



Student Charter 2025-2026

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10 June 2025

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Foreword

Dear student,

We are pleased to offer you our Student Charter. This document is intended to give you a good idea of your rights and obligations as a student at Hanze University of Applied Sciences Groningen (Hanze) and is also a kind of catalogue with references to (the digital location of) regulations that apply in special situations.

We recommend that you read this Student Charter carefully so you will know what to expect from Hanze and what is expected of you.

The Executive Board (EB) wholeheartedly wishes you a successful study period and trusts that this Student Charter provides good and adequate support in the process.

Kind regards,
the Executive Board
10 June 2025

Areas for improvement? Let us know!

onderwijsjuristen@org.hanze.nl

1. Preamble – introduction and objective of the Student Charter

Under Article 7.59 of the Higher Education and Scientific Research Act (WHW), Hanze UAS is obliged to adopt a Student Charter, containing an overview of students' rights and obligations.

The objective is to give you, as a student, a good idea of your legal position. Your legal position as a student is determined by national laws and regulations and by various regulations arising therefrom and adopted by Hanze itself (Hanze regulations).

In this Student Charter, you will find an outline and an overview of the various Hanze regulations that relate to your legal position. If the concrete interpretation is laid down in a specific Hanze regulation, this is referred to via a link. These regulations are part of the Student Charter, but are adopted separately with the consent of the Hanze Representation Council (HMR).

The Student Charter and its associated regulations specify which matters at programme level may or must be further elaborated by the Director in the programme-specific section.

Under the WHW, the Student Charter consists of an institution-specific part and a programme-specific part.

- The institution-specific part (the part you are reading now) applies to all students regardless of their programme and concerns matters relating to general affairs. Think of general rights and obligations such as enrolment and legal protection.
- The programme-specific part concerns matters relating to the programme. Think of a description of the study structure and support facilities and the Teaching and Examination Regulations (TER). The programme-specific section thus mainly contains provisions at programme level that apply only to students of the relevant programme.

The laws and regulations on which this Student Charter is based often contain (legally) complex texts. We do not always take their wording literally and strive to translate that complexity into understandable rules and guidelines as best we can. We refer to the specific legal provisions where possible, so you will also be able to consult these provisions. In this way, we hope to make this Student Charter as accessible and helpful as possible.

Although we make efforts to make the content more accessible, the legal frameworks always take precedence if there is any lack of clarity or contradiction. In the case of conflict between the texts in this document and a specific Hanze regulation to which reference is made, the specific regulation takes precedence.

2. General provisions

2.1. Scope

This Student Charter applies to all students and external students who have enrolled or applied for an Associate degree (Ad), bachelor's or master's programme at Hanze UAS.

References to 'student' also include 'external student' insofar as they do not concern rights exclusively reserved for enrolment as a student.

2.2. Publication and validity

The Student Charter is valid for the academic year 2025-2026. The institutional part of the Student Charter is adopted annually by the Executive Board with the consent of the Hanze Representation Council. Once adopted, the Student Charter is published on hanze.nl and myhanze.nl.

2.3. Organisation of governance and objective

Mission

The mission statement of Hanze UAS: Impact on our world: strengthening the region while promoting the development of individuals.

This is based on the following vision: Organising inquiry-based learning in communities of learning and innovating together with our surroundings.

At Hanze UAS, your education comes first. We offer higher professional education that is accessible to everyone, regardless of their background. We do not discriminate on the basis of disability, chronic illness, gender, sexual orientation, religion, cultural background or skin colour. In addition to knowledge regarding the subject matter, we also pay attention to your personal development and social awareness. We are also actively committed to supporting and empowering socially disadvantaged groups.

Basis and organisation

The organisation and responsibilities of Hanze UAS are laid down in the management regulations, in accordance with Article 10.3b WHW. The Executive Board is ultimately responsible for Hanze as a whole. The organisation is divided into Schools, in which different programmes are offered.

2.4. Rights and obligations in general

As a student, you have certain rights and obligations under the law. We only name the general rights and obligations of students in this section, without specific reference to additional requirements or procedures.

Enrolment gives students in any case the following rights:

- a) Participation in education within Hanze
- b) Taking exams and examinations of the programme
- c) Access to the Hanze buildings
- d) Use of educational facilities
- e) Access to student facilities, including the services of the student counsellor
- f) Academic counselling
- g) The right to vote and be elected to the student section of the Hanze Representation Council, the School Representation Council (DMR) and the Programme Committee (OC).

Enrolment as a student comes with the following obligations:

- a) Payment of tuition fee or examination fees.
- b) Compliance with house rules and other rules of conduct and regulations
- c) Being aware of the content of the Student Charter and the associated regulations.

We further expect you to make efforts to successfully complete your study programme, doing at least what can reasonably be expected from you. This includes not only attending classes and participating in exams, but also actively enquiring after and staying informed about the specific requirements and procedures that apply to your programme.

2.5. List of regulations belonging to the Student Charter

In this charter, we regularly refer to regulations and other further information relevant to your rights and obligations as a student. Some of these regulations formally belong to the Student Charter. These are the following regulations:

[Regulations Governing Enrolment and Termination of Enrolment](#)

[Teaching and Examination Regulations \(TER\)](#)

[Regulations governing facilities for top athletes, top entrepreneurs and student officers and representatives](#)

[Student Assistance Fund I](#)

[Student Assistance Fund II Hanze](#)

[Student Assistance Fund II RUG and Hanze](#)

[Student Assistance Fund III](#)

[Student Assistance Fund IV](#)

[Code of Conduct regarding the Use of Foreign Languages](#)

[Complaints Regulations](#)

[Misconduct Complaints Regulations](#)

[House Rules and Disciplinary Measures](#)

[Student Appeals Board Regulations](#)

[Whistleblower Procedures](#)

[Regulations governing ICT facilities for Students](#)

For the purpose of implementing the above-mentioned regulations that fall under the Student Assistance Fund, the Student Assistance Fund Committee has been established by the Executive Board. Check out [myhanze](#) for more information.

3. Admission and enrolment

3.1. General

Hanze UAS offers Associate degree (Ad), bachelor's and master's programmes. A programme is offered in a full-time, part-time and/or dual variant. The total range of programmes on offer can be found at [hanze.nl](https://www.hanze.nl)

The academic year runs from 1 September to 31 August of the following year. Enrolment takes place per academic year. A student who wants to start a programme must apply via Studielink. Re-enrolment must also be done via Studielink.

You can only be enrolled if you meet the statutory educational and other entry requirements. More information on these requirements can be found in the [Regulations Governing Enrolment and Termination of Enrolment](#). You will also find the rules of procedure in these regulations.

[Selection regulations](#) apply for a number of programmes. These programmes involve a selection procedure because of additional requirements (e.g. artistic talent), a limited number of places or qualitative requirements in the case of a master's programme.

3.2. Times to start a programme

All programmes start on 1 September. Some programmes can also be started on 1 February. The programmes with a February start have been listed in the appendix to the Regulations Governing Enrolment and Termination of Enrolment.

Enrolment at a time other than the regular start times is possible only in exceptional cases and with permission from the Director of the relevant programme.

3.3. Application deadline

We advise first-time students to apply via Studielink no later than 1 May prior to the academic year. If you apply before that date, you are entitled to be admitted provided you meet the statutory entry requirements. Programmes with restricted intake (numerus fixus) have a different application deadline (see at the bottom of this section), and there are also programmes with additional application requirements. You can find the application deadline and any additional requirements for your programme in the Regulations Governing Enrolment and Termination of Enrolment and at [hanze.nl](https://www.hanze.nl) (on the programme's website page).

Please note: programmes with restricted intake have an early statutory application deadline of no later than 15 January prior to the academic year.

3.4. Study Check

The Study Check is intended for students who want to start an Ad or bachelor's programme. It is a final check to see if the chosen programme is the right one for you.

If you apply before 1 May, you are entitled to the Study Check. When applying both before and after 1 May, a Study Check may be compulsory. Failure to participate in a compulsory Study Check will result in refusal of enrolment. Check [hanze.nl](https://www.hanze.nl) (on your programme's website page) for more information.

After you have done the Study Check, you will receive a study advice. This advice is not binding. Your application for enrolment will not be refused on the basis of a negative advice, but in the case of a negative advice, we recommend that you consider another programme. You can engage one of our [study choice advisors](#) (NED) to help you make your choice.

The contents of the Study Check vary from one programme to another. Check the information of your chosen programme on [hanze.nl](https://www.hanze.nl) for the exact contents.

Note: did you apply for a programme with additional requirements or for a programme with restricted intake? In that case, different requirements apply and there will be no (entitlement to a) Study Check.

3.5. Student finance

Students who are under 30 and starting a full-time or dual programme may be eligible for student finance. Student finance are not automatically awarded based on your enrolment.

DUO is responsible for awarding and implementing the student finance. Student finance is an agreement between students and DUO, and Hanze is not a party to this agreement. This means that as a student, you are personally responsible for applying for and discontinuing your student finance and any OV travel product upon termination of enrolment.

For information on conditions and amounts, among others, please refer to [DUO's website](#) (NED).

4. Teaching and examination

4.1. Teaching and Examination Regulations (TER)

Every programme has its own Teaching and Examination Regulations (TER). The TER are adopted for each academic year and contain the most important teaching and examination-related matters. This includes, among other things, which skills and knowledge a student must have at the end of the programme, which teaching units form part of the study programme, the number of credits per teaching unit and the number of credits of the programme, and the rules and procedures regarding these matters.

The TER consist of two parts: an institutional component (part 1) and a programme component (part 2). Part 1 is adopted by the Executive Board with the consent of the Hanze Representation Council (HMR). This part applies to all students and can be found [here](#).

The Executive Board has adopted a [format for preparing part 2](#). This format is mandatory. The programme component (part 2) is adopted by the Director of the programme after consent from the DMR and OC. Part 2 applies to one or more specific programmes. The adopted programme components [can be found here](#).

4.2. Affordable education

The statutory costs of education are higher than tuition or examination fees; these statutory costs of education are not passed on to students. Enrolment is linked to payment of tuition or examination fees.

Educational supplies for your own use, such as books, (digital) educational resources, materials and costs associated with practicals, which are necessary for participation in the programme are at your own expense and will only be charged on a voluntary basis. Students will be informed of these costs prior to the academic year.

A free alternative will be offered for parts of the programme that entail additional costs. This free alternative can only be omitted if the facility cannot be replaced with a free alternative.

4.3. Quality assurance

The Executive Board is responsible for the quality assurance of Hanze and ensures that this quality is assessed on a regular basis (internally and externally).

The Director is responsible for quality assurance of the programmes within the school. The TER contains provisions on how instruction in the programme is evaluated.

The Accreditation Organisation of the Netherlands and Flanders (NVAO) monitors the quality of universities of applied sciences and grants accreditations to programmes that meet quality requirements. Programmes are externally reviewed every six years based on the [NVAO accreditation framework](#) (NED). In addition, Hanze as an institution is also externally reviewed every six years by means of an Integral Quality Assurance Test (ITK).

The results of these reviews are publicly available.

4.4. Quality of assessment and examination

Under the WHW, three important parties at Hanze are involved in the quality of assessment and examination. These parties each have their own duties and powers:

- Executive Board and Directors: the (responsibility for) quality assurance as described in the previous paragraph also includes the responsibility to ensure the quality of assessment and examination.
- Examination board: each programme or group of programmes has its own examination board. The examination board has an independent position laid down by law. The examination board has the statutory duty to safeguard the quality of exams and examinations and is the body that objectively determines whether a student meets the graduation level of the programme as laid down by the Director in the TER.
- Examiner: is appointed by the examination board. Pursuant to Article 7.12c WHW, the examiner is the only person authorised to determine the result of an exam.

4.5. Language of instruction, reference to foreign language code of conduct

Except for the cases referred to in Article 7.2 of the WHW, the programme must be taught in Dutch.

If the programme, or part of it, is taught in a foreign language, the relevant Code of Conduct adopted by the Executive Board applies. The [Code of Conduct can be found here](#).

5. Student facilities

In this chapter, you will find an overview of the various facilities available to students. Ranging from academic counselling and support for specific needs to sports facilities and the media library.

5.1. General student facilities

For study and career advice, you can contact your academic counsellor.

Through [Hanze Student Support](#), you can make an appointment with a student counsellor, for information and advice on topics related to study or personal circumstances. Through Hanze Student Support, you can also contact a student psychologist who can help you improve mental well-being and reduce symptoms.

As a Hanze student, you can play sports at a reduced rate at the [ACLO](#) (NED) and choose from a wide range of sports.

5.2. Studying with a support need

Hanze's policy is aimed at enabling students with support needs to participate in education in the best possible manner. If you are hampered in your studies as a result of a disability, there are a number of specific facilities in the TER that you can claim. By disability and chronic illness, we mean any physical, sensory or other functional impairment that can delay study progress.

These may include visual, auditory and motor disabilities, disorders in language (dyslexia), arithmetic (dyscalculia), information processing (autism), attention (ADHD/ADD), speech, stamina, memory/concentration and organ functions, as well as a chronic illnesses such as phobia, depression, epilepsy, rheumatism, M.E., chronic RSI, severe migraine or mental health complaints. Specific facilities can also be claimed in the situation of gender transition or special family circumstances such as informal care, pregnancy or becoming a parent at an early age (Source: Ministry of Education, Culture and Science 2010).

You can contact [Hanze Student Support](#) to request facilities or enter into discussions about options that meet your support needs. Hanze Student Support also offers [various courses](#) to suit different support needs, e.g. online self-help modules, study groups and peer groups.

The *Guided Learning* living lab of the *Rehabilitation* professorship also focuses on young people who have mental, cognitive and/or psychosocial problems and, as a result, experience obstacles in their studies. This living lab guides young people in choosing, obtaining and retaining a regular education and works with a learning community of national and international partners, a multidisciplinary team of Hanze lecturer-researchers and expert students (whether or not from own experience). You can find more information about the [Guided Learning living lab](#) (NED) on hanze.nl.

5.3. Schemes for specific target groups

Top athletes

For students who want to combine elite sport with their studies, Hanze offers the possibility to record their study facilities in a sports study contract. More information on this scheme based on the [Student Assistance Fund III](#) can be found in Article 1 of the [Regulations governing facilities for top athletes, top entrepreneurs and student officers and representatives](#).

Top entrepreneurs

Students with top entrepreneur status can claim a number of specific facilities. In Article 2 of the [Regulations governing facilities for top athletes, top entrepreneurs and student officers and representatives](#), you can read how to obtain the status of top entrepreneur and which facilities can be claimed.

Student officers and representatives

In certain circumstances, students who serve on the committee or board of a student organisation or on a representation council may qualify for student officer Grants or student representative fees. The Executive Board determines a student's right to a Student Representative Bursary or a Student Representative Fee on the basis of the [Joint RUG-Hanze UAS \(Student Representatives\) Fund Regulations](#) or the [Student Assistance Fund II \(Student Representative Bursaries and Fees\) Regulations](#).

The Foundation for Student Organisation Support and Advice (SSA) is Hanze's umbrella student organisation; a total of 38 Hanze student organisations fall under the SSA. For student organisations, the SSA offers a [facilities policy](#) (NED), among other things.

Honours

In addition to the regular curriculum, Hanze also offers honours education. Are you enjoying your regular studies, but do you feel that you want, can and dare to do more? Then the Hanze Honours Programme might be just right for you. You can find more information at [myhanze](#).

5.4. Media library and ICT

Students can use all media library facilities within Hanze.

Regulations have been drawn up for the use of ICT facilities by students, which can be found [here](#) and apply to the student account made available by Hanze for every student and to the ICT facilities and systems to which students are given access based on enrolment.

An [information page on privacy and security](#) (NED) is also available on myhanze.

Copyright information can be found [here on myhanze](#), or by email via aip@org.hanze.nl

6. Representation

Representation gives students and staff the opportunity to participate in thinking and decision-making on education and education-related matters at Hanze. Hanze has representation councils at different levels in the organisation.

Hanze Representation Council (HMR)

The Hanze Representation Council (HMR) operates at central level. The HMR consists of students and staff and represents the entire university of applied sciences. The HMR consults with the Executive Board on issues such as strategy, finance and education policy that affect the entire Hanze.

The [HMR representation regulations can be found here](#) (NED).

School Representation Council (DMR)

Hanze UAS has 16 schools. Every school has a school representation council (DMR). The DMR consists of students and staff and represents the school. The DMR consults with the Director on school-specific issues such as educational development and the budget.

The [DMR representation regulations can be found here](#) (NED).

Programme Committee (OC)

Each programme or group of programmes has a programme committee (OC). The OC consists of students and teaching staff and advises on promoting and safeguarding the quality of the programme. The OC has the right of consent on the TER and consults with the Director on issues such as curriculum, study load and assessment.

The [OC representation regulations can be found here](#) (NED).

Facilitation and training

Hanze facilitates the representation bodies by providing time, resources and facilities.

The [Regulations on the Facilitation of Representation Councils can be found here](#).

Want to know more?

You can find more detailed information, including how you can participate in thinking and decision-making processes on [this page on myhanze](#).

7. Financial support

Hanze has financial support schemes that you can apply for in certain cases. An example of such a case is when you incur a study delay as a result of circumstances beyond your control, such as illness or family circumstances. Or if you are a student officer or representative, want to be exempt from payment of tuition fees because of your involvement in a student representative body or are recognised as a top athlete.

The schemes with facilities under the WHW, such as the Student Assistance Fund, are listed – with a reference link – in chapter 2.5 of this Student Charter.

In addition, Hanze has a number of complementary schemes:

- [Hardship fund](#): established to provide temporary financial support in the form of an interest-free loan in special situations when a student faces unforeseen financial difficulties. For the purpose of implementing the Hardship Fund Scheme, the Hardship Fund Committee has been established by the Executive Board. [You can find more information and contact details on myhanze](#).
- [Internationalisation grant](#) (NED): established with the aim of either providing support in setting up a new, international student organisation or encouraging internationalisation within Dutch student organisations.
- [Hanze activity fund](#): this fund aims to provide financial support, in the form of grants, to educational support activities and sustainability-related activities of student organisations within Hanze, for which no or insufficient financial resources are otherwise available.

8. Rules of conduct

Hanze believes that students should be able to study in a safe and pleasant environment. That is why we treat each other with mutual respect, integrity and propriety. In this chapter, you will find information related to the rules of conduct that apply to you as a student. If you have experienced misconduct or undesirable behaviour yourself or would like to know more about the facilities we offer, take a look at Chapter 9 Legal Protection.

Hanze has drawn up a number of regulations to foster and maintain the right learning and work environment. These apply to the use of the buildings, grounds and facilities. Students, employees and third parties must comply with these rules of conduct and are expected to follow the orders and instructions given on the basis of these regulations by those authorised to do so at Hanze.

The [rules of conduct can be found here](#).

9. Legal protection

The Complaints and Disputes Office (BK&G) coordinates the complaints and disputes submitted by students. BK&G functions as a point of contact and passes on the complaint to the appropriate body for handling. BK&G does not handle complaints itself.

9.1. Legal protection under the WHW

The protection of the legal status of students has been arranged in the WHW. Do you disagree with a decision or course of action? Then you can submit an objection, lodge an appeal or file a complaint (hereinafter: complaint). Appeals are handled by the Student Appeals Board, objections by the Disputes Committee and other complaints by the Director of the school of your programme. Which route is open depends on the issue.

Student Appeals Board and Disputes Committee

The Student Appeals Board is competent with regard to the decisions listed in Article 7.61 WHW (concerns, among other things, decisions of examination boards and examiners). If you disagree with a decision that falls under the jurisdiction of the Student Appeals Board, you can lodge an appeal against this decision. An appeal must be lodged no later than six weeks after publication of the decision. [Here you can find more information on how to lodge an appeal.](#)

If the Student Appeals Board does not have jurisdiction but there is a decision under the WHW or regulations based on it, it is open to appeal to the Disputes Committee. An objection must be submitted no later than six weeks after publication of the decision. [Here you can find more information on how to lodge an appeal.](#)

The Disputes Committee advises the Executive Board on the objection. The Executive Board decides on the objection. You can contact the Student Appeals Board and the Disputes Committee through the Complaints and Disputes Office.

The [regulations of the Student Appeals Board and the Disputes Committee can be found here.](#)

Council of State

Appeals against decisions in objection and appeal cases as mentioned above can be lodged with the Council of State, Administrative Law Division in The Hague. An appeal must be lodged no later than six weeks after publication of the decision on the objection or appeal. For more information, visit the [website of the Council of State.](#)

Other complaints

Other issues will be dealt with in accordance with the [Complaints Procedure.](#)

9.2. Legal protection other

There are also a number of committees and other facilities you can consult when dealing with specific issues related to misconduct, undesirable behaviour, abuses and privacy.

Misconduct and undesirable behaviour

Hanze is responsible for providing a safe educational environment. In order to ensure this, policies have been developed on undesirable behaviour, the [Hanze Framework on Social Safety and Undesirable](#)

[Behaviour](#) (NED). In addition, an [Undesirable Behaviour Complaints Procedure](#) has been established, and it is possible to contact [Hanze Student Support](#) or the student [confidential advisor](#) if you experience transgressive or intimidating behaviour during your studies.

Abuses (not individual)

The Whistleblower Procedure is intended for reporting actual or suspected abuses or irregularities. These are defined as dangerous, immoral or illegal practices that are taking place under the responsibility of Hanze UAS, and as a result of which the public interest is at stake. This means that the Whistleblower Procedure is not intended for individual issues.

[The Whistleblower Procedure can be found here.](#)

Privacy

Hanze UAS handles your personal data with due care. We believe you must be able to trust that these are processed lawfully and protected appropriately, as set out in the General Data Protection Regulation (GDPR). Information about the way in which Hanze UAS processes your personal data and about your rights can be found in the [general privacy statement](#).

You will find the outlines of Hanze's vision and basic principles in the general [Privacy and Security Policy 2021-2025](#).

You are entitled to ask Hanze for an overview of the personal data processed about you, the associated processing operations and the applicable retention periods. If you think your personal data are incorrect or if you no longer wants Hanze to process your personal data, you may submit a request to have those data modified or to have the processing of your personal data terminated and those data removed. To this end, you can submit a written request for access to Hanze via fg@org.hanze.nl.