be obtained via <https://ufe.tue.nl> and [ufe@tue.nl](mailto:ufe@tue.nl)  
Legislation Decision EB 16<sup>th</sup> Februar, 2023

### **3.6 Damages or back-payment of tuition and examination fees**

Anyone who wishes to receive a certificate as proof of a successfully completed examination must submit a request to this effect to the according to the current procedure. If it should emerge that the student was not enrolled or not enrolled correctly during a specific year but still took programs or

examinations, the EB may decide that the certificate can still be issued, but only after the tuition or examination fees in question have been paid.

Anyone who is not enrolled and makes use of the study or examination facilities must pay damages to the TU/e. The amount that must be paid is the tuition fee that would have been due on correct enrollment. In addition, anyone using the study or examination facilities without authorization may be prosecuted and punished with a second category fine (currently up to € 5,150).

**Further information on damages or back-payment of tuition and examination fees**

Legislation: - 15.2 and 15.3 of the WHW

For more information: - ESA, tel. +31 (040) 247 47 47

## **4 EDUCATION**

***The education provided is dealt with extensively in the digital study guide, which sets out the specific aspects of programs. This chapter deals only with general matters that apply to all programs.***

### **4.1 The supply and structure of programs**

In 2024–2025, the TU/e will provide 13 bachelor's programs and 24 master's programs.

#### Bachelor's programs

For bachelor's students that started a TU/e bachelor's program on or after September 1, 2023:

Bachelor's programs have a length of three years (180 sp) and are completed with the final examination (bachelor's exam). They consist of a one-year propaedeutic phase (60 sp) and a two-year post-propaedeutic phase (120 sp) that is completed with the final examination (bachelor exam).

The bachelor's programs consist of 180 credits with the following components:

- a. a core program of 125 credits, including a Bachelor Final Project (BEP) of 10, 15 or 20 credits (determined per degree program).
- b. an elective of 45 credits.
- c. an Impact of Technology (ITEC) program of 10 credits.

A bachelor's program can offer additional elective space within its program. The latter means that a program has a core program with fewer than 125 credits and elective space with more than 45 credits.

Each core program contains one of three variants of the university-wide study component in the area of Calculus.

As part of the core program, all students follow a CBL (Challenge Based Learning) curriculum line. This consists of at least one challenge per semester in the first and second year of study. Here students learn to work across boundaries and disciplines and to collaborate and communicate in multi- or interdisciplinary teams. The challenges in the first year and in the first semester of the second year are embedded in the study components of the core program. The multi-/interdisciplinary CBL challenge encompasses 5 credits.

The Professional and Personal Development learning trajectory is part of the core program and is embedded in various study components of the core program.

In addition, the MyFuture Activities are mandatory components of the bachelor's program. This component consists of career-oriented activities that students can attend. Each activity offered has a value. A student participates, by choice, in several activities with a total minimum value of 7.

The elective space consists of 45 credits in principle. The elective space can be filled in freely, in as far as it meets the conditions set down in Article 3.4, paragraph 8 of the PER:

- A minimum of 30 credits are allocated to level 2 or level 3 study components, of which at least 15 credits are level 3 study components.
- There is no overlap between study components of the core program and the electives and between the electives themselves.

All bachelor's programs contain an Impact of Technology (ITEC) program. This consists of an Engineering Ethics study component, an Engineering for Society study component and at least 5 Studium Generale components. In addition, bachelor's program can include more ITEC components in the core program and students can decide to take ITEC learning trajectories and/or ITEC study components in the elective space.

**For bachelor's students who started a TU/e bachelor's program before September 1, 2023, the following applies:**

The bachelor's programs last three years (180 credits). They consist of a propaedeutic (first year) phase (60 credits), which concludes with a propaedeutic phase and a main phase lasting two years (120 credits), which concludes with the final examination (bachelor's examination).

The bachelor's programs within the Bachelor College have of the following study components: major components, basic components, elective components and coherent elective packages, and USE (User, Society and Enterprise) learning trajectories.

The major study components comprise the discipline-specific part of the program and together account for 95 credits.

The five basic study components (together 25 credits) are compulsory for all students: Applied Natural Sciences, Calculus, Data Analytics for Engineers, Engineering Design, USE Basics: Ethics and history of technology. The basic study components prepare students both for their own major and for their elective study components.

Professional Skills is not a separate study component but an integral part of the major. The skills it teaches, and how these are assessed and completed, are specified in the PER.

The electives account for 45 credits. Students can choose from the complete range of individual electives on offer, each worth 5 credits, or complete elective packages (mostly worth 15 credits). The requirements that a student's choice of electives must fulfill are specified in the PER.

In addition to the basic USE study component, students take a USE learning track: three study components and five *Studium Generale* activities earmarked as USE. A USE learning track consists of study components in which the discipline of the major is seen from the perspective of the user, society and/or enterprise. Students can choose from all USE packages on offer to fill in the USE learning track.

In addition, the MyFuture Activities are a mandatory component within the Bachelor's degree program. This component consists of activities approved by the MyFuture Activities assessment committee, to which so-called values are attached. Students must minimally choose a total value of seven points in approved elective activities. No credits are attached to the MyFuture Activities.

All study components provided by TU/e are listed in the digital course catalogue, which can be found at <http://mytue.tue.nl> (OSIRIS course catalogue).

### **Further information on the new style Bachelor's programs within the Bachelor College**

Legislation and regulations: - PERs

Policy: - presently applicable Bachelor College Directive (for students who started a bachelor's program before September 1, 2023) and the Bachelor College 2.0 Directive (for students who started a bachelor's program on or after September 1, 2023)

For more information: - ESA

### **Master's programs**

Master's programs last two years (120 credits) and comprise compulsory study components worth up to 30 credits, a number of specialist elective study components, and master's-level free electives worth at least 15 credits, possibly including an internship (if this is not included in the compulsory or specialist study components) and a graduation project worth 30 or 45 credits. A graduation project can be up to 60 credits, to be determined by the Department Board on the advice of the Graduate Program Director, but only if the size of the compulsory study components does not exceed 15 credits. The degree program must be structured in a way that students can earn 15 credits' worth of experience abroad (see section 4.10).

If a student has not elected a component with international experience, an interview is arranged between mentor and student to determine why this choice was made.

On the recommendation of the mentor, the Examination Committee makes a decision regarding the student's choice of specialist elective study components.

Students do not need to ask their mentor or thesis supervisor when choosing free electives. Homologation study components (which students take in order to rectify any deficiency) count as electives, but must not account for more than 15 credits within the full degree program. Within the



Graduate School, it is also possible to allocate 15 credits to Bachelor's study components on level 3, including possible homologation study components.

The PER for the program specifies the choices made by the Department Boards and how the program is structured within the frameworks of the Graduate School. Information on the structure of the program and specializations can be found in the digital education guide (<https://educationguide.tue.nl/>) and on the TU/e website.

#### **Further information on the Master's programs**

Legislation and regulations:	- PERs
Policy:	- the Graduate School Guideline
For more information:	- ESA

#### **4.2 The right to a manageable degree program**

The PER is assessed on a regular basis, during which the emphasis will be on the time demanded by the study load. This is the Department Board's responsibility. The PER text for each program is included in the relevant digital study guide, which can be consulted online (<https://educationguide.tue.nl/>).

The EB will ensure that the following information is published in good time before the academic year starts:

- the programs on offer
- for which programs a reference can be made to graduation tracks and the rules that apply. The information must be published in such a way that prospective students can form a clear opinion of the content and structure of the program and the examinations.

Programs must be structured in such a way that students have a reasonable opportunity to meet the requirements for study progress laid down in the Student Finance Act (*Wet studiefinanciering*, WFSF 2000).

#### **4.3 Study load and credits**

Each program has a number of study components. The number of components and their weight determine the program's study load. The study load of the programs and the corresponding study components are defined by the Department Board as a number of credits. The study load of each program as a whole and of the separate study components is included in the PER.

In the provisions above and elsewhere in this statute, the term 'credits' is used in accordance with the European Credit Transfer System (ECTS). This is a credit system which is used in the EU and which became law in the Netherlands with the introduction of the bachelor's–master's structure. Credits are calculated in this system as follows: the study load for an academic year is 60 credits, and one credit equals 28 study hours. Therefore, 60 credits equals 1,680 hours of study.

#### **4.4 Study guidance**

Students have the right to study guidance. Special attention must be given to students who belong to an ethnic or cultural minority.

Each department has one or more academic advisors to support students. Student guidance must be regulated in the PER.

In addition to the support of an academic advisor from their own major and a student advisor/counselor from the ESA, students taking a bachelor's degree program are also entitled to coaching from a study coach and – in the first semester after enrollment – the support of a student mentor (a senior student from the same program).

Students taking a master's program are entitled to a mentor in addition to being supervised by an academic advisor. The PER establishes the focus of the various forms of guidance.

Students who are taking a bachelor's or master's program are also entitled to support from a study choice advisor, student psychologist and student counsellor offered by ESA.

The tasks of an academic advisor, the teacher coach, student mentor, mentor, study choice advisor, student psychologist, and student advisor and student counsellor are included in the overview below.

Tasks of an academic advisor (of your own) major/master's program

The academic advisor

- gives the student advice solicited or unsolicited on all aspects of the degree program,
- conducts (individual) discussions with students about study progress, study planning, study progress decision (pre-master's students) and BSA (Bachelor's students);
- provides an overview of the coaching and supervision of students and is the point of contact for all parties involved (student, teacher coach (bachelor's), student mentor (Bachelor's), mentor / graduate supervisor (master's program) and student advisor);
- gives information or coaches a student in finding information about the study structure, order and coherence of units of study, possibilities within the elective space, possibilities after the bachelor's program, possibilities to switch to other majors within the TU/e or other bachelor's programs outside the TU/e, possibilities within the specialization area of the Master's programs, and possibilities to study abroad;
- discusses any problems with among other things the coaching / teacher coach (bachelor's) or mentor / graduation supervisor (master's program) on the student's initiative and takes action where necessary;
- advises the student and teacher coach (bachelor's) or mentor/graduate counsellor (master's program) about referral to a study choice advisor/student psychologist/student counsellor (ESA) if there are special circumstances or if there are problems with regard to your study and study skills, stagnation of the selection process or personal problems that affect studying.

Tasks of teacher coaches in bachelor's programs

Each student is entitled to four meetings with the teacher coach, spread over the academic year. The teacher coach, who may not be a program director or academic advisor, supports and coaches the student in:

- the development of the student's professional identity as a future engineer;
- the necessary selection process that this entails. This relates to choices such as selecting electives, including thematic learning areas, whether to take part in an honors program, and selecting a master's program;
- the managing and shaping of their own choices, i.e. learning how to make study-related choices in the light of the ambitions the student hopes to achieve;

The teacher coach can refer the student to the academic advisor (own major) if the student encounters problems that hamper their study progress. With permission of the Dean Bachelor College, the Department Board may elect to alter the role of the teacher coach.

Tasks of student mentors in bachelor's programs

The student mentor, who is appointed and supervised by the department and trained through a proposed program of the study management advisors at ESA, supports students individually and in groups with regard to:

- becoming a part of the program, the department and the university socially and academically,
- having contact with other students, being part of the program and studying,
- learning by working with others, and developing study skills in consultation with the student advisors at ESA. The student mentor provides information and answers questions about the major, the department and the university, as well as information about whom to contact in case of questions or problems. The student mentor works under the supervision of the academic advisor of the bachelor's program.

Tasks of the mentor (master's program)

The mentor

- is an assistant professor, associate professor or a full professor. In many cases, the mentor is the thesis supervisor, but this is not a requirement;
- provides guidance at the student's request;

- advises the student regarding the specialization study components as part of the degree program;
- guides the student during the master's program with regard to:
- the student's chosen career path and the related choices within (and, where relevant, outside) the degree program;
- the composition of the program (specializations, free electives, internship, main topic for graduation);
- the student's development of their own professional skills, in which the mentor involves the development plan for professional skills that the student designed at the beginning of the master's program.
- discusses the Code of conduct for academic practice with the student, who, in the presence of the mentor, signs a statement to the effect that the student will comply with the rules of academic integrity.

Tasks of student mentors in master's program, for first year master students, who did not study at the TU/e before

The student mentor, who is appointed and supervised by the department and trained through a proposed program of the study management advisors at ESA, supports students individually and in groups with regard to:

- becoming a part of the program, the department and the university socially and academically,
- having contact with other students, being part of the program and studying,
- learning by working with others, and developing study skills in consultation with the student advisors at ESA. The student mentor provides information and answers questions about the major, the department and the university, as well as information about whom to contact in case of questions or problems. The student mentor works under the supervision of the academic advisor of the bachelor's program.

Tasks of the student psychologist ESA

The student psychologist uses short-term evidence-based intervention methods to treat a student who is stuck in one or more areas of life, among others, with the goal of preventing study delay as much as possible and also helping the student cope with the issues during their studies."

<https://educationguide.tue.nl/guidance-and-development/who-to-contact/student-psychologists>

Examples of subjects that can be discussed with the student psychologist include:

- anxieties and mood issues
- negative self-image
- worrying
- stress and burn-out complaints
- problems related to autism or ADHD
  
- low self esteem
- fear of failure
- personal circumstances (death of close friend/relative, relationship problems)
- referral to external support for complex problems

Support from ESA:

Students taking a bachelor's or master's program are also entitled to support, offered from ESA, from a study choice coach, career coach, study management coach, student psychologist and student counselor.

Tasks of the ESA study choice coach

The study choice coach assists students who are unsure about their study choice, lack motivation for their (current) degree program or are forced to stop their studies because of failure to pass the BSA. The study choice coach can help to make a step-by-step plan for a new choice of program, spar with the student about doubts and ideas and/or help the student to trust their choices.

#### Tasks of the ESA career coach

The career coach provides guidance and practical tips and tools in career orientation. Issues that can be discussed include:

Who am I, what can I do, what do I want?

How do I find an employer/job that suits me?

Job application tips: how do I look for jobs? How do I network? Feedback on résumé, practicing a job interview, negotiation, etc.

#### Tasks of the ESA study management coach

The study management coach assists all students who for various reasons have difficulty managing their studies.

Common topics in study management discussions that the study management coach can help with are procrastination, learning to study at a university, motivation/concentration problems, learning to plan realistically, creating rhythm and structure, how to deal with limited workload due to e.g. recovery from burnout, balance between study and daily life, problems in graduation and perfectionism, or fear of failure.

Students are guided by a study management coach individually or in groups.

#### Tasks of the ESA student counselor

The student counselor advises the student in:

- personal circumstances that can delay study progress (including functional impairments such as dyslexia, autism, or chronic illness);
- administrative matters, such as registration and termination, study grants, administrative grants and dual career such as top-level sports.
- financial compensation such as provision of the DUO performance grant and student financial support

The student counselor advises the Examination Committees in the area of studying with a functional impairment and postponement of the binding recommendation on the continuation of studies through the Central Committee for Extenuating Personal Circumstances. In addition, they monitor study progress within the framework of the Modern Migration Policy Act.

### **4.5 Studying with a functional impairment/Studying with additional support**

Students can experience obstacles during their studies as a result of, for example, physical limitations, psychological complaints, chronic illnesses, pregnancy/being a young parent, being a care provider or being in gender transition. These students cannot devote as much time and energy to their program as the average student, or must devote more time and energy to their program than the average student. The TU/e offers facilities that enable these students to have reasonable participation in education and exams.

To this purpose, a request for facilities can be submitted; if possible three months before taking part in study components, examinations or practical exercises. If a student wishes to make use of facilities, this is usually arranged through the student counselor, who submits a request for special facilities to the Examination Committee on behalf of the student. The request should be accompanied by any documents that could reasonably be considered necessary to assess the request. This should in any case include a recent statement from a medical doctor or psychologist, or from a testing bureau registered with the BIG, NIP or NVO. For some requests, the student counselor is mandated by the examination committee to make decisions. Take for example

- ten-minute exam time extension
- larger font use

- adapted furniture
- use of a read-aloud program
- diabetic facilities
- taking exams in a low-stimulation room (max. five students per room)
- possibility to do exercises during the exam and walk around in the exam room
- exam time extension for medical reasons (20 minutes extra per hour)

The extra examination facility requested outside the mandate granted by an examination committee must be sufficiently concrete for careful decision-making by the examination committee, taking into account both the individual needs of the student and the feasibility by the organization.

**Further information on the supply and structure of programs, study load, student counseling, studying with a functional impairment, etc.**

- Legislation and regulations:   - Article 7.3, 7.3a, 7.4, 7.4a, 7.7, 7.8, 7.13, 7.15, 7.34 of the WHW;  
   - Article 8.8 PER Ba BR and AR and Article 7.3 Per Ma
- Policy:                               - the TU/e policy memorandum on study+ adopted by the Executive Board on April 9<sup>th</sup>, 2020,
- For more information:         - (040) (247) 50 11  
   - e-mail: [Studentcounselors@tue.nl](mailto:Studentcounselors@tue.nl)  
   - <https://educationguide.tue.nl/> - Academic advisors of the degree programs

**4.6 Study progress and financial assistance**

For further information, visit [www.duo.nl](http://www.duo.nl) **Further information on study progress and financial assistance**

- Legislation and regulations:   - Articles 7.4, 7.9a, 7.9d of the WHW;  
   - Study Advance Act (*Wet Studievoorschot*)
- For more information:         - (040) (247) 50 11  
   - [Studentcounselors@tue.nl](mailto:Studentcounselors@tue.nl)  
   - Academic advisors of the degree programs  
   - <https://educationguide.tue.nl/organization/advisors-and-tutors/>

**4.7 Binding recommendation on the continuation of studies at the end of the first academic year of the Bachelor's programs**

As stated above, the TU/e has a system of binding recommendation on the continuation of studies (BSA) for students enrolled in a bachelor's program.

After the first semester of the propaedeutic phase, the student will be issued with a provisional positive or negative study recommendation, known as a pre-recommendation.

For students who were enrolled in a bachelor's program before September 1, 2023, the following stipulation applies: if fewer than 45 credits are obtained at the end of the propaedeutic year a negative binding recommendation on the continuation of studies is issued. Those who obtain 45 credits or more receive a positive binding recommendation. In the PER model the opportunity is presented to add further conditions to the 45 credit standard (the so-called BSA threshold). Upon approval of the Dean of the Bachelor College, a degree program can make use of this. The PER of the degree program shows whether the program has made use of this.

At the student's request, the Examination Committee sets an adapted BSA standard of 40 credits if a student has obtained 40 credits at the end of an academic year but has an insufficient for a study component for which there is no resit in the running academic year, while the final test was sufficient (6.0 or higher). Within Bachelor College 2.0, the final test must count for at least 50%. This applies to students who started a bachelor's program at TU/e as of September 1, 2023.

Furthermore, the Examination Committee sets the standard and sets possible further conditions, see the PER of the bachelor's program.

The propaedeutic year has three statutory functions: orientation, selection and referral. The first year of study should therefore make it clear whether the student is suited to the program and whether the student can be expected, under normal circumstances, to complete the program within a reasonable period of time.

The total study counseling system has an important role to play in respect of these functions. The advice given to students is provided in phases and with caution. It employs categories that distinguish between students who, according to the objective standards for study progress set by the program, can be expected to complete the program with either no or almost no delay and those who cannot be expected to do so.

The BSA is compulsory for both the student and the university: it is compulsory for the student because the student must make sufficient progress in the first year of the Bachelor's program to ensure there is a good chance of completing the program within a reasonable time (under penalty of not being permitted to enroll for the same program a second time); and it is compulsory for the university, because it has a duty to provide the conditions under which students can make good study progress and optimal support so that students can fulfill the standards for study progress (under penalty of losing appeals and suffering damage to its reputation). Under certain conditions, it is possible for a student to be granted a postponed BSA at the student's request. The Examination Committee determines how many credits must be obtained in the second year to receive a positive BSA at the end of the second year. For details please consult the PER of the Bachelor's degree program.

#### **Further information on study advice**

- Legislation: - Art. 7.8b of the WHW
- For more information: - PER of the Bachelor's program  
- Academic advisors of the degree programs  
- ESA

#### **4.8 Bachelor-before-Master rule**

Students must have obtained their bachelor's degree before starting a master's program (this is known in Dutch as the '*harde knip*', or Bachelor-before-Master rule).

The Bachelor-before-Master rule applies to all students, including those starting a corresponding Master's program after completing their Bachelor's program, and transfer students. The Bachelor-before-Master rule also applies to pre-master's students: they will have to complete their pre-master's program before they can enroll in a master's program. All students are affected by the new system, irrespective of how they are enrolled (full-time, part-time, main or secondary).

##### Starting dates for master's programs

All master's degree programs at the TU/e have at least two starting dates: in September and in February (beginning of quarters 1 and 3).

The Department Board is responsible for ensuring that, with sufficient effort, it is possible to complete the master's program within two years of enrolling.

Students who have completed their bachelor's degree at the TU/e may join the Master's program on the first day of the month following successful completion of the bachelor's degree exam. In other words: they do not have to wait until one of the formal starting dates. However, if these students start their master's program at a time other than the formal starting dates, the department cannot guarantee that it will be able to offer a degree program that will enable the student to complete the Master's program within two years. Requests to enroll in the master's program are approved according to the applicable TU/e Regulations for registration, Study Choice Check, enrollment, and termination of enrollment.

##### Separation of bachelor's and master's study components

At the start of the degree program, all students are provided with a program of examinations containing the study components their degree program consists of. Bachelor's students add their own electives via the Planapp (among other things). The conditions that apply are recorded in the PER. As regards the

choice of electives, bachelor's students can select from earmarked study components in the course catalogue. In this way, the bachelor's and master's programs are separated.

Bachelor's and master's students must register for the study components they will be taking (including practicals and components that are examined in other ways than with a written test). This is necessary for organization and administration, and desirable for monitoring and control. If the student has not registered on time for one or more study components from the same quarter and the quarter has not yet begun, the student can still do so, within the given term, by making a payment of €20 per component. If a bachelor's student does not register for a study component, the student cannot in principle take the examination (interim and final test). This obligation to register does not apply to master's students: master's students can register for exams without being registered for the study component. Master's students must also pay €20 if they are too late registering for an exam. The rules for this are laid down in the PER.

The law prescribes that students may only take and be examined in study components that are a part of their degree program. If a student wishes to take a study component outside the program and sit the relevant interim examination, this is of course possible, but these shall only be recognized as part of the curricular program of examinations upon the approval of the Examination Committee.

#### Pre-master's programs

The Bachelor-before-Master rule also applies to students taking a pre-master's program.

The main rule is that students must complete 100% of the program within set term (a maximum of two semesters). Students who fail to do so are not permitted to continue with the pre-master's program. The Examination Committee can approve exceptions to this rule in exceptional cases. The rules for this are laid down in the PER.

#### Extra examination opportunities in relation to the Bachelor-before-Master rule (hardship clause)

There is a hardship clause for urgent cases of students who are disproportionately affected by the introduction of the Bachelor-before-Master rule system. The hardship clause is implemented by the Examination Committees on the basis of centrally determined guidelines.

The hardship clause is included in the PER for the bachelor's program. The Departmental Examination Committees are responsible for implementing the clause.

The hardship clause was drawn up on the basis of the following basic principles:

- students with exceptional personal circumstances or who have (almost) completed their programs within the nominal period (three – three and a half years) and still need to obtain a maximum of ten credits;
- in the case of students who have (almost) completed their programs within the nominal period, the Examination Committee can take account of administrative activities within the student associations (or other sizable administrative activities to be assessed by the Examination Committee);

In these cases students can request an extra resit for the bachelor's study components they still need to pass.

The procedure regarding exceptional personal circumstances is the same as that for the BSA. Students who qualify under the hardship clause but who do not know their grades for all the bachelor's study components at the start of the master's program in the first or second semester, may take master's study components for which they have sufficient prior knowledge, with the permission of the Examination Committee. However, they may not yet enroll in the master's program. The students cannot obtain any partial or final grades within a master's program. If a student has not passed their bachelor's degree, the student is not permitted to continue with the master's study component the student was taking.

#### **Further information on the Bachelor-before-Master rule system**

For more information:

- PER of the bachelor's program
- Academic advisors of the degree programs
- <https://educationguide.tue.nl/practical-info/regulations-and-guidelines/bachelor-before-master-rule>

#### **4.9 Studying abroad as part of a program at the TU/e**

The TU/e has the ambition to have the majority of its master's students graduate with at least 15 study credits acquired abroad. A period abroad means that students can acquire knowledge and experience that is not available at the TU/e, enriching and expanding the program provided in Eindhoven. This part of the master's programs is not compulsory, but is strongly encouraged, unless a student has already gained international experience during the bachelor's program or completed previous training abroad. If a student has not elected for a component with international experience, an interview is arranged between mentor and student to determine why this choice was made. International experience can be obtained through internships abroad, by taking electives at a foreign higher education institute or as part of the graduation project, with the Examination Committee's approval. In this context, various cooperative agreements have been made with foreign institutes.

TU/e students who go abroad in connection with their program are, in many cases, eligible for financial support to help cover the additional costs incurred during their study/internship.

##### Financial assistance and studying abroad

If a student studies abroad, their study grant continues, subject to certain conditions. This applies if the student goes abroad for a limited period to study or do an internship. A student retains a right to financial assistance during a temporary period of study or placement abroad if the student remains enrolled in a Dutch program *and* studies or placement abroad are part of that program.

Students can receive a study grant not only for a temporary study or internship, but also for a full program of study abroad. The application form and brochure for a study grant while following a higher education program abroad can be requested from DUO. This form should also be used if a student is already receiving a study grant while studying abroad and wishes to report a change of circumstances.

The length of a comparable Dutch program is important in determining the right to a study grant - contact DUO for more information.

Tuition fee credit can also be requested for a program of study abroad.

##### **Further information on studying abroad**

For more information:

- departmental internationalization coordinators
- Academic advisors of the degree programs
- DUO +31 (050) (599) 77 55, [www.duo.nl](http://www.duo.nl)
- [goingabroad@tue.nl](mailto:goingabroad@tue.nl)
- [www.wilweg.nl](http://www.wilweg.nl)

#### **4.10 Code of conduct for international students in Dutch higher education**

The Code of conduct for international students in Dutch higher education came into force on May 1st, 2006. It was last reviewed October 1, 2022. If foreign students register for a degree program at an educational institute that has signed the code, the Dutch Immigration and Naturalization Service (*Immigratie- en Naturalisatiedienst*, IND) can accelerate the processing of their application for a residence permit. The TU/e has signed this code. This means that the TU/e undertakes to provide foreign students with good supervision and guidance. The code contains agreements on the minimum level of English that foreign students must possess before they are permitted to come and study in the Netherlands. It also contains guidelines for recruiting students abroad. Signing the code of conduct also means that TU/e can make use of the official Netherlands Education Support Offices (NESOs) in other countries, as well as the Short Study Help Desk. Students from non-EEA countries can apply for a student visa and/or residence permit via the help desk.

Students must meet the IND study progress requirement during their studies, which means that students must obtain a minimum of 30 credits (but no less than 45 credits in the first year of the bachelor's program). If this number of credits is not obtained, the student will be deregistered at the IND by the student councellors and the student can no longer continue their studies. The student may appeal once for personal circumstances when the study progress standard of 30 credits has not been met. However,



a customized assessment is always made in the spirit of the conditions that also apply to other students with personal circumstances.

Legislation and regulations: - Code of conduct for international students in Dutch higher education of February 28th, 2006 (revised version October 1, 2022)

- [Gedragscode-HO-2022.pdf \(internationalstudy.nl\)](#)

- e-mail [io@tue.nl](mailto:io@tue.nl) and [studentcounselors@tue.nl](mailto:studentcounselors@tue.nl)

#### **4.11 Quality assurance in education**

The TU/e sees the realization of a high quality of education, measured by external, national and international standards, as a necessary precondition for all its activities. The ultimate goal of quality assurance is to monitor and measure the quality of education and to realize educational improvements. However, internal accountability for the quality of education to students, teachers, management regarding educational objectives as formulated within a study component or program, and external accountability about the quality of education to the working field, society and the government are also an important point of attention in the quality assurance policy at the TU/e.

##### The educational improvement cycle

All quality assurance activities within education at the TU/e are aimed at creating a cycle of improvement. This means measuring and monitoring the quality of education (e.g. by means of educational evaluations), analyzing and interpreting the results (e.g. in the form of management and benchmark reports), drawing up improvement plans, implementing these improvement plans and reflecting on the improvement process (e.g. in the annual education reports of the degree programs). The essence of quality assurance is the visible closure of this improvement cycle. This means that the improvement processes and projects have demonstrably led to improvements in education, and that these results are communicated within the degree program, including to students.

This improvement cycle takes place at various levels within the organization. At the level of an individual study component, the teacher is responsible for the quality and the improvement process and is accountable to the program director. Quality assurance on individual subjects takes place on two time scales: rapid adjustment during the educational period in which the study component is taught (process monitoring using, for example, lecture follow-up groups) and a cycle about the study component as a whole (using, for example, study component surveys). It looks at aspects such as student satisfaction, design and organization, teacher quality and testing.

The responsibility for realizing the improvements at education level lies with the program director, who is accountable for this to the Dean BC or GS via the education annual report. The evaluations at the educational level cover issues such as studyability, coherence, study load, organizational issues, coaching and preparation for the labor market (e.g. via the annual TU/e curriculum surveys, the NSE and the alumni monitor). The Program Committee (OC) plays an important role in monitoring the entire process. Every OC also includes students. The OC monitors the evaluation results, the identified improvement plans and the results of the improvements. In addition, the OC can give solicited and unsolicited advice and carry out research into aspects of educational quality. The quality assurance of degree programs is carried out in accordance with the department's quality assurance plan. The OC has the right of consent to this via the PER and supervises its implementation.

As part of each bachelor's program concerns supra-departmental education, the primary responsibility for realizing educational improvements with respect to these components of the curriculum lies with the Dean BC and/or Dean GS. In addition to the general educational evaluations, the BC and GS student monitor groups are an important source of information for the Deans.

Proposed alterations/improvements with respect to supra-departmental education are discussed with the Joint Program Committee (JPC). As such they have an important monitoring role in supervising the realization of educational improvements at BC/GS level.

##### External quality assurance

The starting point is that every six years all degree programs are assessed by a panel of independent experts approved by NVAO in accordance with the Assessment Framework for the [Accreditation System for Higher Education in the Netherlands](#). To this end, the training will draw up a self-evaluation in which the strengths and weaknesses of the training are described. Part of this self-evaluation is a contribution drawn up by the students of the degree program (the student chapter). The training promotes an independent and representative contribution. The visitation results in a visitation report. If the outcome of the assessment of the conditions is positive - i.e. if the degree program fully meets the quality requirements as set out in the framework - the institution will retain the existing accreditation program. If there is a negative assessment where no improvement is expected for the foreseeable future, the NVAO withdraws accreditation of the existing degree program. In cases of doubt, the degree program will retain conditional accreditation and the NVAO will set dated conditions.

The TU/e considers external evaluations to be indispensable for adequate monitoring and targeted stimulation of the quality of education. The educational annual reports of the degree program indicate how the recommendations of the Review Panel will be implemented.

#### The role of the student

The opinion and **constructive** feedback of students during education, through educational evaluations administered at the end of a study component of part of the curriculum, is of crucial importance for the conclusion of the improvement cycle. High participation in educational evaluations and the commitment and involvement of students in monitor groups and in the OC make the results more reliable and more valid, so that they can be used earlier to better draw up improvement plans. TU/e considers the opinions of students important and takes them very seriously when drawing up policy. In addition, it informs them about the results of educational evaluations and the improvement plans drawn up.

- Information:**
- dr. A. Kiliç ([a.kilic@tue.nl](mailto:a.kilic@tue.nl)) ESA quality assurance officer, tel. (040) (247) 57 93
  - External Quality Assurance in Education: dr. D.M. de Haan, policy officer quality assurance and testing, tel. +31 (040) (247) 83 07
  - [Quality Assurance \(tue.nl\)](#)

## **5 INTERIM AND FINAL EXAMINATIONS**

*This chapter looks at interim and final examinations in general. Specific features and further details regarding individual programs can be found in the digital study guide, which can be accessed through the internet and includes the relevant program's PER.*

### **5.1 Examination Committee and examiners**

In order to conduct final examinations and for the benefit of the organization and coordination of examinations, the Department Board has set up an Examination Committee for each program or group of programs in its department. The Department Board ensures that expertise in the following areas is present within the Examination Committee: content knowledge of the program, knowledge about testing, knowledge about quality assurance, and legal knowledge related to the PER, the Examinations Regulations of the Examination Committee, and relevant stipulations in the Higher Education Act (WHW). At least one member will be a staff member responsible for teaching that program or group of programs. The Examination Committee also consists of one external member who is familiar with the role of the Examination Committee, but who is not involved with the education offered in the program(s) under the supervision of the Examination Committee. Staff with managerial or financial responsibilities are not permitted to serve as members of an Examination Committee.

The Examination Committee appoints examiners to conduct examinations. The examiners can also be experts from outside the institute.

To guarantee the quality of examinations and final exams, the Examination Committee establishes rules and related measures. These rules and measures are included in the Examination Regulations, which also address fraud during examinations and the ensuing sanctions. In the event of fraud, the Examination Committee may rule that the student cannot take part in one or more specified examinations or final examinations for up to one year. In the case of serious fraud, the Department Board can decide, on the recommendation of the Examination Committee, to permanently terminate the enrollment of the student concerned.

The Examination Committee provides regulations and guidelines to examiners to assess and determine the results of examinations.

### **5.2 Taking examinations and final examinations**

Each study component concludes with an examination. An examination is designed to test the knowledge, insight and skill of students and external students regarding a certain study component, and to reach an assessment of the results of that test. examinations can be conducted in various ways: orally, in writing or in some other manner.

There are in any case three ways to centrally administer exams:

- a. written examinations, in which the assignments are provided on paper and the student completes the examination on paper
- b. digitally taken exams provided on the students' laptops
- c. a combination of A and B

The way in which a particular examination must be taken is specified in the PER. The course catalogue specifies the test components of the examination, the way they are administered and their respective weighting in determining the ultimately examination result.

The study guide in canvas contains the more detailed information necessary for adequate preparation for the examination. It contains an extensive description and planning of a study component including the learning objectives and structure of the study component, the work that is expected of the student, the connections with the other components of the program and possibly with practice, the overall organization within the study component, the testing and the way in which feedback between teacher and student is built in.

The exact distribution of marks and the assessment standards are communicated via the cover sheet of the written examination. The grading standards for a practical exercise are communicated at the start of the exercise.

The degree program must be structured such that students have insight into and receive feedback about their progress, obtain insight into the requirements for the interim assessment moments and/or final test (in other words, there is proper preparation), and are stimulated to make an active contribution to the

study component. The way in which a certain interim test (BC Before Revision) or interim assessment moments (BC After Revision) must be taken and the assessment standards can be found in the study guide of the study component concerned. The course catalogue includes how the grade of the interim tests, interim assessment moments, and the grade of the final test count towards the final grade for the study component.

For the bachelor's it further holds that the assessment of an examination is expressed by a final grade. The PER states which agreements have been made within the institution regarding exam inspection and feedback.

In the learning outcomes of the bachelor's degree program, in as far as it concerns the BC Before Revision, major-specific learning outcomes have been determined for all Professional Skills (PRV). These PRV learning outcomes were realized based on a vision of the PRV profile of graduates for which input was received from relevant professional fields. The development of professional skills is embedded in the major study components. In the course guide of such a study component the assessment criteria are formulated regarding the PRV in question and a description of the feedback students receive regarding their PRV development. Sometimes the assessment of the PRV is part of the final test, for example for project education. In other cases, specific professional skill tests are used. A professional skill test is assessed as a mid-term test of the study component it is part of and is marked as such in the PER study component overview. As with all other mid-terms, it is determined how the assessment of a particular skill test weighs in the final grade for the study component that the skill is a part of.

The Examination Committee determines the result of the final examination by establishing whether all examinations (BC Before Revision) or assessments (BC After Revision) for a certain program (or a phase of the program) have been successfully completed or, if that is not the case, have been sufficiently compensated, based on the program PER. If this is the case, the final examination for the total program or a phase of the program has been passed.

The final examinations relating to a specific program must be specified in the PER.

As explained in Chapter 2, the TU/e offers bachelor's programs and master's programs.

The bachelor's programs have a propaedeutic phase for which students receive a certificate from the Examination Committee after its completion. The bachelor's program is concluded with a final examination. The master's programs have one final examination.

Further information on the content of the propaedeutic phase and final examination of bachelor's programs can be found in the appropriate digital study guide (<https://educationguide.tue.nl/>).

Only those who meet the admittance requirements for the program in question and who are enrolled at the institute as a student or external student are authorized to take examinations/assessments and final examinations.

A student can also design a program themselves from study components, which is linked to a final examination (this is known as the 'free-study' program). If the Examination Committee gives its approval, it will indicate to which program the free-degree program belongs.

Students with a functional impairment/who have requested additional support can ask for facilities, such as a read-aloud program or more time to complete an examination/assessment. See Section 4.5.

### **5.2.1 'Quarantine' regulation**

A number of departments have a 'quarantine' regulation. This means that, under certain conditions, students are given the opportunity to take final tests/examinations that have been scheduled at the same time in succession. This regulation has been recorded within the TU/e Examination Regulations. For further information, students can consult the program's academic advisor.

### **5.2.2 Central Examination Regulations**

The Executive Board is responsible for the practical organization of examinations and final examinations. This was the reason for drawing up the 2015 Central Examination Regulations. The regulations specify, among other things, the duties of examiners/subject experts and invigilators during (digital) examinations. They also specify the rights and obligations of students during an examination, such as permission to use a lavatory during an examination or having a mobile phone in your possession. Furthermore, students must bring a notebook to an examination if it is administered digitally.

Legislation and regulations: - Central Examination Regulations, including appendices.

### 5.2.3 TU/e assessment policy

The purpose of the TU/e Assessment Framework is to enable the institute as a whole to account for assessment methods and to promote, monitor and safeguard the quality of assessment. On the basis of the TU/e-wide assessment framework and policy, each department (or part of it, e.g. school) draws up a departmental assessment policy with the same aims, but geared to department level (or part of it). It is useful for students to know how responsibility for the quality assurance of assessment processes is assigned.

The quality care is divided into two parts: care and safeguards. On the one hand, the department board (through the program director) undertakes to ensure assessment quality in the manner set out in the assessment policy: care for quality assessment. On the other hand, each program has an Examination Committee whose duties include the proactive monitoring of compliance with agreements made and safeguarding assessment quality.

For the purpose of achieving a certain level of assessment quality through the assessment framework, the institute has, for example, formulated a vision on assessment, set up processes for support and expertise development, and established regulations. In order to enable the safeguarding of assessment quality the institute has, for example, drawn up a guide to the composition and duties of Examination Committees to ensure that they can work as independently as possible.

Legislation and regulations: - The TU/e Assessment Framework, adopted by the EB on February 14, 2019.

### 5.2.4 Fraud policy

*"Cheating in tests and in applications for exemptions or final examinations comprises any act or omission on the part of a student that makes it partially or completely impossible for the examiner to form an accurate opinion of their knowledge, understanding and skills, and/or deliberate or non-deliberate attempts on the part of a student to influence any part of the examination process for the purpose of influencing the results of the examination Gaining access to the degree program and/or examinations on improper grounds also falls under fraud (definition Examination Committee Regulations 2024-2025).*

Students must be clearly informed during their studies that fraud is not compatible with an academic degree program and that the probability of being caught is high. Plagiarism is a specific type of fraud and combating it falls within the scope of the TU/e Education Fraud Policy. As stated in Chapter 8, failure to comply with copyright regulations is a form of plagiarism and also constitutes fraud. The fraud policy is divided into four elements, namely:

1. **Informing:** The boundaries of what is permissible are communicated to the student in a clear manner by the university.
2. **Prevention:** Any situations conducive to fraud shall be precluded by the university and its students.
3. **Detection:** The institution shall ensure that no cheating occurs during examinations.
4. **Imposing sanctions:** In the event of fraud, the Examination Committees will impose sanctions on the offending students that, in light of the breach of trust, are appropriate to the type of fraud committed.

The fraud policy describes the actions that the institute will take for each element in order to maintain, on the basis of those elements, a culture of academic integrity in the study environment.

Legislation and regulations: - The TU/e Assessment Framework, adopted by the EB on February 14, 2019.  
- Model Examination Regulations

### 5.3 Program and examination regulations (PER)

The PER can be considered as a set of regulations that the Department Board has to determine, after obtaining prior permission from the University Council (*universiteitsraad*, UR) and the Department

Council for some points (*faculteitsraad*, FR), the Program Committee (OC) and the Joint Program Committee, for each degree program or group of degree programs in its department. Program means: a bachelor's or master's degree program.

The law (Article 7.13 WHW) prescribes which subjects must be included in the PER. Examples are: the program content and the corresponding final examinations, the way in which education in a program is evaluated, where necessary, the structure of practical programs, detailed rules for which successfully completed examinations are valid.

The PER of the bachelor's programs also includes the requirements set for the entrance examination (*colloquium doctum*) and prior education to obtain admission to the program.

The PER for the corresponding master's program also specify conditions for students taking the preceding bachelor's program but who have not yet completed it, but who wishes to take some of the study components of the degree program. They further state which qualitative admission requirement apply to students who are not taking the bachelor's program or who have taken it but who want to apply for the master's program through a proof of admission. For proof of admission, see Section 2.5.

If a bachelor's or master's program is being offered for the first time, the PER must be established no later than three months before the start of the academic year.

Within the TU/e, the use of the model PERs for the Bachelor's and Master's programs as guidelines is prescribed in general terms by the EB. The parts of the PER that serve as a guideline are submitted to the University Council for approval.

These rules are the same for all programs. The model PERs for the Bachelor's and Master's programs can be found on <http://educationguide.tue.nl>

#### **5.4 Certificates and statements**

Students can retrieve their own examination results from OSIRIS with a personal access code. Students who pass an examination will receive a certificate as proof. To receive a certificate, students must sign up for an Examination Committee meeting via OSIRIS. The Examination Committee will deal with this request as quickly as possible.

The certificate of the university teacher-training program must also mention the competence requirements fulfilled by the holder.

The examination certificates for final examination of the bachelor's and master's programs must contain the following information:

- the name of the institution and the specific program (as mentioned in the CROHO);
- which components the examination covered;
- (if applicable) what qualification is connected to the certificate (e.g. teaching qualification);
- what degree was awarded (see also section 5.6);
- when the program was most recently accredited.

The certificates are drawn up and presented in Dutch and English. In addition, a supplement has been added to the certificates for the final examinations of the bachelor's and master's programs. The supplement provides information on the nature and content of the program completed by the student, partly to aid international recognition of programs. The supplement will in any case comprise the following information:

- a. the name of the program and the institute providing it;
- b. whether it is an academic or a higher vocational program;
- c. a description of the content of the program; *and*
- d. the study load of the program.

Students who have passed one or more examinations, but not the final examination to which they belong, will receive on request a statement from the Examination Committee in any case stating which examinations the student passed.

## 5.5 Double degree

### 5.5.1 Internal double diplomas

Internal double diplomas refer to situations in which a student with limited additional effort wishes to obtain diplomas from several bachelor's or master's programs at the TU/e. This means that the student will receive two degree certificates or more if the requirements listed below are met.

Please note, the guideline for double diplomas issued by the EB on June 15, 2017, has additional requirements for the double diplomas of both bachelor's and master's programs of the TU/e. The regulations described in this statute for internal double diplomas only applies to students who started their studies after 2017-2018. For students who started their studies earlier, the guidelines before September 1, 2017, apply. Next executive agreements have been made that came into effect on September 1, 2020 and were first included in the Regulations of the Examination Committee, but have become part of the PER as of September 1, 2022.

#### Bachelor's programs

To be eligible for an internal double diploma, a student must have at least 45 credits from the successful completion of major study components in addition to the regular study load of a program, in order to fulfill the final requirements of both programs. Students who obtain 90 credits more than the regular study load are not eligible for a double diploma. To obtain two bachelor's degrees in the context of an internal double diploma with accompanying certificates, students must therefore achieve an extra study load of at least 225 and no more than 270 credits. It is preferable for a student to complete two separate Bachelor's Final Projects. To obtain more than two bachelor's degrees with accompanying certificates, the study load is increased by a further 45 – 90 credits of study components with respect to the double degree for each additional bachelor's program. An extra separate bachelor's final project must be completed as well.

If the student conducts one bachelor's final project, the core elements of both programs must be clearly recognizable within it. This will be assessed by the relevant Examination Committees. Such a joint bachelor's final project encompasses 20 credits of which 10 credits are part of the extra 45 – 90 credits of the double diploma. To obtain more than two bachelor's degrees with accompanying diplomas, the study load with respect to the double diploma is increased by another 45-90 credits of study components per additional bachelor's degree program. Another additional bachelor's final project must be carried out per additional bachelor's degree program.

Requests for an internal double diploma and, if applicable, a joint bachelor's final project, must be submitted in writing to the relevant Examination Committees before the beginning of the student's third year of enrollment. If agreements exist between two degree programs about a joint program from both degree programs (double degree program), this replaces the program the student has composed and the student does not require consent.

#### Master's programs

To be eligible for an internal double diploma, a student must have at least 45 credits from the successful completion of study components including the graduation project/final project in addition to the regular study load of a program, in order to fulfill the final requirements of both programs. Students who obtain 75 credits more than the regular study load are not eligible for a double diploma. To obtain two master's degrees with accompanying certificates in the context of an internal double diploma, students must therefore achieve an extra study load of at least 165 credits and no more than 195 credits.

If the student conducts one graduation project or final project, the core elements of both programs must be clearly recognizable within it. This will be assessed by the relevant Examination Committees.

If two master's programs have jointly determined and published a double diploma program, they may reduce the minimum of 45 credits to 30 credits of additional study load. This deviation is in any case applicable to the double diploma of the educational master's program Science Education.

Requests for an internal double diploma and, if applicable, a joint graduation or final project, a must be submitted to the relevant Examination Committees before the beginning of the student's second year of enrollment. If agreements exist between two degree programs about a joint program from both degree programs (double degree program), this replaces the program the student has composed and the student does not require consent.

#### **Further information on internal double diplomas**

Legislation and regulations: - Art. 9.5, 7.59, 9.33 WHW;  
- for more information and the application procedure, please consult  
<https://educationguide.tue.nl/programs/internal-double-diploma/>

### 5.5.2 Double degree on the basis of agreements with a foreign institute

A double degree here means that, based on a cooperation agreement with a foreign higher education institute, part of the program can be taken at that institute; on the basis of the results obtained at both the Dutch and the foreign institute, students who complete the program successfully have the right to two certificates: a TU/e certificate and a foreign one. Information on the possibilities for double degrees is available from the academic advisors of the different programs. See: <https://educationguide.tue.nl/programs/graduate-school/masters-programs/>

### 5.6 Degrees and titles

The act that introduced the bachelor's–master's structure states that students who pass the final examination of a bachelor's or master's program will be awarded a Bachelor's or Master's degree, respectively.

Depending on the discipline in which the final examination was taken, the suffixes “of Arts or “of Science” will be added. The TU/e bachelor's and master's programs lead to “Bachelor of Science” or “Master of Science” degrees.

Graduates can add these titles to their names. The degrees are abbreviated to BSc and MSc respectively, and placed after the name.

Students who have obtained a Master of Science degree at the TU/e may also adopt the Dutch title “*ingenieur*” (engineer), abbreviated to “*ir.*”, which is placed before the name. An exception to this rule is the Master's program in Science Education and Communication. This program falls under 'education' and entitles graduates to use the title *doctorandus* abbreviated as “*drs.*”.

Graduates can choose whether to use the title “*ir.*” or “*drs.*” before their name or MSc after it, but cannot use both at the same time.

### Further information on interim and final examinations

Legislation and regulations: - Articles 7.10a through 7.11, 7.20 of the WHW.

For more information: - ESA, tel. +31 (040) (247) 47 47  
- Academic advisors of the degree programs  
- <https://educationguide.tue.nl>



## **6 PARTICIPATION OF STUDENTS IN UNIVERSITY AND DEPARTMENTAL BODIES**

*Students have the right to participate in various university bodies. This chapter outlines the relevant bodies and their competencies.*

### **6.1 Student participation**

The TU/e has four participatory bodies in which students and staff can consult each other: the University Council (UR) at central level, and the Department Council (FR) at department level, and the program committee (OC) at degree program level, and the Joint Program Committee (JPC) at Bachelor College and Graduate School level.

Students can vote for and be elected to the UC and FR: they have both the active right to vote and the passive right to be elected. The elections for the UC and DC are held in accordance with the TU/e Electoral Regulations, which specify the procedures for nominating candidates, voting, and determining the election results. The term of office for students in both the UC and the DC is one year. How the OC and JPC are composed and what the term of office is for students in the OC/JPC is arranged in the Department Regulations and in the internal regulations of the OC or JPC respectively.

In addition, students have a say in:

- the Student Advisory Body (SAO):
- the Bachelor College Monitoring Group
- the Graduate School Monitoring Group
- the Department Board: one student with an advisory vote
- TU/e PhD-EngD<sup>4</sup> Council: one PhD candidate supplemented by one EngD student per department
- TU/e EngD Council: one EngD-trainee per EngD program

The TU/e's governing structure is explained below, to ensure that the position of the above-mentioned bodies in this structure is clear; the composition and tasks of those bodies will also be further elaborated.

### **6.2 Governing structure of the TU/e**

#### **6.2.1 Institute level**

There is one governing body at the central level, the EB, and a supervisory body, the Supervisory Board and a representative body, the UC.

The tasks and authorizations of these bodies are described in the WHW and in the TU/e Administration and Management Regulations.

#### Supervisory Board

The Supervisory Board is a supervisory body, consisting of three to five members appointed by the Minister. One of the members is nominated by the UC. The UC must nominate at least two names. This board monitors the EB in general outline and is responsible for appointing members of the EB. The Supervisory Board is responsible for the appointments within the EB and is responsible, among other things, for supervising the 'design of the quality assurance system' (Section 9.8(1)(h) of the WHW). In addition to supervising the internal quality assurance of education, the Supervisory Board also monitors the results of external quality assurance, i.e. the degree program reviews and the Institutional Quality Assurance Test (ITK). The Supervisory Board holds consultations with the UC at least twice a year.

#### Executive Board (EB)

The EB is the governing body at institute level. It is responsible for the strategic policy and daily management of the institute as a whole, and is accountable for this responsibility. The EB is accountable to the Supervisory Board, which monitors its activities in general outline. The EB consists of three members, including the Rector Magnificus, who are appointed, suspended and dismissed by the Supervisory Board. Before appointing or dismissing an EB member, the Supervisory Board will consult with the UC in confidence. The EB established the Administration and Management Regulations to

---

<sup>4</sup> EngD means Engineering Doctorate

regulate the administration, management and organization of the university, as well as the institute plan and the budget.

The secretary of the University supports the EB, but is not a member.

#### Dean of the Bachelor College

The Dean of the Bachelor College coordinates the Bachelor's programs within the Bachelor College on behalf of the EB. The Dean's main tasks are:

- development and implementation of the institute's policy and administrative guidelines in relation to the Bachelor's programs;
- quality assurance in relation to the Bachelor's programs; and
- innovation and strengthening of the Bachelor's programs.

More detailed rules regarding the TU/e Bachelor College and the Dean of the Bachelor College are specified in the TU/e Bachelor College Regulations.

The Dean of the Bachelor College is appointed by the EB for a period of four years.

#### Dean of the Graduate School

The Dean of the Graduate School coordinates the Master's and designer programs as well as PhD programs within the Graduate School on behalf of the EB. The Dean's main tasks are:

- development and implementation of the institute's policy and administrative guidelines in relation to the Master's programs;
- quality assurance in relation to the Master's programs; and
- innovation and strengthening of the Master's programs.

Further regulations relating to the TU/e Graduate School and the Dean of the Graduate School are stipulated in the Graduate School Regulations. The Dean of the Graduate School is appointed by the EB for a period of four years.

#### University Consultative Council

The University Consultative Council (*Bestuurlijk Overleg*) is established by the EB and not based on law, for consultation between the EB and the departmental deans, the Dean of the Bachelor College and the Dean of the Graduate School. The University Consultative Council convenes every two weeks, enabling the EB to consult with the deans on the institute's policy on education and science and related issues.

#### University Council (UR)

The UC consists of nine students and nine staff members.

The law specifies the general competencies of the UR. Generally, the UC has the right of approval, the right to give advice, the right to initiate and the right to request information.

The UC has, for example, the right of approval concerning:

- the student statute;
- the Administration and Management Regulations;
- the institute plan;
- the TU/e Students' financial aid fund (studentenondersteuningsfonds).

Full details on the UR's right of approval can be found in the TU/e Administration and Management Regulations, which specify the cases in which the EB needs prior permission from the UR. The WHW and the TU/e University Council Regulations specify the subjects on which the UC must give advice. In any event, the EB must submit to the UC for advice every intended decision on matters relating to the continued existence of and orderly daily routine within the university. This also applies to the budget.

#### Program Director Council (OO)

The Program Director Council (*Overleg Opleidingsdirecteuren*, OO) is a consultative body consisting of the directors of the Bachelor's programs, the ESA director, the Dean of the Bachelor College and the Rector Magnificus. The OO has monthly meetings about education policy affairs and education management matters, under the chairmanship of the Dean Bachelor College.

The OO gives solicited and unsolicited advice to the Dean Bachelor College about educational matters relating to the Bachelor's programs.

#### Joint Program Committee (JPC)

The Joint Program Committee, consisting of a Bachelor's and Master's chamber, ensures optimum cooperation between the departmental Degree program Committees, resulting in a coherent policy on Bachelor's and Master's education. The duties of the committee are specified in the TU/e Bachelor College Regulations and TU/e Graduate School Regulations. Each chamber of the Joint Program Committee consists of one member of the academic staff and one student member of the Degree program Committee of each degree program. The chambers meet at least once every semester.

#### Student Advisory Body (SAO)

The SAO is a committee set up by the EB. In the SAO there is one student representative per program (based on the Bachelor's programs) plus a number (currently limited to four) of international students from various programs

The SAO has two functions, namely:

- giving advice, on request or on its own initiative, to the EB regarding education and student policies;
- conducting consultations between students and the EB.

The SAO is chaired by the Rector Magnificus. The ESA Director is the vice chair.

#### Bachelor College Monitoring Group

The BC Monitoring Group consists of the education officer of the study associations and the meetings are chaired by the Dean of the Bachelor College. The Monitoring Group meets twice every quarter and during the meetings the feedback collected on education and all aspects of the BC are discussed by the officers. The feedback is collected by the officers through the propaedeutical advisory council for education, study component monitoring group, or student advisory council for education. The feedback is an integral part of the quality assurance of BC. The feedback is used to improve the setup, organization, and education of the BC. Where applicable the feedback is shared directly with the stakeholders in question.

#### Graduate School Consultative Meeting (OGS)

The Graduate School Consultative Meeting (*Overleg Graduate School*, OGS) is a consultative body consisting of the directors of the Master's programs at the TU/e (including the directors of the Master's, EngD and PhD programs), the ESA director and the Dean of the Graduate School. The OGS is chaired by the Dean of the Graduate School and meets every month to discuss education policy and management matters.

It offers advice, on request or on its own initiative, to the Dean Graduate School regarding post-Bachelor's education.

#### Master's Programs Monitoring Group

The Master's Programs Monitoring Group is an informal consultative body that meets periodically for consultation with the Dean of the Graduate School. The group consists of students from various programs.

#### TU/e PhD-EngD Council

The TU/e PhD-EngD Council (PPC) is an informal consultative body consisting of EngD and PhD students. The PPC gives advice, on request or of its own initiative, to the Rector and the Dean Graduate School in the field of training trajectories (education) of EngD and PhD students. The meetings are chaired by the Rector or if absent by the Dean of the Graduate School.

#### TU/e EngD Council

The TU/e EngD Council is an informal consultative body consisting of EngD students. The EngD Council gives advice, on request or of its own initiative, to the Dean Graduate School in the field of training trajectories (education) of EngD students. The meetings are chaired by the Dean of the Graduate School.

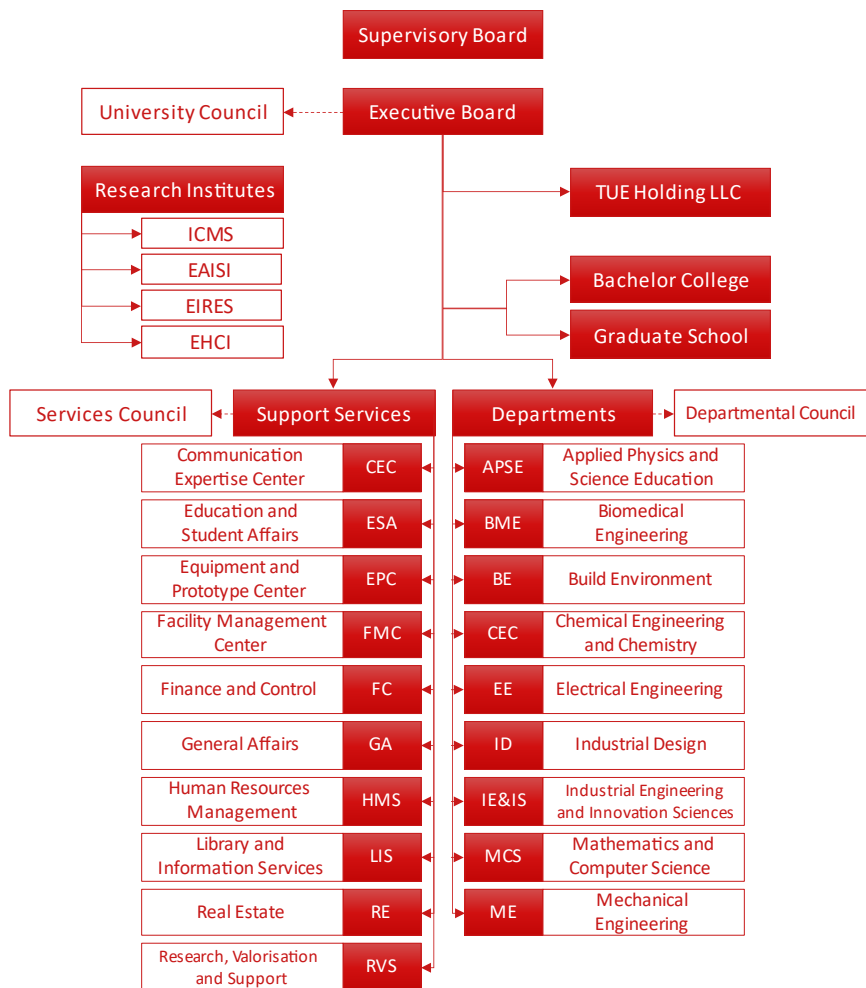
Advisory Committee on Bachelor's Program Examinations/Advisory Committee on Master's Program Examinations (AEB/AEM)

The Advisory Committee on Bachelor's Program Examinations and the Advisory Committee on Master's Program Examinations have been merged and are tasked with ensuring close cooperation between the departmental Examination Committees to assure the quality of the Bachelor's/Master's degree certificates. The duties of the advisory committee are set out in the TU/e Bachelor College Regulations/ TU/e Graduate School Regulations. The Advisory Committee on Bachelor's Program Examinations/Advisory Committee on Master's Program Examinations consists of the chair of the Examination Committee of each program and meetings are chaired by one of the Examination Committee chairs. The advisory committee convenes approximately eight times per year.

Doctorate Board

The Doctorate Board was set up for decisions regarding doctorates. The board consults with the EB about granting honorary doctorates. Its members are all the department deans, under the leadership of the Rector Magnificus.

Organizational chart



**6.2.2 Departmental level**

At departmental level, there is one governing body: the Department Board (FB). The Department Council (FR) is a representative body within the department.

**Department Board**

The FB is the governing body at departmental level. Its three or four members, including the dean, are assigned by the EB. The program director of each of the Bachelor's programs within a department, as well as the graduate program director of each of the domains housed within the department and a student attend meetings of the board, and have an advisory vote. The advisory student member of the Department Board is appointed as follows. The FB invites the student members of the DC to submit a

recommendation for the position of advisory student. This nomination shall contain the names of one or more students who are not members of the DC. The student advisory member is appointed by the EB on the recommendation of the FB, normally for a period of one year.

The FB is ultimately responsible for the content and design of the education and research.

The implementation of education and research is coordinated by the program directors and research school directors. They are directly responsible for the implementation of the education and research programs and for spending the budgets for the programs. They are directly accountable to the FB. The academic staff, with possible exceptions, are assigned to certain groups or sections by the FB.

The FB is accountable to and offers information on request to the EB and, with regard to Bachelor's and graduate education, to the Dean of the Bachelor College and Dean of the Graduate School respectively, acting on the EB's behalf.

#### Department Council (FR)

The DC is the representative body at departmental level. It consists of five students and five staff members. It has approximately the same competencies as the UR, with the focus on matters that concern the departments. The DC also has the right of approval and the right to give advice. It also has the right to initiate and the right to request information. In addition to the WHW and the Administration and Management Regulations, the tasks and competencies of the UC are also laid down in the departmental regulations.

The most important rights of approval of the DC are:

- establishing or changing the departmental regulations;
- establishing or changing the PER (with the exception of matters prescribed by the EB as instructions and matters that, under law, are the responsibility of the Department Board).

In addition, the DC has the right of advice regarding affairs that are of especial concern to the department.

### **6.2.3 Program level**

#### Program director

The administrative responsibility for education at program level lies with the program director. A distinction is made between Bachelor's programs (Bachelor's Program Director) and Master's, EngD and PhD programs (Master's program Director).

#### Program committee

For every program or group of programs at the department, a program committee must be set up. Half the program committee consists of students who are enrolled in the program in question, and the other half consists of staff members; in other words, there is an equal number of staff and students. This was established in the Department Regulations. As of September 1, 2017, the program committee is a participatory body. The composition and method of appointing members are specified in the department regulations.

The program committee's tasks are:

- to give advice on establishing and changing the PER;
- to evaluate the implementation of the PER annually;
- if requested, or on its own initiative, to advise the program director and the Department Board on all matters the education provided by the program in question.

#### Department Manager of ESA

The Department Manager of ESA is responsible for proper arrangement of education and, together with the program director(s), forms the education management. The manager is responsible for the daily management of all educational support officers. The Department Manager of ESA is the point of contact for teachers with questions about policy and education support. At the central level, the Managing Director of ESA manages one or more education support processes.

### **Further information on the university administration**

Legislation and regulations: - Chapter 9 of the WHW;

- TU/e Administration and Management Regulations;
- TU/e University Council Regulations;
- Departmental regulations;
- General Electoral Regulations

For more information:

- general: Legal Affairs, tel. +31 (040) (247) 22 11
- on elections: Central Voting Bureau, tel. +31 (040) (247) 55 05
- regarding the UR: UC secretary, tel. +31 (040) (247) 25 54
- regarding the FR: departmental secretariat, see <https://educationguide.tue.nl>
- regarding the OC: department secretariat; see educationguide.tue.nl
- regarding the Joint Program Committee for Bachelor's Programs: C.R.V. van Kesteren Ma
- Advisory Committee on Bachelor's Program Examinations/Advisory Committee on Master's Program Examinations: dr. D.M. de Haan

## 7 LEGAL PROTECTION

***As a student, you have both rights and obligations. Students can enforce their rights via objection and appeal procedures. This chapter describes what a student can object to and what can be appealed, how to do so and with. There is also the possibility of lodging complaints.***

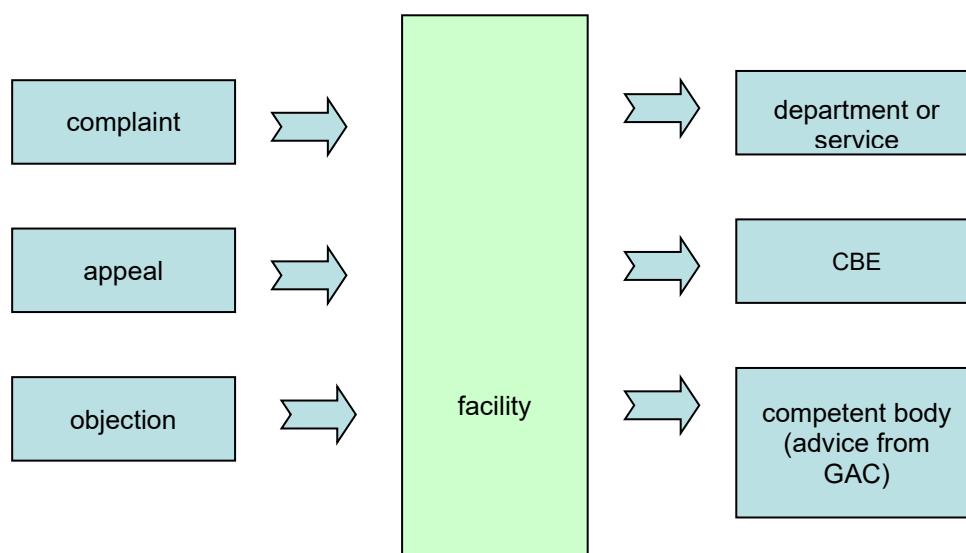
### 7.1 The facility

With the coming into force of the Administrative Reinforcement Act on September 1, 2010, the university is obliged to establish a single facility for students with disputes and complaints. This facility has been set up under the ESA. Complaints, objections, and appeals can be lodged through a digital form in the education guide ([Complaints and disputes \(tue.nl\)](https://educationguide.tue.nl)). Disputes can be divided into appeals and objections. The facility decides what constitutes a complaint, an appeal or an objection. For more information about the complaints and/or dispute procedure, an appointment can be scheduled with an ESA student counselor.

The facility ensures that the date of receipt is noted on the complaint or dispute, which is then passed on for further processing. It sends the student a confirmation of receipt. If a dispute or complaint is sent directly to a body of the university, the body concerned first sends the document to the facility for registration before it starts dealing with it (in certain cases students can submit their own views). If the facility sends a dispute or complaint to an unauthorized body, the body concerned will return the document to the facility as soon as possible.

Appeals are processed by the Examination Appeals Board (*College van Beroep voor de Examens*, CBE). In the case of objections, the Disputes Advisory Committee (*geschillenadviescommissie*, GAC) offers advice to the body that made the decision. This is usually the EB or the Department Board. Disputes must be submitted to the department within six weeks of the date on which the decision was made.

Complaints can be submitted through the digital complaints form in the education guide: [Complaints and disputes \(tue.nl\)](https://educationguide.tue.nl/organization/official-rules-and-regulations/complaints-and-disputes/). Verbal complaints are processed after the student (perhaps with the help of a student advisor or academic advisor) has filled in and submitted the digital form. The ESA official charged with dealing with complaints passes the complaint on to the department or service where the person referred to in the complaint works. The complaints official monitors the progress of the complaint.



Determining whether a complaint or dispute has been submitted in time depends on the moment at which the complaint or dispute is received by the department.

The facility draws up an annual report describing the way in which complaints and disputes have been dealt with.



Below the procedure for dealing with disputes and complaints is described, after the ESA has passed the dispute or complaint on to the body or official responsible for processing it. In this chapter, 'students' includes 'external students'.

## **7.2 Disputes**

As already stated, disputes can be divided into appeals and objections. Appeals are dealt with by the CBE and objections are dealt with by the competent body, which is advised by the GAC.

### **7.2.1 Appeals**

If a student does not agree with an individual decision, the student can lodge an appeal with the facility, against:

- decisions by Examination Committees and examiners;
- a negative binding recommendation on the continuation of studies;
- decisions concerning admission to examinations, e.g. a decision by an entrance examinations committee;
- committee decisions regarding the evaluation of suitability for the study and command of the Dutch and/or English language;
- decisions relating to admission to the supplementary investigation;
- decisions relating to exemptions;
- decisions relating to access to one or more specializations, if the nature and content of the various specializations within the program differ such that exercise of this authority is justified.

In addition, appeals can be made:

- against a written refusal to take a decision;
- if a decision is not taken within the specified period.

The facility passes the appeal on to the CBE as soon as possible for further processing.

Students can appeal against a decision by the CBE to the Administrative Jurisdiction Division of the Council of State, student affairs in The Hague. See Student affairs – Council of State.

#### Procedures of the Examination Appeals Board

##### *Appeal*

The CBE deals with appeals. An appeal procedure can be instigated by submitting a written appeal to the ESA facility within six weeks of the decision being made known in the prescribed manner. This period can only be deviated from if the person involved can prove that it was not reasonably possible to submit the appeal earlier. A person lodging an appeal is called the "appellant". No legal charges are imposed for submitting a written appeal.

The written appeal must be signed and must contain, at least:

- the name and address of the appellant;
- the date;
- a description of the decision against which the appeal is being made;
- the grounds of the appeal.

If the written appeal does not meet these previously mentioned requirements, it is not admissible.

##### *Amicable settlement*

Before dealing with the appeal, the CBE will send the written appeal to the body (usually the Examination Committee) that made the decision or refused to do so. This body must consult with the student to see whether it is possible to reach an amicable settlement. This must occur within three weeks of receipt of the appeal by the facility. If the appeal is against the decision of an examiner who is a member of the Examination Committee, this examiner must not take part in the deliberation of whether an amicable settlement is an option.

The CBE will be notified of the outcome of the deliberation within three weeks. If a settlement cannot be reached, the written appeal will be dealt with and the body concerned will be asked to submit a written defense. The written defense is a response to the student's appeal.

#### 7.2.1.1 Further treatment

The hearing

Before the CBE decides on the appeal, it will give the parties the opportunity to be heard. The hearings will in principle be open to the public.

During the hearing, both parties will be given the opportunity to elaborate on their points of view. Each of the parties may be represented by an authorized person or legal counsel. This could be a lawyer, but also, for example, a family member. In addition, the parties can call witnesses and experts.

The parties can submit documents up to ten days before the hearing. All documents which apply to the written appeal will be available for viewing at the CBE secretariat at least a week before the hearing. If there are good reasons for maintaining confidentiality, the CBE can decide not to permit the documents to be viewed.

#### 7.2.1.2 Simplified procedure

When dealing with the written appeal, the CBE may decide not to hold a hearing if:

- the appeal is clearly non-admissible;
- the appeal is clearly unfounded;
- the parties declare that they wish to waive the right to be heard.

#### 7.2.1.3 The temporary judgment

In urgent cases, the student can request a temporary judgment from the CBE chairman, pending judgment in the main case. This request must be submitted in writing, giving reasons. There must be directly provable evidence of the need for a rapid judgment. The chairman will make a decision after the body or examiner concerned has been heard, or at least summoned.

#### 7.2.1.4 The judgment

The CBE will decide within ten weeks, calculated from the day after the deadline for submitting the written appeal.

The judgment can take the following forms:

- The CBE may rule that the appeal is legitimate and the decision will be totally or partly quashed. The CBE may rule that a decision be made again, or in the case of a refusal to make a decision, that the decision must be made, or that the interim or final examination, supplementary investigation or admission investigation, or any part thereof, be conducted again. All of this must occur within a period set by the CBE and under conditions to be determined by the CBE;
- the CBE may rule that the appeal is unfounded: the decision stands, or the refusal to make a decision is considered correct;
- the appeal can be declared inadmissible, which means that the appeal will not be considered: the CBE does not assess the content of the appeal, for example, because time limits have been exceeded.

The judgment will be sent to all parties. Further appeal against the CBE's judgments must be submitted to the Administrative Jurisdiction Division of the Council of State, within six weeks. For more details see section 7.3.

### **7.2.2 Objections**

If a student does not agree with a decision taken by a body of the TU/e that affects said student, the student can report this to the ESA facility, digitally or in writing. The facility is responsible for ensuring that the objection is passed on to the body that made the decision as quickly as possible. The body is obliged to ask the GAC for advice on how to deal with the objection. The objection will then lead to a review of the decision. This is known as the 'decision on objection' (*'beslissing op bezwaar'*).

If the student is also not in agreement with the decision of the EB after reconsideration, the student can submit an appeal to the Administrative Jurisdiction Division of the Council of The decision on objection states that an appeal can be lodged at the Administrative Jurisdiction Division of the Council of State, within six weeks. For more on the see section 7.3.

#### 7.2.2.1 Written objection procedure

Written objection

Objections can be submitted in writing to the ESA facility within six weeks of the decision being made known in the prescribed manner. No legal charges are imposed for submitting a written objection.

The written objection must meet the same requirements as a written appeal. See also paragraph 7.2.1. of this chapter.

### **Amicable settlement**

The GAC will investigate whether an amicable settlement between the parties is possible. This can take place before or during the hearing.

#### **Immediate haste**

In cases of immediate haste, the chairman of the GAC can on request specify that the committee issues its advice to the EB/Department Board as soon as possible. The chairman will decide within one week of receiving the objection whether it is a case of immediate haste and inform the person concerned and institute board as soon as possible. The board will take a decision within four weeks of the objection being received by the facility.

#### **7.2.2.2 Treatment of a written objection**

##### **The hearing**

Before the governing body makes a decision, it will give the parties the opportunity to be heard. The GAC will conduct the hearing.

During the hearing, both parties will be given the opportunity to elaborate on their points of view. Each of the parties may be represented by an authorized person or legal counsel. In addition, the parties can call witnesses and experts.

The parties can submit documents up to ten days before the hearing. All documents which apply to the written objection will be available for viewing at least a week before the hearing. If there are good reasons for maintaining confidentiality, it may be decided not to permit the documents to be viewed.

#### **7.2.2.3 Simplified procedure**

During the treatment of the written objection, it may be decided not to hold a hearing if:

- the objection is clearly non-admissible;
- the objection is clearly unfounded;
- the parties state that they wish to waive the right to be heard.

#### **7.2.2.4 The decision on the written objection**

The competent governing body will decide within ten weeks of receiving the written objection, in which the advice of the GAC is taken into account.

If the objection is admissible, the disputed decision will be reviewed. If the results of the review make this necessary, the governing body will cancel the decision and, if necessary, make a new decision.

The decision will be sent to all parties.

Appeals against the governing body's decision can be submitted to the Administrative Jurisdiction Division of the Council of State, student affairs. The appeal procedure is described in detail below in section 7.3.

### **7.2.3 The Higher Education Appeals Tribunal**

The Administrative Jurisdiction Division of the Council of State, student affairs, ADMINISTRATIVE JURISDICTION DIVISION OF THE COUNCIL OF STATE, STUDENT AFFAIRS, is a professional national board located in The Hague. Students can lodge appeals to the ADMINISTRATIVE JURISDICTION DIVISION OF THE COUNCIL OF STATE, STUDENT AFFAIRS, Administrative Jurisdiction Division of the Council of State, student affairs, against decisions by or on behalf of the EB relating to decisions taken by bodies of the TU/e that concern them, on the basis of the WHW and the regulations based on it.

Issues that may be the subject of an appeal include:

- negative binding recommendation on the continuation of studies;
- decisions relating to enrollment and intermediate termination of enrollment;

- payment, exemption, reduction of reimbursement of tuition fee;
- financial support on the basis of the Students Financial Aid Fund;
- measures to restrict access to the university premises and grounds.

Further appeal can also be lodged:

- against a written refusal to take a decision;
- if a decision is not taken within the specified period.

Before a student can lodge an appeal at the Administrative Jurisdiction Division of the Council of State, student affairs, the student must have submitted a dispute to the ESA facility and this must have been processed.

A student who does not agree with the judgment of a governing body (such as the executive board or an examination committee) on an objection/appeal against one of the decisions referred to in paragraph 7.1.1.b of this chapter can appeal to the Administrative Jurisdiction Division of the Council of State, student affairs.

The student must submit a written appeal within six weeks of the judgment being made known by the governing body. The charge for an appeal is € 51 (in 2024).

#### 7.2.3.1 Treatment of a written appeal

The preliminary investigation

A copy of the written appeal will be sent to the governing body which has taken the disputed decision. The governing body must send all documents regarding the case to the administrative jurisdiction division of the council of state, student affairs, within four weeks; it is also given the opportunity to submit a written defense.

The administrative jurisdiction division of the council of state, student affairs, can give the person submitting the written appeal the opportunity to respond in writing (i.e. to reply to the written defense). In that case, the governing body will be given the opportunity to respond in turn in writing (i.e. to answer the reply). The administrative jurisdiction division of the council of state, student affairs, specifies terms within which the responses must be submitted.

The administrative jurisdiction division of the council of state, student affairs, can summon the parties to appear, in person or through an authorized representative. The tribunal can request the parties and others to provide written information, which must be submitted within a time limit set by the administrative jurisdiction division of the council of state, student affairs, The administrative jurisdiction division of the council of state, student affairs, can call witnesses, appoint experts and interpreters, and conduct an on-the-spot investigation.

If the case is urgent, the administrative jurisdiction division of the council of state, student affairs, may rule that the case be treated more rapidly.

The administrative jurisdiction division of the council of state, student affairs, can close the investigation if it is not necessary to proceed with it for the following reasons:

- the tribunal is clearly not authorized to deal with the appeal;
- the appeal is clearly inadmissible;
- the appeal is clearly unfounded;
- the appeal is clearly legitimate.

Objections can be made against such judgments.

#### 7.2.3.2 The investigation during the hearing

After the preliminary investigation, parties will be invited at least three weeks in advance to appear at a administrative jurisdiction division of the council of state, student affairs, hearing, at a time and place specified in the invitation.

During the session, all parties will be given the opportunity to elaborate on their points of view and to answer questions from the tribunal. Each of the parties may use representatives. They may also call witnesses and experts, provided they notify the tribunal and the other party at least a week before the hearing. The hearing is in principle open to the public.

Parties can submit further documents until ten days before the hearing.

### 7.2.3.3 The judgment

The administrative jurisdiction division of the council of state, student affairs, will pass written judgment within 12 weeks of the termination of the investigation. The tribunal can also pass oral judgment during the hearing, immediately after the termination of the investigation.

The judgment of the administrative jurisdiction division of the council of state, student affairs, can take the following forms:

- the appeal is legitimate: the decision in question will be totally or partially quashed. The administrative jurisdiction division of the council of state, student affairs, can also specify the consequences of the cancellation. The defendant will have to make a new decision taking account of the tribunal's judgment. In some cases, the decision will set a new time period.
- the appeal is unfounded: the disputed decision stands;
- the appeal is inadmissible, which also means that the appeal is rejected; the administrative jurisdiction division of the council of state, student affairs, does not assess the content;
- the administrative jurisdiction division of the council of state, student affairs, is not authorized to deal with the appeal.

The judgment is sent to all parties. No appeals are possible against judgments by the administrative jurisdiction division of the council of state, student affairs,

#### The temporary provision

In urgent cases, the appellant can request a temporary provision from the administrative jurisdiction division of the council of state, student affairs pending judgment in the main case. This request must be submitted in writing, giving reasons.

## 7.2.4 Complaints

Students can submit complaints about the actions or behavior of the university or of persons falling under its responsibility. It is not possible to submit an objection or appeal against these actions. General complaints about policy or teaching or about how these are implemented will not be considered.

As of September 1st, 2010, a complaints official has been appointed at the ESA. This official is responsible for passing on complaints and monitoring their progress. The official ensures that the complaint is passed on to the appropriate body that is responsible for dealing with it. The official also monitors progress to ensure that the complaint is dealt with within six weeks. There is no collective right of complaint.

### 7.2.4.1 Complaints procedure undesirable behavior TU/e

In this complaint regulation, which is part of the Code of Conduct undesirable behavior (i.e. inappropriate behavior and work pressure) established by the EB (see also Chapter 8, section 8.1 of this statute), the TU/e has determined a uniform procedure for processing complaints about sexual and non-sexual harassment, aggression and violence, bullying, and discrimination. Students who are confronted with inappropriate behavior can report it to a confidential advisor or lodge a complaint with the complaints committee on inappropriate behavior. The advisor acts as a contact for students who experience sexual or non-sexual harassment, aggression, violence, bullying or discrimination. Their tasks include assisting these students, providing aftercare, or giving advice on possible procedures. The complaints committee for inappropriate behavior is responsible for investigating the complaints it receives and submitting a written report to the EB (or the responsible administrator), along with advice on appropriate measures or sanctions. During the treatment of complaints about undesirable conduct, the privacy of the persons involved will naturally be protected.

TU/e Social Safety Guide for Students

### 7.2.4.2 Processing a complaint

A student can submit a complaint within one year of the actions or behavior taking place. The complaint has to be submitted to the ESA facility. The complaints official will supervise and monitor further treatment of the complaint. Complaints will not be considered if a complaint has already been submitted and dealt with, or if it was possible for the student to submit an objection or appeal. If the complaint is part of a criminal process, the complaint will not be taken into consideration either. If the interest of the

student concerned or the seriousness of the behavior is clearly not sufficient, the governing body does not have to consider the complaint.

Complaints are dealt with as described in the table below.

The complaint relates to actions and behavior of the following governing body:	Dealt with by:
Department/Bachelor's program	Program director Bachelor's program
Complaint about calculus, engineering ethics, engineering for society, stadium general, my future activities BC2.0	Dean Bachelor College
Department/Master's program	Master's program director
Service department	Director of service department
Bachelor's program director Master's program director	Dean of the department
Director of the service department	Secretary of the university
Complaint about an examiner	Examination Committee that appointed the examiner

Complaints are dealt with in accordance with chapter 9 of the AWB.

The main rule is that a complaint is dealt with by a person who is not involved in any way with the behavior about which the complaint has been submitted. The person or body who is the subject of the complaint will receive the complaint and any subsequent documents relating to it. The person submitting the complaint will be given the opportunity to be heard. A report will be made of this hearing. This is only unnecessary if the complaint is clearly unfounded or if the complainant does not wish to be heard. The complaint must be dealt with within six weeks; this term can be extended by four weeks.

#### 7.2.4.3 Preliminary procedure

Before submitting a formal complaint, it is advisable for the student concerned to contact the person to whom the complaint relates, or to contact the person who, given their position, seems to be the most appropriate. This can help to ensure that a complaint is taken seriously and may be solved before resorting to the formal procedure.

### 7.3 (National) Ombudsman

Students with complaints about the conduct of governing bodies or a TU/e employee can lodge their complaint with the Student Ombuds. Roel Notten was appointed as student ombuds at TU/e, as of August 24, 2023.

Not all complaints are treated by the Ombuds for Students. For example, matters that can or could have been submitted to the CBE.

A complaint that is dealt with may lead to an investigation, which concludes with a written report in which recommendations can be made. Within four weeks of receiving the findings, the Executive Board provides the Ombuds for students with a substantiated statement indicating how the recommendation will be implemented. If the student is dissatisfied with the internal resolution, the student is free to file a complaint with the National Ombuds.

#### Further information on legal protection

Legislation and regulations: - Chapter 7, title 4 WHW

- Chapters 6, 7, 8 and 9 AWB
  - TU/e Student Ombuds Regulations, April 4, 2024
- For more information:
- CBE: *Mr. A.D. van Eggelen*, secretary, tel. +31 (040) (247) 22 72
  
  - GAC (Disputes Advisory Committee): *Mr. A.D. van Eggelen*, tel. +31 (040) (247) 22 72
  - complaints from students on the basis of the Code of Conduct undesirable behavior or complaints about sexual and non-sexual harassment, aggression, violence, and discrimination: confidential counselors: undesirable behavior ([tue.nl](http://tue.nl))
  
  - 
  - National Ombuds complaints procedure: tel. +31 (040) (356) 35 63 ([www.nationaleombudsman.nl](http://www.nationaleombudsman.nl))

**Further information on the procedures of the CBE and the administrative jurisdiction division of the council of state, student affairs:**

- Legislation: - Chapter 7, title 4 of the WHW
- For more information:
- general: Legal Affairs, tel. +31 (040) (247) 22 72
  - CBE procedure, *Mr. A.D. van Eggelen*, CBE secretary, tel. +31 (040) (247) 22 72
  - written objection procedures: *Mr. A.D. van Eggelen*, tel +31 (040) (247) 22 72
  - council of state procedure: council of state secretariat, tel. +31 (070) 426 4426, fax 070 365 1380, student affairs, Council of State - students' individual right of complaint: ESA complaints officer, tel. +31 (040) (247) 47 47.

In addition, for information on several aspects of legal protection and for regular legal aid, please contact:

- LSVb student line, tel. +31 (030) (231) 30 29, [www.lsvb.nl](http://www.lsvb.nl), e-mail: [studentenlijn@lsvb.nl](mailto:studentenlijn@lsvb.nl)
- LSR (*Landelijk Studenten Rechtsbureau* – National Students Legal Organization), tel. + 31 (030) (223) 16 44, fax +31 (030) (223) 16 45, [www.lsr.nl](http://www.lsr.nl), e-mail: [info@lsr.nl](mailto:info@lsr.nl)
- ISO (*Interstedelijk Studenten Overleg* – Dutch National Students Association), tel. +31 (030) (230) 26 66, fax +31 (030) (230) 44 11, [www.iso.nl](http://www.iso.nl), e-mail: [iso@iso.nl](mailto:iso@iso.nl)

## 8 RULES OF CONDUCT

***Rules of conduct have been drawn up to ensure that activities at the university can be conducted without problems arising. These are sometimes stipulated in the law or have been established by the institute on the basis of legislation. The rules of conduct refer to the way in which activities are conducted in the university buildings and on the university premises, the prevention of sexual harassment, working conditions, and protecting privacy.***

### 8.1 House rules and measures to maintain order

Students are expected to conduct themselves in a way that does not contravene the TU/e house rules in the university's buildings or on its premises. The following are important in this respect:

- The TU/e Code of Conduct for Scientific Integrity applies to academic staff as well as students. At the TU/e students are trained to carry out scientific research with integrity. To make clear what scientific integrity constitutes a Code was established that recognizes five central values with a number of accompanying standards: reliability, intellectual honesty, transparency, independence and social responsibility. For example, as a scientist a student may lay no claim to results the student did not contribute to; that is a matter of intellectual honesty. The Code was drawn up in consultation with scientists from various fields. The TU/e Code is a collection of guidelines, which express how a student as a scientist should behave, and also what a student can expect of other scientists. The Code is not a legal document or a contract that the student enters into with the university. For other often more specific issues, such as committing fraud during examinations or the confidentiality of data, there are other regulations and documents, which often do have a legal status. All scientific staff and Master's students are asked to sign the TU/e Code and thus declare that they uphold the central values and shall strive to carry out their research in accordance with the standards for integrity. At the start of the Master's program, Master's thesis, and upon its completion, but also at the start and completed of the Bachelor's final project, the student must sign a declaration that the student shall act in accordance with the code of conduct for scientific integrity and also that the student completed their final project or thesis with integrity. See <https://www.tue.nl/en/our-university/about-the-university/integrity/scientific-integrity/>. This website also provides information about the complaints procedure as well as information about the confidential counsellor who has been appointed to support anyone suffering from a possible breach of integrity.
- The TU/e Regulations on Reporting Irregularities were adopted by the EB on September 13th, 2012. The regulations have a broad scope, which means that anyone at the university should feel free to report irregularities. The regulations also define what constitutes an irregularity, and specify to whom an irregularity should be reported. A Committee for the Reporting of Irregularities and confidential advisors have been appointed to investigate reported incidents. Incidents can be reported when they involve a serious criminal offense, a gross violation of regulations, misleading an accountant appointed by the university, a serious danger to public health, safety or the environment, or if it is suspected that information about such incidents has been deliberately withheld. The regulations do not cover suspected violations of scientific integrity, or individual work- or study-related matters. New regulations are expected to be determined in November 2024, which means the TU/e Regulations on Reporting Irregularities will expire.
- On December 21, 2023, the document Regulations and Guidelines for Management and Use of TU/e Buildings was adopted by the Executive Board. The primary purpose of this document is to clearly describe the role, responsibilities and tasks with associated mandate of the building manager. In addition, this document is the guideline for the boards and managements of the faculties, services and institutes regarding their powers and responsibilities with regard to the management of the TU/e buildings. It is also the guideline for maintaining the quality of the buildings and grounds at a responsible level, including through compliance with internal regulations. As such, the document is also intended for all TU/e employees, students and third parties who are in the public parts of the buildings and grounds. For students, the internal regulations are the most important subject in these regulations. The document itself and more information can be found at: FMC - 0-2023-3 EN-Regulations and guidelines management and use of TUE buildings.pdf - All Documents (sharepoint.com)
- The TU/e Code of Conduct concerning undesirable behavior This code of conduct includes a complaint regulation describing the procedures for dealing with complaints in this regard. In addition, in any case three confidential counselors have been appointed to provide assistance in cases of sexual and non-sexual intimidation, aggression, violence, bullying, and



discrimination (see also Art. 7.4.1.). See also Social safety at Eindhoven University of Technology.

The Integrity and Social Safety Desk, serving as a one point of contact for questions and issues about integrity and social safety, will officially be launched with the start of the academic year 2024-2025. This desk has a central phone number and email address that everyone can reach out to (040-247 8430 or safe@tue.nl). Hopes are that this will make it easier to reach out with questions and issues, but also that it makes support easier to find. <https://www.tue.nl/en/our-university/about-the-university/integrity-and-social-safety-desk>

- On January 1st, 2023, the TU/e regulations computer and network use came into force. Among others, this regulation applies to students and staff who have obtained permission to use TU/e computer and/or network facilities. The regulation explicitly describes what is not allowed during the use of the facilities (art. 4). It also contains provisions on handling reported incidents of misuse of TU/e computer and/or network facilities and the countermeasures that the TU/e can take. The following measures can be taken against students:
  - a. A written warning, including a written warning with conditions;
  - b. The immediate removal or blocking of information. This might also include the removal or blocking of other information belonging to the student concerned. The student is responsible for all damage caused by the removal or blocking of information, as referred to in this article, also when this involves the removal or blocking of other information than that belonging to the student involved;
  - c. The conditional or unconditional denial of access to and/or use of the facilities and/or use of the user code, password and/or email address, and/or conditional or unconditional denial of access to TU/e buildings, as described in the regulations on the use of university buildings;
  - d. Lodging a complaint about an unlawful act;
  - e. If a third party can prove that their rights have been violated, the identity of the student involved can be made known to that third party. The regulation explains how complaints about the misuse of computer facilities are dealt with. The starting point for the regulation is that a complaint is submitted. This notification can relate to misuse by either students or staff. Misuse by students can be reported to the Computer Use Committee (*Commissie Gedragscode Computergebruik*, CGC). If the misuse is not serious, the program director, rather than the CGC, can personally deal with the complaint. Incidents of serious misuse are reported to the full CGC, which issues advice to the competent authority. The EB may impose one of the aforementioned measures.

#### **Further information on house rules and measures to maintain order**

- Legislation and regulations:
- Article 7.57 of the WHW;
  - Regulation and guidelines for the use and management of university buildings, dated December 21, 2023;
  - TU/e Code of conduct concerning undesirable behavior, and TU/e complaints procedure undesirable behavior;
  - the Regulation on computer and network use, January 1, 2023;
  - TU/e Code of Conduct for Scientific Integrity, modified and adopted January 31, 2019;
  - Collective Labor Agreement of the Dutch Universities, April 1, 2023 June 30, 2024.
- For more information:
- general: Legal Affairs, tel. +31 (040) (247) 22 72
  - TU/e complaints procedure undesirable behavior (confidential counselors):

## **8.2 Health, safety and working conditions**

The EB is responsible for the health, safety and other working conditions in the buildings and on the premises of the TU/e.

The provisions of the Working Conditions Act for TU/e staff activities apply equally to TU/e students and external students.

They are expected to observe the necessary precautions and care.

In particular, they are obliged to:

- use the provided personal protection equipment properly and to store it in their appropriate places after use;
- use instruments, equipment, and dangerous materials properly and not to make alterations to the provided safety devices;
- comply with further rules and instructions regarding safety and health;
- immediately report matters that can jeopardize safety and health to those responsible on the spot or to the EB.

The TU/e, in particular the AMVS (*Arbeidsomstandigheden Milieu Veiligheid Stralingsbescherming*), provides students with information on RSI (Repetitive Strain Injury) and CANS (Complaints of Arm, Neck and/or Shoulder) resulting from working with monitors, computer mice and keyboards. The AMVS has published a brochure on this subject (Information: course & instruction), and more information can be found online <https://intranet.tue.nl/en/university/services/human-resources-management/working-environment/occupational-health-safety-environment-radiation-protection-ohser/ohse-awareness-courses-instructions/> (Students who have RSI symptoms are advised to contact their academic advisor.

#### **Further information on health, safety and working conditions**

Legislation: - Working Conditions Act

For more information: - AMVS, tel. +31 (040) (247) 35 00, [amvs@tue.nl](mailto:amvs@tue.nl)

- Occupational Health, Safety, Environment & Radiation Protection (OHSE&R)

### **8.3 Protection of personal data**

Students (including external students) have the right to protection of their personal data processed by the TU/e. This is the responsibility of all those who work at TU/e and work with personal data. On May 25, 2018, the General Data Protection Regulation was enacted. This Regulation, among other things, establishes rights enabling data subjects to control the processing of their personal data. How the TU/e deals with the protection of personal data is stated in the TU/e Privacy and data protection policy Technical University Eindhoven. See Privacy Policy. A personal request for the right to among other things access and rectification, but other questions as well, may be made in writing to [privacy@tue.nl](mailto:privacy@tue.nl). This mailbox is jointly managed by the Privacy Operations. The Data Protection Officer can be reached through [functionarisgegevensbescherming@tue.nl](mailto:functionarisgegevensbescherming@tue.nl) for complaints about the processing of personal data.

#### **Further information on personal data protection**

Legislation and regulations: - General Data Protection Regulation

- General Data Protection Executive Act

- TU/e Privacy- and data protection policy (see Privacy Policy )

For more information: - [privacy@tue.nl](mailto:privacy@tue.nl)

### **8.4 Copyright law**

In two cases, students and external students have to deal with matters of copyright during the course of their studies. These cases are as follows:

1. Making analogue or digital copies of original works of others that are tangible, such as publications, music, videos, images, and software, and
2. Making use of sections of work by another in their own work.

Sub 1. Making analogue or digital copies of the work of others

In a limited number of cases, it is permitted to make photocopies or otherwise copy existing texts and pictures, without needing further permission from the patent owner. In these cases, the following rules apply in accordance with the Copyright Act:

Reproducing the publications of another author (analogue, digital)

Making photocopies of another author's work (paper → paper) without the consent of that author is permitted if:

- the photocopies are for personal use or studying;
- the number of photocopies is limited to several copies (three at most);
- the photocopies are made by the future user themselves (or at their request);
- it concerns no more than a small part of the publication (no more than 10% of the text and no more than 10,000 words).

The latter condition does not apply to publications that are out of print (e.g. a unique antique book), or to short articles in newspapers or magazines. These may be copied in their entirety.

The above relates to photocopying for personal use or study and also applies to printing (digital → paper) and scanning (paper → digital) publications by another author.

Digital publications, even when these are still available, may be reproduced digitally (downloading, digital → digital) in their entirety without permission for personal use or study. The above is also applicable to educational material that is made available by the TU/e.

Sub 2. Making use of sections of work by another in their own work

It is for example forbidden to use parts of a publication by another author without the consent of that author and without including references in the correct manner. When someone acts in this manner – in other words, attributing the text of another author to themselves – this is plagiarism. Plagiarism is a serious offense and a specific form of fraud/cheating. The Examination Committee may take action if fraud is found to have been committed.

An exception to the above is the use of citations. Quoting someone else's work – literally using text fragments belonging to someone else and placing them between quotation marks – is permitted without the consent of the other under the following conditions:

- i. must be used in an academic context;
- ii. must be functional. The text cited must be relevant to the subject;
- iii. must be subordinate, i.e. not too long. It is not possible to state a maximum length for a citation here;
- iv. must originate from legally published material. Citing from confidential or as yet unpublished material is not permitted without consent;
- v. must not be a misrepresentation or distortion of the cited work;
- vi. must include the source and name of the cited work.

An author must also be referenced if the text of another author is not cited word for word but is paraphrased using different words.

Citations are usually associated with quoting text excerpts, but also original work such as software, photographic materials, images, figures and video excerpts.

### **Further information on copyright law**

Legislation: - Copyright Act 1912

For more information: - Legal Affairs, tel. +31 (040) (247) 22 11 and Ms. Anil Cetin of  
The Gate IP team tel. +31 040 247 55 86

### **8.5 Patent law**

. Findings made by students during their degree programs are the property of said students with the exception of the situations described below.

When doing a traineeship or graduation project at a company, the student may be asked by this company to sign a traineeship agreement and/or a Non-Disclosure Agreement (NDA). This agreement may contain clauses about IP, whereby the student is asked to waive IP rights during the execution of the traineeship or graduation project.

If a student registers for a TU/e study component and as a result participates in a project involving a company or several companies, or when a student wishes to collaborate in a research project of the TU/e or a TU/e researcher, the student may be asked to waive IP rights by signing a (standard) waiver. The student always has the choice not to sign such a waiver. This does mean that the student cannot start working on the project. An alternative assignment will have to be offered to the student.

#### **Further information on patent law**

Legislation and regulations:     - Patents Act  
  - IP policy TU/e (IP policy CvB 17 maart 2022) in werking getreden per 23 maart 2022.

For more information:           - Legal Affairs, tel. +31 (040) (247) 22 72 or Mrs. Anil Cetin of the Gate IP Team, tel. +31 (040) (247) 56 86.

## **SUMMARY**

of TU/e REGULATIONS mentioned in the Student Statute

### **Departmental regulations**

- Education and examination regulations of the programs:  
included in the relevant digital study guide (educationguide.tue.nl).

### **Central regulations**

Most regulations can be found at [educationguide.tue.nl](http://educationguide.tue.nl). Only the most recent version is applicable.

- TU/e Regulations on administration and management
- TU/e Code of conduct for language, 2016
- TU/e Code of conduct concerning undesirable behavior
- TU/e Code of conduct for Scientific Integrity
- TU/e Student financial aid fund
- Regulations on Computer and Network use
- Regulation and guidelines for the use and management of university buildings
- Order of the Minister of Education, Culture and Science regarding registration and admission to higher education, Annex A, further requirements for academic degree programs
- IP policy TU/e (IP policy CvB March 17, 2022) effective as of March 23, 2022
- TU/e Regulations for registration, Study Choice Check, enrollment, and termination of enrollment
- TU/e Regulations for admission to Master's programs
- Regulations on special forms of enrolment
- Code of conduct for international students in Dutch higher education
- TU/e Study+
- TU/e Regulations for reporting irregularities
- TU/e Code of conduct for scientific integrity
- TU/e University council regulations
- Departmental regulations
- General electoral regulations
- TU/e Bachelor College guideline
- Directives Bachelor College 2.0
- TU/e Bachelor College regulations
- Guidelines on the revision of Master's programs
- TU/e Graduate School regulations
- TU/e Assessment framework
- TU/e Education fraud policy
- Regulations for the Student Ombuds
- TU/e Privacy and Data Protection Policy

### **Higher Education and Scientific Research Act**

The WHW is available for inspection at:

ESA

Legal Affairs

Library

[www.wetten.nl](http://www.wetten.nl)