

STUDENT CHARTER 2023-2024

Maastricht University

**Laid down by the Executive Board on 4 July 2023
after approval of the University Council**

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

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Preface to the Student Charter

It is important that students and extranei know what they can expect from Maastricht University (UM) and what UM expects from them. These expectations can be divided into two different levels: on the one hand the core values, guiding principles and norms and standards (established in specific codes of conduct, regulations, house rules and complaints procedures) and on the other hand the mutual rights and obligations (established in this Student Charter).

To ensure a safe, sustainable and inclusive environment for all students and employees within UM, it is essential to communicate the norms and values that form the basis regarding the way we treat one another. UM makes every effort to develop a clear policy aimed at preventing and combating undesirable behaviour, including but not limited to aggression and violence, sexual harassment or other forms of sexual inappropriate behaviour, bullying or discrimination in the work or study environment.

The mutual rights and obligations of the parties involved in education (students and extranei enrolled at UM for a program as referred to in articles 7.3, 7.3a paragraph 1, 7.3b sub a, 7.3c and 7.3h of the Higher Education and Scientific Research Act (HESR Act, published in the Staatsblad 1992, 593 repeatedly amended) and UM, are laid down in this Student Charter, which applies to the academic year 2023-2024, valid from 1 September 2023, through 31 August 2024.

The Student Charter has its legal basis in article 7.59 of the HESR Act and can be accessed through the website <https://wetten.overheid.nl/zoeken>. Most of the rights and obligations for students described in this Charter derive directly from the provisions of or under the HESR. Therefore, the Student Charter can be used as a manual ("guide") regarding the applicable regulations. In addition, the Charter aims to inform students and extranei about what to expect of the education and corresponding facilities the UM offers, so students and the UM can hold each other accountable.

The entire Student Charter consists of two parts:

A. The institution-specific section: this section is the same for every student and provides information on matters regulated at university level, namely:

1. a description of the rights and obligations of students. This includes not only the rights and obligations that arise directly from the law, but also rules and regulations established by the Executive Board;
2. an overview of the legal protection of students;
 - a description of the complaints procedures,
 - a description of the procedure regarding disputes of participation and representation,
 - a description of additional procedures to protect students' rights,
3. a description of student facilities throughout the university.

The institution-specific section (part A) does not refer directly to relevant articles of the regulations and laws, as they have been rewritten in a way they are understandable for everyone. Additional information is listed at the end of a paragraph or chapter. If you wish to receive additional information or have questions, please contact one of the departments listed under 'Additional information'.

B. The programme-specific section: this section is intended for students enrolled in that specific programme.

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

The Student Charter provides a brief description of the mutual rights and obligations of both UM and the student, and indicates where additional information can be found for a particular topic. The Student Charter provides no information on student financing. This and related information can be obtained from DUO (www.duo.nl).

Amendments of laws or regulations may change the legal position of students, which means that some parts of the Student Charter may not be fully up to date throughout the academic year 2023-2024. In these cases, the most recent applicable laws or regulations prevail over what is laid down in this Student Charter.

Any laws and regulations mentioned in the Charter can be consulted through the website <https://wetten.overheid.nl/zoeken>. The Charter itself and the university regulations referred to in this Chapter can be consulted via [Maastricht University regulations - Maastricht University](#).

Upon request, a printed version of the Student Charter is available at the Education Offices of the faculties and the Information desk of the Student Services Centre (SSC). Additionally, a reference to the Student Charter will be included in a communication e-mail sent to all UM students at the beginning of the academic year. Herewith, the requirement of article 7.59 paragraph 2 of the HESR Act that the Student Charter is provided to every student upon initial enrolment is met.

At the student's request, the Information desk of the SSC will supply printed copies of (parts of) these documents within a reasonable period.

A. INSTITUTION-SPECIFIC SECTION

1. General regulations

1.1 List of abbreviations

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

- BoD	Board of Deans of the UM
- DUO	Dienst Uitvoering Onderwijs
- EER	Education and Examination Regulations
- FAA	Financial Assistance Act
- FASoS	Faculty of Arts and Social Sciences
- FB	Faculty Board
- FC	Faculty Council
- FHML	Faculty of Health, Medicine and Life Sciences
- FL	Faculty of Law
- FPN	Faculty of Psychology and Neuroscience
- FSE	Faculty of Science and Engineering
- HESR Act	Higher Education and Scientific Research Act
- HVE	Higher Vocational Education
- IELTS	International English Language Testing System
- PBL	Problem-based Learning
- PC	Programme Committee
- Pre-UE	Pre-University Education
- RVS	Raad van State (Council of State)
- SB	Supervisory Board
- SBE	School of Business and Economics
- SCC	Study Choice Check
- SF	study financing
- SSC	Student Services Centre
- Stb	Staatsblad (Dutch Bulletin of Acts and Decrees)
- UC	University Council
- UE	University Education
- UM	Maastricht University

1.2 Considerations: core characteristics of education and examinations

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

Education at UM is based on four pillars:

Problem-Based Learning (PBL):

Education and examinations at UM are provided in accordance with the system of PBL. The main characteristics of PBL include: small-scale tuition, self-motivation, problem-based approach, and testing methods adapted to PBL. Due to this active way of learning, knowledge is remembered better and essential skills for working in the 21st century are taught. Faculties determine the actual implementation of PBL, which may differ from one faculty to another.

International education:

Internationalisation of education and examinations concerns the content of programmes, student and staff exchanges with universities abroad, enrolment of international students and working in an 'International Classroom'. One of the aims is to enhance the quality of education and to prepare for a swift changing globalizing labour market. Most programmes focus on international themes and are (also) taught in English. The faculties are responsible for the implementation of the internationalisation of education.

Connection between research and education:

Through PBL the UM bachelor and master programmes are linked with the academic research and education is linked with society. Education at UM is thematic and multidisciplinary in nature and is inspired by current, social issues. Both in education and research the university takes an interdisciplinary approach. Students can therefore choose from a growing number of interdisciplinary programmes and activities, for research as well as for education. In our strategic programme 'Maastricht University - The European University of the Netherlands' for the period 2022-2026, we therefore pay extra attention to this. In this way, UM aims to increase its portfolio of programmes, both in the exact sciences and in the medical, social sciences and humanities, of course, again with the connection between those domains.

Maastricht University Student Experience:

In addition to its bachelor's and master's degree programs, UM offers students the opportunity to participate in all kinds of curricular, cocurricular and extracurricular activities and student initiatives, in order to promote further development into social and critical global citizens outside the actual program. The excellence and honours programs, the Refugee Project Maastricht, Match and the ImpactLab form part of the Maastricht University Student Experience.

Additional information:

- Strategic Programme UM 2022-2026 "The European University of the Netherlands": [Strategic Programme 2022-2026 - Strategic Programme 2022-2026 - Maastricht University](#)
- Mission & strategy - - Maastricht University

1.3 Ratification and publication of the Student Charter

The Student Charter is laid down by the Executive Board after acceptance by the University Council (UR). It describes the rights and obligations of both students and extranei (insofar as applicable to the latter) in connection with enrolment in one or more UM programmes.

The rights and obligations of students and extranei ensue from:

- the prevailing laws and regulations, in particular the Higher Education and Scientific Research Act,
- the decisions taken by authorised bodies within UM.

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

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

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

With respect to the various topics, the references to the statutory regulations have been added between brackets. Unless specified otherwise, the article numbers refer to the HESR Act. The HESR Act and other regulations are available at the University Library or via the website www.overheid.nl/zoeken.

Every student receives the Student Charter upon initial enrolment via e-mail. This e-mail includes information regarding the content and purpose of the Student Charter. Additionally, the Student Charter itself and any subsequent documents and relevant references are integrally available on the UM website and, on request, paper versions are available at the faculty's Education Offices and the Information desk of the SSC.

Additional information:

- Dutch Government website: www.rijksoverheid.nl/wetten-en-regelingen
- SSC information Desk, Bonnefantenstraat 2 Maastricht
- Information Desk of the UM Innercity Library, Grote Looiersstraat 17 Maastricht

2. Access and admission

2.1 Admission requirements for bachelor's programmes

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

- a. A diploma from Dutch pre-university education (Pre-UE) (Article 7.24, paragraph 1)
- b. A first-year certificate from a Dutch university (UE) (Article 7.28, paragraph 1, under a.)
- c. A first-year certificate from a Dutch institute for higher vocational education (HVE) (Article 7.28, paragraph 1, under a.)
- d. An HVE bachelor's or master's degree (Article 7.28, paragraph 1)
- e. A UE bachelor's or master's degree (Article 7.28, paragraph 1)
- f. A certificate that grants access to a higher education programme in the country of a treaty party which has ratified the Treaty concerning the recognition of qualifications in higher education in the European region, unless previous education is deemed to differ significantly (Article 7.28, paragraph 1)
- g. Any other certificate indicated either by the Executive Board or by the Minister of Education, Culture and Science, issued in the Netherlands or abroad, which is considered as at least equal to a pre-UE certificate (Article 7.28, paragraph 2)
- h. A special entrance examination certificate (Article 7.29, paragraph 1)

Further requirements as to the previous education or previous profiles

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

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

Language requirements

UM-wide language requirements have been established for all UM bachelor's and master's programmes, in accordance with the UM Code of Conduct for Language and the Code of Conduct for International Students in Higher Education, amended on October 1, 2022.

Bachelor's programmes

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

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

Students are admissible to an English-language bachelor's programme at UM in

terms of language requirements if they:

- hold a pre-UE diploma;
- can demonstrate that they master the English language to IELTS level 6.0 (or hold an equivalent certification).

Master's programmes

Students are admissible to a Dutch-language master's programme at UM in terms of language requirements if they:

- can produce a degree certificate from an accredited Dutch-language bachelor's programme;
- can demonstrate that they master the Dutch language to NT2-II level (or hold an equivalent certification).

Students are admissible to an English-language master's programme at UM in terms of language requirements if they:

- can produce a recognised degree certificate from an English-language bachelor's programme;
- can demonstrate that they master the English language to IELTS level 6.5 (or hold an equivalent certification).

The website indicates which foreign diplomas and other certificates are considered to provide proof of an adequate command of English and/or Dutch language. Stricter language requirements may be set in the EER of specific programmes.

Reasonable doubt

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

Studying or doing an internship abroad

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

Special entrance examination certificate

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

Additional requirements

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

Additional information:

- EER of the programme: [Maastricht University regulations - Maastricht University](#)
- Faculty Education Offices: [Bachelor's programmes - Maastricht University](#) > select specific bachelor programme > contact. [Bachelor's programmes - Maastricht University](#) > select specific bachelor programme > admission requirements
- Code of Conduct for International Students in Higher Education, revised on 1 October 2022
- UM Language Vision (December 2017)
- UM Code of Conduct for Language (March 2018)
<https://www.maastrichtuniversity.nl/nl/file/umgedragscodevoertaal2018pdf>
- SSC Information desk, Bonnefantenstraat 2 Maastricht (phone 043-3885388)

2.2 Study Choice Check bachelor's programmes (Article 7.31a through 7.31e)

For 'free admission' bachelor's programmes (those not subject to a selection procedure), the starting principle is that students must submit an enrolment application via Studielink before 1 May preceding the academic year in which they wish to start the programme. Those who do submit an enrolment application before 1 May are entitled to a study choice check (SCC). The nature and content of this SCC is determined by the relevant faculty.

Additional information:

- Dutch Higher Education (Quality in Diversity) Act, stb. 2013, 298
- [Bachelor's programmes - Maastricht University](#) > select specific bachelor programme > admission requirements > assessment of your application

2.3 Admission and enrolment restriction (Articles 7.53 through 7.56)

Enrolment restriction; bachelor's degree programmes in Medicine, International Business, Psychology and Biomedical Sciences

At UM, there is an enrolment restriction for the degree programmes in Medicine, International Business, Psychology and Biomedical Sciences. This means that the number of available places is restricted (Article 7.53). Students are admitted partly on the basis of a selection process based on the criteria and the procedure that the various faculties have established to that end, which are contained in the 'Selection Regulations for bachelor's degree programmes with an enrolment restriction for the 2023-2024 academic year'.

Additional information:

- Selection Regulations for bachelor's degree programmes with an enrolment restriction for the 2023-2024 academic year
Regulations for application and admission higher education (Ratho) of 3 April 2014, as repeatedly amended since
[Bachelor's programmes - Maastricht University](#) > select specific bachelor programme > admission requirements
- [Maastricht University regulations - Maastricht University](#)

Entry after the first year/further academic year

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

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

Additional information:

- Education Office SBE
- Education Office FHML
- Education Office FPN
- SSC Information Desk, tel. 043-3885388
- EER programme: [Maastricht University regulations - Maastricht University](#)

2.4 Admission requirements for master's programmes (Article 7.30b through 7.30e)

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

Further, some degree programmes offer pre-master's programmes to eliminate deficiencies in the student's previous education (Article 7.30e). These pre-masters can vary in scope but are at maximum 60 ECTS. Students enrolled in these pre-masters have the same rights as bachelor's students and are thus in principle eligible for student finance from DUO. The pre-master's student does not pay tuition fees but a fee for their programme in accordance with Article 5 of the UM Enrolment Provisions 2022/2023.

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

Additional information:

- EER: [Maastricht University regulations - Maastricht University](#)
- Education Offices of the faculty's.
- Executive Board decision of 12 April 2005 on bridging programmes for enrolment in master's degree programmes
- Higher Education (Quality in Diversity) Act, Stb. 2013, 298
- Enrolment provisions of the UM 2023-2024: [Maastricht University regulations - Maastricht University](#)

3. Enrolment and ensuing rights and obligations

3.1 Enrolment procedure (Article 7.32)

To be able to make use of UM's education and examination facilities, enrolment as a regular or external student is required. The HESR Act indicates that the Executive Board decides on detailed rules regarding enrolment and de-enrolment of a student or an external student, as well as payment and refund of the tuition fees. At UM, these rules are included in the UM Enrolment Provisions for 2023-2024. This decree includes also the amount of the specific tuition and exam fees.

Enrolment takes place prior to the start of a particular study programme and is in principle for the entire or the rest of the academic year (when starting per 1 February). Those who wish to register at UM must submit a request for this via www.studielink.nl. Interim registration is not possible, unless with special permission from the SSC Director on the grounds of hardship. In that case, registration with retroactive effect is only possible until the first day of the month in which the registration takes place, with the exception of the month of October.

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

Conditions for enrolment:

- 1 adequate previous education (see Section 2.1)
- 2 timely acceptance of a study place offer via Studielink, when first enrolling as a student for the first year of a programme or the first period of a bachelor's degree programme with a study load of 60 credits for which an enrolment restriction applies
- 3 timely payment of the tuition fees or examination fees (Article 7.37, paragraph 2)
- 4 enrolment as an external student can only be granted if the Executive Board decides that such is not contrary to the nature or interest of the education programme (Article 7.37, paragraph 1)
- 5 explicit approval by the student that the named third party pays the tuition fee or the examination fee on their behalf, if an adult student or external student does not pay the tuition fee or the examination fee themselves (Article 7.37, paragraph 3)
- 6 Dutch nationality, lawful residence in the Netherlands within the terms of Article 8 of the Aliens Act 2000, or lawful residence as a foreigner elsewhere in the EU (Article 7.32 paragraph 5)
- 7 If applicable, proof of admission for the master's degree programme (see also Section 2.4)

In special cases, the Executive Board shall be able to refuse to enrol a student, for example, if that student has failed to participate in mandatory matching without valid reason, has outstanding debts with regard to tuition fees, examination fees or other fees with UM or if the student has shown, through their actions or remarks, to be unsuitable to engage in one or more professions for which the programme for which they are enrolled is preparing them, or for practical preparation for professional practice (Article 7.2a). Please refer to Article 3 of the Enrolment Provisions for 2023-2024 for more information.

Additional information:

- SSC Information Desk, tel. 043-3885388, email study@maastrichtuniversity.nl
- UM Enrolment Provisions for 2023-2024: [Maastricht University regulations - Maastricht University](#)

3.2 Rights after enrolment as a student (Article 7.34)

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

- 1 participating in the education activities of the initial study programme and in principle within the entire institution, except in those cases in which restrictions have been imposed on the basis of a limited (national or UM) capacity, or on the basis of the needs of the labour market (the so-called enrolment restriction degree programmes). A restriction of participating in education activities also concerns programmes with a binding study advice or programmes with required previous education
- 2 taking tests and examinations set within the framework of the programme, as referred to in the EER of the programme concerned
- 3 access to UM buildings and premises, unless the Executive Board decides that such is contrary to the nature or interests of the education or research programme
- 4 making use of education facilities, such as libraries, laboratories, etc., under the conditions set by UM
- 5 making use of student facilities, including the services of a student psychologist, a student dean or a careers adviser
- 6 study guidance by a student adviser, student counsellor or thesis supervisor and the like, as specified the EER of the programme concerned
- 7 in the case of a decision taken by the Minister or the institution to terminate the programme: the possibility to complete the programme within a reasonable period of time, either at the same institution or at a different one
- 8 the right to vote and stand for election with respect to the UC and FC

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

Those who are enrolled as external students are only entitled to the following: taking tests and examinations within the framework of the programme; access to the UM buildings and premises, unless the Executive Board decides that such is contrary to the nature or interests of the education or research programme.

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

Level of tuition fees and examination fees for 2023-2024

The Executive Board shall fix the level of the tuition fees and examination fees in the UM Enrolment Provisions for 2023-2024 prior to commencement of the academic year. The university has different rates depending on nationality, resident permit, level of education, first or second programme, and first programme at a higher education institution.

The exact amounts and the conditions can be found in Article 16 through Article 26 and Appendix I of the UM Enrolment Provisions for 2023-2024. Please note that the tuition fees are subject to change and students should therefore be aware that the tuition fees could increase/change every study year, during their studies. Make sure to check the applicable tuition fees for your programme which are published on the UM website before (re) enrolment.

Collection and payment of tuition fees/examination fees

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

- by transferring the full amount due in a single lump sum. The associated transaction costs shall be borne by the student
- by issuing a single authorisation to collect the tuition fee in a single lump sum
- by issuing a single authorisation to collect the tuition fees in eight equal instalments in the case of enrolment as of 1 September 2023. Instalments shall be collected on a monthly basis from September 2023 through May 2024. There will be no collection in December 2023.
- by issuing a single authorisation to collect the tuition fees in four equal instalments in the case of enrolment as of 1 February of the academic year. Instalments shall be collected on a monthly basis from February 2024 to May 2024 inclusive.

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

In the case of payment in instalments, there will be a one-off charge of €24 for administration costs. Collection of these costs will be done at the first instalment. The regulations listed on the authorisation shall apply.

In the case of collection of tuition fees in instalments, it must be ensured that sufficient funds are available in the bank account. If this is not the case, the extra costs of €19,50 for the reminder, the blocking of access to the electronic facilities and the exams, shall be borne by the person by whom the tuition fees are payable. In the event that the tuition fee including additional costs or parts thereof remain payable at the end of the academic year, (re-)enrolment for a subsequent academic year shall not be permitted until the outstanding amount has been settled. In the event that tuition fees including additional costs or part thereof remain(s) payable the certificate will not be distributed to the student until the outstanding amount has been settled.

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

Enrolment as a student ends:

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

It is not possible for students to terminate their enrolment with retroactive effect. Once enrolment has been terminated, the excess tuition fees will be refunded in accordance with Article 34 of the UM Enrolment Provisions for 2023-2024.

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

3.6 Compensation, fines

Those who are not enrolled and nevertheless make unauthorised use or have made unauthorised use of education or examination facilities during the course of the academic year shall be liable for damages. The amount is based on the institutional tuition fee established by the Executive Board (Article 15.2). After reporting and in case of prosecution, the criminal court may also impose a fine for unauthorized participation in education (Article 15.3).

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

Additional information:

- SSC (tel. 043-3885388)
- UM Enrolment Provisions for 2023-2024: [Maastricht University regulations - Maastricht University](#)
- Rules on exemption from payment of the statutory tuition fees in connection with a board position for UM students: <https://www.maastrichtuniversity.nl/file/regelingvrijstellingwettelijkcollegegeldinverbandmeteenbestuursfunctienldefinitief0pdf>.

4. Education

4.1 Programme offer and structure

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

As of 1 September 2023, the following study programmes will be offered at UM¹:

Faculty of Arts and Social Sciences

Programme (Dutch name)	Programme (English name)
1. B Cultuurwetenschappen	B Arts and Culture
2. B Digital Society	B Digital Society
3. B Europese Studies	B European Studies
4. B Global Studies	B Global Studies
5. M Cultures of Arts, Science and Technology (research)	M Cultures of Arts, Science and Technology (research)
6. M European Public Affairs	M European Public Affairs
7. M European Studies	M European Studies
8. M European Studies (research)	M European Studies (research)
9. M European Studies on Society, Science and Technology	M European Studies on Society, Science and Technology
10. M Globalisation and Development Studies	M Globalisation and Development Studies
11. M Arts and Culture	M Arts and Culture
12. M Media Studies: Digital Cultures	M Media Studies: Digital Cultures
13. M Politiek en Samenleving	M Politics and Society

Faculty of Health, Medicine and Life Sciences

Programme (Dutch name)	Programme (English name)	
14. B Biomedische Wetenschappen	B Biomedical Sciences	
15. B European Public Health	B European Public Health	
16. B Geneeskunde	B Medicine	
17. B Gezondheidswetenschappen	B Health Sciences	
18. B Regenerative Medicine and Technology	B Regenerative Medicine and Technology	
19. M Arts-Klinisch Onderzoeker (research)	M Physician- Clinical Investigator (research)	
20. M Bewegingswetenschappen	M Human Movement Sciences	<i>fulltime; parttime</i>
21. M Biomedical Sciences	M Biomedical Sciences	<i>(tUL)</i>
22. M Epidemiology	M Epidemiology	<i>fulltime; parttime</i>
23. M Geneeskunde	M Medicine	
24. M Global Health	M Global Health	
25. M Governance and Leadership in European Public Health	M Governance and Leadership in European Public Health	
26. Health and Digital Transformation	M Health and Digital transformation	
27. M Health, Education and Promotion	M Health Education and Promotion	<i>fulltime; parttime</i>
28. M Health Food Innovation Management	M Health Food Innovation Management	
29. M Health Professions Education	M Health Professions Education	<i>Post-initial; parttime</i>
30. M Health Sciences (research)	M Health Sciences (research)	<i>(re-enrolment only)</i>
31. M Healthcare Policy, Innovation and Management	M Healthcare Policy, Innovation and Management	<i>fulltime; parttime</i>

¹ Unless stated otherwise, it concerns full-time study programmes
Student Charter 2023-2024

32. M Mental Health	M Mental Health	<i>fulltime; parttime</i>
33. M Work, Health and Career	M Work, Health and Career	<i>fulltime; parttime</i>

Faculty of Science and Engineering

Programme (Dutch name)	Programme (English name)	
34. B Data Science and Artificial Intelligence	B Data Science and Artificial Intelligence	
35. B Liberal Arts and Sciences: University College Maastricht, University College Venlo, Maastricht Science Programme	B Liberal Arts and Sciences: University College Maastricht, University College Venlo, Maastricht Science Programme	
36. B Circular Engineering	B Circular Engineering	
37. B Computer Science	B Computer Science	
38. B Business Engineering	B Business Engineering	
39. M Artificial Intelligence	M Artificial Intelligence	<i>(tUL)</i>
40. M Biobased Materials	M Biobased Materials	
41. M Data Science for Decision making	M Data Science for Decision making	<i>(tUL)</i>
42. M Public Policy and Human Development	M Public Policy and Human Development	
43. M Sustainability Science and Policy	M Sustainability Science and Policy	
44. M Systems Biology	M Systems Biology	
45. M Imaging Engineering	M Imaging Engineering	

Faculty of Law

Programme (Dutch name)	Programme (English name)	
46. B European Law School	B European Law School	
47. B Fiscaal Recht	B Tax Law	
48. B Rechtsgeleerdheid	B Dutch Law	
49. M Advanced Master in Intellectual Property Law and Knowledge Management LLM	M Advanced Master in Intellectual Property Law and Knowledge Management LLM	<i>post-initial; fulltime; parttime</i>
50. M Advanced Master in Intellectual Property Law and Knowledge Management MSc	M Advanced Master in Intellectual Property Law and Knowledge Management MSc	<i>post-initial; fulltime; parttime</i>
51. M Advanced Master in Privacy, Cybersecurity and Data Management	M Advanced Master in Privacy, Cybersecurity and Data Management	
52. M European Law School	M European Law School	
53. M Fiscaal Recht	M Tax Law	
54. M Forensica, Criminologie en Rechtspleging	M Forensics, Criminology and Law	
55. M Globalisation and Law	M Globalisation and Law	
56. M International and European Tax Law	M International and European Tax Law	
57. M International Laws	M International Laws	
58. M Nederlands Recht	M Dutch Law	
59. M Recht en Arbeid	M Law and Labour	

Faculty of Psychology and Neurosciences

Programme (Dutch name)	Programme (English name)	
60. B Psychologie	B Psychology	
61. M Cognitive and Clinical Neuroscience (research)	M Cognitive and Clinical Neuroscience (research)	
62. M Forensic Psychology	M Forensic Psychology	

63. M International Joint Master of Research in Work and Organizational Psychology (joint degree)	M International Joint Master of Research in Work and Organizational Psychology (joint degree)	
64. M Mental Health	Ma Mental Health	
65. M Psychology	M Psychology	

School of Business and Economics

Programme (Dutch name)	Programme (English name)	
66. B Business Analytics	B Business Analytics	
67. B Econometrie en Operationele Research	B Econometrics and Operations Research	
68. B Economie en Bedrijfseconomie	B Economics and Business Economics	
69. B Fiscale Economie	B Fiscal Economics	
70. B International Business	B International Business	
71. M Business Intelligence and Smart Services	M Business Intelligence and Smart Services	
72. M Business Research (research)	M Business Research (research)	
73. M Econometrics and Operations Research	M Econometrics and Operations Research	
74. M Economic and Financial Research (research)	M Economic and Financial Research (research)	
75. M Economics	M Economics	
76. M Economics and Strategy in Emerging Markets	M Economics and Strategy in Emerging Markets	
77. M Executive Master in Cultural Leadership	M Executive Master in Cultural Leadership	<i>post initial; parttime</i>
78. M Financial Economics	M Financial Economics	
79. M Fiscale Economie	M Fiscal Economics	
80. M Global Supply Chain Management and Change	M Global Supply Chain Management and Change	
81. M Human Decision Science	M Human Decision Science	
82. M International Business	M International Business	<i>fulltime; parttime</i>
83. M International Executive Master of Finance and Control	M International Executive Master of Finance and Control	<i>post-initial; parttime</i>
84. M Learning and Development in Organisations	M Learning and Development in Organisations	
85. M Digital Business & Economics	M Digital Business & Economics	

4.2 Language of instruction and examinations (Article 7.2)

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

In principle, education is provided in Dutch, except:

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

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

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

Additional information:

- EER of the various programmes: [Maastricht University regulations - Maastricht University](#)
- UM Code of Conduct for Language (March 2018)
<https://www.maastrichtuniversity.nl/nl/file/umgedragscodevoertaal2018pdf>
- Programmes overview on the UM-website with languages requirements

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

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

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

The structure of the programme, including the distribution of the study load, is such that students can be reasonably expected to comply with the study progress standard set by the WSF 2000 and the Code of Conduct International Students in Higher Education, revised on October 1, 2022.

Additional information:

- EER of the various programmes: [Maastricht University regulations - Maastricht University](#)
- Code of Conduct for International Students in Higher Education, revised on October 1, 2022.

4.4 Right to a uniform study load (Articles 7.4, 7.5, 7.5a and 7.5d)

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

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

Quality

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

The faculty is primarily responsible for the quality and feasibility of its programmes. There are regular consultations on this issue among those involved in the degree programme and other committees. Quality assurance tools, such as (inter)collegiate assessment, monitoring, participation (including students) and

evaluation, are integrated into the organisation of the programmes. Each component of the education process is subject to periodic quality review. As often as needed and possible, and in principle once a year, the faculties shall draw up a list of points of action with regard to quality assurance. In addition, they shall report on the progress of issues included in the audit reports in the year following the publication of the reports. These reports must also indicate how students are involved in the process of reporting. The faculty shall ensure that programme evaluations are carried out regularly among students and lecturers. Faculties shall also systematically monitor the quality of examinations, both as to the examination tools used and the examinations themselves.

The intended policy with regard to the quality of education and research will be included in the UM Strategic Programme 2022/2026 "The European University of the Netherlands", also with a view to the results of the quality assessment as referred to in Article 1.18 and other information regarding the quality of UM, including personnel policies (Article 2.9, paragraph 2).

Affordable education

Enrolment is not dependent on any other financial contribution than tuition or examination fees (Article 7.50, paragraph 1). Within the framework of the adequate previous education requirement, UM charges a €100 handling fee for the assessment of diplomas that are not on the list of diplomas considered equivalent to the Dutch pre-UE diploma or to the Dutch Bachelor's diplomas. Some students are exempted from the obligation to pay the handling fee. They are listed in Article 15 paragraph 4 of the UM Enrolment Provisions 2022/2023. If an application leads to enrolment, the handling fee paid will be reimbursed, or rather, set off against the tuition fee owed.

Pursuant to Article 7.34, once the student is enrolled, they are entitled to make use of all provisions and facilities (see paragraph 3.2). Additional fees may be charged for activities that are a compulsory part of the curriculum, as long as a free-of-charge alternative is offered.

Study guidance and (binding) study advice (Articles 7.34, paragraph 1d., 1e., and Article 7.8b)

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

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

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

Additional information:

- Student advisors, SSC-UM Student Desk, Education Offices, EER
- www.vsnu.nl, www.nvao.net, www.maastrichtuniversity.nl/support/during-your-studies/student-guidance
- [Rankings & accreditations - Maastricht University](#)
- [Handling fee - Maastricht University](#)

4.6 Notification of final examination (Article 7.9d)

Before the end of the second month following the month in which a student, as referred to in Article 5.7 WSF 2000, has successfully completed the final examination, the Executive Board shall inform DUO accordingly. At the same time, the Executive Board will inform the student involved about sending the abovementioned notification.

5. Tests, examinations, Education and Examination Regulations and overview of study results

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

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

Propaedeutic phase

The first period of a bachelor's programme with a study load of 60 credits.

Tests/exams

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

Passing examinations, certificates

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

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

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

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

Flexible programme Article 7.3j

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

Rules and guidelines, fraud Article 7.12b

The Board of Examiners may issue guidelines and instructions to the examiners with respect to the assessment of those who take the test, and the establishment of the result of the test.

The Board of Examiners draws up rules regarding the proper procedures during the tests and the measures to be taken in this respect. In the case of fraud by a student, these measures may involve the Board of Examiners declaring the examination invalid and/or excluding the student involved from taking one or more designated tests or examinations at UM, for a period of up to one year. In the event of serious fraud, the Executive Board may choose to terminate a student's enrolment at UM.

Additional information:

- EER of the various programmes: [Maastricht University regulations - Maastricht University](#)
- Rules and guidelines of the Board of Examiners
- UM Enrolment Provisions 2023-2024: [Maastricht University regulations - Maastricht University](#)

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

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

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

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

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

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

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

- exams
- n. the public nature of oral exams, the Board of Examiners being authorised to decide otherwise in special circumstances
 - o. the term within which the results of exams must be published and also whether, and how, deviations from these terms are possible
 - p. how and when students who have taken a written exam may inspect the marked papers
 - q. the term and way in which students may inspect the questions of the written exam and the assessment standards used
 - r. on which grounds the Board of Examiners may grant exemptions from tests or examinations
 - s. if necessary, that successful completion of examinations is a prerequisite for taking subsequent examinations
 - t. monitoring of study progress and individual study guidance
 - u. the requirements set in the case of special entrance examinations (Article 7.29, paragraph 2)
 - v. the compulsory subjects which students must have taken during their previous education (Pre-university Certificate or similar certificate) (Articles 7.25, paragraph 4, and Article 7.28, paragraph 5), and the method of obtaining exemption for those compulsory subjects by means of additional investigations
 - w. whether the programme is fully or partly offered in another language than Dutch (Article 7.2, and the Code of Conduct on Languages)
 - x. With regard to which master's programme Article 7.5d (granting a study load of more than 60 credits) may apply
 - y. the actual implementation of the education, including if and which pre-masters are offered.

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

Additional information:

- EER of the various programmes: [Maastricht University regulations - Maastricht University](#)

5.4 Overview of study results

The Student Portal provides students with an overview of their study results. Upon the student's request, the faculty's Education Office will provide a written overview of their study results.

Additional information:

- Faculty Education Offices

6. Financial support and other facilities for students

A detailed description of the financial provisions and other provisions for students can be found on the website of the UM:

[Money matters - Maastricht University](#)

[Funds for students - Maastricht University](#)

6.1 Financial support

6.1.1 Regulation Profileringsfonds for UM students (Article 7.51 through 7.51i)

Students whose studies are delayed because of legally recognised special circumstances such as (chronic) illness, disability, pregnancy or family circumstances, as a result of which they are unable to graduate within the time that is set for their programme, may under certain circumstances be eligible for financial support from UM. To this end, the Executive Board has set the 'Profileringsfonds Regulations for Students of Maastricht University' following approval from the UR, which is revised annually or at least every three years. Within this regulation, there is special attention for students with a status as top athletes and for students with administrative responsibilities for study associations, student associations, student sports associations and administrative bodies of the university and faculties. The Regulation Financial Support Students UM is available for review in the Learning and Resource Centres and/or at the Education Offices, and the Information Desk of SSC. See also: [Maastricht University regulations - Maastricht University](#)

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

Students who are enrolled in a full-time programme at UM, are liable to pay the statutory tuition fee for that programme and hold a full-time board position of an average of 40 hours per week are entitled to a one-off exemption from payment of the statutory tuition fee during the year in which they hold the board position. The "Regulation on exemption from payment of statutory tuition fees for UM students with a board position" specify the conditions and the procedure for applying for the exemption. This regulation can be consulted via <https://www.maastrichtuniversity.nl/file/regelingvrijstellingwettelijkcollegegeldinverbandmeteenbestuursfunctieindefinitief0pdf>.

6.1.3 UM Promotion Fund

Students who organize an activity that fits in with UM's vision and strategy may be eligible for an incentive subsidy for student activities. In addition, student organizations with 50 or more members, of which at least 35 are studying at UM, may receive a structural annual subsidy, the so-called "regular budget subsidy". Starting student organizations that do not (yet) meet the conditions and student organizations that want to organize a special activity can also qualify for an incentive subsidy. *Additional information* can be found here: [Promotion Fund subsidy for student activities - Maastricht University](#) and [Promotion Fund subsidy - fixed annual subsidy for student organisations - Maastricht University](#).

6.1.4 Internationalisation funds

UM scholarships are available for international students who want to study in Maastricht. Scholarships, such as UM scholarships, are also available for students who want to study or continue studying abroad. The University Fund Limburg/SWOL provides subsidies for special education activities by students within the framework of their studies, such as traineeships abroad. In addition,

there are possibilities within the framework of for example the Life Long Learning and Erasmus programmes.

Additional information:

- SSC, UM Student Desk, Bonnefantenstraat 2, tel. 043-3885212
- [Funds for students - Maastricht University](#)
- [Financial support in the case of study delay, Regulations UM 'Profileringsfonds' for students - Maastricht University](#)
- profileringsfonds@maastrichtuniversity.nl
- [Promotion Fund subsidy for student activities - Maastricht University](#)
- stimuleringsfonds@maastrichtuniversity.nl
- Faculty Internationalisation Offices
- SSC, UM International Services Desk, Bonnefantenstraat 2 Maastricht, tel. 043-3885280
- [Scholarships for study and research abroad - Maastricht University](#)

6.1.5 UM Emergency Fund

Circumstances may arise, suddenly and unexpectedly, that cause acute financial distress and jeopardise the continuation of your studies. If the available funds listed on this page and the schemes within and outside the UM do not provide a solution, UM may be able to help with a one-off payment from the Emergency Fund. Applications for this Emergency Fund can be discussed with the faculty study adviser.

Additional information:

- [Study advisers - Maastricht University](#)

6.2 Other student facilities

6.2.1 UM Student Desk, Student Services Centre

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

Additional information:

- SSC, UM Student Desk, Bonnefantenstraat 2 Maastricht, tel. 043-3885388
- [Student Services Centre - Maastricht University](#)

6.2.2 International Student Helpdesk (ISH)

International students can contact the International Student Helpdesk for example if they can use help from someone who speaks Dutch. International first-year students can register here for the Buddy Program of the "International Student Ambassador Program (ISAP)". This program aims to help new international students to quickly feel at home in Maastricht by linking them to another UM student for the first few months after their arrival in Maastricht.

Additional information:

- SSC, UM International Student Helpdesk, Bonnefantenstraat 2 Maastricht, Room B0.25, tel. 043-3885388
- [International Student Helpdesk \(ISH\) - Maastricht University / ish-ssc@maastrichtuniversity.nl](#)

6.2.3 UM Information for refugees

Refugees who want to study at UM can contact the central contact person for refugees for help in arranging:

- an application for diploma evaluation;
- the required language courses;
- taking integration courses at the UM Language Centre;
- finding an appropriate study;
- finding courses for meeting the admission requirements of UM;
- financing of study programme;
- contact with the municipality about financial matters or housing
- contact with the Foundation for Refugee Students (UAF)

Additional information:

- Information for refugees - Support - Maastricht University /
- refugee@maastrichtuniversity.nl

6.2.4 UM Career Services

UM students can contact UM Career Services for all their questions on careers.

The topic might be an application letter and CV, choosing a master's programme, working abroad or revising their choice of study programme. UM Careers Services offers personal guidance, workshops, training and information.

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

Additional information:

- [UM Career Services - Maastricht University](#)
- Careerservices@maastrichtuniversity.nl

6.2.5 UM Student Psychologists

The SSC houses the UM Student Psychologists team, where students can go for all kinds of services to improve their mental health. They offer online Quick Psychological Referrals (QPR). A QPR is a ten-minute online meeting in which students can briefly describe their current situation and ask their most relevant questions. The UM Psychologists will refer the student to the right care within or outside UM. Furthermore, students can participate in lectures, workshops or training on resilience, time management, stress management, self-confidence, fear of failure, procrastination, grieving, assertiveness and related topics. After a QPR, students can also contact them for an individual appointment of 30 minutes about the psychological problems they experience. The psychologist then tries to discover with the student how they could effectively tackle their problems. The student may then come back four more times for further supervision interviews. However, if help of a more structural nature is required, the student psychologist will refer the student to external regular mental health care services via the general practitioner.

In addition, the student psychologists also offer courses to support staff and students ('peer support') in the early detection of depression and unhealthy stress, in order to increase the network that students can access in their direct learning environment, as (temporarily) extra support is recommended.

Additional information:

- Studentenpsychologen@maastrichtuniversity.nl
- [Psychological support - Maastricht University](#)

6.2.6 UM Wellbeing Movement

The Wellbeing Movement (WBM) is an initiative promoting physical and mental wellbeing at Maastricht University (UM) and offers students various tools towards a healthy and happy student life. WBM offers information and trainings regarding wellbeing in many forms, such as relaxation, sports, study skills and other helpful resources. Online, the [Student Wellbeing Overview](#) offers resources and inspiration regarding student wellbeing, as well as initiatives and plans regarding student wellbeing within UM and more information regarding mental support at UM and in Maastricht.

One Wednesday each month is entirely devoted to wellbeing. Every Wellbeing Wednesday has its own theme with matching activities: lectures, workshops, sports activities and more.

One of the main components of the WBM is the yearly Wellbeing Week. A week full of (interactive) lectures, workshops, talks and other activities centred around your wellbeing. The activities take place across the various UM locations in Randwyck and the inner city, and the programme is open to students of all faculties. Additionally, several events and social activities are being organized during the year; by students for students (UM Community Events).

Additional information:

- [Wellbeing Movement \(maastrichtuniversity.nl\)](#)
- [Psychological support - Maastricht University](#)

6.2.7 Confidential advisor for students

Maastricht University (UM) does not tolerate any form of inappropriate behaviour or unequal treatment. Inappropriate behaviour exists in many different forms, such as: sexual intimidation/violence, aggression and/or violence, bullying and/or discrimination. What students experience as inappropriate behaviour is up to them. It may also be witnessing unwanted behaviour. UM students who experience undesirable behaviour or unequal treatment can get help from a confidential advisor. The confidential advisor will listen, give advice and will explore any possible solutions to the problem together with the student. The confidential advisor will always treat the story of students confidentially and will only take action if the student agrees to it.

The procedure for students to report undesirable behavior is currently being further developed. As a result, during the academic year 2023-2024, the Student Charter might no longer be up to date in this regard. The necessary adjustment of the Student Charter will be included in an addendum to the Student Charter 2023-2024. In addition, information about the procedure will then be provided on the UM website.

Additional information:

- [Confidential advisor for students - Maastricht University](#)
- confidentialadvisor@maastrichtuniversity.nl
- [Diversity & Inclusivity - Maastricht University](#)
- <https://centrumseksueelgeweld.nl/csg-en/>

6.2.8 UM Student Deans

For questions about their legal status during the study, students can contact the UM Student Dean, both via e-mail and in a personal conversation. The Student Dean offers personal advice on all matters that are related to studying but that are not program related, such as enrolment, tuition fees, Dutch study financing, studying with a functional impairment and financial support in the event of a study delay due to personal circumstances and filing an objection, appeal or a complaint. The UM Student Deans work university-wide and are housed in the Student Service Centre.

Additional information:

- Studentendecanen@maastrichtuniversity.nl
- [UM Student Deans - Maastricht University](#)

6.2.9 Study advisers

One or more study advisers work at each faculty, to which the student can turn to discuss their personal development within the curriculum. Issues such as the need for an extra challenge or study delay due to personal circumstances can best be discussed with the study advisor, who can advise on the desired adjustment of or within the curriculum followed.

Additional information:

- [Study advisers - Maastricht University](#)

6.2.10 Studying with a disability

Students with a physical or psychological disability, chronic illness/disorder or cognitive disability such as dyslexia can go directly to Disability Support, located at the Student Service Centre, for further information, advice, extra guidance, educational and/or exam facilities. The procedure for requesting special facilities, and which standard facilities can be requested, are described on the UM website.

Additional information:

- Disability Support, SSC, Bonnefantenstraat 2, room B 0.23 , tel. 043-3885272, disability@maastrichtuniversity.nl
- [Studying with a disability - Maastricht University](#)
- [Facilities per faculty or educational unit - Maastricht University](#)

6.2.11 Facilities for pregnant students and studying parents

Pregnant students or studying parents may be eligible for facilities, benefits and/or financial compensation.

Additional information:

- [Studying parents - Maastricht University](#)

6.2.12 UM Diversity & Inclusivity Office

UM is committed to nurturing an inclusive culture and has two main aims:

- Diversifying employee and student population
- Creating an inclusive atmosphere in which everyone's talents can be mobilised for the well-being of UM community members

Therefore, D&I-Office aims to support and recognize bottom-up initiatives from students and staff, understands hurdles and opportunities in creating an inclusive culture, broadly integrates D&I perspective in UM education, brings students and staff together to discuss D&I matters and exchanges knowledge and experiences on this topic on regional, national and international level.

Additional information:

- [Diversity & Inclusivity - Maastricht University](#)
- diversity@maastrichtuniversity.nl

6.2.13 UM Language Centre

The UM Language Centre offers language courses, language tests and special writing and presentation training for students. A number of the courses offered by the Language Centre are free for UM students.

Additional information:

- SSC Information Desk, Bonnefantenstraat 2 Maastricht, tel. 043-3885272
- [Language Centre - Maastricht University](#)
- languagecentre@maastrichtuniversity.nl

6.2.14 Maastricht Housing

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

Additional information:

- SSC, Bonnefantenstraat 2 Maastricht, tel. 043-3885300
- info@maastrichthousing.com
- www.maastrichthousing.com

6.2.15 Huurteam Zuid-Limburg

Tenants of accommodations can turn to the "Huurteam Zuid-Limburg" with questions about their rights and obligations as tenants and for advice and guidance in the event of disputes with their landlord. "Huurteam Zuid-Limburg" assists tenants in proceedings at the Rent Tribunal and/or a court concerning rental prices, service charges and maintenance defects.

For more information or to make an appointment:

- info@huurteam-zuidlimburg.nl
- www.huurteam-zuidlimburg.nl
- [Huurteam Zuid-Limburg - Maastricht University](#)

6.2.16 UM SPORTS

UM SPORTS offers a variety of sports, a large accommodation, extensive opening hours and a relaxed ambience. UM SPORT issues a sports card, which enables students to take part in a variety of sports activities at reduced prices.

Additional information:

- SSC, P. Debeyeplein 15, tel. 043-3885311
- UM-sport@maastrichtuniversity.nl
- [Sports - Maastricht University](#)

6.2.17 Studium Generale

Studium Generale organises various activities such as lectures and lecture series, debates, talkshows, movie- poetry- and theatre- nights and the PAS festival, all of which focus on a very wide range of topics in the fields of art, culture, science and society. Most activities are free of charge for students.

Additional information:

- SSC, Bonnefantenstraat 2, tel. 043-3885307

- sg-mail@maastrichtuniversity.nl
- [Studium Generale - Maastricht University](#)

6.2.18 Workgroup INKOM

To help new students of both UM and Zuyd Hogeschool to become acquainted with student life in Maastricht, the Workgroup INKOM organises an introductory programme before the introduction week at the beginning of the academic year, the so-called INKOM.

Additional information:

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

6.2.19 Learning and Resource Centres/Learning spaces

UM offers students learning spaces where they can study from the early morning until the evening, as well as during weekends. UM has Learning and Resource Centres for its various programmes as well, providing library facilities.

Additional information:

- [University Library - Maastricht University](#)

6.2.20 University restaurants

UM has restaurants in Randwyck and the inner city. where you can stop by for a warm or cold meal, snacks, salads and more for reduced prices.

Additional information:

- [Living in Maastricht - Life@UM - Maastricht University](#)

6.2.21 Student Initiative Helpdesk

UM has set up the Student Initiative Helpdesk (SIH) to centralise information for student organisations, and increase the support and contact between these organisations and UM.

Additional information:

- [Student Initiative Helpdesk - Maastricht University](#)
- www.sihmaastricht.nl

6.2.22 Civic Engagement Activities

UM recognises the importance of student volunteering and facilitates students by offering them volunteering opportunities in the Civic Engagement Activities Portal. With this Portal information for student and student organisations will be centralized, which increases the support and contact between student (organisations) and UM. As UM values student's dedication and commitment in volunteering, UM awards this participation with the digital edubadge Global Citizenship.

Additional information:

- [Civic Engagement Activities – Maastricht University](#)
- [Match - Support - Maastricht University](#)
- <https://matchmaastricht.nl/>

7. Administrative organisation and representation

Structure

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

Supervisory Board

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

Executive Board

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

University Council (UC)

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

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

In addition, the UC has right of approval with regard to the creation and cancellation of study programmes and the rules in the field of safety, health and well-being. Furthermore, the UC has a right to prior consultation with regard to the budget, the level of institution tuition fees, the limitation of the first enrolment based on the available education capacity and the profiles of the Supervisory Board and the Executive Board, amongst other aspects. The student section of the UC also has a right to prior consultation with regard to the policy on institution tuition fees. These powers of the UC are described in detail in the URC Regulation (Article 9.34). The UC has 20 members. The members are elected from the academic staff (6), the support and management staff (4), and the students (10).

Committees

For the various areas for which the council is responsible, the UC appoints permanent committees, including a Strategy Committee to promote efficient processing of proposals during plenary council meetings, these committees prepare the discussion of the items on the agenda and may submit their advice.

Board of Deans (BoD)

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

Faculty Board

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

Faculty Council (FC)

The FC is the representational body of a faculty (Article 9.37). Each FC consists of a minimum of 4 and a maximum of 18 members, half of whom are elected by and from the staff and the other half of whom are elected by and from the students. The FC has certain approval and advisory rights. The law states that the FC has at least a right of approval with respect to the Faculty Regulations and parts of the education and examination regulations. The council's advisory rights include the budget. The Faculty Regulations may extend these powers.

Programme management

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

Programme Committee

The FB of a faculty will set up a Programme Committee for each study programme or group of study programmes. The committee is charged with providing advice on the promotion of and safeguarding the quality of the study programme. In addition, the Programme Committee has a right of approval or a right to prior consultation with regard to parts of the EER and provides advice on all matters concerning the education in the study programme.

Departments

A department consists of the staff engaged in the same academic discipline or in the same field of application. The department provides the human resources for the preparation and implementation of programmes in the field of education, research and social services. A department is formally established within a faculty. However, departments from one faculty often contribute to education and research projects of other faculties.

The term 'capaciteitsgroep' is not used in all faculties. In some cases, the name 'department' or 'vakgroep' is also used. These are departments within the organisation of the faculty.

Voting rights of students

Students have the right to vote and to stand for election in the UC and the FC.

Additional information:

- [Participation & representation - Maastricht University](#)
- <https://www.maastrichtuniversity.nl/nl/file/bbrumjuli2017pdf>
- Faculty Regulations;
- [University Council - - Maastricht University](#)
- University Council regulations;
- Voting Regulations;
- UR Registry, tel. 043-3883197.

Regulation on compensation for administrative activities

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

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

Additional information:

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

8. Legal protection

8.1 The Complaints Service Point (Article 7.59a)

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

The CSP does not assess any cases itself but ensures that the appeal, objection or complaint is forwarded to the right body or person within UM who will assess the case substantially. Appeals will be dealt with by the Board of Appeal for Examinations (see paragraph 8.1.1), objections will be dealt with by the Executive Board on advice from the dispute advisory committee on student affairs (see paragraph 8.1.2), complaints of a general nature are dealt with by the Executive Board or the dean of the faculty in question, whether or not after having received advice from the (chairman) of the complaints committee (see paragraph 8.1.3). Complaints within the context of the Regulation on registering and complaint handling of inappropriate behaviour will be dealt with by the Executive Board (see 8.1.4).

The CSP is available on:

- telephone +31(0) 433885204
- email: complaintsservice@maastrichtuniversity.nl
- postal address: Postbus 616, 6200 MD Maastricht, attn. Complaints Service Point
- visitor's address: SSC, Bonnefantenstraat 2 Maastricht Room B1.21

Additional information:

- [Complaints Service Point: the service desk for students for objections, appeals or complaints - Maastricht University](#)
- <https://www.maastrichtuniversity.nl/file/ssc-rules-procedure-csp-definitieve-versie-2018-engpdf>
- [Maastricht University regulations - Maastricht University](#)

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

A person concerned may apply to the Board of Appeal for Examinations to appeal against:

- decisions concerning study-advice in the first year (propaedeutic phase)
- decisions based on an additional examination as mentioned in Article 7.25, paragraph 5 and Article 7.28, paragraph 4
- decisions taken by Board of Examiners and examiners
- decisions concerning admission to the examinations
- decisions taken by a special entrance Examination Board
- decisions concerning the number of credits obtained within the framework of study progress monitoring
- decisions concerning admission to a master's degree programme

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

The appeal can be lodged against decisions that are in violation of the law. Appeals must be submitted to the CSP in writing within 6 weeks of the decision being announced. The notice of appeal must be signed and dated and display the name and address of the person submitting it. The grounds upon which the

appeal is based must also be provided and, if possible, a copy of the decision against which the appeal is being made.

In the event of immediate urgency, a request may be submitted for temporary arrangements to be made.

You may appeal against the judgment of the Board of Appeal for Examinations to the Administrative Jurisdiction Division of the Council of State in The Hague. The deadline for lodging an appeal is six weeks after the decision of the Board of Appeal for Examinations and there are costs associated with this procedure. For more information and contact details, please visit the website of the Council of State: www.raadvanstate.nl/studentenzaken.

Additional information:

- CSP, tel. 043-3885204 / e-mail complaintsservice@maastrichtuniversity.nl
- CBE Secretariat, tel. 043-3883516
- [Maastricht University regulations - Maastricht University](#)
- [Complaints Service Point: the service desk for students for objections, appeals or complaints - Maastricht University](#)

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

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

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

You may appeal the decision taken by the Executive Board regarding your appeal to the Administrative Jurisdiction Division of the Council of State in The Hague. The deadline for lodging an appeal is six weeks after the decision of the Executive Board and there are costs associated with this procedure. For more information and contact details, please visit the website of the Council of State: www.raadvanstate.nl/studentenzaken.

Additional information:

- CSP, SSC, tel. 043-3885204 / e-mail complaintsservice@maastrichtuniversity.nl.
- [Complaints Service Point: the service desk for students for objections, appeals](#)

- [or complaints - Maastricht University](#)
- Secretariat of the dispute advisory committee on student affairs, tel. 043-3885212
- secretariaat-gc@maastrichtuniversity.nl
- <https://www.maastrichtuniversity.nl/file/ssc-rules-procedure-advisory-cie-student-affairs-nov-2018>
- [Maastricht University regulations - Maastricht University](#)

8.1.3 Regulation of complaints

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

A complaint is an expression of dissatisfaction for which you cannot file an objection or an appeal. It is about an individual matter that concerns you. For example, complaints can be about:

- the quality of education,
- an educational facility,
- regarding the way you have been spoken to or treated by an employee or student of the UM.

Complaints of a general nature are sent to the dean of the faculty or to the central complaints committee. The faculty's complaint committees are bound by the faculty's own complaint regulation. This regulation may be requested from the faculty concerned. The dean will request a recommendation from the faculty complaints committee before arriving at a decision.

Complaints lodged against an (employee of a) UM Service Centre or the Maastricht University Office are handled according to the Complaints regulation MUO and Service centres.

Complaints concerning the 'Code of Conduct International Student, amended as per 1 October 2022, will be handled by the Executive Board.'

Complaints concerning undesirable behaviour are forwarded to a confidential adviser or to the Executive Board.

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

Additional information:

- CSP, SSC, tel. 043-3885204
- CSP, e-mail complaintsservice@maastrichtuniversity.nl
- <https://www.maastrichtuniversity.nl/file/complaintsregulationcentraal-juni2011ukpdf>
- Code of Conduct International Student, revised October 1, 2022: [Maastricht University regulations - Maastricht University](#)

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

UM strives to develop a clear policy aiming at the prevention and combating of undesirable behaviour, such as sexual harassment and other forms of sexually inappropriate behaviour, aggression, violence and discrimination in the study environment. If you as a student are confronted with undesirable behaviour, an open conversation with the other party may be enough. If that does not help, or you would rather not do that, then you can turn to one of the confidential advisers for students. If you want to submit an official complaint then you can do that at the Complaints Service Point (CSP).

The procedure for students to report undesirable behavior is currently being further developed. As a result, during the academic year 2023-2024, the Student Charter will no longer be fully up to date in this regard. The necessary adjustment of the Student Charter will be included in an addendum to the Student Charter 2023-2024. In addition, information about the procedure will then be provided on the UM website.

Additional information:

- Confidential advisor for students: Ms. Wendy Geijen or Ms. Romy Beuken, SSC, Bonnefantenstraat 2, room B1.23, tel: 043-3885316 / 0031-628035033, email confidentialadvisor@maastrichtuniversity.nl.
- [Maastricht University regulations - Maastricht University](#)
- Regulation for reporting and processing inappropriate behaviour: sexual intimidation, aggression and discrimination: <https://www.maastrichtuniversity.nl/media/12389>
- CSP, SSC, tel. 043-3885204, e-mail complaintsservice@maastrichtuniversity.nl
- [Reporting undesirable behaviour - Maastricht University](#)

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

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

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

Additional information:

- Disability Support, SSC, Bonnefantenstraat 2, tel. 043-3885272
- [Studying with a disability - Maastricht University](#)
- disability@maastrichtuniversity.nl
- [Diversity & Inclusivity - - Maastricht University](#)
- Universitydiversity@maastrichtuniversity.nl
- Netherlands Institute for Human Rights, tel. 030-8883888
- info@mensenrechten.nl en www.mensenrechten.nl
- Code of Conduct International student higher education, revised October 1, 2022 - [Maastricht University regulations - Maastricht University](#)

9. Internal regulations and disciplinary measures

9.1 Internal regulations

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

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

Students who are part of a general student organisation or independent society are expected to comply with the codes of conduct.

Additional information:

- Legal Affairs department, tel. 043-3883516
- UM Rules of Conduct 2018: [Guidelines and codes of conduct](#)
- www.maastrichtuniversity.nl
- UM house rules 2021:
<https://www.maastrichtuniversity.nl/file/houserules19january2021pdf>

9.2 UM Acceptable Use Policy

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

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

Addition information:

- [ICT Facilities - Maastricht University](#)
- [Cybersecurity - Cybersecurity - Maastricht University](#)

10. **Protection of private information**

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

For UM, this means informing its students in an understandable way about:

- how and for what purposes their personal data are collected and processed (transparency)
- how and under what conditions their personal data can be transferred within and outside the organisation (data transfer)
- how their personal data can be accessed and, if necessary, changed or deleted (the right to be forgotten).

Details can be found in the UM Policy for the Processing of Personal Data.

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

Additional information:

- General Data Protection Regulation, EU 2016/679, 27 April 2016, www.autoriteitpersoonsgegevens.nl
- [UM General Privacy Statement - - Maastricht University](#)
- Data protection officer, Postbus 616, 6200 MD Maastricht
- Privacy statement on alumni communication: [Data and Privacy - Data and Privacy - Maastricht University](#)
- For general questions about personal data at UM: privacy@maastrichtuniversity.nl
- Acceptable Use Policy UM 2020; [Acceptable Use Policy \(AUP\)](#)

11. Copyright

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

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

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

Additional information:

- Copyright Act September 23, 1912, Stb. 1912, 308, repeatedly amended
- [Copyright Information Point - Maastricht University Library](#)

12. Health and safety

Safety in UM buildings and on UM premises

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

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

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

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

Study trips to risk areas

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

Additional information:

- Education Offices
- UM Guidelines for Study Trips to Risk Areas:
<https://www.maastrichtuniversity.nl/file/guidelines-trips-risk-areas-students-2017>

B. Programme-specific section

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

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

Additional information:

- EER of the programme: [Maastricht University regulations - Maastricht University](#)