



STUDENT CHARTER

INSTITUTIONAL COMPONENT

as specified in article 7.59, subsection five of the Dutch Higher Education and Research Act (WHW)

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Related documents:

[Code of Conduct for Public Safety](#)

[Complaints procedure regarding undesirable behaviour: \(sexual\) intimidation, discrimination, aggression/violence and bullying](#)

[Rules of Procedure of the Examinations Appeals Board](#)

[Reglement Geschillenadviescommissie](#) (Regulations of the Disputes Committee, only available in Dutch)

[AHK Regulations for Participation in Decision-making](#)

[AHK Election Regulations for Participation in Decision-making](#)

[Code of Conduct International Student in Dutch Higher Education](#)

[Code of Conduct governing Language Policy](#) (only available in Dutch)

[Regulations of the AHK Profiling Fund](#)

[Interne regeling persoonsgevoelige informatie AHK](#) (AHK Internal Regulations on Sensitive Personal Information, only available in Dutch)

[Reglement gebruiksregels ICT-faciliteiten](#) (Regulations on the Use of ICT Facilities, only available in Dutch)

[Complaints and disputes concerning the preparatory course of the National Ballet Academy](#)

[Regulations on disputes for the preparatory course of the National Ballet Academy](#)

[Education and Examination Regulations](#) (programme-specific)

[Study guides](#) (programme-specific)

[House Rules](#) (programme-specific)



1. General

The Student Charter describes the rights and duties of students of the Amsterdam University of the Arts (AHK). The Student Charter describes the elaboration at the AHK of regulations prescribed by the Dutch Higher Education and Research Act (hereafter referred to as: the law) and/or which have been adopted within the AHK itself. The AHK regulations have been laid down by the Executive Board after consultation with or following the consent of the University Council. The consent of the University Council is required for the adoption of the Student Charter and amendments thereof.

The Student Charter is applicable to students of all Bachelor's, Master's and Associate degree programmes of the AHK. In so far as parts of this Charter also relates to external students, it also describes their legal position.

In accordance with the legal requirements, the Student Charter consists of two parts: the institutional part and the study programme component. This is the institutional part of the Statute. It contains an overview of the rights and duties that apply to all students enrolled at the AHK. The study programme component is laid down per academy/unit of study and included in the study guide of the academy/unit of study concerned. The study programme component contains the Education and Examination Regulations and arrangements concerning teaching-related matters, such as support for students, teaching facilities, house rules of the academy, consultation hours of teachers, student counsellors and study advisers.

A number of topics are dealt with separately in specific regulations. In these cases, a brief introduction in the Student Charter is deemed sufficient and reference is made to the official regulations and implementing regulations.

2. International students

A specific regulation applies for the relationship of the University to the foreign students: the Code of Conduct International Student in Dutch Higher Education. This code of conduct contains regulations for the information provision to foreign students regarding the study programme, language requirements, quality criteria, admission procedures, required residence documents, study progress, degree certificate and awarding of a degree.

A register and complaints procedure are connected to the code of conduct. The AHK has signed this code of conduct and thus satisfies the condition for the granting of residence permits to foreign students from outside the EU.

1. Admission to arts education Bachelor's and Associate degree programmes

- a. Anybody who wants to enrol as a student for a Bachelor's or Associate degree programme in arts education must satisfy certain admission requirements, which are tested in a selection procedure, the so-called 'additional requirements'.
- b. The admission criteria ('additional requirements') are laid down by ministerial regulation.
- c. The admission procedures are listed on the website.
- d. In the event of admission (or rejection), the prospective student will receive written notice of this from the study programme.
- e. Admission is not the same as enrolment. A student is not enrolled unless all of the enrolment conditions have been satisfied.

2. Admission for the Bachelor's in Cultural Heritage

The Bachelor's programme in Cultural Heritage has general admission requirements and a study compatibility check.

3. Admission and educational entry requirements for Master's study programmes

Educational entry requirements and additional requirements apply in all cases for admission to a Master's degree programme. These requirements and the admissions procedures can be found on the website of the degree programme in question.



Chapter 3

ENROLMENT

1. Types of enrolment

Enrolment for one of the degree programmes offered by the AHK is possible in the following way:

- enrolment as a part-time or full-time student,
- enrolment as an external student.

Enrolment as an external student occurs (by way of exception) on the basis of a decision by the management of the academy concerned. Enrolment as an external student only gives right to take final examinations and interim examinations within the study program and the use of educational facilities such as the library, media library, etc.

2. Enrolment and re-enrolment procedure

The enrolment procedure is published on the website. Any additional instructions will be provided by the study programme. After the first year, annual re-enrolment is necessary in order to be able to participate in the next academic year.

The enrolment procedure is published on MyAHK. The re-enrolment conditions are laid down for each study programme in the [Education and Examination Regulations](#).

Chapter 4

TERMINATION OF ENROLMENT; REFUND OF TUITION FEES

1. Conditions for early termination of enrolment

1. Early termination of enrolment is understood to mean: termination of enrolment in the course of the academic year.
2. Students can terminate enrolment themselves.
3. The university board can terminate enrolment for various reasons specified in the law.
 - a. non-payment: If a student enrolled in a study program has not paid the statutory tuition, institutional tuition or examination fees after a reminder (Article 7.42);
 - b. the decision to issue a negative binding study advice (Article 7.8b);
 - c. serious fraud detected by the examination board (Article 7.12b);
 - d. unsuitability for the practice of one or more professions for which the study program trains or for the practical preparation for the practice of a profession (Article 7.42a);
 - e. causing serious nuisance (Article 7.57h).

2. Temporary interruption of studies

Students who would like to interrupt their studies for a certain period can submit a request for this purpose to the board of studies. The director of studies decides if this request will be granted. The regulations are included in the [Education and Examination Regulations](#) with regard to requesting a temporary interruption of studies and the conditions according to which the student is entitled to resume the study programme.

3. Termination of enrolment

The procedure for the termination of enrolment is published on the website or on MyAHK.

4. Refund of tuition fees

1. The rules for reimbursement of tuition fees relate to both statutory tuition fees as referred to in art. 7.49 of the law as on the institutional tuition fees determined by the Executive Board.
2. As of the month following that in which the request for termination of enrolment is made in Studielink, or the enrolment has been terminated on behalf of the Executive Board, a twelfth of the tuition fee will be refunded for each month remaining in that year of study.
3. Upon termination of enrolment as of July or August, the student is not entitled to terminate payment of the instalments.
4. The tuition fees will be refunded within eight weeks or, if possible, sooner after enrolment has ended, except in cases of force majeure. The tuition fees are refunded by a deposit to the bank account number known to the AHK. If there is a direct debit mandate, then upon termination of the enrolment, excess tuition fees paid will be settled.



5. Refunds can only be requested for the current academic year and must also be submitted before the end of the academic year in question.

Chapter 5 TUITION AND EXAMINATION FEES; OTHER FINANCIAL CONTRIBUTIONS

1. Tuition and examination fees

1. The minister of Education, Culture and Science determines the level of the statutory tuition fees for full-time degree programmes in higher education on an annual basis. The AHK is obliged to charge its students the tuition fees. The level of the statutory tuition fees will be announced on the AHK website every year.
2. The group of students who must pay the statutory tuition fees is described in the Higher Education and Research Act. The ministry can change this group by governmental decree.
3. The students who are not eligible for the statutory tuition fee pay the so-called institutional tuition fees. This institutional tuition fee rate can vary per study programme. The amount of the institutional tuition fees is determined by the Executive Board, and will be published on the website.
4. The examination fees (for external students) are determined by the Executive Board annually and will be published on the website.

2. Other financial contributions: administration costs and contribution for teaching materials

1. If tuition fees are paid in instalments, an amount may be charged for administrative expenses in accordance with the law.
2. The student is responsible for the costs of educational materials for personal use, such as books, materials and requisites for practicals, for the purpose of participating in the education, as well as the interim examinations or final examinations of the study programme for which the student is enrolled. They may be purchased collectively and the costs will be charged to the students.
3. Students may also be asked to make a financial contribution for participation in joint educational activities such as excursions, introduction days, productions, exhibitions, working weeks and work placements/internships.
4. The costs referred to in 2 and 3 are collected under the title 'contribution for teaching materials'. This contribution is necessary in order to be able to carry out certain programme-related activities fully and to a high standard.
5. The management of the academy will provide the students with information on how this contribution is spent.
6. The contribution for teaching materials must be reasonably proportionate to the (standard) budget available for students.
7. The enrolment as student cannot be made dependent on contributions other than the tuition fees owed.
8. The Education and Examination Regulations will include whether or not these excursions are irreplaceable. A personal contribution may be made obligatory for compulsory excursions. In the case of other excursions for which a personal contribution is requested, the student is not obliged to take part. If the student does not take part, an alternative assignment will be given.

Chapter 6 EDUCATION

The education at the AHK is offered by the following academies:

- Breather Academy
- Academy of Architecture
- Conservatorium van Amsterdam
- Netherlands Film Academy
- Reinwardt Academy
- Academy of Theatre and Dance

1. Organisation of the study programmes

1. Study programmes at the AHK can be organised as full-time and/or part-time courses.



2. The Education and Examination Regulations specify which of these alternatives is offered for the study programme.
3. The propaedeutic phase (the first year of a degree programme) of a Bachelor's degree programme and the first year of an Associate degree programme have a study load of 60 credits. With a view to the issuing of a binding study advice regarding continuation of studies, these phases are organised in such a way that a student acquires insight into the content of the study programme and the student's suitability for the study programme and the future profession. Rejection or referral is possible at the end of this phase (see Article 5 and 6 of this chapter).
4. The Education and Examination Regulations specify under which conditions a student is entitled to take part in the post-propaedeutic degree programme.
5. Each study programme at the AHK is either in Dutch or bilingual. The language of instruction is English in the case of bilingual degree programmes. That means that lessons, study materials, as well as the tests, are offered in English. In the case of bilingual degree programmes, if the circumstances give grounds for doing so, the language of instruction may be deviated from and be switched to Dutch, as long as this does not lead to the exclusion of non-Dutch speaking students. The language of instruction and the entry requirements with regard to language proficiency are specified in the Education and Examination Regulations. The requirements with regard to language proficiency are announced in advance to potential students.

2. Right to a feasible programme

1. The student is entitled to a feasible study programme. That means that the study load is distributed as evenly as possible across the curriculum and that it must be reasonably feasible to follow the programme.
2. The Education and Examination Regulations provide information on the content and organisation of the education, as well as on the content and form of evaluations/interim examinations and final examinations. The Education and Examination Regulations may refer to the study guide for this information.
3. The information about the design of the education referred to in 2 is published on the website.

3. Study load

The Bachelor's programmes comprise 240 credits. The Master's programmes comprise 60 to 120 credits, with the exception of the study programmes at the Academy of Architecture, which have a study load of 240 credits. The Associate degree programmes have a study load of 120 credits, unless specified otherwise in the Education and Examination Regulations.

4. Quality assurance

1. The Executive Board and the academy boards arrange for a regular evaluation of the study programme by the students.
2. To that end, each student is regularly given an opportunity by the academy board to judge the quality and organisation of the education.
3. The opinions of students on the quality and organisation of the study programme play an important role in internal quality assurance. The academy board is responsible for a systematic analysis of the student assessments.
4. A programme committee, comprised of students and teachers, advises the academy management about the study programme and the accompanying quality aspects.
5. In the annual report of the AHK and in the consultation with the representative advisory bodies, including the programme committees, information will be provided about the activities in relation to the quality assurance and this will be accounted for where necessary.

5. Binding study advice regarding continuation of studies and rejection; personal circumstances

1. At the end of the first year of enrolment, each Bachelor's and Associate degree student is advised by or on behalf of the academy board about the continuation of their studies within or outside the study programme.
2. If the student has not fulfilled the requirements that are included in the Education and Examination Regulations, rejection (negative binding study advice) for an indefinite period of time will be given to a student. The negative binding study advice means that the student cannot enrol again for the same study programme at the AHK. This applies to the study programme as defined by the Central Register of Higher Education Study Programmes (CROHO), and also therefore the different subject specialisations of the same study programme.



3. The negative binding study advice is given by or on behalf of the Executive Board by the academy board, with due consideration of personal circumstances of the student.
4. The personal circumstances are limited to:
 - a. illness of the student in question;
 - b. physical, sensory or other functional disabilities of the individual in question;
 - c. pregnancy of the individual in question;
 - d. special family circumstances;
 - e. membership, including chairmanship, of the University Council, the academy council, the programme committee or any other formal committee;
 - f. other administrative activities.
5. The Education and Examination Regulations of the study programmes include the standard for the study results to be obtained and the procedural regulations of the negative binding study advice.
6. The academy board may decide to suspend the study advice until a time to be determined later. This is only possible for students who have experienced personal circumstances as a result of which no judgment can be given about the unsuitability of the student. A negative binding study advice can be given for as long as the student has not yet passed the propaedeutic phase.
7. Master's study programmes do not have negative binding study advice.

6. Referral after the propaedeutic year with regard to Bachelor's study programmes

If a study programme has several subject specialisations, the Education and Examination Regulations may determine which students are admitted to which subject specialisation. The admittance to a specific study specialisation is based on the study programme taken during the propaedeutic phase and the accompanying study results obtained.

7. Discontinuation of a study programme

1. If the Executive Board discontinues a study programme, the Executive Board will determine the date on which that decision takes effect, so that students enrolled in that study programme can complete their study at the AHK or another university of applied sciences (*Hogeschool*) within a reasonable period of time.

Chapter 7

EDUCATION AND EXAMINATION REGULATIONS; DEGREE CERTIFICATE, AWARDING OF THE DEGREE and DECLARATION;

1. Education and Examination Regulations

1. All study programmes have Education and Examination Regulations that must at least satisfy the requirements of the law.
2. A number of study programmes refer to an assessment or test, instead of an interim examination. The same legal consequences can be assigned to an assessment or test as to the result of an interim examination.
3. A final examination is understood to mean the propaedeutic examination or the final review of a student's academic record of a Bachelor's or Associate degree programme or a Master's programme.

2. Degree certificate, awarding of the degree and declaration

1. If the propaedeutic examination is passed, the certification of completion of the propaedeutic phase of a degree programme will be awarded by the examination board.
2. If the final review of a student's academic record (Associate degree, Bachelor or Master) is passed, the degree certificate will be issued by the examination board.
3. The type of degree corresponding to the study programme completed will also be specified on the degree certificate.
4. The degree certificate will be awarded once the examination board has established that the required number of credits (EC) have been obtained and if it has been established by or on behalf of the Executive Board that a student is validly enrolled and has fulfilled all financial obligations.
5. An English diploma supplement is appended to the degree certificate in accordance with the EU format.
6. A degree certificate issued by the examination board for the propaedeutic examination or final review of a student's academic record retains its validity, unless it is demonstrated that the



student has obtained the degree certificate under false pretences, or if it obviously seems to contain incorrect details.

7. A student who has successfully passed a number of interim examinations, but interrupts or stops following the degree programme, will receive a declaration upon request from the examination board indicating which components of the degree programme have been successfully completed and the corresponding study load.

Chapter 8 FINANCIAL SUPPORT FOR STUDENTS/PROFILING FUND

Under certain conditions, the AHK provides financial support for certain categories of students. These categories are:

- a. students with a study completion delay due to exceptional circumstances;
- b. non-EER students with an exceptional talent.

The award conditions, duration, size and nature of the financial support and the application procedures are included in the [Profiling Fund Regulations](#).

Chapter 9 STUDENT FACILITIES

Students are entitled to student counselling and to the services of the student counselling service and the student coach.

1. Student counselling service

1. The student counsellor provides information and guidance to students on both practical and personal matters, which are related to the study conditions and life as a student. The student counsellor provides information and advice, and tries to find a tailor-made answer or solution together with the student. The counsellor can also refer students to other bodies within or outside the University.

Students can go to the counsellors in connection with the following subjects, among others:

- problems with the study (amongst which imminent study delay)
- exceptional circumstances, such as illness, psychological problems or another impairment, and possible changes to the educational programme, or the manner of assessment or testing;
- enrolment and termination of enrolment, stopping or interrupting study;
- regulations regarding the propaedeutic year/first year of the degree programme and binding study advice (BSA);
- financing of study;
- information about health insurance;
- complaints and appeal procedures
- legislations and regulations

2. Discussions with the student counsellor are confidential. No information will be passed on to third parties without consulting the student.

2. Students with an impairment or chronic condition

1. The student counsellors are the first point of contact for students with an impairment or chronic condition. They handle the coordination within the study programmes with regard to adaptations for individual students. In addition, students can appeal to the AHK's student coach for advice and/or counselling.
2. Students are expected to acquaint themselves with the possibilities available and make an effort, where necessary with the help of the student counsellor or student coach, to clearly indicate what they need. The AHK expects the students themselves to take the initiative to ask for support and/or extra facilities in the case of an impairment. The impairment/disability is not the main focus, but instead removing obstacles in order to be able to study in a fulfilling way.
3. The examination boards approve changes to the education and assessment. The examination board can delegate the decision about allowing certain changes to the student counsellor or the board of studies. The rule of thumb is that it's possible to change the form, but not the norm. Applications for an exemption or a different study path are, however, always submitted to the examination boards.



3. Material facilities

Students are entitled, among other things, to the following material facilities: ICT facilities provided by the AHK, a multimedia centre, reproduction facilities, a canteen and/or facility in the form of a common room to bridge periods in between lessons.

Students may be asked to make a financial contribution for the use of certain facilities and services depending on the degree of use.

4. Student union

1. The academy board or the Executive Board offers students the opportunity to set up a (central or academy) student union.
2. The most important duty of such a union is to organise activities and events for students.
3. A student union works on the basis of a programme that is established with the approval of the faculty board or (in the case of a central union) the Executive Board.

5. ICT

Every student is obliged to make use of the AHK web, in particular MyAHK, to keep informed of information provided by the study programme, the academy and the University. A lot of information is distributed exclusively via MyAHK.

In addition to the information, news and email functions, the AHK web includes functionalities that are used by the different study programme to varying degrees. Further information about this is included in the study guides.

A student which has received an admissions decision and has enrolled in Studielink, will receive an AHK account after enrolment. That will not be before 1 August in the summer. The rules that apply to the use of the ICT facilities are laid down in the Reglement gebruiksregels ICT-faciliteiten (Regulations on the use of ICT Facilities). The point of departure is a professionally responsible, lawful, ethical and careful use of the systems and information of the AHK. The rules of use relate, among other things, to the use of access codes and passwords, the limitations concerning private use of computers and the network, and preventing the spreading of viruses. In the event of a violation of the rules of use, measures can be taken by or on behalf of the Executive Board.

Chapter 10

MANAGEMENT OF SENSITIVE PERSONAL INFORMATION

The AHK has drawn up regulations with regard to saving, processing and storing sensitive personal information, the right to consult information about oneself, and the complaints procedure in this field, in the Interne regeling persoonsgegevens informatie AHK (AHK internal regulations on sensitive personal information).

Chapter 11

PARTICIPATION IN DECISION-MAKING

1. The University has a participation council, which is called the University Council (UC).
2. An academy council (AC) is attached to each academy.
3. A programme committee is attached to each study programme or group of study programmes.
4. The composition, duties, powers and working method of the UC and the academy councils are specified in the Regulations for Participation in Decision-making and the Election Regulations for Participation in Decision-making.
5. The procedure for disputes regarding participation in decision-making are described in the Regulations for Participation in Decision-making.

Chapter 12

HOUSE RULES, RULES OF BEHAVIOUR, DISCIPLINARY MEASURES AND LIABILITY

1. House rules and rules of behaviour

1. Students who make use of the buildings, grounds or other facilities of the University are expected to do so in accordance with their intended purposes.



2. The point of departure is that students abide by the house rules, the safety regulations, the instructions of the staff responsible for safety and company emergency response, as well as being responsible for and ensuring that everything runs smoothly in the buildings and on the grounds of the University. This also applies to educational situations outside the buildings and grounds of the University, such as excursions and external work placements.
3. All members of the University community are expected to behave properly towards each other. This explicitly includes social media. This entails, among other things, that they:
 - are not guilty of discrimination, (sexual) intimidation, bullying, insulting behaviour, stalking, blackmail, aggression or violence;
 - treat everyone's private life, and confidential information, carefully and respectfully;
 - treat the belongings of others (the University, fellow students, staff members and visitors) with care;
 - do not make improper use (private or otherwise) of the available facilities and materials;
 - do not manipulate details (changing, falsifying, omitting, adding, removing) in documents and digital systems;
 - do not use alcohol or drugs in standard educational situations, nor are they under the influence of alcohol or drugs.
4. The Code of Conduct for Public Safety complements these rules and specifically pertains to interpersonal contacts of and between staff members and students.
5. The AHK Integrity Code describes which rules of conduct staff members need to abide by, among other things in their contact with students. This code also applies to students in cases where they make use of resources (including equipment and facilities) of the University or act on the instructions of the University.
6. The academy boards are authorised to draw up regulations and take measures in order to ensure that everything runs smoothly in its buildings and on its grounds. These academy-related house rules are included in the study guide and announced via the intranet.

2. Disciplinary measures

1. The Executive Board, or the academy director on behalf of the Executive Board, may take disciplinary measures in the event of infringement of the provision in article 12.1 and the regulations based thereon.
2. In the event of infringement, a student may be denied access to the buildings, grounds and other facilities of the University for a maximum duration of one year. In the event of serious infringement of the provision in article 12.1 and the regulations based thereon, the enrolment in the University of the student concerned may be definitively terminated.
3. Before the decision is taken, or within a few days after the decision has been taken, the student concerned must be interviewed by or on behalf of the academy director. The student will be invited for this in writing or by email.
4. The obligation to interview the student may be deviated from in urgent cases. In these cases, the student is given the opportunity to be interviewed after the decision has been taken.
5. The decision to impose a measure will be made known to the student in writing by the academy director as soon as possible, stating the procedure for lodging an objection.
6. The imposition of a disciplinary measure does not affect the right of the Executive Board to hold the student liable.

3. Liability

1. The AHK is not liable for loss of, theft of or damage to student property.
2. A student who is responsible for the deliberate or accidental damage or loss of possessions and property of the University and items of third parties that are left (temporarily or permanently) in the buildings or on the grounds for which the AHK has a duty of care (rented equipment, property of utility companies, etc.) is liable for damages and may be held liable by the AHK.

Chapter 13

COMPLAINTS, APPEALS and OBJECTIONS

1. Complaints desk

There are various procedures at the AHK in the event that a student feels unfairly treated in any way. The point of departure is that the aggrieved students should first talk to the person or body who they feel unfairly treated by, wherever possible. It is also possible to first discuss the situation with a



student counsellor or confidential adviser, or to request information from the (digital) complaints desk of the AHK. This complaints desk also offers information about the various regulations and procedures. There is a distinction between a complaint, an objection or an appeal. A complaint relates to behaviour, while an objection or appeal can only be lodged against a decision.

Lodging a complaint, appeal or objection is possible via the complaints desk or directly with the body concerned. Complaints, notices of objection and notices of appeal must be submitted in writing, in accordance with the applicable submission deadlines.

The complaints desk can be contacted via klachtenloket@ahk.nl

Postal address: AHK Complaints Desk, c/o Student Affairs department, P.O. Box 15079, 1001 MB Amsterdam.

Specific procedures for lodging an appeal or objection apply for certain matters. These are:

a. Assessment and examinations

Complaints about assessments and/or exams can be presented to the examination board after consultation with the teacher or examiner concerned. Should this not lead to a solution, an appeal can be lodged with the Examinations Appeals Board (COBEX). Lodging an appeal with the COBEX is possible in the case of decisions of examiners (assessments), examination boards (including examinations, sanctions in the case of fraud, exemptions) and in the case of decisions about a negative binding study advice. Please consult the Rules of Procedure of the Examinations Appeals Board for the procedures in relation to submission, handling, attempt to reach a settlement, urgent interest etc.

b. Decisions by or on behalf of the University Board

A student who wants to lodge an objection against a decision related to admission, enrolment, tuition fees, refund of tuition fees, Profiling Fund or disciplinary measures that are eligible for objection and appeal, can contact the Disputes Committee of the AHK. Please consult the Disputes Committee Regulations for the procedures in relation to submission, handling, attempt to reach a settlement, urgent interest etc.

c. Complaints procedure regarding undesirable behaviour: (sexual) intimidation, discrimination, aggression/violence and bullying

Sexual intimidation is understood to mean: all forms of verbal, non-verbal or physical behaviour with a sexual connotation, the purpose or consequence of which is to offend personal dignity, especially if a threatening, hostile, insulting, humiliating or painful situation is created. Sexual intimidation can be both intentional or unintentional.

In addition, the procedure relates to aggression in its broadest sense: bullying, psychologically or physically harassing, threatening or attacking others, within or in connection with the educational situation.

The complaints procedure provides the opportunity to consult confidential advisers. Students can consult one of the internal or external confidential advisers with a complaint about sexual intimidation or aggression. The confidential advisers have an advisory and supporting duty. They help the complainant clarify the situation and to manage or improve it as much as possible. The confidential adviser can also support the complainant in the event of a formal complaints procedure. Further information about the duties of the confidential advisers and the procedures, decision-making process and possible sanctions are specified in the Complaints procedure regarding undesirable behaviour.

d. Management of sensitive personal information

Complaints regarding the application of the internal Regeling persoonsgevoelige informatie AHK (AHK internal regulations on sensitive personal information) can be expressed with substantiation in writing to the manager in question. The manager will react to the complaint within six weeks. If the individual concerned does not deem the complaint to have been handled satisfactorily after that period, the complaint can be sent to the Executive Board, giving reasons and furnished with relevant documents. The Executive Board will take a decision on the complaint within six weeks.

e. Code of Conduct International Student in Dutch Higher Education

An international student who believes that the AHK has not treated him in accordance with the Code of Conduct International Student in Dutch Higher Education, can first lodge a complaint with the person who is responsible for situation in question and - if that offers no solution - subsequently lodge a complaint with the Executive Board. If the student believes that the complaint has not been handled properly or has not been handled within the prescribed period, or



if the student still believes that the educational institution is not adhering to the code of conduct, the information concerning the complaint and the reaction thereto can be presented by the educational institution to the national committee by submitting a petition. The national committee interviews both the complainant and the institution, and subsequently delivers a judgement concerning the complaint, including any sanctions.

2. Lodging an appeal in the case of a. and b.

A student who is not satisfied with the judgement of the COBEX or the decision of the university board in connection with a recommendation by the Disputes Committee can contact the national Higher Education Appeals Board: www.cbho.nl.

3. Other complaints

There are no specific complaints committees for complaints relating to subjects different than those mentioned above. Where applicable, students must first discuss their complaint with the person who is responsible for the situation relating to the complaint.

It is also possible to discuss the matter with a mentor, study adviser and/or student counsellor. If this does not lead to a solution, a written complaint can be submitted to the academy board. The board will take a decision about the matter after interviewing both the complainant and the person that the complaint concerns or the person who is responsible for the situation in question.

Chapter 14 CONCLUDING PROVISIONS

1. In the case of conflicts with the regulations and rules referred to in the phrasing of this Charter, the regulations and rules shall take precedence.
2. This adjusted student charter was laid down by the Executive Board on 2 December 2020, after obtaining the consent of the University Council on 1 December 2020.
3. This Student Charter shall come into force on 2 December 2020.
4. The Student Charter will be made public by publication on the website and intranet of the AHK.
5. The old Student Charter, adopted on 6 December 2017, will no longer apply as of 2 December 2020.

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