

# **Education and Examination Regulations**

**2019-2020 Academic Year**

This English translation is strictly for reference and cannot be used for legal purposes.  
In the event of discrepancies in interpretation, the Dutch text will be binding.

# CONTENTS

<b>Contents .....</b>	<b>i</b>
<b>1 Introduction .....</b>	<b>1</b>
<b>2 Admission requirements .....</b>	<b>2</b>
<b>2.1 General admission requirements .....</b>	<b>2</b>
<i>Art. 1: Diploma requirements .....</i>	<i>2</i>
<i>Art. 2: Language requirements .....</i>	<i>4</i>
<i>Art. 3: Learning account .....</i>	<i>5</i>
<i>Art. 4: Learning account and force majeure .....</i>	<i>5</i>
<b>2.2 Special admission requirements .....</b>	<b>6</b>
<i>Art. 5: Additional admission requirement for associate Degrees of Education and Bachelors of Education .....</i>	<i>6</i>
<i>Art. 6: Additional admission requirements for St Lucas School of Arts Antwerp ....</i>	<i>7</i>
<b>2.3 Alternative admission requirements .....</b>	<b>7</b>
<i>Art. 7: Alternative admissions procedure .....</i>	<i>7</i>
<i>Art. 8: Final or penultimate year of secondary education .....</i>	<i>8</i>
<i>Art. 9: Enrolment in a limited number of course units.....</i>	<i>8</i>
<i>Art. 10: Insufficient credits in the learning account .....</i>	<i>8</i>
<b>3 Enrolment .....</b>	<b>9</b>
<b>3.1 Registration and enrolment .....</b>	<b>9</b>
<i>Art. 11: Registration before enrolment.....</i>	<i>9</i>
<i>Art. 12: Enrolment in a degree programme.....</i>	<i>9</i>
<i>Art. 13: Diploma contract.....</i>	<i>10</i>
<i>Art. 14: Credit contract.....</i>	<i>10</i>
<i>Art. 15: Exam contract .....</i>	<i>10</i>
<i>Art. 16: Putting together an individual study track.....</i>	<i>10</i>
<i>Art. 17: Concurrent enrolment.....</i>	<i>11</i>
<b>3.2 Tuition fee .....</b>	<b>11</b>
<i>Art. 18: Tuition fee and additional costs .....</i>	<i>11</i>
<i>Art. 19: Measures in the event on non-payment.....</i>	<i>12</i>
<b>3.3 Application for exemption.....</b>	<b>12</b>
<i>Art. 20: Recognition of prior qualifications (EVKs).....</i>	<i>12</i>

<i>Art. 21: Recognition of prior learning (EVC)</i> .....	13
<i>Art. 22: Diploma on the basis of aptitude certificates</i> .....	13
<i>Art. 23: Appeal against a decision in the context of an EVC procedure</i> .....	13
<b>3.4 Individual learning contract</b> .....	<b>14</b>
<i>Art. 24: Reasonable accommodations</i> .....	14
<b>3.5 Changing or cancelling a contract</b> .....	<b>14</b>
<i>Art. 25: Enrolling in additional course units</i> .....	14
<i>Art. 26: Withdrawing from a course unit</i> .....	15
<i>Art. 27: Withdrawing from a study programme</i> .....	15
<i>Art. 28: Changing type of contract</i> .....	15
<i>Art. 29: Implications for the learning account of changing student contracts</i> .....	15
<i>Art. 30: Implications for tuition fee of changing student contracts</i> .....	16
<b>4 Communication</b> .....	<b>17</b>
<i>Art. 31: E-mail</i> .....	17
<i>Art. 32: Information sessions after enrolment</i> .....	17
<i>Art. 33: Notification</i> .....	17
<i>Art. 34: Code of conduct for students when using communication and information processing resources</i> .....	17
<i>Art. 35: Personal details</i> .....	19
<b>5 Education</b> .....	<b>20</b>
<i>Art. 36: Organisation of the academic year</i> .....	20
<i>Art. 37: Study load</i> .....	20
<i>Art. 38: Mandatory attendance during teaching activities</i> .....	20
<i>Art. 39: Absence from mandatory teaching activities</i> .....	20
<i>Art. 40: Justification in the event of public transport strike</i> .....	22
<i>Art. 41: Code of conduct for language use in foreign-language study programmes</i> .....	22
<i>Art. 42: Code of conduct for language use in foreign-language course units</i> .....	22
<i>Art. 43: Code of conduct for language use in foreign-language study material</i> ...	23
<i>Art. 44: Teaching activities outside the Flemish Community</i> .....	23
<b>6 Examinations</b> .....	<b>26</b>
<b>6.1 Organisation and conduct of examinations</b> .....	<b>26</b>
<i>Art. 45: General organisation of examinations</i> .....	26
<i>Art. 46: Exam sessions and exam periods</i> .....	26

Art. 47: Exam form .....	27
Art. 48: Publication of exam schedule .....	27
Art. 49: Changes to exam schedules after publication .....	28
Art. 50: Taking examinations: conditions.....	28
Art. 51: Absence during examinations.....	29
Art. 52: Consequences of non-participation in an examination.....	31
Art. 53: Presence of the examiner .....	31
Art. 54: Relationship .....	31
Art. 55: Assessment.....	31
<b>6.2 Exam committee .....</b>	<b>32</b>
Art. 56: Composition of the exam committee .....	32
Art. 57: Workings of the exam committee .....	32
Art. 58: Procedure of the exam committee .....	33
Art. 59: Secrecy of the exam committee .....	34
Art. 60: Mediation before the meeting of the exam committee.....	34
Art. 61: Diploma and deliberation criteria for tertiary short cycle, Bachelor's and Advanced Bachelor's programmes .....	34
Art. 62: Diploma and deliberation criteria for Master's and Advanced Master's programmes and the postgraduate programmes of at least 60 credits ....	36
<b>6.3 Study progress .....</b>	<b>36</b>
Art. 63: Procedure relating to underperformance during internship.....	36
Art. 64: Notification of examination results.....	36
Art. 65: Right of access .....	37
Art. 66: Credit certificates .....	37
Art. 67: Retention of results .....	38
Art. 68: Binding study recommendation and study progress measures.....	39
Art. 69: Official announcement of the results .....	40
Art. 70: Public nature of exams.....	40
<b>6.4 Legal protection in study progress decisions .....</b>	<b>40</b>
Art. 71: Study progress decision .....	40
Art. 72: Appeal against a study progress decision: internal appeal .....	41
Art. 73: Appeal against a study progress decision: external appeal.....	42
Art. 74: Internal appeal after reversal of a decision by the Council for Disputes about Decisions on Study Progress .....	43

<b>7</b>	<b>Legal status regulations</b>	<b>44</b>
<b>7.1</b>	<b>Mediation</b>	<b>44</b>
	<i>Art. 75: Ombudsperson</i>	44
	<i>Art. 76: Mediation of problems relating to teaching and examination activities</i>	44
	<i>Art. 77: Mediation of problems between students</i>	45
<b>7.2</b>	<b>Disciplinary regulations</b>	<b>45</b>
	<i>Art. 78: Undertaking to respect the university college's mission and values</i>	45
	<i>Art. 79: Order-maintaining measures</i>	45
	<i>Art. 80: Disciplinary measures</i>	45
	<i>Art. 81: Examination-related disciplinary decisions</i>	47
<b>7.3</b>	<b>Material errors</b>	<b>49</b>
	<i>Art. 82: Material error in an examination decision</i>	49
	<i>Art. 83: Material error in other decisions</i>	49
<b>8</b>	<b>Insurance</b>	<b>50</b>
	<i>Art. 84: Insurance</i>	50
	<i>Art. 85: Personal possessions</i>	51
<b>9</b>	<b>Privacy and intellectual property</b>	<b>51</b>
	<i>Art. 86: Portrait rights/image rights</i>	51
	<i>Art. 87: Right to use work produced at the request of the university college</i>	52
	<i>Art. 88: Inventions as part of a university college assignment</i>	52
	<i>Art. 89: General Data Protection Regulation (GDPR)</i>	53
<b>10</b>	<b>Appendices</b>	<b>54</b>
<b>10.1</b>	<b>Appendix 1: Tuition fee</b>	<b>54</b>
	Tuition fee when enrolling in a study programme	54
	Tuition fee when withdrawing from a study programme	54
	Tuition fee where student contract is changed: supplementary credits or fewer credits	56
	Fixed costs	57
<b>10.2</b>	<b>Appendix 2: Participation regulations</b>	<b>58</b>
	Students in the representative bodies of the university college	58
	Powers of the respective student councils	60
	<i>Study Programme Student Council</i>	60
	<i>KdG Student Council</i>	60

<i>Support for KdG Student Council members</i> .....	61
Participation at board level .....	63
<i>Delegation in the Board of Directors</i> .....	63
<i>StuRa+</i> .....	64
Student Services Council.....	64
Addendum: disputes relating to participation regulations .....	65

# 1 INTRODUCTION

The Education and Examination Regulations stem from the statutory regulations applicable to higher education. These rules, determined by decree, are included in the Higher Education Codex.

The [prospectus](#) for the study programme, including the ECTS sheets, forms an integral part of the Education and Examination Regulations. The prospectus is drawn up in the teaching language of the study programme and is binding. Students can find the relevant programme-specific information in the electronic learning environment, i.e. Canvas, and/or on the intranet.

By enrolling, students accept and agree to abide by the Education and Examination Regulations, which describe their rights and obligations. The Education and Examination Regulations can be viewed on the university college's website. Students can also request a paper copy.

The Education and Examination Regulations may be amended over the course of the academic year to bring them in line with any changes in the rules determined by decree. The director of Education and Research submits these amendments and discusses them at the next meeting of the KdG Student Council and the Academic Council. The faculty director, responsible for the study programme, can change the [prospectus](#) during the academic year. He shall inform students of any changes as quickly and appropriately as possible.

For the sake of simplicity, all references in these regulations to persons or jobs apply to both women and men. Students can find a glossary on the [intranet](#).

## 2 ADMISSION REQUIREMENTS

Prospective students wishing to enrol in a tertiary short cycle or a Bachelor's or Master's degree programme at the university college must fulfil a number of requirements. They must have the appropriate qualifications, be proficient in the teaching language and, in case of a Bachelor's or Master's programme, have enough credits in their learning account. The admission requirements for the postgraduate, Advanced Bachelor's and Advanced Master's programmes can be found in the [prospectus](#).

### 2.1 General admission requirements

#### *Art. 1: Diploma requirements*

##### ■ Tertiary short cycles

In order to enrol in a tertiary short cycle, a prospective student is expected to comply with the compulsory education obligation and the diploma requirement.

The following Flemish proof of studies or diplomas meet the diploma requirement:

- Study certificate of the second grade of the third stage of secondary education, obtained at least three years ago
- Diploma of secondary education
- Certificate of secondary education for social promotion (a form of adult education) of at least 900 programme hours
- Certificate of secondary adult education of at least 900 programme hours
- Diploma of higher education for social promotion (a form of adult education)
- Certificate of tertiary short cycle (European Qualifications Framework Level 5)
- Diploma of tertiary short cycle (European Qualifications Framework Level 5)
- Diploma of short-cycle higher education with full curriculum
- Bachelor's or Master's degree

The following foreign qualifications also meet this requirement:

- Dutch VWO (pre-university education) diploma
- Dutch MBO4 (secondary vocational education) diploma
- Dutch HAVO (senior general secondary education) diploma
- Successfully completed Dutch propaedeutic year (first year of a degree programme)
- International Baccalaureate
- European Baccalaureate

Prospective students who have obtained another foreign qualification which is recognised as equivalent to the above-mentioned qualifications or which grants access to higher education in the issuing country, should send an e-mail regarding this to [admission@kdg.be](mailto:admission@kdg.be). The university college shall then investigate equivalence. The Director of Education and Research shall decide on the request within a reasonable timeframe following submission of the complete application.

#### ■ Bachelor's degree programmes

In order to enrol in a Bachelor's degree programme, a prospective student must have at least a Diploma of Secondary Education.

The following Flemish qualifications meet the diploma requirement:

- Flemish secondary education diploma
- Flemish higher education diploma (short type) with full curriculum
- Flemish diploma of adult higher education - with the exception of a certificate of pedagogical aptitude (Getuigschrift Pedagogische Bekwaamheid, GPB)
- A diploma/certificate issued in the tertiary short cycle (European Qualifications Framework Level 5) (HBO5)

The following foreign qualifications also meet this requirement:

- Dutch VWO (Pre-University Education) diploma
- Dutch MBO4 (Senior Secondary Vocational Education 4) diploma (only provides access to a professional Bachelor's programme or a bachelor of Education)
- successful Dutch propaedeutic year (first year of a degree programme)
- International Baccalaureate
- European Baccalaureate

Prospective students who have obtained another foreign qualification that grants access to a similar Bachelor's degree programme in the issuing country should send an e-mail to [admission@kdg.be](mailto:admission@kdg.be). The university college then investigates equivalence. The Director of Education and Research shall decide on the request within a reasonable timeframe following submission of the complete application.

#### ■ Master's degree programmes

Prospective students who hold a degree after completing an academic Bachelor's programme can enrol in a Master's programme. The university college limits direct admission to a Master's programme to students with a degree from a specific academic Bachelor's programme. For each Master's programme, the university college board

indicates at least one academic Bachelor's degree as a general admission requirement (see [prospectus](#)).

The university college can also make a Master's programme accessible to prospective students with a degree from another academic Bachelor's programme if they have successfully completed a preparatory programme (see [prospectus](#)).

Prospective students with a professional Bachelor's degree or a bachelor of Education can only be admitted to an (academic) Master's degree programme if they have successfully completed a bridging programme (see [prospectus](#)).

Prospective students who obtained a Bachelor's degree outside of Flanders should send an e-mail to [admission@kdg.be](mailto:admission@kdg.be). The university college then investigates equivalence. The Director of Education and Research shall decide on these applications within a reasonable timeframe following submission of the complete application. Any student who does not agree with the university college's decision can lodge an internal appeal ([Art. 72](#)).

Prospective students can find information about the admission requirements for Master's degree programmes on the [website of St Lucas School of Arts Antwerp](#).

#### *Art. 2: Language requirements*

Prospective students enrolling for the first time must be able to prove that they are proficient in the teaching language at a particular level of the [Common European Framework of Reference for Languages](#).

Language requirements for Dutch-taught courses:

Tertiary short cycle	Bachelor's	Master's
B2	B2	A1

For Dutch-taught courses, with the exception of teacher training programmes, these language requirements are met if prospective students:

- have completed at least one year of Dutch-language secondary education, regardless of the year of study
- have been awarded at least 60 credits in Dutch-language higher education

In all other cases, prospective students must prove their knowledge of the Dutch language. More information about the procedure can be found on the [university college's website](#).

The language requirements for the English-language Bachelor's programmes are explained in the enrolment guidelines for these programmes. The relevant guidelines can be consulted on the [university college website](#).

#### *Art. 3: Learning account*

On the [university college's website](#) and the [website of Flanders Education](#), students can find information about the learning account and a few examples.

The learning account applies to:

- initial Bachelor's and Master's programmes (diploma contract)
- one or more course units (credit contract)

The learning account does not apply to:

- Bachelors of Education, if the student already holds a Bachelor's degree
- Tertiary short cycles
- exam contracts
- postgraduate programmes
- bridging and preparatory programmes
- Advanced Bachelor's programmes
- Advanced Master's programmes
- exemptions

Students cannot use more credits in their study track than the number of credits in their learning account. Students who nevertheless wish to use more credits can invoke the rules concerning exceptions in [Art. 10](#).

#### *Art. 4: Learning account and force majeure*

Students who lose credits in their learning account as a result of force majeure can appeal to the Council for Disputes about Decisions on Study Progress ([Art. 73](#)), which can restore the credits for the course units in question.

## 2.2 Special admission requirements

### *Art. 5: Additional admission requirement for associate Degrees of Education and Bachelors of Education*

#### ■ Associate Degree of Education: Secondary Education

Prospective students who wish to enrol in the associate Degree of Education: Secondary Education must, in addition to satisfying the general admission requirements, prove that they have at least three years of relevant experience in the technical or practical subject for which the student wishes to acquire a teaching qualification.

#### ■ Bachelors of Education

In addition to meeting the general admission requirements, students wishing to enrol in a Bachelor of Education: Pre-School, Primary and Secondary Education have to take an entrance test, organised by the Flemish government and the Flemish Council of Universities of Applied Sciences and Arts (VLHORA). Any prospective students can take this test online on the [Onderwijskiezer website](#), a source of independent information about the education system in Flanders. Students must take the version of the test that corresponds to the academic year in which they wish to enrol. After having taken the entrance test, prospective students receive proof of participation, which is valid for one academic year. Students must hand over this proof of participation to the Student Administration Office of the Faculty of Teacher Education. This must be done at the time of enrolment or no later than 14 calendar days after enrolment. If a prospective student cannot provide proof of participation within 14 calendar days of enrolling, the university college will annul his enrolment. Any money already paid (tuition fee and other costs incurred) will be reimbursed.

Prospective students do not need to take another entrance test to obtain valid proof of participation if they have previously sat one and:

- are transferring to the same Bachelor's programme at the university college and are enrolling there after having been enrolled in a bachelor of Education: Pre-School Education, Primary Education or Secondary Education at another Flemish university college

■

OR

- are transferring to a bachelor of Education: Pre-School Education or Secondary Education at the university college and are enrolling there after having been enrolled in a bachelor of Education: Primary Education at the university college or another Flemish university college.

In exceptional cases, the university college may grant exemption from the obligation to participate in the entrance test; prospective students for a short-cycle bachelor of Education: Secondary Education, who have already obtained a Master's degree, may submit such a request for exemption to the head of the bachelor of Education: Secondary Education.

*Art. 6: Additional admission requirements for St Lucas School of Arts Antwerp*

The Bachelor's programmes, preparatory programmes, bridging programmes, Master's programme and Advanced Master's programme at St Lucas School of Arts Antwerp have an artistic admission test, in addition to the general admission requirements. Prospective students can find information about the admission test on the [website of St Lucas School of Arts Antwerp](#).

The head of department forms a committee for this purpose, which includes at least two staff members and one external expert. The committee determines which candidates are admitted.

### **2.3 Alternative admission requirements**

*Art. 7: Alternative admissions procedure*

■ Tertiary short cycle

Even if prospective students do not meet the diploma requirement, they may enrol in a tertiary short cycle provided they pass an admission test. This admission test is organised no later than on the fifth day after the end of the enrolment period. The purpose of this test is to verify whether the prospective student has a sufficient level of knowledge and skills to start the tertiary short cycle in question.

Based on the results of the admission test, an assessment is drawn up in the form of a written report and included in the student's record. The decision is communicated in writing to the prospective student at the latest within 10 calendar days after the day on which the admission test is held. If the student passes the admission test, the right of admission to a tertiary short cycle remains valid for five years.

The prospective student may only submit an application to participate in the admission test once per academic year.

## ■ Bachelor's programmes

Any prospective student who fails to meet the diploma requirements may still be admitted to a programme through the 'alternative admissions' procedure of the Antwerp University Association (AUHA). The regulations and procedure are available on the [website of the AUHA](#).

### *Art. 8: Final or penultimate year of secondary education*

The head of the study programme may grant the prospective student permission to enrol with a credit contract for a maximum of 10 credits if the prospective student meets one of these conditions:

- The prospective student is currently in the final or penultimate year of secondary education.
- The prospective student can obtain his secondary education diploma from the exam committee in the course of the academic year.

The head of the study programme determines the load.

### *Art. 9: Enrolment in a limited number of course units*

Any prospective student who does not meet the diploma or language requirements can still enrol once in individual course units under a credit contract or an exam contract, for a maximum of 10 credits. This requires the consent of the head of the study programme. The relevant procedure is described on the [university college's website](#). The [prospectus](#) specifies whether a credit contract or exam contract is possible for a course unit.

### *Art. 10: Insufficient credits in the learning account*

Prospective students who do not have enough credits in their learning account to enrol must limit their study track to the available number of credits.

Prospective students may still, exceptionally, register for more credits than they have left in their learning account. In this case, they must fulfil one of the following requirements:

- They already have a Master's degree and have a learning account balance greater than or equal to 0 credits.
- They can complete their Bachelor's or Master's programme within one academic year (one-off exception) and have at least half the required credits.

The prospective students will then pay a supplementary fee per additional credit (see [Appendix 1](#)). This is in addition to the general tuition fee.

If it is discovered during the academic year that a student no longer has sufficient credits in his learning account for the study track in which he enrolled, the university college disenrols him until the credits used match his remaining learning account balance, in accordance with [Art. 26](#). Students who nevertheless wish to use more credits can invoke the aforementioned rules concerning exceptions.

## **3 ENROLMENT**

### **3.1 Registration and enrolment**

#### *Art. 11: Registration before enrolment*

Prospective students must register via the [university college's website](#) before they can enrol.

#### *Art. 12: Enrolment in a degree programme*

Students are enrolled if they meet the admission requirements and have completed the enrolment procedure specified on the [university college's website](#).

Students can opt for one of three contracts when they enrol:

- credit contract
- diploma contract
- exam contract

Please note: not all course units are available to students in the form of a credit or exam contract. Students can find more information in the [prospectus](#).

The subject requirements and concordance rules apply for each type of contract. Only the head of the study programme can allow a student to enrol in a course without meeting the subject requirements, for example if this increases the student's chances of academic success.

#### *Art. 13: Diploma contract*

Each academic year students enrol in a standard study track or an individual study track ([Art. 16](#)). Only a diploma contract can lead to a degree.

#### *Art. 14: Credit contract*

Students enrol in a number of course units without wishing to obtain a specific degree. They enrol in order to obtain a number of credit certificates. Enrolment under a credit contract is not possible for particular course units. See the [prospectus](#) for details.

Any student who withdraws from a course unit under a credit contract will not have the credits returned to his learning account.

#### *Art. 15: Exam contract*

Students who opt for an exam contract may not attend any teaching activities. They will sit the full exams in the specified exam weeks. They should also send an e-mail to the lector/lecturer, identifying themselves as exam contract students. Students are entitled to ask the lector/lecturer (once only) for additional information about the content of the course unit and the examination. In case of an alternative form of examination for exam contract students, the lector/lecturer will inform the student after announcement. This information shall replace the examination information contained in the [prospectus](#). In addition, exam contract students have access to the electronic learning environment and can also find information about their course units in the [prospectus](#). Exam contract students do not use any credits from their learning account to take course units.

Students can enter into an exam contract to obtain a degree or credit certificate.

Students can only enter into an exam contract for particular course units (see [prospectus](#)).

#### *Art. 16: Putting together an individual study track*

Students who fail course units in which they were enrolled during the previous academic year must first retake these course units. They can then supplement their individual study track with new course units. If students change their degree programme, specialisation or optional course, this obligation applies only to course units that are also part of their new degree programme, specialisation or optional course.

Students who fail an elective course unit may substitute it with another elective course unit.

If a student – enrolled up to and including the 2012-2013 academic year - passed a course unit without having obtained a credit certificate for it, this unit does not need to be retaken.

The head of the study programme approves the composition of the individual study track on the basis of:

- the student's record
- the organisational feasibility for the university college
- measures taken to monitor study progress ([Art. 68](#))
- the concordance of the course units and whether the subject requirements have been met

Any student who disagrees with the university college's final decision can appeal using the procedure described in [Art. 73](#).

Students following an individual study track should not enrol in course units with concurrent classes or concurrent face-to-face sessions. Only if a limited overlap is inevitable can the head of the study programme permit the overlap, provided attendance is not mandatory in the overlapping course units.

#### *Art. 17: Concurrent enrolment*

- Concurrent enrolment in different study programmes

Any student who does not yet have a Bachelor's or Master's degree that grants access (directly or indirectly) to an Advanced Bachelor's, Master's or Advanced Master's programme may still be admitted to the programme. The same applies to the preparatory and/or bridging programme. The university college may award the corresponding degree only after the student has graduated in his first study programme.

- Concurrent enrolment under diploma and credit or exam contract

Students may combine several contract types within one or more study programmes. If a student enters into multiple contracts during the same academic year for the same study programme in order to obtain a diploma, the university college regards these contracts as a single contract during deliberation.

### **3.2 Tuition fee**

#### *Art. 18: Tuition fee and additional costs*

Upon enrolment, the university college will charge students tuition fee, and can also charge additional costs for specific materials and events per study programme. Students

undertake to pay the tuition fee as well as these additional costs. The university college will send the tuition fee invoice and other bills to the student's KdG e-mail address.

Students enrolling for the first time will not have access to the electronic student services (e-studentservice) until they have paid their tuition fee or arranged payment instalments. They will then receive a personal university college e-mail address, and can consult the lecture timetable, the intranet, e-studentservice and the electronic learning environment.

Each year, the university college board shall determine the tuition fee amount for the following academic year before the date specified in the Higher Education Codex. Further information and the tuition fee rates can be found on the [university college's website](#) and in [Appendix 1](#).

#### *Art. 19: Measures in the event of non-payment*

Students who fail to pay the tuition fees or additional costs by the given deadline, even after receiving a reminder thereto, will be suspended. They will no longer be entitled to participate in the programmes and examinations. They will no longer be able to access the administrative and IT applications.

This suspension will be withdrawn only after the due amounts have been paid. As long as the suspension is in progress, any academic results already achieved by the student will be considered non-existent and the student will not be awarded any study certificates, credit certificates or degrees.

Students are automatically and without notice of default required to pay interest of 10% per year on any sums not paid by the due date, plus 50 euros administrative costs.

### **3.3 Application for exemption**

Students can obtain exemption by means of recognition of prior qualifications or prior learning (known in Dutch as EVKs and EVCs, respectively).

The scope of an exemption is expressed in whole credits. It is equal to the study load of the course unit or the part of the course unit from which the student is exempted.

#### *Art. 20: Recognition of prior qualifications (EVKs)*

Students or prospective students may apply for an exemption based on recognition of a previously acquired qualification. In order to request an exemption, students or prospective students should follow the procedure described on the [university college's website](#). Students who enrol in a course unit and also wish to request an exemption for this unit must do so, at the latest, by the cut-off date for this course unit. Students who

have already taken part in the first examination attempt for a course unit cannot request any more exemptions for that course unit during the current academic year.

The procedure for applying for an exemption can be found on the [intranet](#). The head of the study programme examines whether a student qualifies for an exemption, by comparing the study load and content of the prior qualifications with those of the course units or parts of the course units. He can also summon the student for an interview.

If further investigation of the applicant's aptitude is necessary, the head of the study programme refers the student to the validating authorities of the Antwerp University Association (AUHA; [Art. 21](#)), and always giving reasons for his decision.

The final decision, with substantiation, regarding the application for exemption will be sent to the student within 28 calendar days after submission of the application, and no later than 14 calendar days after the cut-off date, provided that this is organisationally feasible. If the student applies for an exemption before the summer holidays, this 28-day time limit does not begin until after the summer holidays.

The student may decide to use the approved exemption before the first full examination attempt. Exemptions remain valid even after they have been used.

#### *Art. 21: Recognition of prior learning (EVC)*

Students or prospective students can receive an exemption based on EVC. This requires an aptitude certificate. The validating authorities of the Antwerp University Association (AUHA) issue the certificate after an investigation.

Students or prospective students (including those from abroad) can contact the EVC supervisor (study programme career coordinator) for information about the procedure for requesting this investigation via the [intranet](#). A description and the cost of an EVC procedure can be found on the [AUHA website](#).

#### *Art. 22: Diploma on the basis of aptitude certificates*

Students contribute 50 euros towards the cost of awarding a diploma based on aptitude certificates.

#### *Art. 23: Appeal against a decision in the context of an EVC procedure*

Students who have a complaint about a decision by the Antwerp University Association (AUHA), which issues the aptitude certificates, should submit it in writing to the President of the AUHA (c/o Middelheimlaan 1, 2020 Antwerp) no later than seven calendar days after being informed of the decision in writing.

Students can find information on the subsequent course of the appeal procedure in the EVC regulations on the [AUHA website](#).

### **3.4 Individual learning contract**

#### *Art. 24: Reasonable accommodations*

Reasonable accommodations guarantee equal opportunities for students with specific educational needs. Thanks to such accommodations, every student can participate fully in the teaching and examination activities of the university college. The head of the study programme will assess applications against four criteria: necessity, feasibility, justifiability and competence monitoring.

Students can find the procedure for requesting reasonable accommodations on the [university college's website](#).

Any student who does not agree with the decision of the head of the study programme can lodge an internal appeal ([Art. 72](#)).

### **3.5 Changing or cancelling a contract**

Both enrolment in and withdrawal from a course unit counts as a change to the content of a contract.

#### *Art. 25: Enrolling in additional course units*

With the approval of the head of the study programme, students may enrol in additional course units, as long as:

- the study progress measures, which are imposed and binding, permit it
- the [prospectus](#) imposes no restrictions
- it is organisationally feasible
- they have sufficient credits in their learning account
- the head of the study programme believes that this will help increase their chances of academic success

If all the requirements for additional enrolment have been met, but the number of credits for which a student may register is limited by a binding study progress measure, the head of the study programme can allow an exception. In that case, however, the binding study progress measure continues to apply, which means that, in that academic year, the student must obtain credit certificates for at least 60% of the credits he is taking.

#### *Art. 26: Withdrawing from a course unit*

A cut-off date applies for each course unit, until which date students can withdraw. The cut-off dates for all course units can be found via e-studentservice. In general, the following cut-off dates apply:

- course units of tertiary short cycle, Bachelor's and Master's programmes: Friday of the fourth week in which the course unit is offered
- Exceptions are allowed for course units of tertiary short cycle, Bachelor's and Master's programmes that run throughout a whole academic year: Friday of the sixth week in which the course unit is offered

The cut-off dates for postgraduate, Advanced Bachelor's and Advanced Master's programmes are fixed within the study programme. Students can consult these cut-off dates via e-studentservice.

Any student who still wishes to withdraw after the cut-off date for a course unit must submit a written request to the head of the study programme, who can allow an exception if the student has not yet taken all the exams during the first sit for that course unit.

#### *Art. 27: Withdrawing from a study programme*

Students may withdraw from a full study programme at any time.

This withdrawal does not apply to the course units in which all exams during the first sit have already concluded. Students wishing to use the resits for one of these course units must inform the study programme career coordinator before the start of the resits.

#### *Art. 28: Changing type of contract*

Students may change their type of contract (diploma, credit or exam contract) after the cut-off dates only with the consent of the head of the study programme.

#### *Art. 29: Implications for the learning account of changing student contracts*

##### ■ Diploma contract

If a student withdraws from a course unit before the cut-off date, the corresponding credits will be added back into his learning account.

If a student withdraws from a course unit after the cut-off date, he will lose the credits in his learning account for the course unit in question. Withdrawal after the cut-off date is only possible with the consent of the head of the study programme ([Art. 26](#)). If the student is taking extra credits, they will be deducted from his learning account.

First-time students who change their study programme or transfer to a tertiary short cycle can get back the credits they have used, even if the cut-off date has passed. The recovery of used credits depends on the date of enrolment in the other study programme and participation in the examinations of the first study programme.

- If these students change their study programme before 1 December, they will get back the credits used for all course units for which they have not taken any examinations.
- If they change their study programme between 1 December and 15 March, they will get back half the credits used for all course units for which they have not taken any of the examinations.
- If they change their study programme after 15 March, they will lose the credits used for all course units.

#### ■ Credit contract

A student who withdraws from a course unit will not have the credits returned to his learning account. If the student is taking extra credits, they will be deducted from his learning account.

#### ■ Exam contract

Exam contract students do not use any credits from their learning account.

#### *Art. 30: Implications for tuition fee of changing student contracts*

See [Appendix 1](#).

After the cut-off dates, the head of the study programme can rectify only manifest errors. He can:

- remove course units and add the credits back into the learning account
- add course units on the date on which the student enrolled in the study programme, and deduct credits from the student's learning account.

In the event of any curriculum changes, the head of the study programme can unilaterally modify a student's contract if the student enrolled in a standard study track.

The head of the study programme provides for transitional measures permitting him to validate an earned credit for a course unit or part of a course unit for the diploma.

## 4 COMMUNICATION

### *Art. 31: E-mail*

Any student who enrolls receives a personal university college e-mail address to enable the university college and the student to communicate with each other.

In doing so, both parties shall comply with the rules set out in [Art. 33](#) and [Art. 34](#).

### *Art. 32: Information sessions after enrolment*

Students enrolling for the first time can attend an information session. The head of the study programme organises these at the beginning of the academic year, and provides practical information and details about the content of these information sessions in the electronic learning environment and/or on the intranet.

### *Art. 33: Notification*

The university college communicates official information as quickly and effectively as possible. If it is impossible to disseminate an announcement through the channels stipulated in the regulations, it is posted at least on the notice boards.

The university college expects students to check their e-mails, their timetable, the electronic learning environment and the intranet daily.

### *Art. 34: Code of conduct for students when using communication and information processing resources*

#### ■ Scope

This code of conduct applies to all students of the university college. The code describes the use of all communication and information processing resources, such as the ICT infrastructure of the university college and all electronic channels through which students communicate with the college:

- the electronic learning environment
- e-mail
- network software

- internal and external networks and databases such as the intranet
- stored or transmitted data
- internet

The above are hereinafter referred to as 'ICT resources'.

The code of conduct supplements the relevant legislation and [Belnet's Acceptable Use Policy](#), which also apply to every student.

#### ■ General guidelines

Students shall use ICT resources with care and leave all equipment in optimum condition after use. They shall report any defects and/or abuse immediately to the Student Office or the student/course information centre (STIP). Any student who intentionally damages a device shall be liable.

Students shall use ICT resources (including the internet and e-mail) for course-related activities only. Use for commercial and/or profitable activities is not permitted.

Limited private use of ICT resources may be made only under the following conditions:

- It happens occasionally.
- It does not disturb fellow students' studies or research.
- It does not incur any additional costs for the university college.

Students shall use ICT resources in a manner that is respectful to the university college, its partners, staff, fellow students and society in general.

Students have access to the ICT resources via a username and a secure password. These are strictly personal. Any student who relays this data to a third party shall be liable for any damage caused as a result.

#### ■ Prohibited acts

It is not permitted to:

- read e-mails or data of other users
- log on under a false name or pose as another user in any way
- falsify data
- breach security measures (or try to) or access an account, client, host, network or service in another prohibited manner
- use ICT resources in a manner inconsistent with the provisions listed in [Art. 78](#)
- use ICT resources in a way that harms the university college's network or impedes other users
- steal or copy computer software belonging to the university college

Non-exhaustive list of examples of prohibited use of ICT resources:

- damage to third parties as a result of insults, threats, harassment, obscenity or software piracy
- creation and use of ad hoc networks without permission
- breach of public order or public decency
- violation of the privacy of a third party, bullying and discrimination (including spam and racism)
- infringement of copyright or another intellectual property right, such as downloading copyrighted music or offering files to which intellectual property rights apply
- download and upload of data using file-sharing software such as Kazaa or Gnutella (unless specifically requested for the purposes of lectures)
- high network loading, without permission, for example due to file transfers or downloads
- participation in and/or download of games of chance or other games

#### ■ Monitoring and sanctions

The university college can monitor the data kept, sent or received by students through the college network, ensuring that students' privacy is respected.

If the university college suspects that a student caused a computer problem, it will contact the student to rectify the problem.

If a student commits a serious breach of the code of conduct, or multiple minor breaches, the university college imposes an order-maintaining measure ([Art. 79](#)), or starts disciplinary proceedings ([Art. 80](#)). Possible order-maintaining measures or sanctions:

- temporary or permanent limited access to ICT resources
- temporary or permanent exclusion from ICT resources
- payment of the costs incurred by the misuse
- inspection and confiscation of files and other data media of the student
- any other sanctions mentioned in [Art. 80](#)

If the misuse is a criminal offence, the student involved may be prosecuted, regardless of any claims for damages. The university college helps detect these crimes. At the request of judicial authorities, the university college immediately provides log files and user data.

#### *Art. 35: Personal details*

Students must immediately inform the Student Office or the STIP of any change in their personal details (such as address, telephone number, bank account number). Each year they must update their own details in the 'Mijn vraag' ('My question') module in e-studentservice.

## 5 EDUCATION

### *Art. 36: Organisation of the academic year*

The academic year starts on the first working day in the week of 18 September. Students can then view the academic calendar or annual timetable per study programme in the electronic learning environment and/or on the intranet.

### *Art. 37: Study load*

The number of credits determines the study load of a course unit. One credit equals a study load of 25 to 30 hours.

### *Art. 38: Mandatory attendance during teaching activities*

There are three reasons for students' mandatory attendance of one or more teaching activities:

- Fellow students are a vital source of learning.
- The teaching activity has a formative value and an equivalent substitute assignment is not possible.
- Certain objectives need to be evaluated during the teaching activity.

Mandatory attendance is indicated in the ECTS sheet for the course unit or part-course unit.

### *Art. 39: Absence from mandatory teaching activities*

Students who are unable to attend a mandatory teaching activity must justify their absence in accordance with the established absence procedure. The procedure can also be found on the [intranet](#).

Students must take the following steps to justify their absence from mandatory teaching activities:

- 1. Notification of absence

Students must report their absence through e-studentservice on the first day they are absent.

## ■ 2. Certification

Students must justify their absence with one of the following certificates:

- Any student absent for medical reasons needs a valid medical certificate, containing the correct date, a diagnosis of the illness, and a doctor's stamp and signature. A backdated certificate, a post factum certificate (written after the illness) or a dixit certificate (based on the student's own statement) therefore does not justify a student's absence.
- Any student who is required to attend a meeting of a representative body of the university college, or who must act as a representative of such a body before the AUHA (Antwerp University Association), VVS (Flemish Union of Students) or the Antwerp Student Council, must submit proof of this.
- Any student who is taking part in sporting activities as part of the BUSF (Belgian University Sports Federation) or Studentensport Vlaanderen (Flemish Student Sports Federation) can request a participation certificate from the KdG Student Services sports coordinator.
- The absence of any student for religious reasons is only legitimate on holidays of officially recognised religions. The Flemish government determines which holidays are eligible.
- Any student who is absent due to a strike on public transport must comply with the conditions in [Art. 40](#).
- If a student is absent for other reasons, the ombudsperson decides on whether it is legitimate.

## ■ 3. Submission of original absence certificate

Students must submit their absence certificate through e-studentservice. This must be done at the latest on the next working day after the missed teaching activity. They must keep the original absence certificate available for the rest of the academic year.

Students who are absent for a long time must make arrangements for their study track with the ombudsperson or the study programme career coordinator.

The following rules apply for students who are absent during their internship:

- Students must inform the university college and the internship organisation on the first day they are absent.
- Students can only make up for their absence if organisationally feasible, and if it was legitimate. They must then follow the guidelines given in the [prospectus](#).

Any students who are absent during an examination must justify their absence using the procedure set out in [Art. 51](#).

*Art. 40: Justification in the event of public transport strike*

■ Announced strike

If the strike is announced at least three working days in advance, a student's absence from teaching or examination activities is not legitimate. By way of an exception, the ombudsperson may still approve such an absence, in which case the make-up arrangement applies ([Art. 51](#)).

■ Unannounced strike

If the public transport strike is not announced three working days in advance, the university college regards the strike as force majeure. In this case, the student's absence from teaching or examination activities is legitimate, and the make-up arrangement applies ([Art. 51](#)).

*Art. 41: Code of conduct for language use in foreign-language study programmes*

The study programme pages on the university college's website specify the admission requirements for foreign-language programmes ([Art. 2](#)).

*Art. 42: Code of conduct for language use in foreign-language course units*

The head of the study programme can organise course units wholly or partly in a teaching language other than Dutch, if any one of the following conditions is met:

- The course unit is about a foreign language.
- Visiting professors who speak a foreign language teach the course unit.
- The other teaching language provides clear benefits for the students, the study programme and potential employers.

The [prospectus](#) expressly mentions the other teaching language.

The head of the study programme organises tests so that students can check their knowledge of the other teaching language. He ensures that the available language courses and language support measures, both those in Dutch and those in foreign languages, are accessible and meet demand.

Students who are taking a course unit in another language, for which the head of the study programme is not organising any Dutch equivalent, may take the exams in Dutch unless:

- they are taking the classes at another institution
- the course unit deals with the other language

Students who wish to take the exams in Dutch must notify the Chair of the exam committee ([Art. 56](#)) no later than 15 calendar days before the start of the examination period.

*Art. 43: Code of conduct for language use in foreign-language study material*

Any lector/lecturer who teaches a course unit in Dutch may use foreign-language study material, provided that it has academic or pedagogical added value or is of higher quality than the available Dutch material.

*Art. 44: Teaching activities outside the Flemish Community*

Students have the opportunity to enhance their study programme internationally. If, as part of their course programme, students are pursuing teaching activities abroad or in Belgium outside the Flemish Community and/or taking examinations there, they must abide by the conditions that the university college lays down for 'foreign teaching activities'.

The head of the study programme may also impose additional conditions, which can be found in the electronic learning environment and/or on the intranet page of the study programme.

■ Organisation

The university college undertakes to organise student mobility as well as possible by:

- good planning of foreign studies
- monitoring of signature of and compliance with study and internship agreements
- use of the [prospectus](#) for academic recognition
- provision of information to exchange students
- provision of information on language preparation for mobile students
- recognition of teaching activities via the electronic learning environment and/or the intranet
- award of scholarships in accordance with the guidelines of the programme within which the exchange takes place (procedure can be found on the [intranet](#))

The university college includes the period of study at the other institution in the student's diploma supplement.

## ■ Conditions for departure

Students undertake to:

- register in [Mobility Online](#) before departure, for all foreign teaching activities of 30 calendar days or more
- keep the length of their stay and their destination up to date via [Mobility Online](#)
- also register all foreign teaching activities on the [Travellers Online](#) website before departure
- have a valid visa that is in conformity with the consular requirements for the travel destination
- be vaccinated in time (if necessary)
- complete the mandatory insurance formalities before their departure (see the electronic learning environment and/or the intranet)
- have a command of the relevant language to satisfactorily complete the classes or internship (the host institution sets the recommended language level)
- accept overall responsibility for arranging all their exchange documents (via [Mobility Online](#)), under the supervision of the International Relations Office contact for their study programme and possibly in consultation with the internship coordinator
- obtain the documents required by their study programme.

If any students plan to study or do an internship in a country in Asia, Africa, the Middle East or Latin America, supplementary conditions apply. They must:

- prepare themselves for the social and professional environment of the host country through a programme recognised by the university college. This preparation must be officially confirmed.
- inform themselves about health and safety matters. This preparation must be officially confirmed.
- go through the information guide and comply with the requirements listed therein. This guide is available by e-mail and on the intranet.

If one of these conditions is not met, students may not be allowed to depart, unless an exception is allowed based on a substantiated decision by the head of the study programme.

Students are themselves responsible for following the safety recommendations issued in the context of their internship. The university college always follows the safety recommendations of the Federal Public Service Foreign Affairs, which are posted on its [website](#). If Foreign Affairs advises against travelling to a particular destination, students are denied permission to depart. The refusal is final as of one month before departure, even if the negative recommendation changes in the last month. If students have already incurred travel costs before the travel advice was changed (e.g. purchasing an airline ticket), they must first try to recover the costs through their cancellation insurance. If this is unsuccessful, the university college will reimburse the costs incurred.

Students who are unable to depart should get in touch with the International Relations Office contact for their study programme, who will suggest an alternative programme, together with the head of the study programme.

#### ■ Problems during foreign teaching activities

If any specific problems affecting an exchange student's results occur during the study or internship period at another institution or organisation, the student may ask the ombudsperson to investigate the matter. On the basis of that investigation, the head of the study programme proposes a solution to the exam committee, which takes the final decision. The head of the study programme decides upon all other matters that are not expressly stipulated.

#### ■ Resits of foreign teaching activities

Any student who fails a course unit as part of a foreign teaching activity can also resit the exam at the foreign institution. If the foreign institution does not organise resits, or if a student is participating in mandatory teaching and/or examination activities at the university college at the same time, the student should ask the head of the study programme to additionally enrol him in a similar course unit from the course programme. The student takes that exam in the second examination period of the current academic year.

#### ■ Provisions for foreign teaching activities as part of an exchange

Any student who wishes to take part in an exchange programme must go through the application and registration procedure. This procedure can be found on the study programme page, to which a link is provided on the [intranet](#). Subsequently, at the beginning of the academic year, the student and the head of the study programme arrange an individual study track, which includes both the part of the study track that the student takes at the university college and the part that he takes abroad. The university college recognises the academic value of each successfully completed course unit in the study or internship agreement (learning agreement for studies/traineeships).

The student cannot be given any assignments that increase his study load during that academic year. The student should always adhere to the examination regulations (including exam time and place) of the educational institution at which he is taking a course unit.

The university college receives the results that a student obtains at another educational institution, and recalculates them based on a grading table (as stipulated in the ECTS requirements). The university college can only award a student a pass mark for 'foreign' course units in accordance with the usual procedure ([Art. 57](#)). The university college accepts 'foreign' credits in their entirety. Any student who consequently has more credits

at the end of his study programme than are possible within his diploma contract can have the extra credits recognised academically with an extra-credit contract.

## 6 EXAMINATIONS

### 6.1 Organisation and conduct of examinations

#### *Art. 45: General organisation of examinations*

Per academic year, every student has two possible examination attempts for each course unit in which he enrolled: one in the first exam session and an additional attempt in the resits. There are a few exceptions:

- If a student enrolls during the first exam session ([Art. 46](#)), a make-up arrangement applies for the examinations that have already taken place if this is organisationally feasible.
- If the first exam session is already over when the student enrolls in a course unit, he has only one examination attempt that academic year: in the resits ([Art. 46](#)). He consequently waives his right to two possible examination attempts.
- For some course units, the head of the study programme can only organise an examination once per academic year. The [prospectus](#) contains more information about this.

Practical agreements regarding the organisation of examinations can be found on the study programme pages on the intranet.

#### *Art. 46: Exam sessions and exam periods*

The lector/lector/lecturer assesses students during class and during the examination period at the end of each period or each term. There are two exam sessions per academic year:

- from the first working day in the week of 18 September until 11 July
- from the first working day after 15 August until the first working day in the week of 18 September

Students can find instructions for the second exam session for their study programme in the electronic learning environment and/or on the intranet.

If a student, who could graduate after period 1 or period 2 or after the first term, has not yet obtained all credits for the entire study programme ([Art. 61](#)), he may advance his second examination attempt to the examination period of the third or fourth period/the second term, provided this is organisationally feasible. Students who fail even after this

resit will not be allowed to take the regular resits and must re-do the same course unit in the following academic year.

Students who can graduate after period 1 or period 2/the first semester with a tolerable deficit from period 3 or 4/the second semester may forego the first examination attempt for this course unit. Students who nevertheless fail due to a deficit in another course unit, may take the resit for all the desired course units in the following period in which the same course unit is being re-assessed or in the examination period of period 4/the second semester, provided that this is organisationally feasible. Students who fail even after this resit may no longer take the regular resit.

The student must apply to the Chair of the exam committee for an advance within five calendar days of publication of the definitive examination results through e-studentservice ([Art. 69](#)).

#### *Art. 47: Exam form*

Students can find the exam form of a course unit in the [prospectus](#). The head of the study programme may change the exam form if reasonable accommodations have been made for a particular student ([Art. 24](#)).

For an oral exam, students are given at least 20 minutes' preparation time, unless the acquired knowledge or skill can only be tested without preparation. This is also mentioned in the [prospectus](#).

#### *Art. 48: Publication of exam schedule*

The head of the study programme draws up a comprehensive and detailed exam schedule for each examination period. Students will always find the following information in that schedule:

- the course unit (or part of a course unit) for which an examination is held
- the name of the examiner
- timing (date and time) of the examination
- the date of the meeting of the exam committee and notification of the results (if applicable)
- the names of the ombudsperson and Chair of the exam committee

The final exam schedules contain all exams in an examination period. The head of the study programme publishes them in the electronic learning environment and/or on the intranet.

## ■ Timing

Study programmes with a period system publish the exam schedules at least 15 calendar days before the first exam in the corresponding examination period. Study programmes with a term system publish the exam schedules before the Christmas holidays and before the Easter holidays. Resits are announced on 10 July at the latest.

### *Art. 49: Changes to exam schedules after publication*

In exceptional circumstances and with the approval of the Chair of the exam committee, the exam schedules may be changed after publication. In that case, the head of the study programme always communicates the changes immediately via the electronic learning environment and/or the intranet, and where necessary through other channels as well. Students would therefore be well advised to check their exam schedule on a regular basis.

In the event of any changes being made less than three calendar days before an examination, the head of the study programme will make every effort to inform each student personally. Any student still experiencing problems due to lack of information should contact the ombudsperson, who will seek a solution after consulting with the Chair of the exam committee and the examiner.

### *Art. 50: Taking examinations: conditions*

Students may only take examinations if they:

- are properly enrolled ([Art. 12](#))
- have paid their tuition fee ([Art. 18](#))
- arrive at the examination room at least 15 minutes before the appointed time for an oral exam
- are present, for examinations other than oral examinations, no later than 30 minutes after the start time of the examination (they are not given any extra examination time)
- comply with any additional requirements for taking part in all examinations or partial examinations of a course unit or part of a course unit (see the [prospectus](#))

Any student who is late and has a legitimate reason may be entitled to take a catch-up examination ([Art. 51](#)).

Students taking an examination:

- demonstrate their attendance by signing the attendance list or by digital means
- can present their student card at any time during the examination
- remain in the examination room at least half an hour after the start of the examination

- have no contact with any fellow student or third party, either inside or outside the examination room
- do not use aids such as calculators, reference documents, or communication or storage devices, unless both the assessment guidelines in the [prospectus](#) and the examination paper permit this (digital communication tools such as a mobile phone are not allowed)
- use only paper that they receive from the university college during the examination
- take no examination documents from the examination room

Assessments that are not carried out by means of an oral or written exam must follow the guidelines in the [prospectus](#).

If students are required to take a laptop exam in which use will be made of an exam tool to monitor their laptop use during the exam, they must test the procedure for laptop exams, in advance, on the laptop with which they wish to take the exam. This testing will be done at scheduled times during the academic year, and before each examination period. Any student who has not tested the procedure may not take part in the exam. Students can find the complete procedure and further clarification for each examination period in the electronic learning environment and/or on the intranet.

Any students who do not have their laptop with them in the exam cannot take part in it. During the laptop exam, students are responsible for ensuring that their hardware and software are working properly. They must install the software they need before the exam, correctly and with the necessary licences.

#### *Art. 51: Absence during examinations*

Students must report for exams at the date and time specified in the exam schedule. Any student who is absent and wishes to take a catch-up examination must follow the procedure described below and on the [intranet](#).

Students must follow the steps below to justify their absence during examinations:

##### ■ 1. Notification of absence

Students must report their absence through e-studentservice on the first day they are absent.

##### ■ 2. Certification

Students must justify their absence with one of the following certificates:

- Any student absent for medical reasons needs a valid medical certificate, containing the correct date, a diagnosis of the illness, and a doctor's stamp and signature. A backdated certificate, a post factum certificate (written after the illness) or a dicit

certificate (based on the student's own statement) therefore does not justify a student's absence.

- Any student who is required to attend a meeting of a representative body of the university college, or who must act as a representative of such a body before the AUHA (Antwerp University Association), VVS (Flemish Union of Students) or the Antwerp Student Council, must submit proof of this.
- Any student who is taking part in sporting activities as part of the BUSF (Belgian University Sports Federation) or Studentensport Vlaanderen (Flemish Student Sports Federation) can request a participation certificate from the KdG Student Services sports coordinator.
- The absence of any student for religious reasons is only legitimate on holidays of officially recognised religions. The Flemish government determines which holidays are eligible.
- Any student who is absent due to a strike on public transport must comply with the conditions in [Art. 40](#).
- If a student is absent for other reasons, the ombudsperson decides on whether it is legitimate.

### ■ 3. Submission of original absence certificate

Students must submit their absence certificate through e-studentservice. This must be done at the latest on the next working day after the missed examination-related activity or at the latest at the start of the catch-up examination if this is organised earlier. They must keep the original absence certificate available for the rest of the academic year.

### ■ 4. Catch-up examination request

Any student who was legitimately absent can take the catch-up examination on the date on which the university college organises it.

Each academic year, the university college allows catch-up examinations for one period of legitimate absence per exam session due to illness. Students can take catch-up examinations for a maximum of two exams that are organised during that period. The ombudsperson may also allow catch-up examinations for other legitimate absences. Practical guidelines for requests for and organisation of catch-up examinations in the study programme can be found in the electronic learning environment and/or on the intranet.

Any student who does not take a catch-up examination in the first sit and/or whose absence is not legitimate will not be allowed to take a catch-up examination if he is ill during the resits.

#### *Art. 52: Consequences of non-participation in an examination*

Any student who is absent from an examination or partial examination of a course unit or part of a course unit and does not take the catch-up examination will receive a mark of zero or NG (fail) for that examination or partial examination ([Art. 55](#)).

#### *Art. 53: Presence of the examiner*

The examiner must report for the examination at the appointed date and time. If this is impossible due to force majeure, the ombudsperson draws up, as best as possible, a new examination schedule for the students, in consultation with the Chair of the exam committee and the examiner.

#### *Art. 54: Relationship*

If an examiner conducts an examination of one of the following persons, this will render the examination null and void. If a member of the exam committee is present during the exam committee meeting concerning one of the following persons, the decision of the exam committee will be declared null and void.

- relatives by blood or by marriage, up to and including the third degree
- spouse
- cohabitant
- someone who, because of another type of relationship with the student, cannot guarantee the objectivity of the assessment

Any assessor or member of the exam committee who finds himself in this situation must report it to the Chair of the exam committee as soon as possible and no later than just before the start of the first assessment or the exam committee meeting. The Chair will then appoint a substitute or second examiner.

Any student who finds himself in this situation should report it to the ombudsperson no later than just before the start of the first assessment/the exam committee meeting. The ombudsperson must report this to the head of the study programme/the Chair of the exam committee, who will then appoint a substitute or second examiner.

#### *Art. 55: Assessment*

An exam evaluates a course unit and the extent to which a student has acquired the intended knowledge and skills. The [prospectus](#) describes the specific assessment methods for each course unit. If a mark is calculated based on a conjunctive rule rather than as a weighted sum, this will be explicitly stated in the [prospectus](#).

For each course unit, students receive:

- either a mark out of 20; the mark for an entire course unit is then a whole number from 0 to 20.
- or an assessment in the form of a pass/fail decision; the mark for an entire course unit is then a code, G (pass), NG (fail) or NGd (tolerable fail).

The university college rounds off the mark according to standard mathematical rules. If the decimal is 5 or more, it is rounded up. If the decimal is less than 5, it is rounded down. The university college calculates the total mark for a part-course unit in an analogous manner: rounded to one decimal place. Rounding only occurs when calculating the total mark for a course unit or part of a course unit, not for intermediate assessments.

## 6.2 Exam committee

*Art. 56: Composition of the exam committee*

The exam committee for tertiary short cycles, Bachelor's programmes, Business Management specialisations, Master's programmes, Advanced Bachelor's programmes, the Advanced Master's programmes or the postgraduate programmes comprises:

- the Chair: the head of the study programme
- two members of the teaching staff
- the study programme career coordinator
- a second study programme career coordinator for the disciplinary records relating to examination irregularities in the Business Management programme
- the ombudsperson
- the secretary

The Chair shall convene the exam committee. He or the ombudsperson may suggest hearing third parties, including staff members who do not sit on the exam committee.

*Art. 57: Workings of the exam committee*

Each member has one vote in the exam committee. The ombudsperson and the secretary are not entitled to vote. Exam committees:

- take measures and decide on the results in cases of 'special circumstances' after each examination period
- take binding measures to monitor study progress at the end of the academic year ([Art. 68](#))

If a student enters into multiple contracts during the same academic year for the same study programme in order to obtain a diploma, the university college regards these contracts as a single contract.

If the exam committee of the academic Bachelor's and Master's programmes finds that a student displayed outstanding artistic merit, it may deviate from the criteria (giving reasons) in order to determine the level of achievement ([Art. 62](#)).

*Art. 58: Procedure of the exam committee*

The ombudsperson shall explain the 'special circumstances'.

The exam committee shall take its decisions by consensus. If this is not possible, the Chair organises a vote. Any member may also request a vote. At the request of a member, the vote shall be anonymous.

The Chair formulates each proposal in favour of the student. Each person eligible to vote can vote for or against the proposal. In the event of a tie (equal number of votes for and against), the Chair has the casting vote. The committee will not count abstentions or invalid votes.

The exam committee makes a record of each meeting in the form of minutes. This comprises:

- the composition of the exam committee
- the members present
- for each student, the:
  - deliberation criteria used
  - decisions taken about whether the student has passed
  - level of achievement at which the diploma is awarded (if applicable)
  - results of each course unit
  - credits earned
  - course units that the student must retake to graduate
  - study progress measures (if applicable)
  - interventions by the ombudsperson
  - reasons for any decision

The Chair ensures that the reasons for any decision are recorded in the minutes. After the meeting the Chair, the secretary and one voting member of the exam committee must sign the minutes as soon as possible.

If no results have to be determined in 'special circumstances', the Chair may propose that the meeting be held electronically. All members must agree to this. In that case, all documents are made available to the committee members.

*Art. 59: Secrecy of the exam committee*

The discussion of the exam committee is secret. Afterwards only its substantiated final decision is communicated to the student. Personal opinions remain behind closed doors.

*Art. 60: Mediation before the meeting of the exam committee*

During the academic year, any student who has a complaint about an incident or situation that could affect his results should report it to the ombudsperson. If a student has to deal with an unexpected, non-study-related situation that may adversely affect his results, this should also be reported to the ombudsperson.

The ombudsperson investigates and keeps a record of any notifications or complaints. He intercedes as much as possible before the meeting of the exam committee. The ombudsperson operates autonomously, but may seek advice, for instance from other ombudspersons and the Student Affairs Office staff member.

If mediation does not lead to any solution, the ombudsperson raises the matter at the meeting of the exam committee, unless the student specifically asks him not to do so.

Even without receiving any notification or complaint, the ombudsperson may bring an issue before the exam committee if it may adversely affect exam results. Any intervention by the ombudsperson is included in the minutes of the meeting of the exam committee.

*Art. 61: Diploma and deliberation criteria for tertiary short cycle, Bachelor's and Advanced Bachelor's programmes*

If a student obtains a credit certificate for all course units in his course programme, he will graduate. He will also be awarded a level of achievement.

If a student with a diploma or exam contract does not obtain a credit certificate for each course unit, he will only graduate if the following conditions are met:

- If a grand total is calculated, the student has a grand total of at least 50%.
- He obtained no credit certificates for a maximum of 6 credits.
- He obtained at least 8/20 or an NGd assessment (tolerable fail) for each course unit.

These deliberation criteria only take into account the course units in which the student has enrolled since the 2013-2014 academic year. In applying these criteria, the course units that were previously deliberated by the exam committee are deemed to have been passed.

If the exam committee is satisfied that the objectives of the course programme have been broadly achieved or if the ombudsperson raises the subject of the student's record with the exam committee, the latter may deviate from these conditions (stating reasons).

Deliberation is not possible for some course units. In those cases, the student must always obtain a credit certificate. Students can find further information about this in the [prospectus](#).

Any student who nevertheless still wants to obtain a credit certificate for a deliberated course unit should notify the Chair of the exam committee in writing within five calendar days of the examination results being published:

- that he wishes to forego deliberation of the deficit for the course unit in question
- and that he wishes to use his second examination attempt

#### ■ Calculation of the grand total

The student's grand total is a weighted average out of 100. The university college starts by taking all of the assessments for the course units that are part of the student's study track and for which a mark is awarded.

The university college multiplies the assessments by the corresponding credits, and totals all results. This sum, divided by the number of credits, gives a weighted average out of 20. After multiplying this by 5, each student will be awarded a mark from 0 to 100.

The grand total is expressed as a whole number. If the first decimal is 5 or more, it is rounded it up.

If the number of course units for which a mark out of 20 is awarded is no longer representative of the learning outcomes of the study programme, the programme can decide not to calculate a grand total.

#### ■ Awarding levels of achievement

The university college awards a level of achievement on the basis of a student's grand total:

- at least 50%: passed (cum fructu)
- at least 65%: distinction (cum laude)
- at least 75%: great distinction (magna cum laude)
- at least 85%: highest distinction (summa cum laude)

If the exam committee wishes to award a higher level of achievement than the level to which a student is entitled based on his grand total, it may deviate from these rules (stating reasons) due to 'special circumstances'.

*Art. 62: Diploma and deliberation criteria for Master's and Advanced Master's programmes and the postgraduate programmes of at least 60 credits*

If a student with a diploma or exam contract did not obtain a credit certificate for each course unit, he will graduate subject to the following conditions:

- The student has a grand total of at least 50%.
- He gained no credit certificates for a maximum of 6 credits and obtained at least 9/20 for the course units for which he received no credit certificate.  
Or  
He gained no credit certificates for a maximum of 3 credits and obtained at least 8/20 for the course unit for which he received no credit certificate.

These deliberation criteria only take into account the course units in which the student has enrolled since the 2013-2014 academic year. In applying these criteria, the course units that were previously deliberated by the exam committee are deemed to have been passed.

### **6.3 Study progress**

*Art. 63: Procedure relating to underperformance during internship*

If an internship supervisor indicates that he wishes to terminate a student's internship because the student is underperforming or if the head of the study programme finds that the student is underperforming, the internship or other practical course unit may be prematurely terminated, either temporarily or definitively. This is only possible if the student has proved to be unsuitable for the exercise of a profession for which he is following the study programme in question.

Students whose internship or practical course unit is prematurely terminated, whether temporarily or definitively, are not entitled to a resit unless they have fulfilled the binding conditions imposed on them.

*Art. 64: Notification of examination results*

The university college notifies students of the results of each course unit or part of a course unit no later than three working weeks after the period or term in which the examinations take place.

An exception applies in the case of the results of course units in the first standard study track that are taught in the first period. The university college notifies these results on the third working day before 1 December, at the latest.

Only in cases of force majeure does the university college deviate from these time limits. Then it notifies students as soon as possible via the electronic learning environment and/or the intranet.

Results are published via e-studentservice. Students can find their results there up to and including 15 October of the following academic year. Any student who has a complaint about the conduct or outcome of an examination should contact the ombudsperson as soon as possible ([Art. 72](#)).

#### *Art. 65: Right of access*

The university college keeps all examination documents until one year after the publication of the results via e-studentservice.

A student is entitled to:

- re-read his corrected examination script (written exam) or the reasons for his assessment (oral exam)
- look at all documents that formed the basis for the assessment during the term
- consult the official minutes of the meeting of the exam committee (only decisions about the student himself)

The access period, i.e. the time during which students may view the results, starts within six calendar days starting from the first day after publication of the results via e-studentservice. The study programme informs students regarding this access period at the latest on the sixth calendar day via the ELO or the intranet. Students who failed a course unit are given priority for viewing the results.

During the access period (see academic calendar), students can view the assessment documents through the examiner concerned or his replacement. They can consult the official minutes of the exam committee meeting through the ombudsperson. The university college posts the practical arrangements for access in the electronic learning environment and/or on the intranet.

Students who would like a copy of an examination document should follow the freedom of information procedure ([Art. 70](#)). They should send their substantiated request to the Director of Education and Research no later than one month after the start of the new academic year. Students may not copy examination documents using any sort of device (e.g. photo on a smartphone, etc.).

#### *Art. 66: Credit certificates*

For each course unit, students receive either a mark out of 20 or an assessment in the form of a pass/fail decision. Students who are awarded at least a 10 or a 'pass' assessment have passed that course unit. Their earned credits are officially accredited.

Credit certificates for course units in a successfully completed study programme are mentioned in the diploma supplement for that programme. On request, students can receive a credit certificate for that course unit.

Students can neither refuse nor cancel the credit certificate, even if they wish to retake an examination to achieve a better result.

If a student obtains a mark of less than 6/20 for one part of a composite course unit, he has failed the entire composite course unit. If the ECTS sheet for a composite course unit mentions that students must obtain 10/20 for one part of the course unit in question and a student obtains less than 10/20 for that part of the course unit, he has failed the entire composite course unit.

When adjustments are made to the curriculum, students may validate already earned credits (credit certificates or partial marks) within the new curriculum. For this purpose, the university college provides for transitional measures in the form of course units that are being phased out, or concordance between the old and new course units.

In this credit system, it is the lector/lecturer who determines the examination results.

#### *Art. 67: Retention of results*

##### ■ Retaining a pass result for one part of a course unit

Any student who has passed only one part of a composite course unit, rather than the entire course unit, will retain the result obtained for that part of the course unit for a period of five academic years. The academic year following the one in which the student obtained this result is counted as the first year. The student will receive no credit certificate for the composite course unit and must re-enrol in the entire composite course unit the following academic year.

Any student who wishes to resit the exam for part of a course unit that he has already passed must renounce the result already obtained. He must submit a written request to the Chair of the exam committee by no later than the cut-off date for the relevant part of the course unit. A time limit of 10 calendar days after publication of the results via e-studentservice applies for the resits.

##### ■ Retaining a fail result

Any student who fails a single course unit or part of a course unit, and resits the examination, will retain the highest result obtained for that course unit or that part of the course unit for a period of five academic years. The academic year following the one in which the student obtained this result is counted as the first year.

*Art. 68: Binding study recommendation and study progress measures*

- Binding study recommendation for further enrolment of students with a diploma or exam contract in order to obtain a diploma

This article does not apply to students enrolled in a postgraduate programme.

If a student obtains credit certificates for less than half the number of credits in his study track after one academic year, the exam committee sets binding conditions for further enrolment. An imposed binding study progress measure applies to the student's next enrolment at the university college, in the same study programme, and for three academic years following the academic year in which the measure was imposed.

- The student enrolls in that academic year for a maximum of 60 credits.
- If the student must still acquire 41 or more credits from the first, full-time standard study track, the university college restricts his individual study track in that academic year. He then enrolls only in the course units in the same standard study track in which he has not, at this point, obtained either a credit certificate or exemption.
- In that academic year, the student must obtain credit certificates for at least 60% of the credits he is taking in his individual study track.
- In that academic year, the student must obtain a credit certificate for the course units referred to in the next section ('Refusal of further enrolment'), in which he failed in the previous academic year.

If the ombudsperson raises the subject of the student's record at the meeting of the exam committee, the latter may deviate from the above measures (stating reasons).

- Refusal of further enrolment

The university college refuses to allow further enrolment in a course unit if a student wishes to obtain individual credit certificates but was already unsuccessfully enrolled in that course unit twice.

The university college refuses to allow further enrolment in a study programme if the student wishes to obtain a diploma with a diploma or exam contract but:

- has not complied with previous binding conditions
- binding conditions cannot lead to success. This is apparent from the student's record when the student has failed to obtain a credit certificate for particular course units in two successive academic years. This measure applies to course units where the student must apply the target competencies in professional practice or in a simulated situation that closely resembles professional practice (see [prospectus](#))

The refusal is valid for three academic years.

If the ombudsperson raises the subject of the student's record at the meeting of the exam committee, the latter may deviate from the above measures (stating reasons).

#### *Art. 69: Official announcement of the results*

The official announcement of the results refers to their publication via e-studentservice, as referred to in [Art. 64](#).

#### *Art. 70: Public nature of exams*

The ombudsperson and the head of the study programme shall always have the right to be present during an examination. The public nature of exams also covers the right to an observer, and the right of access ([Art. 65](#)).

#### ■ Oral examinations

In an oral examination, both the student and the lector/lecturer are entitled to request the presence of a third party. The following persons are excluded:

- those related to the requester by blood or by marriage (up to the third degree)
- students who are taking the same study programme or course unit as the requester

The observer may not influence the conduct of the examination in any way. Before the examination, the requester shall notify the Chair of the exam committee, in writing, that he wishes to have an observer, and shall provide the Chair with the observer's identification details.

The Chair of the exam committee shall notify the other party (the student or the lector/lecturer) that one or more observers will be present.

## **6.4 Legal protection in study progress decisions**

#### *Art. 71: Study progress decision*

The following are study progress decisions:

- imposition of a bridging or a preparatory programme ([Art. 1](#), [Art. 6](#) and [Art. 17](#))
- refusal to include a course unit in the diploma contract - if a student with an individual study track has never been enrolled in the course unit ([Art. 13](#) and [Art. 16](#))
- granting of an exemption ([Art. 20](#) and [Art. 21](#))
- granting of an aptitude certificate ([Art. 20](#) and [Art. 21](#))
- imposition of a study progress measure ([Art. 68](#))
- examination decision ([Art. 57](#))

- examination-related disciplinary decision ([Art. 81](#))
- decision by the university college on the equivalence of foreign higher education qualifications
- decision by the university college regarding discontinuation of an internship ([Art. 63](#))
- refusal of further enrolment due to a shortage of credits ([Art. 3](#))

*Art. 72: Appeal against a study progress decision: internal appeal*

If a student does not agree with the university college's study progress decision or if individual measures are refused, he should contact the ombudsperson.

If the student wishes to lodge an appeal, he should follow the following procedure:

- The student contacts the Director of Education and Research by e-mail at [regelsklachten@kdg.be](mailto:regelsklachten@kdg.be), requesting reconsideration of the decision.
- For an examination decision, the student must do this within seven calendar days of the results being published via e-studentservice. For any other case, he must do so within seven calendar days of the decision being issued.
- The appeal must contain the signature of the student or his counsellor (this may be a lawyer, trainee lawyer or confidential advisor). If this counsellor is not registered as a lawyer or trainee lawyer, the student adds a written authorisation.
- In addition, the student must state at least: his identity, the contested study progress decision or refusal of individual measures and the actual objections he is invoking.

The admissibility procedure is initiated. If the e-mail does not contain all of these elements, or if the student failed to send the e-mail within the time limit of seven calendar days, the Director of Education and Research declares the appeal inadmissible.

If the Director of Education and Research declares the appeal admissible, he shall put together an investigation file and the appeal shall then be heard. He may seek additional information from anyone, including the student.

If the appeal concerns a decision by the exam committee, the Director of Education and Research shall convene an internal appeals committee, which shall be composed as follows:

- Chair: the Rector or the Director of Education and Research
- another member of the Board of Directors
- the Student Affairs Office staff member
- the university college's legal advisor (non-voting)
- the ombudsperson of the study programme in question (non-voting)
- the secretary of the exam committee in question (non-voting)

The student will receive a letter or e-mail with the date and time at which the internal appeals committee will meet. The internal appeals committee is empowered to take a decision and, if necessary, amend the results.

The student has the right to be heard. He may also be assisted by a counsellor (this may be a lawyer, trainee lawyer or confidential advisor). The lector/lecturer in question and the head of the study programme or the coordinator also have the right to be heard. They may be assisted by a confidential advisor.

The Chair formulates each proposal in favour of the student. If the proposal wins at least half of the votes, it is accepted. The committee will not count abstentions or invalid votes.

If the matter looks clear-cut and a decision is so obvious that a physical meeting would have no benefit, the Chair may propose to meet electronically. All members must agree to this. In that case, all of the relevant documentation is made available to the committee members beforehand, preferably electronically.

If the appeal concerns another study progress decision or a refusal of individual measures, the investigation takes place in consultation with the ombudsperson and the authority that took the decision. The Director of Education and Research shall reach a new decision.

The Director of Education and Research communicates the decision to the student by registered letter after the internal appeal, no later than the twentieth calendar day following the submission of the complaint.

#### *Art. 73: Appeal against a study progress decision: external appeal*

After the above internal appeals procedure, the student can still appeal to the Council for Disputes about Decisions on Study Progress, hereinafter called the Council. Further information about this can be found on the [website of Flanders Education](#).

#### ■ Deadline

The student must submit a petition to appeal within seven calendar days starting on:

- the day after being informed of the decision of the internal appeals committee, or
- the day after the deadline for the internal appeal expired, unless the Director of Education and Research notifies the student, before that deadline, of the date on which the decision on the internal appeal will come

An exception is made for decisions on the equivalence of foreign qualifications. In this case, the student must submit a petition to appeal no later than the 31st day after being informed of that decision. The postmark on the letter is counted as the reference date.

If the last day of the deadline falls at the weekend or on a public holiday, the deadline is extended until the next working day on which the postal services are open.

#### ■ Content of petition

The petition contains at least the following:

- name, place of residence or elected domicile, fax number and/or e-mail address of the student or his counsellor (this may be a lawyer, trainee lawyer or confidential advisor)
- name and seat of the board of the institution in which the student is enrolled
- subject of the appeal, with the objections the student is invoking

The student may add evidence. He, or his counsellor (this may be a lawyer, trainee lawyer or confidential advisor) must sign and date the petition. If this counsellor is not registered as a lawyer or trainee lawyer, the student adds a written authorisation.

#### ■ Sending the petition

The student or his counsellor (this may be a lawyer, trainee lawyer or confidential advisor) sends the petition as a registered letter to the Council at the following address:

Raad voor Betwistingen inzake Studievoortgangsbepalingen  
Departement Onderwijs  
Administratie Hoger Onderwijs en Wetenschappelijk Onderzoek  
Hendrik Consciencegebouw 2B  
Koning Albert II-laan 15  
1210 Brussels

He also sends a copy to the Director of Education and Research.

#### *Art. 74: Internal appeal after reversal of a decision by the Council for Disputes about Decisions on Study Progress*

If the Council for Disputes about Decisions on Study Progress reverses a decision by the university college, another internal appeals committee convenes.

The Director of Education and Research shall communicate the internal appeals committee's decision in writing to the student, within the time limit determined by the Council for Disputes about Decisions on Study Progress.

## 7 LEGAL STATUS REGULATIONS

### 7.1 Mediation

#### *Art. 75: Ombudsperson*

The ombudsperson acts as an independent intermediary between students and between students and staff of the university college. If the ombudsperson cannot mediate independently because he is involved with the student in another way, he must be replaced.

An ombudsperson:

- informs students about their rights and obligations
- approves student absences from teaching and examination activities
- monitors the legal status of students and thus contributes to the fair conduct of teaching and assessment activities and the committee that deals with examination records and examination-related disciplinary records.
- is authorised to investigate all complaints and disputes of students about any aspects that may adversely affect their assessment
- investigates, on his own initiative if necessary, any irregularities that jeopardise the students' legal status and reports on the matter to the manager(s) concerned
- points out any problems to the head of the study programme and the university college
- prepares an annual report on the activities of his office, with suggested improvements and proactive recommendations
- mediates serious problems between students
- mediates problems or conflicts between students and staff
- counsels students who are faced with an unexpected, individual, non-study-related situation that could adversely affect their assessment

#### *Art. 76: Mediation of problems relating to teaching and examination activities*

If a student has a problem relating to his teaching and examination activities that cannot be resolved in consultation with the relevant lector/lecturer, he calls upon the services of the ombudsperson, who investigates the problem and mediates between the parties involved. This is done discreetly. The student will remain anonymous as long as necessary.

The ombudsperson keeps the student informed about the mediation procedure, including the current situation and any further steps to be taken. If mediation does not lead to a solution, the ombudsperson contacts the head of the study programme, who then takes appropriate action.

Before, during and after the examinations, the ombudsperson investigates all complaints and disputes of students ([Art. 72](#) and [Art. 81](#)).

#### *Art. 77: Mediation of problems between students*

If there are problems between students (e.g. bullying), the ombudsperson investigates the matter and mediates between the students involved. Where necessary, the ombudsperson makes binding agreements with the students to solve the problem permanently. He can seek the assistance of an expert.

If the situation involves facts that could lead to disciplinary proceedings, the ombudsperson informs the Director of Education and Research as soon as possible. The Director may then take disciplinary measures ([Art. 80](#)).

## **7.2 Disciplinary regulations**

#### *Art. 78: Undertaking to respect the university college's mission and values*

Students enrolling in the university college implicitly pledge to respect its mission and values, which can be found on the [university college's website](#). They also undertake to adhere to the rules and agreements made within the college. Students are notified of these via the electronic learning environment and/or the intranet. In addition, the university college expects its students to behave in a dignified and courteous manner towards others.

All university college staff are responsible for maintaining discipline. If any student fails to abide by the above rules or the Code of Conduct set out in [Art. 34](#), the university college may take order-maintaining measures ([Art. 79](#)) or punish him according to the provisions of the disciplinary regulations for students ([Art. 80](#)).

#### *Art. 79: Order-maintaining measures*

Any staff member of the university college may act to maintain order: from a personal reprimand to temporary exclusion from one or more teaching activities or ICT facilities. Exclusion for more than one day is only possible if the ombudsperson is notified.

#### *Art. 80: Disciplinary measures*

If a staff member temporarily excludes a student or discovers facts that could lead to disciplinary proceedings, the staff member must inform his manager of this as soon as possible and preferably on the same day.

The manager, in turn, informs the Director of Education and Research as soon as possible.

No later than 15 calendar days after notification of the facts, the Director of Education and Research either instructs the ombudsperson to initiate a mediation procedure or convenes a disciplinary committee. In case the mediation procedure is unsuccessful, the Director of Education and Research may still decide, no later than 15 calendar days after the negative outcome of the mediation procedure, to convene a disciplinary committee. This time limit shall be suspended during the Christmas, Easter and summer holidays.

The ombudsperson will inform students of their rights in anticipation of the disciplinary committee:

The student is entitled to:

- official notification of the measures considered by the disciplinary committee, and the reasons for these
- access to the complete file
- reasonable time to prepare and put forward an oral or written defence
- assistance from a counsellor (this may be a lawyer, trainee lawyer or confidential advisor)

The disciplinary committee comprises six members:

- the Chair: the Director of Education and Research
- the head of the student's study programme
- a member of the KdG Student Council, from a study programme other than that of the student in question
- the Student Affairs Office staff member
- the secretary (non-voting)
- the ombudsperson (non-voting)

The committee will hear the staff member and the student.

The disciplinary committee is empowered to take various measures:

- reprimand
- remedial action
- temporary exclusion from teaching activities
- permanent exclusion from teaching activities
- loss of credits
- temporary suspension
- permanent exclusion from the study programme
- permanent exclusion from the university college

The committee pronounces its decision immediately, and communicates it to the student. It also provides the student with a written decision and the reasons for it, no later than five calendar days after the meeting of the committee.

If the student wishes to appeal against the decision, the following procedure applies:

- The student contacts the Rector by e-mail at [regels-klachten@kdg.be](mailto:regels-klachten@kdg.be), requesting reconsideration of the decision.
- He must do so within seven calendar days of being notified of the decision.
- The appeal must contain the signature of the student or his counsellor (this may be a lawyer, trainee lawyer or confidential advisor). If this counsellor is not registered as a lawyer or trainee lawyer, the student adds a written authorisation.
- In addition, the student must state at least: his identity, the contested disciplinary measure and the actual objections he is invoking.

After a conversation with the student, the Rector investigates the appeal. The student has the right to access the complete file and to have the assistance of a counsellor (this may be a lawyer, trainee lawyer or confidential advisor).

The Rector provides the student with a final decision and the reasons for it within 15 calendar days of the appeal. This time limit shall be suspended during the Christmas, Easter and summer holidays.

#### *Art. 81: Examination-related disciplinary decisions*

##### ■ Definitions

An irregularity is any behaviour by a student in an examination setting that makes it wholly or partly impossible to objectively assess his knowledge and skills or those of other students. For example:

- bringing and/or using any unauthorised aids such as course materials, crib sheets, mobile phones, PDAs, USB flash drives, mp3 players, iPods, calculators and watches
- incorrectly using the exam tool
- any type of oral, written or electronic communication, unless this is part of the examination procedure

Plagiarism is the copying of other people's work either in an identical form or slightly modified, without appropriate acknowledgement of sources, and is a specific type of irregularity. The university college also includes in this category:

- submission of purchased or modified pieces of work as one's own
- reuse of one's own work as new work
- simulation or falsification of research and other data

## ■ Sanctions

If the university college finds any irregularity related to an examination, the student receives at least a fail mark (NG) or a mark of zero for that (part-)course unit. The university college may additionally impose the sanctions outlined below, possibly in combination with a remedial action. In doing so, it takes into account the seriousness of the irregularity and any aggravating circumstances, which must always be substantiated by the exam committee.

Other sanctions that the examination-related disciplinary committee may impose, possibly in combination with a remedial measure, are:

- a mark of zero or a fail mark (NG) for the part-course unit and loss of the resit opportunity for this part-course unit
- a mark of zero or a fail mark (NG) for the entire course unit and loss of the resit opportunity for this entire course unit
- a mark of zero or NG (fail) for multiple course units
- a mark of zero or NG (fail) for multiple course units and loss of resit for these course units
- a mark of zero or NG (fail) for all course units in the exam session
- a mark of zero or NG (fail) for all course units in the exam session and loss of resit
- refusal of enrolment in the entire study programme for the next three academic years

If the student receives a mark of zero or NG (fail) for a course unit or part-course unit, a previously awarded higher mark cannot replace the mark of zero or NG.

The following criteria determine the seriousness of the irregularity:

- nature and extent of the irregularity
- intent to influence or falsify examination results
- extent to which the student, given his experience (for example because of the course units that he has already taken or the feedback he has already received for previous work), should be aware that he has made a mistake (in the case of plagiarism).

## ■ Procedure

If an examiner, invigilator or lector/lecturer notices an irregularity that may influence the examination decision, he informs the ombudsperson. The ombudsperson, in turn, informs the Chair of the exam committee if necessary.

The Chair convenes the exam committee within a reasonable period of time in order to determine the appropriate examination-related disciplinary decision.

Pending this decision, the student may continue with his examinations. The examiner or invigilator ensures that the rest of the examinations proceed fairly. For example, if he

has confiscated illicit materials, the student may continue to work afterwards. If plagiarism is suspected, the student may still defend his work orally.

The ombudsperson shall inform the student of his rights:

- notification of the measures considered by the exam committee, and the grounds on which they are based
- access to the complete file
- reasonable time to prepare and present an oral or written defence
- assistance from a counsellor (this may be a lawyer, trainee lawyer or confidential advisor) or an expert

If the matter looks clear-cut and a decision is so obvious that a physical meeting would have no benefit, and the student does not wish to be heard, the Chair may propose to meet electronically. All members must agree to this. In that case, all of the relevant documentation is made available to the committee members beforehand, preferably electronically.

No more than five calendar days after the meeting of the exam committee, the Chair should inform the student, by e-mail, of the examination-related disciplinary decision, stating reasons.

### **7.3 Material errors**

#### *Art. 82: Material error in an examination decision*

If a material error occurred in an examination decision, it must be reported immediately to the Chair of the exam committee in writing. The Chair and the secretary of the committee rectify the error in consultation with the lector/lecturer concerned and inform the student as soon as possible.

If the university college makes a material error and the correction of this error is to the detriment of the student, the university college rectifies the error within 10 calendar days counting from the day after the publication of the results via e-studentservice.

#### *Art. 83: Material error in other decisions*

Material errors can also occur in other decisions. Other decisions are defined here as:

- granting aptitude certificates
- granting exemptions
- imposing a bridging and/or preparatory programme and determining its study load
- imposing a measure to monitor study progress, as referred to in [Art. 68](#)

Material errors must be reported as soon as possible, in writing, to the head of the study programme, who rectifies the error and informs the student as soon as possible.

If the university college makes a material error and the correction of this error is to the detriment of the student, the university college rectifies the error within 10 calendar days counting from the day after the notification of the decision.

## 8 INSURANCE

### *Art. 84: Insurance*

The educational institutions policy (civil liability and physical accidents) applies worldwide to all 'college life' activities. Students can find detailed information about insurance and the procedure they should follow to report an accident on the [intranet](#).

The policy is not valid in *high-risk* countries. If the Belgian Federal Public Service Foreign Affairs advises against travelling to particular foreign destinations, students are denied permission to depart by the university college board. The [website of the FPS Foreign Affairs](#) will state the following in its travel advice for each destination:

- Non-essential travel to certain areas is not recommended.
- Non-essential travel is not recommended.
- All travel is not recommended.
- Belgian nationals are asked to leave the country.

#### ■ Definition of 'college life'

The term 'college life' includes all the activities of the educational institution for which it takes responsibility, regardless of whether they take place inside or outside the institution or before, during or after classes. The activities can take place in Belgium or abroad. If students are travelling to another country in the European Union in the context of college life, the university college regards all activities, from departure to return, as 'college life'.

Only activities that the university college organises, monitors or officially allows are part of college life. If one or more students, staff members or outsiders set up a private initiative, this activity does not come under college life.

#### ■ Definition of 'route to/from college'

We interpret the term 'route to/from college' as equivalent to the concept of 'route to/from work', as defined in the legislation on occupational accidents. The 'route to/from college' is the outward and return journey to the educational institution or other location where college life takes place.

#### ■ Physical accidents

Enrolled students are insured throughout the academic year against any physical accidents that befall them during college life and their internship, regardless of how they travel.

#### ■ Damages not covered

The university college and the insurer do not cover damage to any vehicle (e.g. car, motorcycle, moped or bicycle) with which students travel to and from the educational institution or other location where college life takes place.

The same applies to travel undertaken during college life or when carrying out an internship assignment.

The university college is not responsible for the loss, theft, damage or destruction of students' personal possessions, even if these are borrowed or rented.

#### ■ Civil liability

If the civil liability of staff and/or students is jeopardised during college life, the university college's civil liability insurance can be invoked. Nevertheless, students will be held liable for any damage inflicted, either directly or as a consequence of their negligence or carelessness, on university college property. In such cases, they are liable for compensation for the damage caused by them.

#### *Art. 85: Personal possessions*

Unless otherwise agreed, the university college shall not accept for safekeeping any personal possessions of students or any possessions that students borrow or rent from a third party. The university college is therefore not responsible for the loss, theft, damage or destruction of students' personal possessions or means of payment, even if these are borrowed or rented.

## **9 PRIVACY AND INTELLECTUAL PROPERTY**

#### *Art. 86: Portrait rights/image rights*

The university college regularly photographs or videos its activities. If a student makes no objection, he thereby agrees that these images may be used for educational, informational and advertising purposes. They appear, for example, in the online and print publications of the university college.

Image recordings may only be made with the consent of the lecturers/lecturers concerned. Sound recordings may only be made after notifying the lecturers/lecturers concerned. Both sound and image recordings are for personal use only and may not be made public or passed on to anyone.

*Art. 87: Right to use work produced at the request of the university college*

If a student produces a piece of work at the request of the university college, the latter acquires a non-exclusive right to use it. It may use the work, or a portion thereof, for non-commercial purposes:

- inclusion in an anthology, database, multimedia network, brochure or exhibition
- multiplication via sound and/or image carriers, dissemination and exploitation

The university college makes precise arrangements about this with the student.

The university college may include the student's bachelor thesis in a database that is publicly accessible over the internet without these precise arrangements. The student may object to this.

If a thesis contains confidential information or if there is a confidentiality agreement with the internship organisation, the student must inform the library coordinator that it should not be included in the database.

*Art. 88: Inventions as part of a university college assignment*

Research results are always confidential. Students may distribute them only with written permission from the university college. If the research results provide an opportunity for commercialisation or social application, students shall immediately report this to the Rector.

If students do not make use of the university college's knowledge, resources or materials in their research, they own the results. They may also transfer ownership of the results to the university college by means of a written agreement. If students do make use of the university college's knowledge, resources or materials, the university college documents its ownership of the results. If utilisation of the research results earns anything, the student concerned will receive one-third of the net income, in proportion to his share in the invention.

Students always retain the moral rights to research results.

*Art. 89: General Data Protection Regulation (GDPR)*

National and European data protection legislation is applicable to the processing of data that the university college collects from students. The university college processes personal data as part of its statutory teaching mission. Personal data is only disclosed to a third party if there is a legal basis for doing so or if students have explicitly given their consent.

If a student gives explicit permission, the university college may report his study progress to educational organisations, such as the school where the student completed secondary education and pupil guidance centres. Furthermore, the university college may, with the student's explicit consent, share his data with a third party for the purposes of employment or advice on studies. In the context of scientific research, other data such as academic results may be disclosed to a third party, insofar as it can be ascertained that the nature of the scientific research itself sufficiently guarantees that no data concerning the private life of the student will be made public and that the processing of said data will occur only for the purpose of data collection and analysis of the scientific research in question.

Students have the right to access and correct the data at any time. Previously given consent may be withdrawn at any time.

## 10 APPENDICES

### 10.1 Appendix 1: Tuition fee

#### Tuition fee when enrolling in a study programme

Students can find information about tuition fee on the [university college's website](#).

##### ■ Bachelor's and Master's programmes

The following provisions apply for Bachelor's and Master's programmes:

- For students who enrol in several programmes under a diploma and/or credit contract, the credits for these will be aggregated. The fixed and variable amount of the tuition fee will be calculated based on this credit total.
- Each exam contract will be charged separately.
- A non-scholarship student can be charged additional tuition fee for credits for which he no longer has a positive learning account balance.

##### ■ Advanced Bachelor's and Advanced Master's programmes

For Advanced Bachelor's and Advanced Master's programmes, enrolments will be charged separately from the basic degree programmes.

- For students who enrol in several Advanced Bachelor's or Advanced Master's programmes under a diploma and/or credit contract, the credits for these will be aggregated. The fixed and variable amount of the tuition fee will be calculated based on this credit total.
- Each exam contract will be charged separately.
- The provisions for scholarship students do not apply to these degree programmes.

##### ■ Postgraduate and continuing education programmes

The amounts per programme for postgraduate and continuing education programmes are established based on the actual cost, the market price and the target group.

#### Tuition fee when withdrawing from a study programme

##### ■ Bachelor's and Master's programmes

The following provisions apply for Bachelor's and Master's programmes:

Tuition fee are never refunded for exam contracts.

In the case of credit contracts, all credits have already been used.

The following rules apply for diploma and credit contracts:

- If, during the academic year, enrolment in a Bachelor's or Master's programme at the university college follows, this will be factored in as if multiple enrolments are made simultaneously. The university college will charge a one-off payment of the fixed costs plus the variable amount for credits registered for and/or used.
- If no enrolment in a Bachelor's or Master's programme at the university college follows, the following applies:  
If a student withdraws before the start of the academic year, the university college will charge a fixed tuition fee as follows:
  - 0 euros for those for whom the standard tuition fee is payable
  - 150 euros for those for whom the increased tuition fee is payable

If a student withdraws within a month of enrolling or before 1 November of the current academic year, the university college will charge tuition fee as follows:

- the fixed amount of the scholarship fee for those for whom the standard tuition fee is payable, or 25% of the fixed amount for those for whom the increased tuition fee is payable
- plus the variable amount for credits registered for and/or used

Outside of this period, the university college will charge tuition fee as follows:

- fixed amount of the non-scholarship fee, plus variable amount for credits registered for and/or used
- extra variable amount for credits registered for and/or used with an insufficient learning account (non-scholarship)

If the tuition fee were less, they will remain acquired by, or owed to, the university college.

#### ■ Advanced Bachelor's and Advanced Master's programmes

The following applies for Advanced Bachelor's and Advanced Master's programmes:

Tuition fee are never refunded for exam contracts.

In the case of credit contracts, all credits have already been used.

The following rules apply for diploma and credit contracts:

- If, during the academic year, enrolment in an Advanced Bachelor's or Advanced Master's programme at the university college follows, this will be factored in as if multiple enrolments are made simultaneously. The university college will charge a one-off payment of the fixed costs plus the variable amount for credits registered for and/or used.
- If no enrolment in an Advanced Bachelor's or Advanced Master's programme at the university college follows, the following applies:

If a student withdraws before the start of the academic year, the university college will charge a fixed tuition fee as follows:

- 0 euros for those for whom the standard tuition fee is payable
- 150 euros for those for whom the increased tuition fee is payable

If a student withdraws within a month of enrolling or before 1 November of the current academic year, the university college will charge tuition fee as follows:

- the fixed amount of the scholarship fee for those for whom the standard tuition fee is payable, or 25% of the fixed amount for those for whom the increased tuition fee is payable
- plus the variable amount for credits registered for and/or used

Outside of this period, the university college will charge tuition fee as follows:

- fixed amount of the non-scholarship fee, plus variable amount for credits registered for and/or used
- extra variable amount for credits registered for and/or used with an insufficient learning account (non-scholarship)

If the tuition fee were less, they will remain acquired by, or owed to, the university college.

#### ■ Postgraduate and continuing education programmes

For postgraduate and continuing education programmes, the refund conditions are specifically determined for each programme, and can be found on the study programme pages of the university college's website.

#### **Tuition fee where student contract is changed: supplementary credits or fewer credits**

If any changes are made to a student's diploma, exam or credit contract during the current academic year, the university college will always factor these into the tuition fee.

The university college calculates the tuition fee as follows:

- fixed amount for diploma and/or credit contracts, counted once
- fixed part per exam contract
- variable amount for all credits registered for and/or used, depending on the type of contract
- extra variable amount for credits registered for and/or used with an insufficient learning account (non-scholarship)

If the tuition fee rises, the university college will charge the difference. If the tuition fee falls, the university college will credit the difference.

## Fixed costs

### ■ Fixed costs are charged:

- per course unit, if the costs are associated with enrolment in this course unit
- per study programme, if the costs are generally applicable for those taking this study programme. These costs will be charged per credit used. By 'credits used', the university college means: the sum of the credits registered for and the credits for cancelled enrolments for which no credits are added back into the learning account.

### ■ Reimbursement of fixed costs for cancellation of enrolment

The fixed amount for a course unit will be reimbursed if the cut-off date for the course unit has not yet expired. In the case of exam and credit contracts, all credits are always used.

The fixed amount for a study programme is reimbursed proportionally for the number of unused credits. By 'credits used', the university college means: the sum of the credits registered for and the credits for cancelled enrolments for which no credits are added back into the learning account. In the case of exam and credit contracts, all credits are always used.

## **10.2 Appendix 2: Participation regulations**

Staff members and students are jointly responsible for making KdG a welcoming, student-oriented university college. Extensive student participation contributes to such an environment. Students have the right to information, to give advice and/or to play an active role in policy decisions on matters that directly or indirectly affect them.

For this, the university college has opted for a 'dialogue model'. This means that we do not talk 'about' but 'with' students and work together with them in a constructive and trusting relationship to ensure:

- a lively, student-oriented university college/campus/study programme, where we listen to and incorporate the wishes and desires of students right from the start of a project or process
- that we set common objectives in e.g. working groups and joint consultative bodies
- that we achieve the desired results, solve problems and implement changes in collaboration.

Student participation promotes the quality of education, as well as the well-being of the student. Through student participation in various bodies, students' problems, wishes and proposals can be discussed at respectively the programme and the university college level.

Via the participation process, the university college guides, motivates and challenges students to:

- make a commitment for their own future, the future of new students and a sustainable future for our society
- get the best out of themselves, out of others, out of the organisation and the world
- develop further personally and professionally, whereby students help each other to grow and learn from each other to utilise all possibilities and create opportunities for others
- raise the bar and let the world benefit from their achievements

Our representative bodies allow students to be ambitious and social. Within a safe learning environment, our students learn what it feels like to bring about substantial changes.

### **Students in the representative bodies of the university college**

Under the Higher Education Code, the university college is required to set up representative bodies. These concern the Academic Council, the departmental councils, the student councils and the Student Services Council.

In this context, the university college has set up the following official representative bodies with student representation:

- student councils

- Study Programme Student Councils and Study Programme Council of Advice (replacing the departmental council). Student representation in the Study Programme Council of Advice amounts to  $\frac{1}{4}$ , compared with  $\frac{1}{3}$  in the participation committees at study programme level
- the KdG Student Council (= student council per university college)
  - StuRa+ or delegation in the Board of Directors
  - Student Services Council
  - Academic Council

The election regulations on student representation and the election procedures govern the election of student representatives in the various representative bodies. The working arrangements are set out in the rules of procedure of the various representative bodies.

Student representatives cannot incur any disciplinary sanctions for any activities carried out in the exercise of their mandate. Active student members of one of the following internal consultative bodies will receive a certificate as proof of their commitment and dedication.

Any student who fulfils a mandate in one of the representative bodies of the university college or is delegated from it is regarded as being legitimately absent during those times ([Art. 39](#) and [Art. 51](#)).

This concerns the following bodies:

- student councils per study programme and university college
- Student Services Council
- Academic Council
- StuRa+ or delegation in the Board of Directors (see Participation at board level)
- the other councils and working groups per field of study or faculty, or at the head office
- external consultative bodies (e.g. VVS, ASRA, AUHA, ASO) at the request of the KdG Student Council

Any student who fulfils a mandate in one of the representative bodies of the university college or is delegated from it is entitled to an individual learning contract 'Study + Participation' ([Art. 39](#) and [Art. 51](#)).

The 'Study + Participation' individual learning contract allows student representatives to properly fulfil their commitments. Any student who fulfils a mandate in one of the representative bodies of the university college and/or external representative bodies can request this individual learning contract. More information about the exact content of this contract and the application procedure to be followed for this can be found on the student portal.

Each representative body can communicate online through the student portal on the intranet. The Study Programme Student Council can also communicate via the electronic learning environment.

Either they are entitled to post notices and/or reports themselves, or this is done through a staff member of the university college.

## **Powers of the respective student councils**

### *Study Programme Student Council*

This student council consists of students who participate on a voluntary basis. Members of this council may ask the head of the study programme to be present as an observer. Study programmes organise a student council per programme.

The board of the study programme deliberates with its Study Programme Student Council on:

- specifying the supplements in the [prospectus](#) referred to in the Education and Examination Regulations of the next academic year
- developing study programme initiatives concerning student guidance
- other areas of the study programme that concern the students directly

The discussion leads to an agreement (or a failure to reach agreement) between students and the head of the study programme. Any agreements will be implemented by the head of the study programme. In the event of failure to reach agreement, the head of the study programme has the final decision. The head of the study programme will communicate his decision to the Study Programme Student Council (stating reasons).

Before the exam schedule for the standard study tracks is drawn up, the head of the study programme consults with his Study Programme Student Council on the criteria the exam schedule must meet. The Study Programme Student Council can request access to and advise on the first version of the exam schedule. If the head of the study programme does not follow this advice, he will communicate his decision to the Study Programme Student Council in writing (stating reasons). The head of Administration and Organisation takes the final decision.

On any other matter that may concern it, the Study Programme Student Council may advise the head of the study programme on its own initiative, either by letter or e-mail. The head of the study programme is obliged to respond in writing and if he deviates from the advice, to explicitly give reasons for doing so.

The Study Programme Student Council describes its functioning in greater detail in its internal regulations.

### *KdG Student Council*

The KdG Student Council consists of directly elected students from each study programme. It is an umbrella student council. The Student Council determines the number of members, which must be at least eight. Each study programme is entitled to have at least one student representative. The KdG Student Council may, if necessary, add not directly elected members and sets criteria for this. The KdG Student Council describes its functioning in greater detail in its internal regulations.

The director responsible deliberates with the KdG Student Council on at least the establishment of rules relating to:

- the Education and Examination Regulations (including the legal status of students, the rules on international student mobility, the organisation of the academic year and the holiday and leave arrangements)
- developing university college initiatives concerning student guidance
- setting and spending tuition fee and additional fixed costs

The discussion leads to an agreement (or a failure to reach agreement) between students and the director responsible. Any agreements will be implemented by the director responsible. In the event of failure to reach agreement, the director responsible has the final decision. The director responsible will communicate his decision to the KdG Student Council in writing (stating reasons).

The director responsible confers with the KdG Student Council on the establishment of rules relating to:

- the policy on internal quality assurance
- the code of conduct for language use
- the evaluation of the teaching and assessment activities of the teaching staff
- other areas of the university college that concern the students directly

The KdG Student Council formulates an opinion. The director responsible takes a decision within a period of thirty calendar days and can only deviate from the advice given by the KdG Student Council if there are sufficient grounds.

On any other matter that may concern it, the KdG Student Council may advise the director responsible on its own initiative, either by letter or e-mail. The director responsible is obliged to respond by letter or e-mail and if he deviates from this advice, to explicitly give reasons for doing so.

#### *Support for KdG Student Council members*

Each member of the KdG Student Council is granted 10 euros in print credit once per academic year. A board member may request an additional 20 euros in print credit.

The Rector assigns at least 20% FTE hours for providing support to the KdG Student Council. This staff member holds the position of 'participation coach'. The participation coach is also responsible for assisting with the launch of the KdG Student Council. The participation coach is present at every meeting of the KdG Student Council as an observer. He assists the board of the KdG Student Council and seeks wherever possible to find opportunities to develop/use the Council as optimally as possible. The participation coach facilitates the relationship between the KdG Student Council and the university college and other representative bodies.

Together with HR, the participation coach organises at least two free training sessions per academic year for student representatives in the broad sense of the word.

The head of Student Services is also present at every meeting of the KdG Student Council as an observer. He monitors the relationship (cf. Student Services Council, student activities, etc.) between the KdG Student Council and Student Services. If the head of Student Services is unable to attend a meeting, he delegates another Student Services staff member to attend the meeting on his behalf.

A Student Services staff member provides assistance during the 'Participation Day' event organised annually at each campus. The promotion team of the KdG Student Council takes the lead in organising this event. The Student Services staff member plays a facilitating role, but does not directly organise and/or coordinate anything. He assists the promotion team with placing orders for the 'Participation Day' and passes on the necessary information for this to the relevant administrative services.

A Marketing and Communications Department staff member advises the promotion team of the KdG Student Council. He is the contact person for all promotional matters and large-scale StuRa-related events (such as the VVS Conference). He works demand-driven, he facilitates matters, but does not play any organising and/or coordinating role. He answers questions and refers people to the right person and/or helps look for other possibilities.

The university college also provides infrastructural, financial or administrative support. The support provided is demand-driven. If the staff member concerned has doubts regarding the usefulness of the support, he may request the KdG Student Council, via the Chair of the KdG Student Council, to provide additional motivation.

The staff member concerned will look into the request, but may decide not to respond to it if the request is considered infeasible in terms of content or its practical arrangement. He always gives substantiated feedback regarding this to the Chair of the KdG Student Council.

The board members of the KdG Student Council may use the available meeting rooms. The board members of the KdG Student Council have access to the office area of the central services (they may use one storage cupboard there) and the Forum meeting room at Campus Zuid.

The KdG Student Council may use the Forum meeting room at Campus Zuid for their meetings.

The members of the KdG Student Council are ultimately accountable for the functioning of the Council.

The Rector allocates a total operating budget of 10,000 euros per academic year for the KdG Student Council, of which 2,500 euros is used on a flat-rate basis for the catering needs of all representative bodies. The KdG Student Council has an operating budget of 3,750 euros for the period from September to December and 3,750 euros for the period from January to August.

The KdG Student Council treasurer submits an annual budget to the Rector.

The treasurer may exceptionally (e.g. because of a new activity such as the launch of a two-day event) request additional financial support from the Rector. The Rector may deny this request.

The KdG Student Council treasurer may send, at the latest in June of the current academic year, a substantiated request to the Rector for a change to be made in the operating budget for the new academic year. The Rector may deny this request.

### **Participation at board level**

If at least 10% of the total number of students voted in the election, the board of the new KdG Student Council may choose one of the candidates as delegate to the Board of Directors or set up a StuRa+.

Furthermore, if at least 85% of the entities regarded as study programmes within the university college have a candidate in the election for the KdG Student Council and if at least 10% of the total number of KdG students in these study programmes voted in the election, the board of the new KdG Student Council may choose one candidate as delegate to the Board of Directors or set up a StuRa+.

Each year, the list of the exact number of entities regarded as a study programme and the date of the vote count are determined during the StuRa+ or by the Board of Directors, during period 2 at the latest.

If the voting figures are below 10%, the Rector sets up a StuRa+. No delegation to the Board of Directors is then possible.

#### *Delegation in the Board of Directors*

Delegation in the Board of Directors ensures that students are involved in policy activities relating to the following issues and that advice is given at board level, as referred to in Articles II.317 to II.325, Higher Education Code.

The delegated member attends meetings of the Board of Directors in an advisory capacity with regard to:

- determining the legal status regulations applicable to students and the education and examination regulations
- setting and spending the tuition fee
- developing initiatives concerning student guidance
- setting the rules concerning international student mobility
- determining the organisation of the academic year, including the holiday arrangements
- setting the rules concerning the assessment of the teaching activities of the academic and teaching staff
- the general policy on internal quality assurance

If the advisory member cannot attend a meeting in which these issues are to be discussed, he must provide his advice by e-mail or by telephone to the Chair of the Board of Directors.

### *StuRa+*

The StuRa+ ensures student involvement in policy preparation activities concerning student-centred issues and ensures participation in decision-making at board level, as referred to in Articles II.317 to II.325.

A flexible delegation from the Board of Directors and the core board (Chair and deputies) of the KdG Student Council sits on the StuRa+.

In order to ensure student representation of all faculties and St Lucas School of Arts Antwerp, additional members may be arranged. The core board of the KdG Student Council appoints these members.

The StuRa+ is convened at least four times per year by the Rector, either on his own initiative or at the request of the Chair of the KdG Student Council.

All agenda items at meetings of the Board of Directors or Executive Board for which advice from and/or consultation with the student representatives is required are placed on the agenda of the StuRa+.

Documents that are submitted to the Board of Directors for a decision and are related to these items are also sent to StuRa+ members.

The general organisation and workings of the association (AUHA) and the institution (KdG) are discussed at the StuRa+ at least once per academic year.

The members of the StuRa+ get access to the permanent consultation structure in the university college and, where useful, can participate in working groups.

Both the board and the student representatives can add extra items to the agenda.

In period 3 of each academic year, the various parties involved, in particular the KdG Student Council and the Board of Directors, will evaluate the operation of the StuRa+. If necessary, this evaluation results in new working arrangements for the next academic year.

### **Student Services Council**

The Student Services Council has equal representation and consists of a student section and a section appointed by the Executive Board. Each of the sections has seven members. The student council sets out the voting procedure and organises the election of the student delegation.

### **Addendum: disputes relating to participation regulations**

Any dispute concerning the interpretation of these participation regulations or the way in which student participation in the university college is carried out and guaranteed shall first be discussed with the ombudsperson for the study programme in question. If this does not provide a solution, the dispute is submitted to an arbitration board of three arbitrators. The Rector and the student representation each appoint a representative from the university college (student or staff member) as their arbitrator. The participation policy officer cannot take on this role, either for the university college or for the students. These two arbitrators together appoint a third arbitrator. The arbitration board decides unanimously or by a majority of two votes. The arbitration board explains its decision in writing. This decision is binding on all parties; no appeal is possible.

If the KdG Student Council is of the opinion that the institution has failed to comply with its decretal obligations with respect to student participation as described in Articles II.314 to II.334, and after it has completed the relevant internal procedures, it may report this matter to the Government Commission (Regeringscommissariaat).