

**Readers should be aware that only the Dutch version of this Regulation has legal force. This English translation is strictly for reference and cannot be invoked as a legal tool.**

## **Education and Examination Regulation of the University of Antwerp**

2015 – 2016 Academic Year

Approved by the Board of Governors on 12 April 2016

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## **Preamble**

I. The Codex Higher Education of 11 October 2013, ratified by the decree of 20 December 2013, sums up the components that an education and examination regulation should contain.

II. This education and examination regulation has 2 annexes which are an integral part of the regulation: the enrolment procedure and the Code of Conduct regarding the language of instruction. The Statute of the UA-student regulates additional student affairs.

III. By enrolling, students accept all regulations mentioned in II.

IV. The official communication on educational activities between the Universiteit Antwerpen and the students as a rule goes via the electronic mailbox of the student ([firstname.name@student.uantwerpen.be](mailto:firstname.name@student.uantwerpen.be)), via the Student Information System (SisA) or via Blackboard. Enrolled students should regularly consult their email messages through that email address, messages in the Student Information System (SisA) and in Blackboard and cannot use not consulting their messages as an excuse to evade their obligations.

## **Article 1 General stipulations**

### **1.1 Introductory stipulations**

1.1.1 Concepts relating to the academic structures are defined in the Basic Note on the academic structure of the University of Antwerp.

1.1.2 For the purpose of the implementation of this education and examination regulation, the Board of Management shall determine which organising units are to be equated with faculties.

1.1.3 Within the context of this education and examination regulation, the term faculty shall be understood to mean: the competent body or institution within the faculty.

1.1.4 Within the context of this education and examination regulation, the term student shall be understood to mean: any person who is enrolled at the University of Antwerp for a training programme or for one or more programme components.

1.1.5 Within the context of this education and examination regulation, the term study programme shall be understood to mean: all the programme components for which a student enrolls in a specific programme under a diploma or an examination contract in a specific academic year.

1.1.6 Within the context of this education and examination regulation, the term training programme shall be understood to mean: the set of programme components for which the student enrolls to fulfil the conditions to obtain the diploma or the certificate of the programme.

### **1.2 Field of application**

1.2.1 This education and examination regulation applies to the academic Bachelor's and Master's programmes, the specific teacher training programmes and the bridging and preparatory programmes. It also applies to advanced master programmes, the interuniversity training programmes, the doctoral training programmes and the doctorate, insofar as no specific regulation has been approved for such programmes and insofar as there is no interuniversity education and examination regulation registered in an interuniversity agreement. For the postgraduate training programmes, there is a separate regulation.

### **1.3 Enactment**

1.3.1 This education and examination regulation comes into force at the beginning of the academic year following its approval.

### **1.4 Amendments**

1.4.1 Any amendments to this education and examination regulation should be approved by the Board of Governors before 1 May of the academic year preceding its coming into force.

1.4.2 In exceptional cases and on the basis of a motivation, the Board of Governors may deviate from the stipulation under Article 1.4.1.

## Education regulation

### **Article 2 The structure of the academic year**

#### **2.1 Shape of the academic year**

2.1.1 The academic calendar is determined annually by the Board of Management before 1 June and announced at the beginning of the academic year at the latest.

2.1.2 The faculty sees to the implementation.

2.1.3 The structure of the academic year should adhere to the following principles:

I. The academic year begins on the Monday of the thirteenth week before the Christmas Holidays.

The academic year is divided in 6 consecutive periods: the first semester, the semester break, the second semester, the summer recess, the second exam session and a teaching and exam free period. The first and second semester constitute the first exam session.

II. The first semester encompasses 19 weeks: 17 weeks of educational, study and examination activities, and a two-week Christmas Holiday. The Christmas Holiday coincides with that in primary and secondary education.

III. Between the end of the first and the beginning of the second semester, there is a one-week semester break.

IV. The faculty announces the definitive exam results of the first semester no later than during the week after the semester break.

For those students whose first exam session is closed after the 1<sup>st</sup> semester on the basis of article 16.2, the faculty announces the results for the complete programme in the week after the semester break.

V. The second semester encompasses 21 weeks: 18 weeks of educational, study and examination activities, a 2-week Easter Holiday and one week at the end for the faculty to announce the definitive second semester exam results and the results for those who have completed their programme. The Easter Holiday coincides with that in primary and secondary education. Second-semester exams should be finalised by 30 June.

VI. Definitive exam results of second semester exams and results of the first exam session for the complete programme are to be announced on 10 July at the latest.

VII. Summer recess begins on 11 July at the latest and lasts at least six weeks; it ends at the beginning of second-session (resit) exams.

VIII. Second-session exams should begin five weeks before the start of the next academic year.

IX. The faculty should announce the definitive second session exam results and second-session results for the complete programme one week before the start of the next academic year at the latest.

#### **2.2 Deviations**

2.2.1 As far as the Master's programme in medicine and the advanced Master programmes are concerned, the faculties in question may deviate from principles II, III and V under article 2.1. For students in the graduating year in the Master's programme in medicine, the faculty may deviate from principle VIII under article 2.1.

2.2.2 In the case of *force majeure*, the faculty may deviate from principles VI and IX under article 2.1 for exchange students.

2.2.3 The faculty may deviate from principle IX under article 2.1 in the case of internship activities taking place at the end of the academic year.

2.2.4 Deviating from the principles II, III and V in article 2.1, the faculty may allow that practical training activities continue during holiday periods and that practical trainings continue from one semester to another.

2.2.5 Deviations of article 2.1 that are not covered by articles 2.2.1, 2.2.2, 2.2.3 or 2.2.4 should always be approved by the Education Board.

### ***Article 3 Programme offerings, study paths and study programmes***

#### **3.1 Programme offerings**

3.1.1 Every year, before 1 April, the Board of Governors shall determine which programmes, graduation options and bridging programmes shall be offered in the following academic year.

3.1.2 Before 1 July of the previous academic year, the faculty shall lay down the preparatory programmes that offer access to Master's programmes or advanced Master programmes.

3.1.3 Before 1 July of the previous academic year, the faculty shall determine its offering of programme components and announce which programme components, because of their specific nature, are not eligible for an examinations contract and/or a credit contract.

#### **3.2 Study paths**

3.2.1 For each of the Bachelor's and Master's programmes, as well as the specific teacher training programme, the faculty should provide at least one model path which should encompass 54 to 66 credits per academic year.

3.2.2 For each bridging programme encompassing no more than 66 credits, the faculty should provide at least one model path that will allow the student to complete the entire bridging programme within a single academic year. For each bridging programme of more than 66 credits, the faculty should provide at least one model path that will allow the student to complete the entire bridging programme within two academic years.

3.2.3 The faculty shall announce each model path before 1 July of the preceding academic year.

3.2.4 Any path whereby a student deviates from the model path shall be known as an individualised path.

3.2.5 A student's study programme for a given academic year, be it under a model path or an individualised path, shall be determined in conformity with the procedure laid down in article 4.3.

#### **3.3 Sequentiality of programme components**

3.3.1 For each programme, the faculty shall determine those programme components for which the student may, without prejudice to the stipulations of article 4.3 and article 8, only register if he/she has, in a previous academic year, obtained credits for a prerequisite programme component or programme components.

3.3.2 The faculty shall announce the sequentiality of programme components before 1 July of the preceding academic year.

### ***Article 4 Enrolments and applications***

#### **4.1 Enrolments**

4.1.1 When enrolling, prospective students should follow the enrolment procedure.

4.1.2 Students may enrol for one or more programmes, a preparatory or bridging programme and/or individual programme components.

4.1.3 When enrolling at the University, students shall enter into an agreement whereby they are required to choose between a diploma contract, an examination contract and/or a credit contract. The study programme of the academic year is part and parcel of the agreement. The fees due are payable upon entering into the agreement.

4.1.4 The Board of Management shall determine the form of the contract.

4.1.5 Students may only take exams for programme components included in their faculty approved study programme for the academic year in question.

4.1.6 Every year, before 1 May, the Board of Management shall set the study fees for the following academic year.

## **4.2 Changes to the contract and termination of enrolment**

4.2.1 Any change to the terms of the contract requires approval from the faculty, without prejudice to article 4.3.

4.2.2. Any switch of contract type should follow the enrolment procedure. The faculty may grant a student permission for a switch of contract type only once and this before the start of the academic year.

4.2.3 Students may terminate their enrolment in accordance with the enrolment procedure.

## **4.3 Registration by a student for one or more study programmes in an academic year**

4.3.1 The student should register his/her study programme into the Student Information System (SisA) by 1 October, taking into account the directives of the faculty concerned and the availability of sufficient learning credit. The faculty may allow the student to register and or change his/her study programme in the Student Information System (SisA) up until 31 October, taking into account the directives of the faculty concerned and the availability of sufficient learning credit.

4.3.2 Unless the faculty or faculties invokes/invoke exceptional circumstances or deems/deem that the student is able to achieve the envisaged study progress, the total study load taken on in any academic year may not exceed 66 credits.

4.3.3 In view of obtaining the diploma, the student has to retake all programme components for which he/she has not obtained a credit in a following exam session unless the examination board decided otherwise.

4.3.4 In the case of sequential programme components, the faculty shall decide whether a student may include a programme component in his/her study programme if that student has taken the prerequisite programme component(s), albeit unsuccessfully. The faculty can make the permission to include a second semester programme component in a study programme dependent on the student's exam result for one or more prerequisite first-semester programme components.

4.3.5 When a student failed a programme component during the past academic year and there are no teaching activities for this programme component in the new academic year, the faculty may exceptionally allow the student to include this programme component in his/her study programme and to take its exam and this following a written request from the student.

4.3.6 Should any incompatibilities arise after 31 October with respect to the second semester timetable, should there be specific study advice based on the first semester exam results or in case of an enrolment for the second semester, the student can register courses of the 2<sup>nd</sup> semester in his/her study programme conform the directives of the faculty up until 28 February.

4.3.7 If the student does not comply with the faculty's directives when registering the study programme, the faculty can make adjustments to the study programme during the academic year.

4.3.8 A student who feels that the registration of the study programme in the Student Information System (SisA) is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of the registration to the body appointed by the faculty.

This request should be submitted within five days after the day on which the student has received the notification of the decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The student is heard orally by the appointed body if he/she has asked for it in the written request to reconsider the decision. Articles 25.3 and 25.4 of this regulation shall subsequently apply.

#### **4.4 Sequentiality of degree programmes and programmes**

4.4.1 Without prejudice to the stipulations of article 4.3 the faculty may, in accordance with the faculty' study progress policy, grant permission to a student to enrol for a contiguous programme, even though the student has yet to take exams for one or several training components of his/her current degree programme or of his/her bridging or preparatory programme.

When a student is allowed to enroll simultaneously for a bachelor's, bridging or preparatory programme on the one hand and a master's programme on the other hand, the student cannot register for the master's thesis as long as he has not succeeded in the bachelor's, bridging or preparatory programme, unless he has received explicit permission from the faculty.

4.4.2 A student who feels that an unfavourable decision concerning the combination of degree programmes is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the body appointed by the faculty to take it.

This request should be submitted within five days after the day on which the student has received the notification of the decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The student is heard orally by the appointed body if he/she has asked for it in the written request to reconsider the decision. Articles 25.3 and 25.4 of this regulation shall subsequently apply.

### **Article 5 Educational organisation**

#### **5.1 Description of the programme components**

5.1.1 Members of academic staff with a teaching assignment shall, for each of the programme components assigned to them, outline the prerequisites, the expected learning outcomes, the course content, the teaching method, the assessment method, and the study material used.

5.1.2 The members of academic staff shall describe the programme components assigned to them in the language of instruction of the course in question. If this is a language other than English, an English translation shall also be provided.

5.1.3 The faculty shall make the description of programme components available at the start of the academic year at the latest.

## 5.2 Special educational facilities for certain students

5.2.1 A student may, on account of exceptional personal circumstances, submit a request for special educational facilities. The exceptional personal circumstances refer to amongst others:

- top-level sports,
- top-level arts,
- the combination study-entrepreneurship
- the combination work-study,
- special needs due to functional impairments.

In case of special educational facilities requested because of a functional impairment, there is a differentiation between standard facilities and faculty facilities. Standard facilities are reasonable adjustments that are recorded in a list approved by the Board of Management and that are not negotiated with the faculty. Faculty educational facilities are reasonable adjustments that are determined for an individual student and that are negotiated with the faculty.

5.2.2 The steps needed to request special educational facilities are explained in the enrolment procedure. The request is submitted together with the one for special exam facilities as provided for in article 13.7.

5.2.3 Except in cases of *force majeure*, a student who wishes to request special educational facilities should submit a written application at the moment of his/her enrolment at the University of Antwerp and at the latest on the Friday of the second week of the first semester. Students submitting a request for the second semester do this on Friday of the second week of the second semester at the latest.

5.2.4 The Sports Committee decides on the legitimacy of the requests regarding top level sports. The chairperson of the Sports Committee shall announce his/her decision in writing to the student and the faculty in question. If the request is found legitimate, the faculty may grant special educational facilities to the student concerned in accordance with the stipulations of article 5.2.10.

5.2.5 The Culture Committee decides on the legitimacy of the requests regarding top level arts. The chairperson of the Culture Committee shall announce his/her decision in writing to the student and the faculty in question. If the request is found legitimate, the faculty may grant special educational facilities to the student concerned in accordance with the stipulations of article 5.2.10.

5.2.6 The Committee "Entrepreneurship" decides on the legitimacy of the requests regarding the combination of study and entrepreneurship. The chairperson of the Committee Entrepreneurship shall announce his/her decision in writing to the student and the faculty in question. If the request is found legitimate, the faculty may grant special educational facilities to the student concerned in accordance with the stipulations of article 5.2.10.

5.2.7 A student combining study with work can register as a working student. The criteria for and the way of registration as well as the type of special educational facilities a working student can get are explained in the enrolment procedure.

5.2.8 The Committee Reasonable Adjustments decides upon advice of the care co-ordinator on the legitimacy of the requests regarding functional impairments. The chairperson of the Committee Reasonable Adjustments shall announce his/her decision in writing to the student and the faculty in question. If the request is found legitimate, the faculty grants standard facilities and/or faculty facilities in accordance with the stipulations in article 5.2.9.

5.2.9 The faculty may grant standard facilities and/or faculty facilities that were negotiated with the care co-ordinator to a student with a functional impairment. To avail of the standard facilities the student has to confirm them per programme component in the Student Information System (SisA) and this at the latest by the closing dates determined in the enrolment procedure.



5.2.10 The faculty may grant facilities that were negotiated with the care co-ordinator to a student because of top-level sports, top-level arts or the combination study and entrepreneurship. To avail of these facilities the student has to confirm them per programme component in the Student Information System (SisA) and this at the latest by the closing dates determined in the enrolment procedure.

5.2.11 A student who feels that an unfavourable decision concerning the granting of special educational facilities is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the rector.

This request should be submitted within five days after the day on which the student has received the notification of the decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The Appeals Committee Special Facilities decides on the admissibility and legitimacy of the appeal.

The student is heard orally by the Rector or his/her representative if he/she has asked for it in the written request to reconsider the decision. Articles 25.3 and 25.4 of this regulation shall subsequently apply.

5.2.12 The faculty grants special facilities to a student on account of him/her fulfilling a mandate in a body within the academic structure of the University of Antwerp, of the Association University and University Colleges Antwerpen or of the Flemish Interuniversity Board, in accordance with the Statute of the UA-student.

5.2.13 The Board of Management decides on the composition of the Committee Reasonable Adjustments, the Sports Committee, the Culture Committee, the Committee Entrepreneurship and the Appeals Committee Special Facilities.

### **5.3 Use and distribution of education and study material**

5.3.1 When audio and/or video recordings are made of educational activities for a programme component which the lecturer uses for direct broadcasting, video-conferencing, placement on learning platforms and/or evaluation and feedback, students cannot contest this. However, each student has the right to request to remain off screen.

5.3.2 It is not permitted to make audio and/or video recordings of educational and exam activities unless there is explicit permission of the titular of the programme component. Even when permission is given recorded material may only be used for didactic purposes for the student him/herself. Distribution and commercial use of recorded material is always prohibited.

5.3.3 It is not permitted to digitally or otherwise multiply (parts of) study materials (e.g. course texts, slides, exercises, sample exam questions) that someone has obtained in the framework of his/her training programme free or at a cost and to make it available to others free or at a cost, unless there is explicit permission from the author; commercial use by students of study materials is always prohibited.

5.3.4 A student who does not adhere to the rules as stated in 5.3.2 and 5.3.3 exposes him/herself to a disciplinary procedure based on article 33 and 34 of the Statute of the UA-student

## **Article 6 Master's thesis and internships**

### **6.1 Master's thesis**

#### **6.1.1 Faculty regulation**

The faculty should, at the very least, lay down the following procedures in a regulation governing the Master's thesis:

- approval of the topic
- progress monitoring
- supervision
- the appointment of assessors
- the assessment criteria
- the formal requirements, including the language used, without prejudice to article 7.

The faculty shall announce its regulation for the Master's thesis by 1 July of the preceding academic year.

#### 6.1.2 Submission, storage and publication

The student submits his/her master's thesis digitally through a platform made available by the university. The final evaluated document of the master's thesis is indefinitely stored in the Institutional Repository of the university for sustainable digital keeping. This storage to which the student agrees does not entitle the student to any remuneration.

The university may only publish the document of the master's thesis after having received written permission from the student. The Board of Management determines the way in which the student gives this permission.

### 6.2 Internships

The faculty draws up a regulation for internships in which at least the following mutual rights and obligations of the student, the university and the organisation where the internship(s) take(s) place are described:

- the application for, the choice and the assignment of the internship place(s)
- the objectives, the contents, the form and the duration of the internship(s)
- the coaching of the internship(s) from the university and from the internship place(s)
- the internship agreement including the risk analysis of the internship place and the insurance
- the deontological code that applies
- the evaluation of the internship(s)

The faculty shall announce its regulation for internships by 1 July of the preceding academic year.

### 6.3. Valorization of research results

Through their enrolment students cede all their rights to the University of Antwerp regarding research results that could be valorized and that, as described in the Valorization regulation of the University of Antwerp, would result from participation in research projects for which knowledge, funds and/or equipment of the University of Antwerp are used. At the start of the participation in a research project the promotor will point out the stipulation of this article to the student and immediately informs the Interface Service about the student's participation.

#### **Article 7 Language of instruction**

The Code of Conduct regarding the Language of Instruction at the University of Antwerp lays down the prevailing rules in relation to the language in which the subject is taught and in which the exam should be taken. This code of conduct has been added as an appendix to this regulation, of which it is an integral part.

#### **Article 8 Exemptions and diploma based on proofs of ability and previously acquired qualifications**

8.1 A body appointed by the faculty shall decide on the granting of exemptions on the basis of proof of previously acquired competencies, credits or qualifications. The same body decides about the issuing of a diploma without the requirement of enrolling in the training programme concerned and this based on proofs of ability or previously acquired qualifications.

8.2 The student can request exemptions for courses of the first and second semester until 1 October to the body mentioned under 8.1. The request will be treated by 31 October.

A student enrolling after 1 October can only request exemptions for courses of the second semester and this until 14 February. The body mentioned under 8.1 treats this requests by 28 February.

The stipulations under Article 4.3 concerning the registration of the study programme also apply to students who have obtained exemptions.

8.3 A student who feels that an unfavourable decision concerning the granting of exemptions or concerning the issuing of a diploma without the requirement of enrolling in the training programme concerned is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the competent body appointed by the faculty.

This request should be submitted within five days after the day on which the student has received the notification of the decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The student is heard orally by the appointed body if he/she has asked for it in the written request to reconsider the decision. Articles 25.3 and 25.4 of this regulation shall subsequently apply.

### ***Article 9 Complaints***

9.1 Complaints concerning educational aspects should be addressed to the chairperson of the education committee or his/her representative. If need be, the faculty ombudsperson may act as a mediator. The chairperson of the education committee should deal with complaints appropriately. He/she should report annually to the education committee, providing an overview of complaints that have been dealt with.

### ***Article 10 Inventory of training programmes***

10.1 The legally required information regarding programmes is incorporated into the Higher Education Register, which is publicly accessible. The faculty is responsible for annually checking and adapting the information provided.

## **Examination regulation**

### ***Article 11 General stipulations***

The general stipulations apply both to the education regulation and to the examination regulation and are therefore recorded under article 1.

### ***Article 12 Ombuds service***

#### **12.1 Organisation**

12.1.1 The ombuds service is provided by the faculty ombudspersons and the central ombudsperson.

#### **12.2 Faculty ombudspersons**

12.2.1 The faculty ombudspersons act as liaisons and mediators in disputes between students and one or more staff members. The disputes are related to the application of the education and examination regulation.

12.2.2 The faculty ombudspersons should preferably be academic staff members and they should be appointed for at least one academic year by the faculty in consultation with the student representatives. Also ATP-members with a master's diploma may be eligible for this function.

When appointing the ombudsperson the faculty takes into account that he/she:

- is familiar with academic education and with the examination process;
- has insight in the way exam rosters are established and has a thorough knowledge of the examination regulation;
- can remain independent in disputes between academic staff and students;
- is diplomatic.

12.2.3 The faculty ombudspersons shall not act as mediators in disputes over programme components in which they have a personal involvement.

12.2.4 At the start of the academic year, the faculty shall announce on the student notice board where and when the faculty ombudspersons shall be available. They must, in any case, be available during exam periods and during the periods of appeal procedures.

12.2.5 In order for them to perform their task adequately, the faculty ombudspersons are entitled to information regarding each of the exams that falls under their remit, also before the meeting of the examination board. They are, however, held to secrecy.

12.2.6 After second-session exams, the faculty ombudspersons should compile a report about any issues that have arisen. This report should be submitted to the faculty and the central ombudsperson by 1 November at the latest. The report discusses the cases that have created issues during the past academic year or that have led to specific solutions or that require further discussion. Purely administrative issues such as rescheduling exams based on certified force majeure are not recorded in the report. If there have been no problems at all, the ombudsperson mentions this in his/her yearly report.

12.2.7 Furthermore, the faculty ombudspersons have the following tasks and obligations:

- mediate between student and examiner in order to avoid or solve problems; this role of mediator is mainly related to exam situations, including permanent evaluation;
- for more general educational problems, e.g. in relation to courses, the teaching methods, rosters, refer to the correct points of contact such as the dean, the chairman of the education committee, the education and student admin office, the student counsellors or student services and if necessary, act as mediator;
- give information to students about the examination regulation, after consultation with the department of education, the legal department and/or the central ombudsperson in cases of doubt;
- refer students with a physical disability or with problems such as fear of failure, stress, concentration problems or insomnia to the student medical doctors or to student services;
- attend exams following a motivated request by an examiner or an examinee;
- request information about exams, possibly before the meeting of the examination board in order to guarantee the rights of all parties and in particular the students, taking into account the secrecy towards the student;
- participate in the deliberations of the examination board in an advisory role in order to guarantee the rights of all parties and in particular the students'; this means that the ombudsperson may intervene during the deliberations or may request a vote, secret or not.
- give information in case of an internal appeal before and after the deliberation, whereby it is important to inform students and examiners about the procedure; the ombudsperson advises students and examiners and tries to find a solution to the problem in question but will never represent the students or the examiner;

- advise the relevant bodies in cases of fraud;
- depending on the internal organisation of the faculty, take care of the registration of non-participation in exams and/or intervene in problems when rescheduling exams in cases of force majeure.

### **12.3 Central ombudsperson**

12.3.1 The central ombudsperson acts as a liaison and mediator in disputes between students and one or more staff members that exceed the level of the faculty. The disputes are related to the application of the education and examination regulation.

12.3.2 The central ombudsperson should have the following essential qualities:

- a thorough knowledge of the examination regulation;
- familiarity with academic education and with the education and examination process;
- ability to remain independent in disputes between academic staff and students;
- insight in the way exam rosters are established;
- be diplomatic.

For the function of central ombudsperson are eligible

- or a ZAP member
- or an ATP member from grade 9 onwards with a master's diploma.

The mandate of the central ombudsperson represents 0,1 FTE. The mandate does not give a right to additional salary. The central ombudsperson is assigned to the department of education for the execution of the function. The central ombudsperson holds an independent, neutral position and reports directly to the university management in general and to the chairman of the Educational Council and to the rector in particular.

For the selection of the central ombudsperson the Educational Council forms a committee consisting of:

- the chairman of the educational council, chairing the committee;
- one member of the academic staff per science domain and one student per science domain;
- three students to be put forward by the Student Council

The committee evaluates the candidates for the Educational Council which will formulate a recommendation for the Board of Management.

The central ombudsperson is appointed by the Board of Management upon the recommendation of the Educational Council. The mandate of the central ombudsperson lasts 3 years and can be renewed.

12.3.3 At the start of the academic year, the Educational Council shall announce where and when the central ombudsperson shall be available.

12.3.4 In order that he/she could perform his/her task adequately, the central ombudsperson is entitled to information regarding each of the exams, including before the meeting of the examination board. He/she is, however, held to secrecy.

12.3.5 Twice a year, the central ombudsperson organizes a meeting with the faculty ombudspersons. In these meetings the faculty ombudspersons are informed of changes in the education and examination regulation and about common problems and possible solutions. They brief the central ombudsperson about the workings of their examination board and about the general cooperation within the faculty. During these meetings more general student related issues are discussed.

12.3.6 After second-session exams, the central ombudsperson should compile a report about any problems that may have arisen. This report should be submitted to the Rector, the

chairperson of the education board and the chairperson of the Student Council by 1 December at the latest. The report may not prejudice the secrecy.

12.3.7 Furthermore the central ombudsperson has the following tasks:

- assist the faculty ombudspersons in case of doubt about the interpretation of the examination regulation
- mediate in case of problems (disputes) between the chairman of the examination board, the faculty ombudsperson and the student concerned;
- if necessary hear all parties concerned in a hearing;
- treat complaints and after investigation suggest a decision to the relevant bodies; the ombudsperson does not issue decisions;
- give information about student's rights and legal advice;
- refer students with a physical disability or with problems such as fear of failure, stress, concentration problems or insomnia to the student medical doctors or to student services;
- mediate in case of problems between PhD students and their promotor;
- formulate suggestions to improve the quality of the education process and the organisation of exams;
- treat complaints in relation to the available facilities and accommodation (e.g. study landscapes)
- external representation as central ombudsperson of the Universiteit Antwerpen.

## **Article 13 Exam formats and organisation**

### **13.1 Specification of exam formats**

13.1.1 Pursuant to the stipulations of Article 5.1, the faculty shall, at the start of the academic year, specify the exam formats for all the programme components on offer, including those involving permanent evaluation.

13.1.2 The exam format of a programme component is the same for all types of contract under which the programme component can be taken.

13.1.3 It is not permitted to change exam formats during an examination session.

13.1.4 Irrespective of the type of examination that is specified beforehand, a student is always entitled to give an additional oral clarification, on condition that an application is filed with the chair of the examination board prior to the announcement of the examination timetable.

13.1.5 If, pursuant to the decision by the faculty, a written exam precedes the oral exam, the examiner may exempt the student from further oral questioning on the same subject matter. Any such student who nevertheless wishes to take the oral examination shall be given an opportunity to do so.

13.1.6 In the case of oral examinations, the student is entitled to a reasonable amount of time to prepare in writing his/her answers to the questions presented to him/her at the start of the exam.

13.1.7 The chair of the examination board may, for serious reasons, grant permission to deviate from the specified exam format, without prejudice to the stipulations of Article 13.7.

### **13.2 Announcement of exam formats and grading of exams**

13.2.1 At the start of the programme component, the lecturer shall inform the students about the manner in which they shall be evaluated and how exams shall be graded.

13.2.2 Should the exam for a programme component consist of two or more exam components, then the lecturer shall inform the students at the start of the course whether the

results for individual exam components may be retained for second-session exams or, as the case may be, the next academic year if the student fails for the overall exam.

### **13.3 Determination of the exam periods**

13.3.1 The faculty should fix the dates of the exam periods by 1 July of the preceding academic year. In the absence of such action, the programming of the previous academic year shall be retained.

13.3.2 The faculty should determine by 1 July of the preceding academic year in which exam period of the first examination session the exam for the various programme components shall take place. The chair of the examination board may, for serious reasons, grant permission to deviate from this rule.

### **13.4 Number of exam opportunities**

13.4.1 No student may take the same exam or exam component more than twice in any given academic year.

13.4.2 The faculty should announce by 1 July of the preceding academic year for which programme or exam components, because of its/their specific nature, no opportunity shall be provided for a second-session exam during the same academic year.

13.4.3 The faculty determines by 1 July of the preceding academic year for which programme components taught in the 2<sup>nd</sup> semester a student as mentioned in article 16.2 can take the exam in the 1<sup>st</sup> semester in order to obtain the diploma at the end of the 1<sup>st</sup> semester.

13.4.4 No student may take a second exam for a programme component before the definitive first-session exam result has been announced.

13.4.5 A student who obtains a credit for a programme component during first-session exams cannot take a second-session exam for that programme component.

### **13.5 Sequentiality of exams**

13.5.1 A student who is enrolled on a study programme in accordance with the stipulations of article 4.3 or article 4.4 and who combines programme components for which, in accordance with article 3.3.1, a particular sequence applies must take the exam for the prerequisite programme component during the same exam session as that for the subsequent programme component or earlier.

### **13.6 Organisation of exams**

13.6.1 The faculty is responsible for organising the exams.

13.6.2 All exams are public.

13.6.3 The exams shall take place at the specified times on the specified days and in places that are accessible to all. They shall take place within the university, unless the faculty deems that a different location is required for a particular exam format.

13.6.4 The exam timetables are, in principle, drawn up in such a way that no student should have to take more than the exam of one programme component on any given day and that no more than 25 examinees should have to take an oral exam in any given morning or afternoon session. Moreover, an effort is made to spread out the exams reasonably over the exam period. Should a student be required to take exams for two programme components on a single day, the faculty shall assess whether one of the two exams can be moved to a different date.

13.6.5 The detailed examination timetables shall be announced as early as possible, i.e. by 1 December for the exam period at the end of the first semester, by 1 April for the exam period at the end of the second semester, and by 1 August for second-session exams.

13.6.6 All exams take place between 8am and 8pm. At the request of students who are taking an evening programme, an examiner may agree for exams to take place after 8pm. A written

exam or an oral exam with written preparation should take 4 hours at the most. An oral examination of a student should take no longer than an hour.

13.6.7 In no event should exams be taken on Sundays or holidays. Students may invoke respect for freedom of religion in order not to be examined on particular days. To this end, they should file an application by 1 October at the latest.

13.6.8 The examiner should be available to the examinee during the examination, in case further clarification is unexpectedly required.

13.6.9 After the announcement of the definitive exam results, a student shall be entitled to personally discuss his/her performance with the lecturer and he/she shall have personal and nontransferable access to the original copy of his/her written exams including exams taken electronically.

### **13.7 Special exam facilities for certain students**

13.7.1 A student may, on account of exceptional personal circumstances, submit a request for special educational facilities. The exceptional personal circumstances refer to amongst others:

- top-level sports,
- top-level arts,
- the combination study-entrepreneurship
- the combination work-study,
- special needs due to functional impairments.

In case of special exam facilities requested because of a functional impairment, there is a differentiation between standard facilities and faculty facilities. Standard facilities are reasonable adjustments that are recorded in a list approved by the Board of Management and that are not negotiated with the faculty. Faculty exam facilities are reasonable adjustments that are determined for an individual student and that are negotiated with the faculty.

13.7.2 The steps needed to request special exam facilities are explained in the enrolment procedure. The request is submitted together with the one for special educational facilities as provided for in article 5.2.

13.7.3 Except in cases of *force majeure*, a student who wishes to request special exam facilities should submit a written application at the moment of his/her enrolment at the University of Antwerp and at the latest on the Friday of the second week of the first semester. Students submitting a request for the second semester do this on Friday of the second week of the second semester at the latest.

13.7.4 The Sports Committee decides on the legitimacy of the requests regarding top level sports. The chairperson of the Sports Committee shall announce his/her decision in writing to the student and the faculty in question. If the request is found legitimate, the faculty may grant special exam facilities to the student concerned in accordance with the stipulations of article 13.7.10. The facilities referred to relate to the rescheduling of the exam.

13.7.5 The Culture Committee decides on the legitimacy of the requests regarding top level arts. The chairperson of the Culture Committee shall announce his/her decision in writing to the student and the faculty in question. If the request is found legitimate, the faculty may grant special exam facilities to the student concerned in accordance with the stipulations of article 13.7.10. The facilities referred to relate to the rescheduling of the exam.

13.7.6 A student combining study with work can register as a working student. The criteria for and the way of registration as well as the type of special educational facilities a working student can get are explained in the enrolment procedure.

13.7.7 The Committee "Entrepreneurship" decides on the legitimacy of the requests regarding the combination of study and entrepreneurship. The chairperson of the Committee Entrepreneurship shall announce his/her decision in writing to the student and the faculty in



question. If the request is found legitimate, the faculty may grant special exam facilities to the student concerned in accordance with the stipulations of article 13.7.10.

13.7.8 The Committee Reasonable Adjustments decides upon advice of the care co-ordinator on the legitimacy of the requests regarding functional impairments. The chairperson of the Committee Reasonable Adjustments shall announce his/her decision in writing to the student and the faculty in question. If the request is found legitimate, the faculty grants standard facilities and/or faculty facilities in accordance with the stipulations in article 13.7.9.

In the case of special needs students with functional impairments, these facilities may relate to deviations from the specified exam formats as laid down in accordance with Article 13.1.1.

13.7.9 The faculty may grant standard facilities and/or faculty facilities that were negotiated with the care co-ordinator to a student with a functional impairment. To avail of the standard facilities the student has to confirm them per programme component in the Student Information System (SisA) and this at the latest by the closing dates determined in the enrolment procedure. To avail of the faculty facilities, the student needs to confirm these with the faculty.

13.7.10 The faculty may grant facilities that were negotiated with the care co-ordinator to a student because of top-level sports, top-level arts or the combination study and entrepreneurship. To avail of these facilities the student has to confirm them per programme component in the Student Information System (SisA) and this at the latest by the closing dates determined in the enrolment procedure.

13.7.11 A student who feels that an unfavourable decision concerning the granting of special exam facilities is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the rector.

This request should be submitted within five days after the day on which the student has received the notification of the decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The Appeals Committee Special Facilities decides on the admissibility and legitimacy of the appeal.

The student is heard orally by the Rector or his/her representative if he/she has asked for it in the written request to reconsider the decision. Articles 25.3 and 25.4 of this regulation shall subsequently apply.

13.7.12 The faculty grants special exam facilities to a student on account of him/her fulfilling a mandate in a body within the academic structure of the University of Antwerp, of the Association University and University Colleges Antwerpen or of the Flemish Interuniversity Board, in accordance with the Statute of the UA-student.

### **13.8 Keeping examination documents**

13.8.1 The exam papers of written exams, including materials on electronic data carriers, are kept by the examiner at least one year after the official announcement of the exam result of the programme component concerned. The faculty makes arrangements to collect all pieces of evidence in case of an appeal and keeps them in an orderly and accessible fashion.

13.8.2 In case of an appeal the documents are kept 5 years after the announcement.

13.8.3 For portfolio's an exception is made with regard to article 13.8.1: these remain in the possession of the student.

### **Article 14 Non-participation in exams**

14.1 A student who has not participated in all compulsory parts of an exam for a programme component shall receive no grade for that programme component.

14.2 Should a student be unable to participate in one or more exams because of force majeure, he/she should immediately report this to the faculty and provide a valid certificate confirming the reason for non-participation. A medical cert is accepted provided it was written by a medical doctor on the day of illness or accident. A certificate in which only the statement of the student is mentioned (dixit-cert) or a cert that was written after the illness (post-factum cert) is not accepted as a valid certificate. The faculty shall subsequently ascertain whether the student is able to take the exam on a different date.

14.3 A student who is absent from an exam and for whom article 14.2 is not applicable shall be automatically referred to the second-session exam for the programme component concerned.

14.4 A student who does not wish to take part in the exams or who wishes to terminate his/her exams prematurely lets the faculty know without delay.

### ***Article 15 Non-appearance of the examiner***

15.1 If an examiner is absent from an exam for a valid reason, the chairman of the examination board shall appoint a different examiner. The dean shall be informed of any such event.

15.2 If an examiner fails to turn up within two hours after the scheduled start of the exam and has not informed the chair, the examinee is entitled to take the exam at a moment that is convenient for both parties.

15.3 An examiner may not examine a spouse or a cohabitant, or any relative or in-law up to the fourth degree.

### ***Article 16 Registration for an exam session***

16.1 A student automatically registers for first-session exams of his/her training programme upon enrolment (article 4.1).

16.2 A student who can succeed for his/her complete programme at the end of the first semester has the option to have his/her first exam session closed after the 1<sup>st</sup> semester, in line with the stipulations in article 2.1.3 The student has to register this in the Student Information System (SisA) no later than on 20 December. If necessary the student submits a written request to the faculty to take the exam in the 1<sup>st</sup> semester of a programme component that is taught in the 2<sup>nd</sup> semester without prejudice to the stipulations of article 13.4.3. Hereby he forsakes the possibility to attend classes.

16.3 In order to be able to take part in second-session exams, a student should register in the Student Information System (SisA) by the deadline specified in the academic calendar.

### ***Article 17 Exam results and credits***

#### **17.1 Determination of exam results per programme component**

17.1.1 The examiner determines the exam result of a programme component in integers from 0 to 20. The faculty can make a motivated decision that for certain programme components with a particular specificity the exam result is determined in a non-numerical form "pass" or "fail".

#### **17.2 Succeeding in a programme component and awarding of credits**

17.2.1 A student succeeds in a programme component when he/she has obtained at least 10 out of 20 or the non-numerical result "pass".

17.2.2 Each programme component in which the student succeeds entitles the student to a credit. A credit remains valid indefinitely within the programme where it was obtained.

### ***Article 18 Fraud and plagiarism***

#### **18.1 Fraud commission**

The faculty determines the composition of the fraud commission at the start of each academic year. The chair and the secretary of the examination board with which the student is registered are ex-officio members of the fraud commission.

## **18.2 Definitions of “fraud” and “plagiarism”**

18.2.1 Fraud is understood to mean any deceit during the taking of an exam, as well as any other deliberate irregularities that may influence the result attained by the examinee. Also considered as fraud is the possession with the possibility of use of tools with which fraud may be committed (such as mobile, iPod, etc.), even if such an infringement is recorded after the event.

18.2.2 Plagiarism is considered a form of fraud. Amongst others the following is considered plagiarism:

- a) literally copying, also in translation, a text or the structure of a text, tables, data etc. without crediting the source;
- b) paraphrasing a substantial part of the contents or the tenor of a text (e.g. reasoning, argumentation), without crediting the source;
- c) letting someone else write a text or a substantial part of it ('ghost writing'), which may appear a.o. from the oral explanation or defence by the student.

'Crediting sources' is meant to refer to both published and unpublished sources.

## **18.3 Precautionary measures**

To prevent fraud or plagiarism:

- a) the examiners must take reasonable measures
- b) those giving written assignments or those advising on dissertations or theses should provide sufficient information to the students about correctly crediting sources.

## **18.4. Reporting fraud and plagiarism**

Anyone finding evidence of fraud or plagiarism should inform the chair of examination board and the faculty ombudsperson as soon as possible.

## **18.5 Decisions with regard to fraud and plagiarism**

18.5.1 The fraud commission shall investigate the facts reported and consider whether they constitute an instance of fraud or plagiarism. The fraud commission should announce its decision to the student within 10 calendar days after the facts have been reported.

18.5.2 If the fraud commission finds that fraud has been committed, it shall decide within 10 calendar days after the finding on one of the following punitive measures:

- 1° the student does not obtain credits for the programme component concerned or for the concerned part of the programme component;
- 2° the student does not obtain credits for several programme components in the semester concerned or in the second exam session;
- 3° the student is excluded from all remaining exams of the semester concerned or of the second exam session and obtains no credits for that semester or for the second exam session;
- 4° the student is excluded from all exam sessions of the current academic year and obtains no more credits for that academic year.

18.5.3 Pending the decision by the fraud commission, the student may continue to take exams, including the exam during which the irregularity was observed.

18.5.4 Anyone who has contributed to committing irregularities as meant in article 18.2 exposes him/herself to a disciplinary procedure based on article 33 and 34 of the Statute of the UA-student. If the fraud commission finds that a student is an accessory to plagiarism, she asks the dean to file a complaint with the student mediator in accordance with article 33 and 37 of the Statute of the UA-student.

## **18.6 Rights of the student.**

18.6.1 The student has the right to be heard by the fraud commission and to have himself/herself assisted by a person of his/her choice.

18.6.2 The decisions by the fraud commission should be announced to the student by registered mail.

18.6.3 A student who feels that the decision by the fraud commission is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a written appeal with the chair of the examination board or his/her deputy.

Such an appeal should be submitted within five days after the day on which the student has received the notification of the decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The examination board shall treat an appeal which has been declared admissible by the chair or his/her deputy. The student is heard orally by the examination board if he/she has asked for it in the written request to reconsider the decision. Articles 25.3 and 25.4 of this regulation shall subsequently apply.

## **Article 19 Examination boards**

### **19.1 Types of examination boards**

19.1.1 The faculty should compose the following examination boards:

- i) one for each training programme within the Bachelor/Master system and one for the teacher training programme.
- ii) one for each bridging and preparatory programme in the bachelor-mastersystem. This can coincide with the examination board of the subsequent master's programme or advanced master's programme.

### **19.2 Chairpersons and secretaries of the examination boards**

19.2.1 The faculty appoints the chairpersons and secretaries, as well as their respective deputies, from the members of the examination boards.

### **19.3 Composition of the examination boards of the various degree programmes**

19.3.1 At the start of every academic year, the faculty composes the examination boards for the programmes mentioned in article 19.1.

19.3.2 In appointing the members, the faculty should ensure that the composition of the examination board is representative of the training programme in question. Only academic staff members with a teaching assignment in the programme concerned are eligible for membership of the examination board. The number of members on the examination board is at least five and no more than ten members.

19.3.3 Each member of the examination board of a programme holds one vote and is entitled to vote on matters concerning every student registered with the examination board in question.

19.3.4 The faculty ombudsperson and the faculty study progress counsellor attend the meetings of the examination board of the programme concerned and have an advisory vote.

19.3.5 The chairman of the examination board can give permission to other members of staff who are involved in teaching or evaluating students to attend the meetings of the examinations board with an advisory vote.

## **19.4 Decisions**

19.4.1 The members of the examination board are required to attend meetings. If they are unable to attend, they should inform the chair of the examination board beforehand and in writing.

19.4.2 The examination board can only take binding decisions vis-à-vis the students if at least half of the members who are entitled to vote are present. Discussions are confidential.

19.4.3 If no consensus is reached on whether the student has passed or not, the examination board shall decide by majority of members present, blank ballots, abstentions, and invalid votes not included. Secret votes may be taken if a board member or the ombudsperson should so request. In case of a tie, the decision taken shall be in favour of the student.

19.4.4 All decisions by the examination board should be adequately motivated and noted in the report. A full copy of this report, including the list of present, absent and excused members, is to be submitted to the dean and the rector within five days after the announcement of the results of the discussions.

## ***Article 20 Succeeding in a training, bridging or preparatory programme and determination of grades of merit***

### **20.1 Succeeding in a training, bridging or preparatory programme**

20.1.1 A student can only succeed in an entire Bachelor's, Master's, advanced Master, bridging, preparatory or specific teacher training programme if he/she is enrolled for the programme in question under a diploma contract or under an exam contract to obtain a diploma, if he/she has taken all the exams that the programme encompasses, and if he/she previously registered for the programme.

20.1.2 A student's final result is a weighted average of all numerical exam results the student has obtained in his/her training programme. In calculating the final result, the credits corresponding to the various programme components are used for weighting the results obtained for those components. The final result is expressed as an integer out of 100. In the calculation the result is rounded up if the first figure after the comma is a 5 or higher. If the student has obtained more than one exam result for the same programme component, then the best result is taken into account in the calculation of the final result. The faculty may allow for a failed programme component to be dropped from the calculation of the end total of the entire programme, the bridging or preparatory programme, without prejudice to the stipulations of articles 20.1.1, 20.1.4 and 20.1.5

20.1.3 A student whose final result is less than 50 out of 100 can never succeed.

20.1.4 A student succeeds for an entire Bachelor's, Master's, advanced Master, bridging or preparatory programme, or a specific teacher training programme, if he/she has obtained credits for all the programme components in his/her training programme, without prejudice to the stipulations of article 20.1.1.

20.1.5 Contrary to the stipulations in article 20.1.4 and without prejudice to the stipulations in Articles 20.1.1 and 20.1.3, the faculty can determine by 1 July of the preceding academic year that a student who has not obtained the required credits for all components of his/her Bachelor's, or bridging or preparatory programme succeeds if he/she meets the following conditions:

- a) the overall study load, expressed in terms of credits, of the programme components for which the student has not obtained credits is maximum 6 credits;
- b) for the programme components for which the student did not succeed, the student has an exam result of at least 8/20.

A student who succeeds without having obtained all the credits can notify the chairperson of the examination board or his/her deputy in writing that he/she does not wish to succeed. The written notification should be submitted within five days after the day of the announcement of the deliberation results. If the chairperson of the examination board or his/her deputy finds

the notification by the student admissible, the examination board withdraws the succeeding of the student.

20.1.6 The Examination Board is called to a special meeting in case there are exceptional circumstances for a student who does not comply with the predetermined rules to succeed. Exceptional circumstances could be study-related or personal. The examination board may declare a student who does not comply with the predetermined rules successful if it can motivate that the general objectives of the programme have been achieved.

## **20.2 Grade of merit**

20.2.1 The diploma is granted with a grade of merit if a student has obtained credits within the institution for at least half of the total number of credits of the degree programme.

20.2.2 The diploma is granted with one of the following grades of merit on the basis of the overall end result.

- satisfaction: final total between 50 and 64 out of 100;
- distinction: final total between 65 and 74 out of 100;
- great distinction: final total between 75 and 84 out of 100;
- greatest distinction: final total of 85 or more out of 100.

20.2.3 The examination board may only deviate from the stipulations in Article 20.2.1 and Article 20.2.2 in very exceptional circumstances, with unanimity of votes, blank ballots, abstentions and invalid votes not included.

## **Article 21 Announcement of results**

21.1 The date and the manner of the announcement of the definitive results shall be communicated at the start of the academic year.

## **Article 22 Awarding of diploma or certificate**

22.1 A diploma is awarded to a student who succeeds in a bachelor's or master's programme or in the teaching training in accordance with the stipulations in article 20.

22.2 A certificate is awarded to a student who succeeds in a bridging or preparatory programme in accordance with the stipulations in article 20.

22.3 The diploma or certificate is issued during the course of the academic year following the academic year in which it was obtained and in any case within the legally required time if applicable.

22.4 The diploma or certificate is only issued if all the requirements to obtain it are met and if all study fees have been paid.

## **Article 23 Measures to monitor study progress**

23.1 A body appointed by the faculty shall impose measures to monitor the study progress of a student who, after one academic year, has not acquired at least 60% of the credits taken in his/her study programme.

23.2 As measures to monitor a student's study progress, the body referred to under article 23.1 may impose binding conditions for enrolment or it may refuse further enrolment. The latter option can only be used if the aforementioned body has previously imposed binding conditions but to no avail or if it is able to ascertain unequivocally on the basis of the details of the case that imposing such binding conditions shall be to no avail.

23.3 The body referred to under article 23.1 refuses the further enrolment of a student in a bachelor's programme, a bridging or preparatory programme who was enrolled in the previous two years in that bachelor's programme, bridging or preparatory programme and who each of these years obtained less than 60% of the credits taken in his/her study programme.

23.4 No or insufficient learning credit at the time of enrolment

23.4.1 The body referred to under article 23.1 allows the student who has not obtained a master's degree and who complies with the admission requirements but who has exhausted his learning credit, to enrol in a master's programme under a diploma contract. The same body can limit the study programme for which the student may enrol.

23.4.2 In all other instances whereby learning credit is to be used and for an enrolment with an exam contract, the body referred to under article 23.1 refuses the enrolment of a student who no longer has any learning credit.

23.4.3 Without prejudice to the stipulations of article 4.3.2 the body referred to under article 23.1 can only enroll the student for the remaining learning credit.

23.5 The body referred to under article 23.1 may, in exceptional circumstances or in case of force majeure and on condition that an adequate motivation is given, deviate from the stipulations under articles 23.3, 23.4, 23.4.2 and 23.4.3. A deviation from article 23.5.2 and 23.5.3 is only possible for an enrolment under diploma contract or under credit contract.

If the body referred to under article 23.1 allows a student who already has a master's degree, in deviation of article 23.4.2 and 23.4.3, to enroll for more credits than the available learning credit, the student will owe additional study fees for these credits as described in the enrolment procedure.

23.6 The faculty can, in exceptional circumstances and on objective grounds, prematurely end an internship or another practical programme component if the student shows through his/her behaviour that he/she is unsuitable for the profession for which the programme trains him/her.

The student for whom the internship or the practical programme component was ended in accordance with the above-mentioned stipulation has no right to a second exam unless he/she has satisfied the set binding conditions.

The faculty elaborately motivates the decision to prematurely end an internship or a practical programme component.

23.7 A student who feels that an unfavourable decision concerning his or her study progress is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the body referred to under article 23.1.

This request should be submitted within five days after the day on which the student has received the notification of the decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The student is heard orally by the body concerned if he/she has asked for it in the written request to reconsider the decision. Articles 25.3 and 25.4 of this regulation shall subsequently apply.

23.8 On the basis of first-semester exam results, the faculties shall take appropriate measures to monitor the study progress of students who have enrolled for a Bachelor's degree for the first time.

#### **Article 24 Material errors**

24.1 When a study progress decision is tainted by a material error that is observed within 10 calendar days after which the decision was made, the body that has made the decision immediately rectifies the error, irrespective of whether the consequences of the rectification are more or less favourable for the student.

After the term of 10 calendar days, the body involved can only withdraw the decision and replace it by the correct decision in one of the following cases:

- if the rectification leads to a decision more favourable for the student

- if the study progress decision is tainted by such a gross and manifest irregularity that its factual existence has to be ignored both by the student and by the body concerned, even if this leads to a decision less favourable for the student

- if it has become certain that the decision was elicited by fraud, even if this leads to a decision less favourable for the student.

24.2 If it is observed that a material error leads to the learning credit being too low or too high, this has to be reported to the rector within 10 calendar days after the day on which the learning credit was changed. If the rector or his deputy determine the learning credit to be too low or too high, the university executes a learning credit correction or submits a request to do so to the Ministry of the Flemish Community according to the code of conduct of the Higher Education Database and this within 15 calendar days after it was reported.

### **Article 25 Internal appeal**

25.1 In the case of disputes prior to the meeting of the examination board, the chair of the examination board and, as the case may be, the faculty ombudsperson shall be informed of the facts.

25.2 A student who feels that an exam result or a decision by the examination board is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the chair of the examination board or his/her deputy. This request should be submitted within a period of five calendar days which starts on the day after the day on which the exam or deliberation results are announced or on the day after the day on which the student has received the notification of the decision in case of a different study progress decision. With regard to the student the term starts from the first day following the delivery of the decision in exchange for a receipt or a refusal of receipt, from the first working day following the delivery of the electronic message in the electronic mailbox of the student (first.name@student.uantwerpen.be) or from the third working day following the deposit of a regular or registered letter at the post office unless the student can prove a later receipt.

The examination board shall treat any such request which is deemed admissible by the chair or his/her deputy. The student is heard orally by the examination board if he/she has asked for it in the written request to reconsider the decision.

25.3 All internal appeals should lead either to a motivated confirmation of the original decision or to a revision of that decision.

25.4 The decisions referred to under 25.3 shall be announced to the student within fifteen calendar days from the day that the appeal was lodged. The contents of article 26.1 will be mentioned as well as the point where the student can get more information about the decision made.

### **Article 26 External appeal**

26.1 After exhaustion of the internal appeal the student can appeal a decision of the examination board or another study progress decision to the Board for disputes in study progress decisions ([www.ond.vlaanderen.be/hogeronderwijs/raad](http://www.ond.vlaanderen.be/hogeronderwijs/raad)). The student has to submit the request within a period of five calendar days which starts on the day after the day on which the student has received the notification of the decision of the internal appeal procedure. If there is no timely decision on the internal appeal, the student has to submit the request within a period of five calendar days which starts on the day after the term for notification of the decision on the internal appeal has expired. At the same time the student sends a copy of the request by registered mail to the rector (address: Rector Universiteit Antwerpen, Middelheimlaan 1, 2020 Antwerpen).

26.2 After the nullification of a wrongful decision by the Board for disputes in study progress decisions there is no longer an obligation to exhaust the internal appeal procedures when challenging a new unfavourable decision following the verdict of the Board before appealing again to the Board.