

Student Charter 2019/2020



Student Charter 2019/2020

from Delft University of Technology

Dit document bevat de Engelse versie van het Studentenstatuut van de Technische Universiteit Delft.

De Nederlandse versie staat ook op de site van de TU Delft: studentenstatuut.tudelft.nl

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Chapter 1

General

1.1 PURPOSE AND CONTENT OF CHARTER

The charter sets out the rights and obligations of the parties involved in the educational process: the student and the institution. The Student Charter gives you information about what you can expect from the university and what the university expects from you. The charter provides an explanation of the regulations that apply to students. It also lists the available facilities.

Relationship to the Higher Education and Research Act

For universities, the Higher Education and Research Act (WHW - Wet op het hoger onderwijs en wetenschappelijk onderzoek) is the most important framework governing their academic activities. This charter is a Student Charter within the meaning of Art. 7.59 of the WHW. It is principally based on this act. Reference is also made to other items of legislation, such as the Dutch General Administrative Law Act (Awb). The provisions of this Student Charter are only legally valid if and insofar as they do not contravene the law. The Student Charter itself only creates rights and obligations, insofar as a given topic is not covered elsewhere.

Should the charter be in contravention of the law or a TU Delft regulation, now or in future, no rights can be derived from it by the student. In the event of any amendments to legislation and regulations, TU Delft regulations must be amended accordingly. This may involve interim amendments (during the academic year), in which case the text of the student charter will be outdated. In the case of differences in interpretation between the English and Dutch texts, the Dutch text shall prevail.

It is the responsibility of the Executive Board to ascertain, each year, whether and to what extent the charter requires revision, and to inform students in writing of any major changes. The Executive Board will announce any interim amendments, after these have been discussed with the university bodies concerned.

Scope and publication of the charter

The scope of the Student Charter is limited in principle to the students of TU Delft. A number of subjects also apply to external students.

TU Delft is obliged to make the charter available to its students each year. The university has opted to publish the entire text of the charter on its website. An email containing the most important subjects in - and amendments to - the charter, together with references to where they may be found in the full document, is also sent to every student. The Student portal website is also an important source of information for students

Definitions

The terms used in this Student Charter correspond to those found in the Higher Education and Research Act (WHW) and in TU Delft regulations. For frequently used terms, in particular, see the Teaching and Examination Regulations (TER) model.

Regulations

This Student Charter includes frequent references to TU Delft regulations. The current versions of these regulations have been posted on the TU Delft website. You can find these at TU Delft > Management and Organisation > Regulations. You can find the regulations that specifically concern educational matters at our [Student and Education Page](#).

On the [student portal](#), you can access programme-specific regulations via 'Legal position'.

1.2 COMMUNICATION

Email as a communication medium

All students are given a TU Delft email address. Official messages from the university (or department) are sent to this email address. TU Delft considers email communication to be a legal form of communication for all of its outgoing correspondence. You are expected to take note of all email messages sent to you by TU Delft. For communications with prospective students, the email address as shown in Studielink is used.

However, this does not mean that all communication will be conducted exclusively by email; communication by letter will remain an option as and when this is deemed necessary or more effective.

Website and Brightspace for more information

Students can find a great deal of general information about TU Delft on the [student portal of TU Delft](#). There you can also find this Student Charter, as well as the regulations governing your own particular degree programme. This Student Charter regularly refers to the website for more information, all of which can be accessed via the student portal.

The Brightspace learning environment is used to support the university's teaching activities: brightspace.tudelft.nl. In addition to communications about individual courses, Brightspace is also used for announcements aimed at all of the students in a given degree programme.

1.3 STUDENT AND EDUCATION

1.3.1 Organisation of the university

The university is administrated by the Executive Board (EB). It is the task of the Supervisory Board to oversee the administration of the university as a whole. TU Delft has eight faculties. Each faculty is headed by a dean. The university's '[Executive and Management Regulations](#)' (BBR) set out the formal administrative structures of TU Delft.

1.3.2 Organisation of educational programmes

TU Delft provides more than fifty Bachelor's and Master's degree programmes, distributed over eight faculties. The dean of each faculty is ultimately responsible for all matters relating to education. The dean appoints a Director of Education and a Head of Education & Student Affairs.

The Director of Education is responsible for the quality of education in the faculty and is a member of the faculty management team. The Director of Education & Student Affairs is responsible for the support of the faculty educational processes. In cooperation with the Head of Education & Student Affairs, the Director of Education advises the dean on educational matters. Their responsibilities are set out in the 'Executive and Management Regulations' (BBR) of TU Delft and in the faculty regulations.

The Dean appoints a Director of Studies for each degree programme who is responsible for the quality of teaching in that programme. This Director of Studies is answerable to the Director of Education. In addition, each degree programme has a Board of Studies (see section 7.5) and a Board of Examiners.

1.3.3 Strategic Plan

In the Strategic Plan, TU Delft sets out its intentions concerning the quality of teaching and research. A new strategic plan is published once every six years. The most recent strategic plan is entitled '[Impact for a better society. TU Delft Strategic Framework 2018-2024](#)'. It was adopted in January 2018.

1.3.4 Vision on Education

With regard to educational matters, the Executive Board has adopted a '[Vision on Education](#)'. This vision describes the goals and quality ambitions of every aspect of education at TU Delft. It is described from the perspectives of our graduates, our portfolio, our approach to teaching and learning, our people and our academic community. This underpins our teaching and provides guidance concerning future developments.

1.3.5 TU Delft Register of Educational programmes

The Executive Board adopts the 'TU Delft Register of Educational Programmes' every year. This document covers the entire educational portfolio of TU Delft. It gives details of the individual tracks within accredited degree programmes. It also provides an overview of non-accredited education. The Register also contains other information, such as which programmes have a numerus fixus, which programmes have a second intake time, and which acknowledged annotations you can achieve during your degree programme. The 'TU Delft Register of Educational Programmes' can also be found on the website.

1.3.6 Accreditation of degree programmes

The educational quality of all Bachelor's and Master's degree programmes is assessed by a panel of independent experts once every six years. This is also known as the visitation. The opinions of the programme's students also form part of this assessment. The panel always interviews a group of students from the programme in question.

If the panel gives the programme a favourable assessment, then a formal request will be made for that programme's accreditation to be extended. All degree programmes must be properly accredited, to ensure that the certificates they issue are legally valid. Students can only apply for a study loan if their chosen degree programme is accredited.

The results of the accreditation are made public. These are published on the website of the Accreditation Organisation of the Netherlands and Flanders (NVAO): nvaio.net.

1.3.7 Quality assurance of education

TU Delft has set up an educational quality-assurance system to guarantee the quality of its programmes. At university level, the minimum requirements for educational quality assurance are set out in the 'TU Delft Educational Quality Assurance Plan'. This provides a basis for the quality manuals issued by each individual faculty.

Input from students is vital when formulating an opinion on the educational quality of degree programmes. As a student, you will mainly encounter course evaluations. You will be regularly asked to complete a questionnaire about various aspects of a given course. You will also receive an annual invitation to participate in the National Student Survey (NSE). About eighteen months after graduating, you can expect an invitation to take part in the National Alumni Survey (NAE). We use the information gained from these surveys to further improve our teaching.

Teaching staff regularly ask their counterparts in the professional field for advice with regard to the design and content of the programmes. This ensures that our graduates' knowledge remains in step with the requirements of the job market.

1.3.8 Objectives

The strategic plan (1.3.3) for the upcoming years sets out the educational goals of TU Delft. TU Delft will maintain its focus on providing world class education.

During the upcoming years, the main focus will be to strengthen our ambitious and enterprising study culture.

The plan states that it must remain possible to obtain a Bachelor's degree in three years and a Master's degree in two (i.e., within

the nominal duration of study). The university wants to allow students a slightly longer period of study (such as BSc in 4 years and MSc in 2.5 years) in which to achieve their ambitions, provided that they spend their time in a valuable manner. To this end, in the upcoming period, the university will continue to implement study success-enhancing measures

Your degree will prepare you to help resolve social challenges. In addition to in-depth knowledge of your field of study, you also engage with interdisciplinary skills, sustainability and entrepreneurship. TU Delft wants to keep in touch with you after you graduate, through a type of lifelong learning partnership. In this context, we could offer you various educational options to support your professional career.

At the very least, teaching staff must comply with the basic requirements of good educational practice. In other words, they must hold a Basic Teaching Qualification (BKO) and have an adequate command of the English language (at least C1). In the upcoming years, TU Delft will continue to focus on maintaining a staff culture of excellence in education, educational leadership, or educational research.



Chapter 2

Entrance and Admission

The admission requirements for a given Bachelor's or Master's degree programme are set out in the Teaching and Examination Regulations [of the programme in question](#). This chapter provides a summary of the overall requirements for all TU Delft programmes and for the bridging programmes for admission to Master's degree programmes.

2.1 ADMISSION TO A BACHELOR'S DEGREE PROGRAMME

2.1.1 Programme choice activities (Art. 7.31a et seq. of the WHW)

If you register for a Bachelor's degree programme before 1 May 2019, you can take part in the Study Compatibility Check. After you have completed the online questionnaire, the department will advise you on your choice of programme. Programmes with a numerus fixus do not advise students in this matter.

2.1.2 Admission requirements for Bachelor's degree programmes (Art. 7.24 to 7.29 of the WHW)

There are various ways of qualifying for admission to a university Bachelor's degree programme:

- Pre-university (vwo) certificate;
- University (wo) propedeutic (first-year) certificate;
- University (wo) Bachelor's degree certificate;
- University of Applied Sciences (hbo) propedeutic (first-year) certificate;
- University of Applied Sciences (hbo) Bachelor's degree certificate;
- University (wo) Master's degree certificate;
- a certificate approved by the minister, which may or may not have been issued in the Netherlands, and which is deemed at least equivalent to a university (wo) degree certificate;
- a certificate recognised by the Executive Board, which may or may not have been issued in the Netherlands, and which the Executive Board judges to be at least equivalent to a pre-university (vwo) certificate;
- a university entrance examination (colloquium doctum).

2.1.3 A pre-university (vwo) certificate and additional prior education requirements

Enrolment for a particular degree programme is only possible on the basis of a pre-university (vwo) certificate that relates to a certain profile. The requested profile and the required school-leaving examination subjects can be found in the [Teaching and Examination Regulations of the programme in question](#). There is a summary in the ['2019-2020 Enrolment and Tuition Fee' Regulation](#).

2.1.4 Non-Dutch and international certificates

The Executive Board determines whether a given non-Dutch or international certificate is equivalent to the required pre-university (vwo) certificate and profile. In the case of students with an international educational background, further requirements may be set with regard to their command of Dutch or English. These requirements are set out in the Teaching and Examination Regulations of the programme in question.

2.1.5 Students with prior University of Applied Sciences (hbo) qualifications

Students with a propedeutic (first-year) certificate from a university of applied sciences (hbo) must meet the following Bachelor's degree programme admission requirements:

- If you hold a pre-university (vwo) certificate, you must comply with the requirements concerning profile and school-leaving examination subjects.
- If you hold a havo (higher general secondary education)/mbo (senior secondary vocational education) certificate, the further

prior education requirements set out in the Teaching and Examination Regulations require that you rectify any deficiencies in relation to the vwo (pre-university education) level. For programmes starting on 1 September, any deficiencies must have been rectified by 31 August at the latest.

2.1.6 University entrance examination (colloquium doctum; Art. 7.29 of the WHW)

Admission on the basis of a university entrance examination will only be granted by the Executive Board after investigation has established the applicant's suitability to take the degree programme in question. Knowledge of Dutch is also a requirement in this case. To take a university entrance examination, the applicant must be aged 21 or over (see also the Teaching and Examination Regulations). Admission granted by the Executive Board on the basis of an entrance examination applies exclusively to the degree programme concerned at TU Delft.

2.1.7 'Numerus fixus'

Several of the TU Delft Bachelor's degree programmes have a 'numerus fixus' (a set maximum capacity). Each academic year, the programmes in question are published in the 'TU Delft Register of Educational Programmes'. The selection procedure involved is determined by the programme management in question. You will only be admitted if you meet the admission requirements, as set out in the Teaching and Examination Regulations of the programme in question. The subsequent selection procedure involved is determined by the department in question.

2.2 ADMISSION REQUIREMENTS FOR MASTER'S DEGREE PROGRAMMES (ART. 7.30B-E WHW)

2.2.1 Holders of a Bachelor's degree awarded by a Dutch university

Admission to a Master's degree programme is restricted to the holders of degree certificates from corresponding Bachelor's degree programmes, awarded by Dutch universities. Before you can start a Master's degree programme you must have successfully completed the Bachelor's programme and/or bridging programme required for admission to that Master's degree programme.

2.2.2 Holders of a Bachelor's degree awarded by a Dutch University of Applied Sciences

Holders of Bachelor's degrees awarded by Dutch Universities of Applied Sciences, who have completed the bridging programme, qualify for admission to the Master's degree programme.

2.2.3 Holders of a non-Dutch or international Bachelor's degree

Admission to a Master's degree programme is restricted to holders of degree certificates from Bachelor's degree programmes related to the Master's degree programme in question, awarded by renowned universities. There are also requirements concerning applicants' cumulative grade point averages and their proficiency in English. For the specific requirements and [the procedure](#) see the Teaching and Examination Regulations of the programme in question.

2.3 ADMISSION TO A BRIDGING PROGRAMME

If the Bachelor's degree programme taken does not correspond directly with the Master's degree programme, applicants can complete a bridging programme. Depending on the Master's degree programme, applicants holding a Bachelor's degree awarded by a university (wo) or University of Applied Sciences (hbo) can be offered a bridging programme. vwo (pre-university education) Mathematics B or Mathematics T and English are required for admission to bridging programmes.

If you are not in possession of a pre-university (vwo) certificate with Mathematics B and English, you will need to take substitute tests. For more information, see the [Teaching and Examination Regulations](#) and the '[2019-2020 Enrolment and Tuition Fee Regulation](#)'.

For the tuition fees and enrolment policy for 2019-2020, see the '[2019-2020 Enrolment and Tuition Fee Regulation](#)'.



Chapter 3

Enrolment and Tuition Fees

3.1 ENROLMENT (ART. 7.32, 7.33 AND 7.37 OF THE WHW)

If you wish to make use of the TU Delft educational or examination facilities, or any other facilities relating to education, you must be enrolled at TU Delft. The enrolment obligation also applies when examinations that form part of the degree programme are taken outside the institution. This could be the case with any internships, graduating at a company or courses completed at institutions outside the Netherlands, for example.

Students enrol in a single degree programme and in principle for a full academic year. If, in exceptional cases, enrolment takes place in the course of an academic year, it will be valid for the remaining period of that year. It is not possible to enrol retroactively. The enrolment conditions are:

- meeting the programme's entry requirements (see the programme's (Teaching and Examination Regulations);
- submission of a request for enrolment (through Studielink);
- payment of tuition fees, examination fees or other charges;
- for external students: permission from the Executive Board, which will be granted only if there is no objection on the grounds of the nature or interests of the programme;
- possession of a valid residence permit.

When you have completed the enrolment procedure, you can download the Digital Proof of Enrolment (D-BvI) from [Osiris](#) student. This states the period and the programme (or programmes) for which you are enrolled.

In principle, enrolment is only possible as of 1 September. Enrolment on 1 February is only possible on the basis of a reasoned request to the Education Service Centre's Student Administration office (via late-enrolment@tudelft.nl) and with the permission of the faculty concerned, for example if you only have to complete some of the components taught in the second semester. Furthermore, you can register for the HBO Architecture and Industrial Design bridging programme from 1 February, since this programme is only offered in the second semester.

Internal transfer or transfer from a Bachelor's programme at another Dutch university to a Master's degree programme at TU Delft is possible at any time during the academic year. The holders of Bachelor's degrees awarded in other countries can only be admitted to Master's degree programmes on 1 September. For of a limited number of Master's degree programmes, this is also possible on 1 February.

3.2 ENROLMENT AS A STUDENT (ART. 7.34 OF THE WHW)

If you are enrolled as a student, you have the following rights:

- a) participation in education within the degree programme and in principle within TU Delft as a whole;
- b) participation in degree audits and examinations associated with the degree programme, in accordance with any relevant guidelines, as set out in the Teaching and Examination Regulations of the programme in question;
- c) access to the libraries, laboratories etc.;
- d) use of student facilities;
- e) student support and guidance;
- f) in the event of a decision by the minister or TU Delft to end the degree programme: the possibility to complete the programme within a reasonable period of time at TU Delft or at another higher education institution;
- g) entitlement to vote for and eligibility for election to university bodies.

3.3 ENROLMENT AS AN EXTERNAL STUDENT (ART. 7.36 OF THE WHW)

External students do not take any classes and, unlike other students, they are not entitled to student support and guidance, or other facilities. If you are enrolled as an external student, you have the following rights:

- a) participation in degree audits and examinations within the degree programme;
- b) access to university collections and facilities.

3.4 TERMINATION OF ENROLMENT (ART. 7.42 OF THE WHW)

If you no longer wish to be enrolled for your degree programme (or programmes) at TU Delft you should submit a request to terminate your enrolment via Studielink. You must do this yourself. You will not be automatically unenrolled (even once you have been awarded your degree).

Unenrolment takes effect on the first of the month, following the month in which the request for unenrolment was submitted. Alternatively, another month can be specified for termination, provided that the date of unenrolment is in the future.

3.5 TUITION FEES (ART. 7.43 TO 7.47 OF THE WHW)

If you are enrolled as a student at TU Delft, you are required to pay tuition fees. The fees due must be paid in full, prior to your enrolment. A standing order granted in advance authorising TU Delft to collect the payment from a bank account, either in one payment or in instalments, is also acceptable.

A fee is charged to students in the bridging programme and to those in the educative module. External students pay examination fees. Bridging programme students, participants in educative modules, and external students do not have the option of paying their examination fees or other fees in instalments.

For the tuition fees and other payments in 2019-2020, see the ['2019-2020 Enrolment and Tuition Fee Regulation'](#).

3.5.1 Reduction of, or exemption from, tuition fees (Art. 7.48 of the WHW)

Reduction of, or exemption from, tuition fees is possible in the following cases:

- You are eligible for a reduction in, or exemption from, tuition fees in the case of a second or subsequent enrolment at a government-funded university (wo) or University of Applied Sciences (hbo), with the exception of the Open University.
- If you enrol at the start of the second semester, you will only pay tuition fees for the actual period of your enrolment. At TU Delft, the same applies to institutional tuition fees and part-time tuition fees.

3.5.2 Refund of tuition fees on termination of enrolment (Art. 7.48 of the WHW)

In the case of termination of enrolment, for each remaining month of the academic year following your unenrolment you are entitled to a refund of one-twelfth of the applicable tuition fees, with the exception of unenrolment in the months of July and/or August. Tuition fees will not be refunded in the event of unenrolment on 1 July or 1 August and the students in question will also be required to pay tuition fees for July and August.

These regulations only apply to the statutory tuition fee, on legal grounds. However, TU Delft also applies them to the tuition fees determined by the institution itself. Examination fees and the fees paid by bridging programme students and participants in educative modules are non-refundable.

3.6 COMPENSATION (ART. 15.2 OF THE WHW)

A person who is not enrolled but who makes use of educational or examination facilities is required to pay compensation. At TU Delft this is set at € 100 for each month that the person should rightfully have been enrolled plus the tuition fees owing for this period.



Chapter 4

Education

4.1 ACADEMIC CALENDAR

The academic year consists of two semesters, each divided into two periods. Thus there are four teaching periods in all. The Executive Board announces the academic calendar of the coming academic year in the preceding autumn at the latest. It lists the teaching periods, the examination periods, holidays and days off. All curricula follow these guidelines for the [uniform organisation of the academic year](#).

4.2 STRUCTURE OF DEGREE PROGRAMMES (ART. 7.7 AND 7.13 PARAGRAPH 2 SUBSECTIONS I AND T OF THE WHW)

4.2.1 Full-time and part-time

By law, degree programmes may be offered on a full-time or part-time basis, or as combined work-study programmes. All degree programmes at TU Delft have full-time versions. Only the Master's degree in Science Education & Communication is also available as a part-time programme. TU Delft has no work-study programmes..

4.2.2 Courses and compulsory participation

The dean determines the structure of degree programmes in the Teaching and Examination Regulations (TER; for more information see 4.12). These regulations, which cover a range of topics, specify the courses to be taught in a given programme - in the WHW these are referred to as units of study. In some programmes, these are also referred to as modules. You can find specific information about these courses in the [digital study guide](#).

If no obligation is indicated in the Teaching and Examination Regulations (TER), you cannot be obliged to take part in teaching activities such as lectures and tutorials. If you do not attend lectures, for example, you may not be placed at a disadvantage in relation to those students who do. You are, in principle, required to participate in practical exercises, such as laboratory courses (including computer practicals), and project assignments. Here too, the Teaching and Examination Regulations (TER) state whether participation in these exercises is mandatory.

4.2.3 Compulsory registration for courses

In some programmes at TU Delft you must register in time if you want to take certain courses. This is stated in the TER of the programme, as is the time period during which you must register and what possibilities are open to you should you fail to register in time due to personal circumstances. Registration for a course does not count as registration for an examination.

4.2.4 Final qualifications

Each programme has its own specific objectives and final qualifications. These indicate what you will know and be able to do by the time you reach the end of the programme. The learning objectives for the programme's courses are derived from them. The programme is organised in such a way that you will have met all the final qualifications by the time it ends. The adopted curriculum is organised and coordinated in such a way that the learning objectives follow one another in a logical sequence.

4.2.5 Minors in Bachelor's degree programmes

All Bachelor's degree programmes at TU Delft have a major/minor structure. Minors offer you an opportunity to broaden your knowledge and skills. A minor consists of a coherent group of courses, and is worth 30 credits. Minors are timetabled for the first semester of the third year of the Bachelor's degree programme. Only the joint degree programme in Clinical Technology has a minor with a value of 15 credits. At TU Delft, you can select thematic and self-composed minors. Each year, in April/ May, there is an information meeting about the range of thematic minors offered at TU Delft. Details can also be found via [minors.tudelft.nl](#). Enrolment for the minors starts at the end of this meeting. You will have to register if you want to take part

in one of these minors. For a self-composed minor, you must first submit an application for approval (using a specific form) to your Board of Examiners.

4.2.6 Graduation project

All TU Delft programmes conclude with a graduation assignment/project. The purpose of this exercise is to demonstrate that you have achieved the programme's final qualifications. This usually involves a research assignment and/or a design assignment. This assignment is an opportunity for you to demonstrate that you are able to effectively integrate your knowledge, expertise and skills.

4.3 STUDY LOAD AND CREDITS (ART. 7.3 AND 7.4A OF THE WHW)

Each course's study load is expressed in credits, according to the European Credit Transfer System (ECTS). An ECTS credit is equal to 28 hours of study, as required by an average student. These are contact hours (e.g. those spent in lectures), plus the independent-study hours that you need to master the learning objectives.

The study load for all Bachelor's degree programmes is 180 credits. For most Master's degree programmes, it is 120 credits. Only the Master's degree programme in Technical Medicine has a study load of 180 credits.

The study load of each individual course is set out in the Teaching and Examination Regulations (TER), and in the programme's digital study guide.

4.4 EXAMINATIONS AND DEGREE AUDITS (ART. 7.3, 7.8, 7.10, 7.11, 7.12 AND 7.13 OF THE WHW)

4.4.1 Examinations

Every course has a corresponding examination. According to the WHW, an examination is an investigation into a student's knowledge, insight and skills. This investigation results in an assessment - you either pass or fail the examination. For each course, at least one lecturer is appointed as examiner. This is the person who is responsible for the assessment. The Board of Examiners can give the examiners guidelines and instructions on how candidates should be assessed and how the examination result should be determined. With regard to written examinations, in addition to the examination given immediately following the course, an annual resit is scheduled.

A course can also involve interim examinations. With a few exceptions, interim examinations are subject to the same rules as other examinations. This is set out in the Teaching and Examination Regulations (TER).

4.4.2 Registering for examinations

At TU Delft, you are required to register for examinations. This, too, is set out in the Teaching and Examination Regulations (TER). These regulations also specify the period within which you must register, together with the available options if circumstances prevent you from doing so. Following the examination, you have the right to inspect the examination papers and the assessment. The Teaching and Examination Regulations (TER) specify how this should be done, and the period of time involved.

4.4.3 Rules and guidelines of the Board of Examiners; fraud

In its regulations and guidelines, a degree programme's Board of Examiners lays down rules for proper procedure during examinations and determines the measures to be taken in relation to this procedure. In the case of fraud on the part of a student, these measures may entail the revocation of their right to take part in the specified examination or in one or more examination periods for the term of no more than one year, to be determined by the Board of Examiners. In the event of serious fraud, the Board of Examiners can decide to propose to the Executive Board that the student's enrolment in the

degree programme be permanently terminated.

4.4.4 Examination

Each degree programme must have at least one degree audit that concludes the programme. This one statutorily required assessment is referred to in the Act as the 'final examination'. If you have passed all the examinations associated with a given programme, then you will, in principle, have passed that programme's degree audit. However, the Board of Examiners can stipulate that the degree audit is to include a further assessment by the board itself (for example, a paper that must be publicly defended).

4.4.5 Other provisions regarding examinations and degree audits (Art. 7.2, 7.23, 7.24, 7.28, 7.29, 7.34 and 7.36 of the WHW)

You are only entitled to take examinations and degree audits if you meet the admission requirements for the degree programme concerned and if you are enrolled at the university as a student or external student

4.5 CERTIFICATE AND SUPPLEMENT (ART. 7.11 OF THE WHW)

As evidence that you have met the requirements of a degree audit, you will receive a degree certificate (also referred to as a diploma). If specific powers are associated with the degree audit, this is also stated on the certificate. In addition, TU Delft always issues an English-language diploma supplement, together with the certificate. The supplement complies with the European standard format. The purpose of the supplement is to provide clear, additional information about the certificate. The supplement includes the title that you have been awarded, the programme's entry requirements and final qualifications, and the results you obtained in each course.

Anyone who has passed at least two examinations but not the degree audit of which these are part will, on request, be issued a certificate by the Board of Examiners indicating which examinations have been passed.

4.6 TITLES (ART. 7.19A AND 7.20 OF THE WHW)

If you have passed the Bachelor's degree audit, you will be awarded the degree of 'Bachelor of Science'. This entitles you to use the title 'Bachelor of Science' (abbreviated to 'BSc') after your name.

If you have passed the TU Delft Master's degree audit, you will be awarded the degree of 'Master of Science'. From then on, you are entitled to use the title 'Master of Science' (abbreviated to 'MSc') after your name. For all Master's degree programmes in the technology domain of the Central Register of Higher Education Degree Programmes (CROHO), those who have met the requirements of the degree audit are also entitled to use the Dutch title 'ingenieur' (abbreviated to 'ir.'). before their name. When using a title, a choice must be made between the use of 'ir.' before your name or 'MSc' after your name.

Most of the TU Delft Master's degree programmes are in the technology domain. The Science Education and Communication MSc programme (education domain) and the Technical Medicine MSc programme (healthcare domain) come under a different domain, so their graduates are not entitled to use the title of 'ingenieur'.

4.7 THE 'STUDIABILITY' OF A PROGRAMME (ART. 7.13, 7.14, 7.15 AND 1.18 OF THE WHW)

You have the right to a 'studiable' programme. This right translates legally into an obligation on the part of the university to structure a degree programme in such a way that students may reasonably be expected to be able to graduate within the time allotted for the programme. The TER must be regularly assessed, including the time required for the study load. This is the responsibility of the dean of the faculty. The Board of Studies advises on this matter. The Executive Board publishes an overview of the degree programmes before the beginning of the academic year. The deans do the same for the TER. The form of this overview must be such that students are able to form a clear judgement of the content and structure of the degree programme and degree audits. This includes the available degree programmes, the outline of the TER, and the recommendation regarding the continuation of studies that must be issued at the end of the first year of enrolment.

If, as a result of the structure of the programme, you should fall behind in your studies, you may, subject to certain conditions (see Art. 7.51 of the WHW), apply for financial assistance.

4.8 STUDENT SUPPORT AND GUIDANCE (ART. 7.34, 7.13 PARAGRAPH 2 SUBSECTION U AND 7.9 PARAGRAPH 3 OF THE WHW)

Before commencing your programme, you will be informed - via the Study Compatibility Check and various informational activities - about the factors that influence study success rates. You will be informed about this again at the beginning of the programme.

If you are enrolled in a programme, you are entitled to study support that takes your personal circumstances into consideration. Your first point of contact is the academic counsellor for your degree programme. This person can offer individual study support. They can also play a part in monitoring your academic progress.

Some programmes at TU Delft use student mentors and/or faculty staff mentors, who are also involved in the initial stages of study support. They will refer any cases requiring more specialised attention to the academic counsellor.

In addition, TU Delft has a team of student counsellors, who you can also contact (see 5.4.2).

4.9 THE RECOMMENDATION REGARDING THE CONTINUATION OF STUDIES, AT THE END OF THE FIRST ACADEMIC YEAR (ART.7.8B OF THE WHW)

In March, all first-year Bachelor's students receive a preliminary recommendation on continuing their studies. This is followed by a definitive recommendation, in August. If you were awarded less than 45 credits during the first year programme, this will be a negative binding recommendation. Students who still have fewer than 45 credits after the August exam resits receive a negative binding recommendation on the continuation of studies no later than 31 August and are unenrolled. The exclusion from the programme in question will apply for a period of four years.

There is a fixed procedure for dealing with exemptions, special circumstances and students who have entered the programme later. Students who receive a negative recommendation will at their request be actively supervised in seeking a more suitable degree programme either at TU Delft or elsewhere. Students may continue to make use of the academic guidance and supervision facilities for a period of one year.

You will find more information in ['Implementation of the Binding Recommendation on the Continuation of Studies at TU Delft'](#).

4.10 LANGUAGE OF INSTRUCTION (ART. 7.2 OF THE WHW)

Most Bachelor's degree programmes are taught in Dutch. However, the course material is often in English. In accordance with the WHW, exceptions to the use of Dutch as the language of instruction may be made in the following cases:

- a foreign-language degree programme;
- a guest lecture by a non-Dutch speaking lecturer;
- if necessary, due to the specific nature, structure or quality of the teaching, or the students' background, in accordance with a code of conduct to be drawn up by the Executive Board.

The Aerospace Engineering, Nanobiology, Applied Earth Sciences, and Computer Science Engineering Bachelor degree programmes are taught entirely in English. All Master's degree programmes are taught in English.

This is regulated by the 'Code of Conduct for the use of English' drawn up by the Executive Board, which can be found on the website.

4.11 FACILITIES FOR STUDENTS WITH A DISABILITY (ART. 7.13 PARAGRAPH 2 SUBSECTION M OF THE WHW)

To the best of its ability, TU Delft provides facilities to enable (within reason) students with a disability to participate in education and examinations. In this context, the term 'disability' refers to conditions that are - currently - of a chronic or permanent nature, and which consistently impede your ability to participate in education and/or take examinations. These may include motor, sensory or psychological disabilities, as well as dyslexia, ADHD, autism, and chronic diseases.

The facilities to be implemented for students with a disability may involve:

- access to university buildings;
- the structure of programmes;
- modifying the way in which examinations are taken.

If you have a disability and want to make use of one or more facilities, you can indicate this when registering with Studielink. You can also directly contact one of the academic counsellors. You will then be asked for a medical certificate. Please remember that it takes time to set up facilities.

Additional information about studying with a disability is available [on the website](#).

4.12 TEACHING AND EXAMINATION REGULATIONS (ART. 7.13)

The Teaching and Examination Regulations (TER) are a set of regulations to be adopted by the dean of the faculty for each degree programme or group of degree programmes, in compliance with Art. 9.38 subsection b of the WHW. The Act stipulates a number of elements that must always be included in any TER, mainly concerning the legal certainty of each student. Article 7.13 paragraph 2 of the WHW contains a list of those elements that must always be included in any TER. The TER also includes the specific admission requirements (see H2).

The Executive Board approves a model TER each year. The model TER helps each programme to ensure that all legally required components are listed in the TER. The model TER also helps to ensure that, wherever possible, all TU Delft students are subject to a uniform set of regulations. In addition, the Executive Board uses the model TER to provide the faculties with a number of guidelines (in accordance with Art. 9.5 of the WHW). The model TER is discussed with the Central Student Council.

The various degree programmes' TERs are drawn up on the basis of this model TER.

The final TER is adopted by the dean of the faculty offering the degree programme in question. Before the dean adopts the TER, the Board of Studies can exercise its right of approval with regard to parts of the TER (see Art. 9.18 paragraph 1 of the WHW for the parts in question) and its advisory powers regarding the other parts of the TER. The Faculty Student Council also has a right of approval with regard to the TER (with the exception of the subjects referred to in Art. 7.13 paragraph 2 subsections a to g and v, Art. 7.25 paragraph 4 and 5 and Art. 7.30b paragraph 2). The Board of Studies sends a copy of its approval and recommendations to the Faculty Student Council, to update the latter regarding its considerations.

Every year (before the start of the new academic year), the Executive Board ensures that the TERs for each degree programme are made public. It does so by publishing them on the website.

4.13 TU DELFT HONOURS PROGRAMME

Any Bachelor's and Master's students whose capabilities exceed the demands of their study programme may take part in the Delft Honours Programme, a supplementary, extracurricular programme for students who perform at an above-average level, perform independent research and/or projects and who take the initiative themselves.

If you are interested in taking either the Bachelor's Honours Programme or the Master's Honours Programme, you should apply to the faculty Honours coordinator. Admission depends on the marks you have been awarded up to that point, and on your motivation. You can find further details in your programme's TER and on its [website](#).

The honours programme's study load is equivalent to at least 20 credits. You can design much of the programme yourself. In addition to a limited compulsory part, you can take courses and participate in projects with students from other faculties. You can also take part in a range of activities with others in the Honours Community. Upon successful completion of the programme (in accordance with the requirements set out in the TER), you will receive a certificate, along with your degree certificate.

4.14 INTERNATIONAL MOBILITY

During your degree programme, it is possible to complete a period of study in another country. You must submit the courses you plan to take during this period to your Board of Examiners, in advance. This will ensure that any credits obtained in other countries count towards your degree programme. Your faculty's department of Education and Student Affairs can supply you with information about the options for studying abroad.

TU Delft participates in a number of structural programmes for studying and doing internships in other countries.

4.14.1 Programme mobility

Joint education programmes

First of all there are a number of Joint Education Master's degree programmes. This involves doing parts of the Master's degree programme in at least two countries. At the end, you will be awarded a double degree. You must register for these programmes separately. A current overview of these programmes can be found in the TU Delft Register of Educational Programmes.

Erasmus

The Erasmus programme offers students the opportunity to study at a university in another European country for a minimum of three months. The most important characteristics of 'Erasmus exchanges' are an allowance; exemption from tuition fees at the host institution; credits for successfully completed courses; and reception, introduction and, sometimes, the provision of accommodation on arrival. All universities with which TU Delft has an exchange agreement can be found in the university exchange database: uitwisseling.tudelft.nl.

IDEA League

The IDEA League is a partnership between five leading universities of technology: ETH Zurich, RWTH Aachen, Chalmers University of Technology (Gothenburg), Politecnico de Milano and TU Delft. IDEA League Student Research Grants are available for research projects. For detailed information about the terms and conditions and of the application procedure, see: idealeague.org.

ATHENS

Within the scope of the ATHENS programme, students can take short courses at various European universities in March and November. During these one-week courses, they take courses in a particular subject and visit places of interest in and around the city. The ATHENS programme is aimed at third-year Bachelor's students and Master's students. Students from other European universities also come to TU Delft to attend week-long ATHENS courses. More detailed information can be found at: studyabroad.tudelft.nl.

4.14.2 More information

Education and Student Affairs can advise you on how to apply for the grants available to TU Delft students who wish to study or do an internship in another country. Similarly, they can also provide advice to any international students who come to TU Delft for a short period to study or conduct research.

You can find information about going abroad to study on: studyabroad.tudelft.nl. International students studying at TU Delft for a time can find information at: exchange.tudelft.nl.

A '[Code of Conduct for International Students](#)' has been drawn up for international students.

¹ Other than taking an entire programme at Delft.



Chapter 5

Student Facilities

GENERAL

As well as its educational facilities, TU Delft also provides a number of other facilities for students. Many of these are important in terms of limiting obstacles to academic progress as much as possible. The students are expected to adopt a proactive attitude.

Every faculty employs academic counsellors who may be consulted for information and help on a wide variety of educational matters. They are the first point of contact for students seeking study support.

At the central level, the Student Development team (and mainly its Career & Counselling Services (C&CS) members) focuses specifically on individual support and group activities. You can receive assistance with personal development, to smooth your academic process and to help you deal with the job market.

Education and Student Affairs is also responsible for facilities of a different nature, such as the Student Administration, and X TU Delft.

5.1 ACADEMIC COUNSELLORS

Every faculty employs academic counsellors. You can contact the academic counsellor with questions about your degree programme and everything related to it. Academic counsellors provide you with (individual) guidance if you are experiencing difficulties in relation to your studies or if you need more information about the available options within your degree programme. If you encounter problems, it is particularly important to contact the academic counsellor.

You can call on their services throughout your degree programme, either concerning your studies (for example, education, planning your studies, or your choice of degree programme) or for matters of a personal nature. The contact details of the various academic counsellors can be found at: tudelft.nl/studieadviseurs.

5.2 OTHER FACULTY-BASED SERVICES TO STUDENTS

Apart from the academic counsellor, all faculties also have members of staff who are able to provide help with finding a suitable internship (Internship Officers), or who can offer advice to students wishing to study abroad or take part in an exchange programme (the International Officers). These members of staff work in the faculty departments of Education and Student Affairs. You can find more information about who you should contact for which purpose (including contact information), on the faculty pages of the student portal.

5.3 EDUCATION & STUDENT AFFAIRS INFORMATION DESK

The Education & Student Affairs information desk (ESA) is the first point of contact for students (and prospective students). The information desk is located on the ground floor of the E&SA building: building 30a, at Jaffalaan 9A (main entrance on Mekelweg). The information desk includes representatives of the central Student Administration (SA) and the degree programme administration (SPA). The information desk can provide you with information about admission, enrolment, academic progress, administrative matters, international student mobility and other university-wide student facilities. This concerns general information which is readily available. For more specific matters, the information desk can tell students where to find the information they are looking for, or refer them on to an external organisation, for example in the field of housing or healthcare. The information desk also arranges for Campus Cards to be issued.

The up-to-date opening hours can be found on the [website](#).

5.4 CAREER & COUNSELLING SERVICES

Students can approach the Career & Counselling Services team with questions, development needs or problems that require specialisation that is too limited or lacking within individual faculties. C&CS may be able to help students directly, or they may refer them to the appropriate source to help them find an answer to their question. Some of the topics that C&CS can help you with, are as follows:

- choosing a programme or switching to a different programme;
- impediments to academic progress;
- information about study-related funds and financial support;
- personal problems that are obstructing academic progress;
- preparation for the job market;
- studying with a disability;
- problems with student grants and loans and legal student matters;
- diversity issues;
- short courses and workshops related to personal development;
- short courses and workshops related to development towards the job market.

5.4.1 Workshops and training courses

C&CS offers a large number of workshops and training courses (many of which are free of charge) on how to study effectively, as well as on personal support, programme choice, and careers. Examples include: Smarter Ways to Prepare for Exams, Studying with Dyslexia, Study Acceleration, Dealing Differently with Stress, Assertiveness, Thinking Constructively when Dealing with Fear of Failure/Perfectionism, Motivation, Graduation, Stress Management, Applying for Jobs, Choosing the Right Study Programme (or switching to a different programme), etc. For a full overview and to sign up, go to careerandcounsellingservices.tudelft.nl and Brightspace.

5.4.2 Central student counsellors

The central student counsellors provide support in creating the necessary preconditions for study to progress without impediment, as a supplement to faculty-based academic counselling.

The central student counsellor's expertise lies in explaining regulations (for example, those for enrolment and termination of enrolment, student grants and financial assistance) and psychosocial support. The central student counsellors also provide support to students who belong to special groups, such as students with a disability. The central student counsellors' expertise should be seen as a supplement to faculty-based academic counselling. The central student counsellors have open consultation hours and can be contacted via the Education & Student Affairs information desk, and via studentendecanen.tudelft.nl.

5.4.3 University psychologists

The psychologists can provide short-term treatment and support if you have psychological problems that are preventing you from studying effectively.

A preliminary appointment will be made to assess the duration and type of support warranted by the nature and gravity of the problems involved. We may offer a short series of individual interviews (in general, no more than three); in many cases, an appropriate course is the best way to proceed. The psychologists may conclude that they are unable to answer your question or solve your problem, in which case they will refer you to a suitable party. This will be clearly communicated to you.

If necessary, you will be introduced to a suitable external party.

All conversations are strictly confidential. The psychologist hold open consultation hours. For more information and to register, please see psychologen.tudelft.nl.

5.4.4 TU Delft Career Centre

The [TU Delft Career Centre](#) helps you consider new study options and various career opportunities, find that first job, resume your studies or even suspend them (temporarily). The Career Centre is there to support all students (seeking to terminate or switch their study programme, or in their choice of Master's degree programme), graduates and those on the point of graduating (looking for a job, applying for a job, drawing up a CV, information on the job market, whether or not to do a PhD) and PhD and PDEng candidates.

5.4.5 Complaints

If you have a complaint about TU Delft, the faculty or staff, you are expected to make an effort to resolve this yourself - by directly approaching the staff member or department concerned - before taking it any further. If this fails to produce a solution, you can contact the Central Complaints Desk for students or the Student Ombudsman. For more information, see chapter 10 Legal protection.

5.5 ELITE SPORTS POLICY

[TU Delft's elite sports](#) policy is aimed at preventing or limiting any possible delay in the academic progress of students with an elite sports status. Examples of elite sports status include a talent status accorded by the NOC*NSF or a Den Haag Topsport registration. In this case a student may apply to the TU Delft Elite sports coordinator for a TU Delft Elite Sports status. This status is valid for an academic year, during which the student may approach the academic counsellor or elite sports coordinator (Elitesports-x@tudelft.nl) for advice, guidance, planning and facilities concerning their studies. More information can be found at [\[link to website\]](#). If, despite these facilities, a student with elite sports status experiences a delay in academic progress, they may apply for assistance from the Profiling Fund (see 7.1).

5.6 X TU DELFT

[X TU Delft](#) is a place on the TU Delft campus where you can develop in a wide variety of areas that may not be covered in your academic programme but which are of inestimable value, such as arts, crafts, reflection, lifestyle, sports and games. X is geared to the needs of young people and has many options for participation, ranging from courses, ticket hours, special events and projects, to independent use of a student kitchen and lounge and the opportunity to personally launch activities and programmes.

5.7 SGZ (STUDENT HEALTH CARE)

[Student Health Care](#) (SGZ) is an organisation where students can get medical care. Students can register with the SGZ general practice if they have moved to live in Delft. They can also contact the SGZ for health checks in preparation for an internship or for the medical certificates associated with applications for study support. Students should also contact the SGZ for any vaccinations for travelling to tropical regions. Costs for vaccinations required for an internship are partly refunded by TU Delft provided that students have been referred by an academic counsellor or central student counsellor.

5.8 TU DELFT LIBRARY

The TU Delft Library offers access to an extensive collection of technical-scientific informational material from leading scientific publishers and platforms. You can use the search box at tudelft.nl/library to search the library collection. Some digital resources are only available through the TU Delft network. Using VPN (see vpn.tudelft.nl) you can get access at any time, wherever you are. You can take a paper book out on loan for up to 26 weeks, unless someone else wants to borrow it. You can borrow up to 20 books at a time. Your campus card also serves as a library card.

If you have a reading impairment, you can arrange for literature to be converted into digital files. If you have been issued a dyslexia declaration, you can request this scanning service from the Library desk. You can then use a read-aloud program (available from the student counsellors) to access these digital files. For this you should first contact the student counsellors at centralcounsellors@tudelft.nl.

TU Delft Library helps students find and use literature and information and teaches information skills in all the Bachelor programmes etc. Students can also see the information skills teaching materials on the [TUlib website](#). The Ask Your Library customer service is also available to help students, online at library@tudelft.nl, by calling +31 (0)15 27 85678 or at the information desk in the Library.

The Library offers you a place to study or work together. You can use one of the study spaces or you can reserve a project room via the website. The Library is open every day of the year. Opening hours are extended during examination periods, and the entire building is a quiet zone. During examination periods, a Mathematics and Mechanics Help Desk is available. The up-to-date opening hours are published on the [website](#).

The Library offers inspiration in the form of lectures, debates, exhibitions and workshops. All activities can be found on the website.



Chapter 6

Participation

6.1 LEGAL FRAMEWORK

The university is administrated by the Executive Board (EB). It is the task of the Supervisory Board to oversee the administration of the university as a whole. Each faculty is headed by a dean. A Director of Studies is appointed to administrate each degree programme. The university's '[Executive and Management Regulations](#)' (BBR) (2014) set out the formal administrative structures of TU Delft, including the participation structure.

For TU Delft, the Executive Board has opted for the 'separated system' of participation. This means that students and staff have separate participation councils. For student representation, student councils are appointed at university and faculty levels. For staff, representation is regulated according to the Works Council Act (WOR). At university level, there is a central Works Council. At faculty level, Personnel Committees are appointed by the Works Council. In the case of subjects that concern both the Student Council and the Works Council, a General Assembly of Councils is held at university level.

The legal provisions for student representation can be found in Section 9 of the WHW.

6.2 STUDENT COUNCIL (ART. 9.30A ET SEQ. OF THE WHW)

The Student Council, comprised of 10 members who are elected for a term of one year, has the following rights:

- the right of approval;
- advisory powers;
- the right of initiative, i.e. the right to make proposals and make its views known;
- the right to information;
- the right to appeal;

The '[Student Council Regulations](#)' indicate the subjects in respect of which the council has right of approval and advisory powers (Art. 5.1).

The Student Council can also make proposals and make its views known to the Executive Board on all matters concerning the university (right of initiative). The Executive Board shall also provide the Student Council with all the information it reasonably requires to carry out its duties, in good time, whether or not such information has been requested (obligation to provide information in Article 6.1). This includes the requirement that the Executive Board shall inform the Student Council at least once a year, in writing, of the policy pursued in the preceding year and of policy planned for the following year in the fields of finance, organisation and education.

The Student Council has advisory powers on the profile for appointing members of the Executive Board and the Supervisory Board and must be consulted in confidence on the appointment and dismissal of members of the Supervisory Board and of the Executive Board. Via the General Assembly of Councils the Student Council has the right to nominate a member of the Supervisory Board that has the special trust of the participation bodies.

The General Assembly (the Student Council and the Works Council together) has right of approval regarding:

- the strategic plan, as well as the policy proposed in light of the results of the quality assessment referred to in Art. 1.18 of the WHW;
- the Executive and Management Regulations;
- the structure of the quality assurance system, as well as the policy proposed in light of the results of the quality assessment;
- the main features of the annual budget.

6.3 FACULTY STUDENT COUNCIL (FSC) (ART. 9.37 OF THE WHW)

At TU Delft, the right to representation exists not just at the central level, but also at the faculty level. Faculty student councils are established to this end. In general, you could say that faculty student councils play a role in matters on which the dean may make decisions. Broadly speaking, where the Student Council has the right to participate in a particular matter on which the Executive Board has authority, faculty student councils have the right to participate regarding equivalent subjects over which the dean has the authority to decide. The Faculty Student Council thus has right of approval on the degree programme-related part of the Student Charter. In addition, the Faculty Student Council has the right of approval and advisory powers regarding topics for which the dean is pre-eminently responsible, such as adopting the faculty regulations and the Teaching and Examination Regulations. The [Faculty Regulations](#) and the [Student Council Regulations](#) specify the rights of the faculty student councils (their legal rights and any additional rights they have been granted).

6.4 BOARD OF STUDIES (ART. 9.18 OF THE WHW)

Each programme or combination of programmes has a Board of Studies. The Board of Studies has the statutory task of advising on ways of stimulating and safeguarding the quality of the degree programme.

Half the members of the Board are students enrolled in the programme in question. The other half are members of the programme's teaching staff. The model faculty regulations state that the student members (or the departmental directors, on behalf of the staff) have a right of nomination and that the Faculty Student Council (or the Personnel Committee) has the right to be heard. The Board of Studies advises the Director of Studies and the dean on educational matters (including the quality of teaching) relating to the programme in question and on the Teaching and Examination Regulations (and their implementation). The Board of Studies submits a copy of its advice to the Faculty Student Council. In addition, the Board of Studies has the right of approval with regard to certain parts of the Teaching and Examination Regulations, in those parts where the Faculty Student Council does not have the right of approval. The Board of Studies has advisory powers with regard to parts of the Teaching and Examination Regulations where the Faculty Student Council has the right of approval. The rights of the Boards of Studies are specified in the faculty regulations. A guide and model rules of procedure are available to the Boards of Studies on the TU Delft website.



Chapter 7

Financial assistance
for students who
fall behind in their
studies

7.1 PROFILING FUND

If, due to certain exceptional circumstances, you have fallen behind (in terms of the nominal duration of study) or are expected to do so, you can qualify for financial assistance from the Profiling Fund Scheme, subject to certain conditions. This financial facility derives from a legal provision, Art. 7.51 of the WHW. You can find the conditions attached to financial assistance in the [‘TU Delft Profiling Fund Scheme’](#). These regulations only apply to full-time students who are enrolled with the aim of receiving a Bachelor’s or Master’s degree and who are liable for statutory tuition fees, and to international students, as further described in the regulations.

This can involve delays in study progress due to unforeseen exceptional situations involving circumstances beyond one’s control, such as illness or special family circumstances (see 7.2). Alternatively, this can be due to foreseen exceptional circumstances, as in the case of recognised administrative activities (see 7.3).

If, due to exceptional circumstances, you fall behind with your studies (or are likely to do so) and wish to apply for financial assistance, it is important to report this to your academic counsellor as soon as possible and in good time, to discuss the matter. If you are too late in reporting the situation, this will impact your financial assistance.

There are various other facilities for which you may be able to apply, such as specific funds or the Education Executive Agency (DUO). Other examples of such funds are the University Fund and the Emergency Fund. In certain cases, it is also possible for student activities to be subsidised. Information about potential funds and how to apply for them is available from Career & Counselling Services. For more information about the support available from the Education Executive Agency (DUO), it is wise to contact the agency directly.

7.2 UNFORESEEN CIRCUMSTANCES

In situations where you have fallen behind with your studies, you must discuss the matter with your academic counsellor, at a timely point. If circumstances beyond your control occur (or are likely to occur), you must report this to the academic counsellor as soon as possible but not later than three months after these circumstances occurred.

The academic counsellor will discuss the impact of this delay in your study progress with you. In doing so, the counsellor will take the schedule of the degree programme into consideration. For instance, if you missed an examination period due to illness. The academic counsellor will also discuss with you the matter of whether the delay can be made up in the remaining study time available, and if so, how this may be achieved. If the delay is expected to exceed six months, the academic counsellor will discuss the option of unenrolment with you.

If necessary, the academic counsellor will inform you about the options and procedures for financial assistance from the TU Delft Profiling Fund Scheme or from other facilities outside TU Delft (including DUO procedures in the event of chronic illness or disability).

You must attach statements from experts when submitting your application for an official acknowledgement of a delay in your study progress and in connection with the payment of financial assistance. In the case of illness, for example, this would involve a medical certificate and, in the case of psychological problems, a certificate from a psychologist (or university psychologist). Your financial assistance is limited to a maximum period of 12 months.

If you did not contact the academic counsellor (or did not do so in good time) or if you did not follow the counsellor’s advice, your application for financial assistance may be rejected fully or in part.

In the case of circumstances beyond your control, the academic counsellor can also refer you to the TU Delft Career & Counselling Services for additional assistance and advice.

Circumstances beyond your control include:

• **Illness and/or pregnancy**

During the academic year, you could miss all or part of various courses or examinations due to illness. First and foremost, your academic counsellor will examine various options with you, to find out how potential delays might be limited or avoided.

• **Physical, sensory or other disabilities**

This includes physical disabilities and chronic diseases, as well as dyslexia. A range of study facilities are available, both at TU Delft itself and elsewhere.

• **Exceptional family circumstances**

A serious event within the family, such as the death of a close family member, can lead to a delay in your study progress.

• **An insufficiently 'studiable' degree programme**

An insufficiently 'studiable' degree programme is also referred to as a situation of 'educational circumstances beyond a student's control'. The degree programme is then designed in such a way that you could not reasonably be expected to pass the final examination within the period allocated. This might be because it is no longer possible to take or complete certain courses, for example, or if there are issues with the coordination of examinations. Educational circumstances beyond the student's control may also occur if the degree programme is designed in such a way that it is not possible for the student to take a 'studiable' programme. In this case the student's delay can be attributed wholly or partly to shortcomings in the educational quality of the degree programme. If it is deemed that educational circumstances beyond the student's control apply, an investigation shall be conducted into who was responsible for the cause of the delay, as well as whether the academic counsellor was informed in a timely fashion. It is possible that the delay could have been limited.

7.3 FORESEEN CIRCUMSTANCES (ADMINISTRATIVE ACTIVITIES)

TU Delft considers it important to offer financial assistance to students who fall behind with their studies due to their involvement in recognised administrative activities (bestuurlijke activiteiten in Dutch). TU Delft recognises a wide range of administrative activities as grounds for financial assistance in the form of administrative months or committee months. However, TU Delft does impose conditions in such cases. These include study progress requirements that you must have met before you can qualify for financial assistance in connection with administrative activities. During the first year of the Bachelor's degree programme, delays in study progress resulting from involvement in administrative activities are not eligible for compensation. Check the regulations for the exact conditions and progress requirements involved.

If you wish to get involved in an administrative activity that is expected to last nine months or more, you must report this to the academic counsellor in advance.

7.3.1 Administrative or committee months in relation to administrative activities

Six categories (also known as 'boxes') of administrative activity are recognised by TU Delft. The total financial assistance for administrative activities is subject to a maximum budget. The 'TU Delft Profiling Fund Scheme' regulates the conditions for recognition within these 'boxes', and the way in which administrative months and committee months are allocated. It concerns the following categories:

1. representative bodies (Box 1);
2. study associations (Box 2);
3. social clubs (Box 3);
4. sports and cultural clubs (Box 4);
5. student projects in education and research (Box 5);
6. interests and other projects/activities (Box 6).

7.4 APPLICATION PROCEDURE AND PAYMENT

TU Delft students who, as a result of the circumstances described in 7.2 and 7.3, have experienced a delay in their study progress, can submit an application for financial assistance. These applications must be submitted on a standard form which can be obtained from the central Student Administration and from the academic counsellors.

Formally, this application must be submitted to the Executive Board. With regard to the allocation of financial assistance, the Executive Board is advised by the Central Committee for Financial Assistance (CCFO). The central Student Administration handles the Executive Board's decisions concerning such applications for financial assistance. It also functions as the CCFO's secretarial department.

In cases of circumstances beyond a student's control, payments are made in monthly instalments at the end of the nominal duration of study. In cases involving recognised administrative activities, payment is made following the end of the academic year in which the activities in question were performed. Committee months are paid out as a lump sum, rather than as monthly instalments. In all cases, payment is conditional on the student being enrolled at TU Delft.

Under fiscal legislation, payments made in the context of the Profiling Fund Scheme are tax free. They do, however, count as a threshold for the deduction of study costs. For this reason, TU Delft informs the Tax and Customs Administration of any payments made.

The 'TU Delft Profiling Fund Scheme' includes a hardship clause. This clause provides for exceptions to the scheme in individual cases, in favour of the student involved.

7.5 FINANCIAL ASSISTANCE VIA DUO

If, as a result of a physical or psychological disorder, you are unable to take the final examination within the period of the performance-related grant, you can submit an application to DUO for financial assistance. Such assistance from DUO must be requested by the central student counsellor, using the 'request for the provision of a performance-related grant' form ('Verzoek Voorziening Prestatiebeurs'). The academic counsellor is the first point of contact when initiating this procedure. More information on this can be found on the DUO website, under 'delay in study progress' ('studievertraging').

7.6 OTHER TU DELFT FUNDS

Finally, in some cases, TU Delft offers the option of applying to a specific fund with a defined objective. Examples of such funds are the University Fund and the Emergency Fund. In certain cases, it is also possible for student activities to be subsidised.

Information about potential funds and how to apply for them is available from Career & Counselling Services.

7.7 REGULATIONS FOR FINANCIAL ASSISTANCE PRIOR TO SEPTEMBER 2018

Prior to 1 September 2018, the conditions for financial assistance in the event of a delay in study progress due to foreseen and unforeseen circumstances were included in the TU Delft Graduation Support Scheme (RAS). This can be found in the Student Charter for the 2017-2018 academic year, and in previous charters. They are also listed on the website, in the student portal, under [Legal position > Regulations](#).

Chapter 8

Facilities Regulation

Delft University of Technology contributes in many ways to the welfare and education of all students, both within and beyond the degree programme itself. The provision of services to students and the facilitation of student organisations are tools that serve this objective. The '[Facilities Regulation](#)' focuses on the latter tool: providing support for student organisations. The regulation does not cover representative bodies, study associations or the sports/cultural activities of student organisations. TU Delft has separate arrangements for these purposes, such as the TU Delft Profiling Fund Scheme (see also 7.1) and the Sponsorship Scheme for sports/cultural activities.

The objective of the Facilities Regulation is to enable student organisations that represent students' interests, mediate in internship and graduation assignments, and create social ties between international students among themselves or with the university in generally to operate on a financially-sound basis. (standard grant). The Facilities Regulation also provides cash allowances for new student initiatives (innovation grant).

The Facilities Regulation is intended to compensate student organisations for their rental and office costs, provided they meet the criteria set out in the regulation.

The eligibility criteria for financial compensation are clearly set out, as is the way in which the available budget is allocated to officially-recognised student organisations (Article 3). The criteria in Article 4 are specifically defined. Criterion f ('not financially self-reliant') should be taken to mean: no commercial exploitation. The criteria for innovation grants in Article 6 require a more discretionary assessment by the Executive Board, thereby giving the Board a certain measure of freedom in its allocation decisions. In principle, the innovation grant is a one-off grant for an innovative initiative, but can also serve as a start-up grant for new initiatives that may later become integrated into the fabric of university life. This is why Article 7:2, provides for a potential continuation grant, but the student organisation in question must demonstrate that it is capable of organising valuable activities into the future, and by doing so eventually become eligible for a standard grant.

Organisations are asked to submit their plans and budget (Article 7) beforehand as well as their post-activity balance (Article 10), which will lead to a more solid relationship between the partners in the grant process.

A maximum budget of €60,000 is available for the regulation, of which 75% will be allocated for grants for existing student organisations or their initiatives, and 25% will be made available for new initiatives of student organisations. The budget for standard grants will be allocated proportionally. Applications for innovation grants will be assessed with a specific focus on the degree to which the initiative addresses the common good of the university community (see Article 3).

Applications may be submitted to the [Student Administration](#). The formal decision will be taken by or on behalf of the Executive Board. Budgetary insolvency is one of the potential grounds for declining an application (Article 7).

Chapter 9

House Rules and Disciplinary Measures

The Executive Board can issue regulations and take measures to ensure proper procedure is followed in the buildings of the university and on its grounds. These measures may include the partial or complete exclusion from the buildings or grounds of a person who has infringed the regulations, for a period of up to one year. Students may also have their enrolment terminated, for a maximum period of one year. Any student who continues to commit acts of serious misconduct even after a warning has been issued may ultimately have their enrolment terminated permanently and be denied access to buildings and the grounds. TU Delft has drawn up a general set of regulations covering this area, which can be found [on the website](#).

9.1 ICT MANAGEMENT REGULATIONS

TU Delft has '[Management Regulations for the Use of Educational ICT Facilities by Students](#)'. These regulations govern students' use of the university's network and computer equipment with the Appendix 'Regulations for the limitation of data traffic for TU Delft student lodgings with FttD'.

9.2 NO-SMOKING RULE

Smoking is prohibited in all TU Delft buildings except in designated smoking areas. Some buildings also have signs indicating locations in the vicinity of the building where you are not allowed to smoke. The Executive Board has asked the deans of the faculties to ensure that the no-smoking rule is strictly enforced. New regulations will come into force on 1-1-2020 that extend the no-smoking rule to the grounds of the teaching buildings. The details of how this will affect the campus will be made clear during 2019. Information on this will be posted on the website.

9.3 SAFETY & SECURITY

TU Delft considers safety and security to be extremely important. Safety & Security is a broad field which includes working conditions, crisis management, environmental issues, detection, incident management, risk management and contact with the police and security services. These points of attention require coordination. TU Delft has a Safety & Security department, which is part of the Legal Services (LS) department of the University Services. This department is responsible for the integrated management of safety and security risks throughout TU Delft. It also investigates ways in which risks can be further limited and controlled.

Chapter 10

Legal Protection

10.1 GENERAL: ONE-STOP-SHOP

Legal protection for students is set out in the WHW (Art. 7.59a-7.67 of the WHW). Any student or external student, past, present or future, may use the Central Complaints Desk to file a complaint, objection or appeal.

The central desk ensures that any complaints, objections or appeals that have been filed are sent to the appropriate party, to be dealt with. The Central Complaints Desk can be contacted at centraalklachtenloket@tudelft.nl.

Before initiating a procedure, students can always consult an academic counsellor. External help is also available from the Delft Student Union (VSSD), any legal aid office, district advisory centre, Bureau voor Rechtshulp, or a (specialist) lawyer (in the case of an appeal to the CBHO, for example). If the problem is of a general nature, students may contact their faculty student council or the Central Student Council.

More information about the procedures and the accompanying regulations are also available [online](#).

10.2 COMPLAINTS (7.59B WHW AND 9:4 TO 9:12A OF THE DUTCH GENERAL ADMINISTRATIVE LAW ACT (AWB))

The '[TU Delft Student Complaints Regulations](#)' allow students to submit complaints to the Executive Board about the way in which an administrative body of TU Delft or a person associated with the university has acted towards them or another person. The 'TU Delft Student Complaints Regulations' govern the procedure by which complaints are lodged and dealt with. Students may submit complaints either verbally or in writing. Complaints are coordinated and registered centrally by the Central Complaints Desk, although in principle they are dealt with by, or on behalf of, the relevant dean or director. If it is unclear which department should handle a particular complaint, then the Central Desk will forward it to Education and Student Affairs. The procedural aspects of how written complaints are dealt with are covered by Articles 9:4 to 9:12a of the Dutch General Administrative Law Act (Awb). This sets out the criteria with which a complaint must comply; the impartiality of the person dealing with the complaint, and the cases where a complaint does not have to be dealt with, for example where the conduct against which the complaint is aimed took place more than a year ago, or if the complainant had the option of lodging an objection or appeal. An important principle of the procedure is hearing the points of view of both the student and the person against whom the complaint is made. As a rule, the complaint should be dealt with within ten weeks of submission.

10.2.1 Student Ombudsman

TU Delft has a Student Ombudsman who deals with complaints and takes any further action required. Depending on the nature of the complaint in question, the Central Desk can also submit it to the TU Delft Student Ombudsman. The Student Ombudsman only deals with written complaints. Students also have the option of submitting complaints to the Student Ombudsman directly if they are not happy about the way their written complaints have been dealt with by the relevant dean or by the director of Education and Student Affairs.

10.2.2 Complaints about undesirable behaviour

There is a separate set of regulations ([TU Delft Regulations for Complaints about Undesirable Behaviour](#)) for complaints regarding undesirable behaviour, such as bullying or sexual harassment. Anyone who is or has been the victim of undesirable behaviour can seek help, support and advice from a confidential advisor. The confidential advisor can also assist students wishing to submit a written complaint to the Executive Board. You can also submit a complaint yourself. The complaint is dealt with by a complaints committee set up by the Executive Board.

That committee determines whether or not the complaint is admissible. It can then investigate whether or not an amicable settlement can be reached. If this is not the case, the committee hears the points of view of the student and the person against whom the complaint is directed. The committee then advises the Executive Board on the decision and any measures to be taken.

10.3 CONFIDENTIAL ADVISORS

Each faculty, as well as University Services, has one or more confidential advisors for sexual harassment. Students can obtain further information from these advisors or from [vertrouwenspersonen.tudelft.nl](https://www.vertrouwenspersonen.tudelft.nl). The Network of University Confidential Advisors in the Netherlands has drawn up a number of guidelines for managers. The guidelines contain valuable information on aggression, employment conflicts, sexual harassment and bullying.

10.4 ETHICS AND INTEGRITY (INCLUDING ACADEMIC INTEGRITY)

The [TU Delft Code of Ethics](#) is a code of conduct that describes a wide range of values and behaviour. The code has intentionally not been designed as a 'recipe book' containing specific behavioural rules for specific situations. All staff members and students are expected to represent the interests of TU Delft and to show consideration for others and for other people's values and to respect other people's property.

The TU Delft '[Academic Integrity Complaints Procedure](#)' focuses on violations or suspected violations of academic integrity committed by staff members. Students may submit a complaint about a staff member in the case of a suspected violation of academic integrity - for example, if a researcher uses research carried out by a student without accrediting that work to the student by name. Other forms of violation of academic integrity include plagiarism and the fabrication or falsification of research data. The complaints procedure includes provisions on how the complaint should be handled by the Academic Integrity Committee, how the parties involved should be heard and how it should be handled by the Executive Board.

The various methods of dealing with ethical dilemmas at TU Delft are shown in the integrity roadmap/flowchart on the [integrity website](#).

10.5 NATIONAL OMBUDSMAN

The final recourse of the complaints procedures is to submit a complaint to the national ombudsman. In general, complaints may not be submitted to the national ombudsman if any other mechanisms of appeal or objection remain open or had been open but were not used.

10.6 OBJECTIONS

Students may object to decisions taken by the Executive Board based on the WHW. An exception to this are decisions taken on the basis of Art. 7.61 of the WHW, appeals against which should be lodged with the Examination Appeals Board (CBE). Objections may be lodged regarding decisions on:

- enrolment and unenrolment;
- tuition fees (payment, refunds, exemptions);
- whether or not to award financial assistance;
- measures (including disciplinary measures) relating to access to university buildings and premises.
- award of numerus fixus ranking number.

The Executive Board has set up an advisory committee to advise it on decisions regarding objections. The organisational and procedural aspects of this committee are set out in the '[TU Delft Student Objections Committee Regulations](#)'. The provisions on objection procedures as laid down in the Dutch General Administrative Law Act (Awb) apply, apart from some exceptions listed in the WHW.

The procedure is as follows:

- an objection is submitted digitally or in writing. This can be sent by email to jz@tudelft.nl or by post, stating 'objection', to
Executive Board
Attn. LS/Legal Affairs
Postbus 5
2600 AA Delft
- the period of time allowed for submitting an objection is six weeks. This period begins on the day after the ruling was sent;
- the objection must comply with a number of requirements and contain at least:
 - the name, student number and address of the appellant;
 - the signature of the appellant;
 - the date;
 - a description of the ruling against which the objection is directed (a copy of the ruling should be included);
 - the grounds for the objection (arguments as to why the ruling is not correct);
- if the objection is admissible, the parties involved are asked to investigate whether an amicable settlement is possible (the decision-making process regarding the objection may be suspended during this procedure, in consultation with the student);
- the committee terminates the procedure if an amicable settlement is reached.
- If no amicable settlement has been reached and the student does not withdraw the objection, the student is invited to a hearing. During the hearing, the committee questions the student and a representative of the Executive Board at the same time.
- after the hearing, the committee makes its recommendation to the Executive Board (which the Executive Board is free to accept or ignore);
- The student is issued with a ruling on the objection (in principle, within ten weeks of the date on which the objection was lodged).

Rulings on objections may be as follows:

- Inadmissible; the substance of the objection is not dealt with. This happens, for example, if the objection does not meet the necessary requirements or if it is submitted too late. However, students are always given the opportunity, within a certain period, to correct omissions or errors, or to demonstrate that the reason for submitting the objection late was justifiable. Being on holiday or illness are not acceptable reasons. It is therefore advisable for students to arrange for someone to look after their mail in the event of long-term absence;
- Upheld; the student wins the appeal;
- Rejected; the objection is dismissed.

The ruling may also be a combination of the three.

Rulings on objections and the recommendations are sent to the student, who is advised of the right to appeal within six weeks to the Appeals Tribunal for Higher Education in The Hague (see 10.8).

There is no charge for submitting a complaint. In some cases, it is possible to obtain a reimbursement for professional legal assistance, provided that the objection is upheld and the student applies for a refund. The amounts concerned are fixed, and they do not cover all the charges that are incurred.

10.6.1 Emergency procedure

There is also the option of requesting an emergency procedure when submitting an objection, based on Article 7:63a, paragraph 4 of the WHW. If the chairman is of the opinion that time is indeed of the essence, then the committee will issue its recommendations as quickly as possible after the hearings, so that the Executive Board can reach a decision within four weeks.

10.7 EXAMINATION APPEALS BOARD (CBE)

Administrative appeals against certain rulings can be lodged with the Examination Appeals Board (CBE). The CBE has an independent chairperson and consists further of lecturers/academic staff and students.

Students may lodge an appeal against rulings such as:

- those taken by a Board of Examiners and/or an examiner;
- those relating to binding recommendations on the continuation of studies;
- exemptions on the grounds of certificates obtained elsewhere/exemptions;
- those relating to a university entrance examination (colloquium doctum);
- those relating to admission to Master's degree programmes (for students with foreign educational backgrounds).

The 'Regulations of the Examination Appeals Board' can be found [on the website](#).

Except in those cases where the WHW differs from the Dutch General Administrative Law Act (Awb), this procedure is also subject to some of the provisions of the Awb.

The procedure is as follows (it is similar to the objection procedure described in section 10.6, but is not identical):

- an appeal is submitted digitally or in writing. This can be sent by email to examinationappealsboard@tudelft.nl or by post, stating 'appeal', to

The Examination Appeals Board
Attn. LS/Legal Affairs
Postbus 5
2600 AA Delft

- the period of time allowed for submitting an appeal is six weeks. This period begins on the day after the ruling was sent;
- the appeal must meet a number of requirements and contain at least:
 - the name and address of the appellant;
 - the signature of the appellant;
 - the date;
 - a description of the ruling against which the appeal is being lodged (a copy of the ruling should also be included);
 - the grounds for the appeal (arguments as to why the ruling is not correct);
- If the appeal is admissible, the student and the body that made the disputed ruling are asked to investigate whether or not an amicable settlement can be reached; the CBE must be informed within three weeks as to whether an amicable settlement has been reached.
- If no amicable settlement is reached, then the CBE will deal with the appeal;
- If no amicable settlement has been reached and the student does not withdraw the appeal, the student is invited to a hearing.
- During the hearing, the CBE questions the student and a representative of the body that made the disputed ruling at the same time;
- The CBE decides (in principle within 10 weeks from the day following the day on which the deadline for submitting the letter of appeal expired).

The ruling on the appeal can be as follows:

- Inadmissible; the substance of the appeal is not dealt with;
- Upheld; the student wins the appeal;
- Rejected; the appeal is dismissed.

The ruling may also be a combination of the three.

If the CBE upholds an appeal, it quashes the disputed ruling either wholly or in part. The CBE is not authorised to substitute the old ruling with a new one, but it can decide that the body in question must make a new ruling and it can impose conditions and a time limit for this (for example, that an exam must be offered within two weeks, or that an exam should be reassessed). The ruling on the appeal is sent to the student, who is informed of their right to appeal against the ruling within six weeks to the Appeals Tribunal for Higher Education in The Hague (see 10.8).

Lodging an appeal with the CBE does not involve any costs for students. In some cases, it is possible to obtain a reimbursement for professional legal assistance, provided that the appeal is upheld and the student applies for a refund. The amounts concerned are fixed, and they do not cover all the charges that are incurred.

10.7.1 Provisional verdict

It is possible when lodging an appeal to ask the chairman to make a provisional verdict (as referred to in Article 7:61 paragraph 6 of the WHW) in anticipation of the substantive handling of the appeal, such as to have the disputed ruling suspended. Any such request will only be honoured if there are immediately pressing reasons for doing so. The chairperson of the CBE decides on this request after questioning (or at least summoning) the body that made the disputed ruling.

10.8 APPEALS TO THE HIGHER EDUCATION APPEALS BOARD (CBHO)

Within six weeks of receiving a notice of a ruling against an objection on a student-related matter or a decision of the CBE, students may lodge an appeal with the CBHO in The Hague. The CBHO website (CBHO.nl) includes further information and describes the procedure in clear terms. This procedure, too, is covered by the regulations in the Dutch General Administrative Law Act (Awb). This means, for example, that the option for an emergency procedure (provisional verdict) exists.

A significant difference with regard to the Awb is that decisions made by the CBHO may not be appealed. The verdict of the CBHO is therefore final.

Students wishing to lodge an appeal with the CBHO must pay € 47 in court charges, but legal assistance is not obligatory.

The CBHO can issue the following verdicts:

- Inadmissible: the substance of the appeal is not dealt with;
- Upheld: the student wins the appeal. The CBHO may order the Executive Board to make a new ruling;
- Rejected: the appeal is dismissed.

An interim verdict may also be given. This will usually be followed by a final verdict.

In delivering its verdict, the CBHO may also decide that the Executive Board must reimburse the court charges to the student, and refund a financial compensation for legal costs that the student has incurred (this is a fixed amount).

This act allows for action to be taken in the event of late rulings. The decision-making bodies of the university (Executive Board, the Deans, the Boards of Examiners) have to adhere to time limits, such as the legally prescribed time limit for reaching a ruling on an objection, or the so-called reasonable period of time that often applies to rulings on requests (for financial assistance, for example).

If the period of time has elapsed without a ruling having been made with regard to the objection or the request, the student in question can in principle claim a penalty payment. However, the decision-making body in question must first be informed in writing of its default, and be given another two weeks to come to a ruling. Once this period has passed without a ruling having been made, then the student is entitled to a penalty payment. The amount per day for a maximum of 42 days is regulated by law. The penalty payment may not exceed €1,442.

10.9 PENALTY PAYMENTS (FAILURE TO GIVE TIMELY DECISIONS) ACT

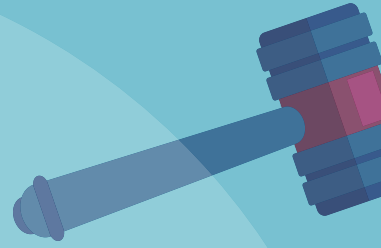
This act allows for action to be taken in the event of late rulings. The decision-making bodies of the university (Executive Board, the Deans, the Boards of Examiners) have to adhere to time limits, such as the legally prescribed time limit for reaching a ruling on an objection, or the so-called reasonable period of time that often applies to rulings on requests (for financial assistance, for example).

If the period of time has elapsed without a ruling having been made with regard to the objection or the request, the student can claim a penalty payment. However, the decision-making body in question must first be informed in writing of its default, and be given another two weeks to come to a ruling. Once this period has passed without a ruling having been made, the student is entitled to a penalty payment. The amount per day for a maximum of 42 days is regulated by law. The penalty payment may not exceed € 1,442.

10.10 STUDENT GRANTS AND LOANS

The body to approach in the case of problems relating to student grants and loans is the DUO in Groningen. Their website includes all the necessary information for students regarding lodging objections or appeals. These procedures are governed by the provisions of the Algemene Wet Bestuursrecht.

Information is also available from the Education and Student Affairs (ESA) information desk.



Chapter 11

Privacy

11.1 PROTECTION OF YOUR PRIVACY

The General Data Protection Regulation (GDPR) is a European regulation. Its purpose is to protect the privacy of natural persons. The GDPR is intended to eliminate differences between the member states of the European Union (EU) and to establish a uniform protection regime for the member states.

11.2 GDPR

The GDPR relates to the processing of personal data, with an emphasis on the automated processing of personal data. 'Processing' and 'personal data' are broad concepts, which include a great deal. Processing, for example, involves saving, viewing and distributing. As they are central to the GDPR, these concepts are explained in more detail below. These rules are also important with regard to cloud computing, if personal data is stored on a server outside the campus and, more particularly, outside the EU.

From 25 May 2018, the same privacy regulation applies throughout the EU. The GDPR has replaced the Personal Data Protection Act in the Netherlands. It imposes a number of requirements on the processing of personal data. As this is a European Union regulation, it applies directly to the Netherlands. The GDPR Implementation Act also applies in the Netherlands.

Personal data is all data relating to an identified or identifiable person. All processing of personal data at TU Delft must comply with the GDPR.

11.3 GDPR AND TU DELFT

As a so-called controller, TU Delft is responsible for handling its students' personal data in a proper manner. Personal data includes name, date of birth, address, email address, telephone number, nationality, student number, financial data and details about your study results. TU Delft is obliged to inform you (the student) about the processing of your personal data by the university.

'Processing' means any process relating to personal data. This could involve collecting, recording, saving, organising, storing, updating, modifying, retrieving, consulting, using, providing (by forwarding, distributing, or making available in any other way), bringing together, relating, shielding, deleting and destroying data. Accordingly, a lot of what we do falls under the processing of personal data. In essence, anything you do with personal data can be considered to constitute processing.

There must be a basis or justification for every instance of personal data processing. This could involve your explicit consent, the execution of an agreement in which you are involved or the fulfilment of a legal obligation. If your consent is requested, you can also withdraw it if you wish. Withdrawal cannot apply retrospectively.

11.4 PROCESSING PURPOSES

The personal data you have provided to the university is held in a number of databases. This is to ensure that the service you receive, as a student of the university, is both effective and efficient. In terms of the GDPR, this means that the processing of your personal data is a necessary part of the procedures that flow from your enrolment as a student. In some cases, your personal data is processed because this is required by law. This could involve the Tax and Customs Administration and the education inspectorate. At TU Delft, students' personal data is mainly held in an automated system (Osiris). This internal system is managed by Education and Student Affairs. Osiris is used in connection with student administration, academic progress, and the organisation of education. Your personal data is recorded in Osiris as a result of your enrolment at TU Delft (via Studielink).

11.5 PROVISION

Your personal data can only be accessed by TU Delft staff who are directly or indirectly involved with student administration. In some cases, it can also be accessed by supervisory authorities, such as the police and judiciary, the education inspectorate and the Tax and Customs Administration. TU Delft can also transmit any personal data you have provided to DUO, to the Municipality of Delft, and to the Immigration and Naturalisation Service (for the Municipality of Delft, mainly for statistical or scientific purposes). In the case of a joint degree programme, your personal data may be shared with another university. Due to the nature of their work, lecturers are involved in various aspects of education (including the organisation of education). As a result, they have access to students' examination and degree audit results.

Your personal data is also held in Brightspace (the successor to Blackboard), in the records of conversations with student counsellors and university psychologists, in the Campus Card management system, in your registration at X and at the Library. Your personal data is held in Brightspace mainly for the purpose of communicating with you. Access to your personal data is limited to situations in which this is strictly necessary (such data will often be anonymised prior to use). Student teaching assistants are considered as employees, also for Brightspace.

Furthermore, DUWO (a student housing provider) can ask TU Delft to confirm that you are actually enrolled as a student of the university.

In addition to information about your degree programme, the university can also send out information about subjects that concern the university but that are not exclusively related to your degree programme. If the university permits a third party to send out information, the university will ensure that this third party complies with the GDPR. This could involve a survey or research, for example. In a number of cases, TU Delft is obliged to conclude a separate agreement (processing agreement) with a third party (the processor).

TU Delft will retain your personal data for no longer than necessary to achieve the goals for which that data was collected. The legally established retention periods for the universities are contained in a basic selection document (BSD), which can be consulted via handelingenbank.info.

Under the provisions of the GDPR, TU Delft is obliged to process as little personal data as possible (data minimisation). In other words, the amount of data being stored will be as limited as possible.

The export of personal data, also referred to as transfer, is a form of personal data processing. Depending on the country to which the data is transferred, additional conditions will apply. Before any data is provided to parties outside the EU, it must be clear that the necessary privacy guarantees have been met.

The Brightspace servers are located within the EU.

11.6 YOUR LEGAL RIGHTS

The GDPR gives you the following rights:

- **Right of inspection**

This right enables you to check whether, and in what way, your personal data is being processed.

- **Right to rectification and supplementation**

If, having made use of the right of inspection, you conclude that your personal data needs to be corrected, you can submit a request for your data to be rectified and supplemented.

- **Right to object**

You have the right to object to certain forms of data processing. As a result of this, the processing of your personal data may have to be discontinued.

- **Right to data portability**

This right enables you to transfer your personal data - in the same form - to another organisation.

- **Right to be forgotten**

In certain cases, you can indicate that your personal data must be permanently deleted. If you make use of this right, then you can submit a request to be “forgotten”.

- **Right to restriction of processing**

You can indicate that less personal data should be processed, for example if you feel that too much personal data is being processed.

- **Right to file a complaint**

If you wish, you can submit a complaint about the processing of your personal data to the external regulator, the Dutch Data Protection Authority (Dutch DPA).

TU Delft has a [protocol](#) for requests relating to inspection and rectification.

11.7 DATA PROTECTION OFFICER (DPO)

In addition, under the provisions of the GDPR, TU Delft has appointed a Data Protection Officer (DPO). The DPO is a mandatory internal regulator whose identity is also known to the Dutch Data Protection Authority (Dutch DPA). This person holds a register containing details of the processing of personal data. If you have any questions and complaints, you should contact the DPO.

11.8 DUTCH DATA PROTECTION AUTHORITY (DUTCH DPA)

The Dutch DPA is the external regulator for personal data processing in the Netherlands. In addition, the Dutch DPA provides solicited and unsolicited advice with regard to issues related to the processing of personal data.

11.9 DATA BREACH NOTIFICATION OBLIGATION

Like the former Dutch Personal Data Protection Act (Wbp), the GDPR imposes a notification obligation in connection with data breaches. Such notifications must be made to the Dutch DPA and, in certain cases, to the individuals concerned. At TU Delft, all notifications to the Dutch DPA are made via the DPO. TU Delft has drawn up a protocol for this purpose.

11.10 QUESTIONS AND COMPLAINTS

If you have any questions, comments or suggestions regarding your privacy, you should contact the central privacy team (privacy-tud@tudelft.nl). The DPO can also be reached via this email address. Any complaints you may have can also be submitted to the Central Complaints Desk.

More information about privacy, the GDPR and your rights can be found on the [website](#).



Appendix 1

Overview of regulations

All current versions of the following regulations have been posted on the website that lists all of the TU Delft regulations:

[TU Delft > Management and Organisation > Regulations.](#)

A. EDUCATION AND FACILITIES

- Enrolment and Tuition Fees 2019-2020
- TU Delft Selection and Placement regulations
- Code of Conduct for the Use of English
- TU Delft Profiling Fund Scheme
- Facilities Regulation for TU Delft Student Organisations
- TU Delft Management Regulations for the Use of Educational ICT Facilities by Students
- TU Delft Regulations for the Use of Buildings, Premises and Facilities by Students and Visitors ('house rules')
- Implementation of the Binding Recommendation on Continuation of Studies at TU Delft
- Implementation of Modern Migration Policy Act with regard to TU Delft Students
- Code of Ethics TU Delft

B. LEGAL PROTECTION OF STUDENTS

- Regulations concerning the Central Objections Committee for TU Delft students
- TU Delft Examination Appeals Board Regulations
- TU Delft Student Complaints Regulations
- TU Delft Regulations for Complaints concerning Undesirable Behaviour

C. PARTICIPATION

- Student Council Regulations
- Regulations governing the joint meetings of the works council and student council of TU Delft
- TU Delft Executive and Management Regulations

D. MODELS

- Model Teaching and Examination Regulations
- Model Rules and Guidelines of the Board of Examiners
- Model Faculty Regulations

