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Education and Examination Regulation of the University of Antwerp

2020 – 2021 Academic Year

Approved by the Board of Governors on 31 March 2020

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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), 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.

V. In urgent cases, not provided for in this education and examination regulation, in case of doubt about its interpretation, or in emergency situations, the rector can take all necessary measures in the interest of the institution's functioning.

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 student shall be understood to mean: any person who is enrolled at the University of Antwerp.

1.1.4 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-diploma in a specific academic year.

1.1.5 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 and the interuniversity training programmes, 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, the specific teacher training programmes transferred by the Adult Education Centers (AEC) that are being phased out, the doctoral training programmes and the doctorate there is a separate regulation.

1.3 Enactment and amendments

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

1.3.2 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.

1.3.3 In exceptional cases and on the basis of a motivation, the Board of Governors may deviate from the stipulation under Article 1.3.2.

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 2-week Christmas Holiday. The Christmas Holiday coincides with that in compulsory education.

As far as the Master's programme in medicine and the advanced Master programmes are concerned, the faculties in question may deviate from this principle.

The faculty may allow that practical training activities continue during holiday periods and that practical trainings continue from one semester to another.

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

As far as the Master's programme in medicine and the advanced Master programmes are concerned, the faculties in question may deviate from this principle.

The faculty may allow that practical training activities continue during holiday periods and that practical trainings continue from one semester to another.

IV. 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 compulsory education. Second-semester exams should be finalised by 30 June.

As far as the Master's programme in medicine and the advanced Master programmes are concerned, the faculties in question may deviate from this principle.

The faculty may allow that practical training activities continue during holiday periods and that practical trainings continue from one semester to another.

V. 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.

As far as the Master's programme in medicine and the advanced Master programmes are concerned, the faculties in question may deviate from this principle.

The faculty may allow that practical training activities continue during holiday periods and that practical trainings continue from one semester to another.

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

2.1.4 Deviations of article 2.1.3 should always be approved by the Education Board.

Article 3 Announcements and dates

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. For a programme that has to comply with a European directive regarding the recognition of professional qualifications, the faculty indicates how the programme complies with the conditions in the directive.

3.1.2 Before 1 July of the preceding 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 preceding 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.

3.1.4 Before 1 July of the preceding academic year, the faculty shall determine for which programme components the number of enrolments can be limited because of the nature of these programme components. For programme components that are not assigned to a specific faculty the Education Board will determine this.

3.1.5 The faculty shall announce a model path for each Bachelor's and Master's programme, the teacher training programme and each bridging programme before 1 July of the preceding academic year.

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

3.1.7 The members of academic staff shall make the course information of their programme components available through Blackboard at the latest at the start of the semester.

3.2 Faculty regulations master's thesis and internship

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

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

3.3 Ombuds service

3.3.1 At the start of the academic year, the faculty shall announce where and when the faculty ombudspersons shall be available.

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

3.4 Exams

3.4.1 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.

3.4.2 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. The dean shall be informed of any such event.

3.4.3 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.

3.4.4 The faculty determines by 1 July of the preceding academic year for which programme components taught in the 2nd semester a student as mentioned in article 13.2 can take the exam in the 1st semester in order to obtain the diploma at the end of the 1st semester.

Additionally, the faculty can determine for the other programme components taught in the 2nd semester under which conditions a student as mentioned in article 13.2 can take the exam in the 1st semester in order to obtain the diploma at the end of the 1st semester.

3.4.5 The definitive 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.

3.4.6 Pursuant to the stipulations of Article 6.1, 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.

3.4.7 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.

3.4.8 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.

3.5 Results

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

3.5.2 The faculty announces the definitive exam results of the first semester no later than during the week after the semester break. In case of force majeure the faculty may deviate from this principle for exchange students.

For those students whose first exam session is closed after the 1st semester on the basis of article 13.2, the faculty announces the results for the complete programme, the bridging or preparatory programme in the week after the semester break.

3.5.3 Definitive exam results of second semester exams and results of the first exam session for the complete programme, the bridging or preparatory programme are to be announced on 10 July at the latest. In case of force majeure the faculty may deviate from this principle for exchange students.

3.5.4. The faculty should announce the definitive second session exam results and second-session results for the complete programme, the bridging or preparatory programme one week before the start of the next academic year at the latest. In case of force majeure the faculty may deviate from this principle for exchange students.

In case of internship activities taking place at the end of the academic year, the faculty may deviate from this principle.

Article 4 Model paths and sequentiality

4.1 Model paths

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

4.1.2 For each bridging programme encompassing no more than 66 credits, the faculty should provide a 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 a model path that will allow the student to complete the entire bridging programme within two academic years.

4.2 Sequentiality of programme components

4.2.1 For each programme, the faculty shall determine those programme components for which the student may, without prejudice to the stipulations of article 5.3 and article 9, only

register if he/she has, in a previous academic year, obtained credits for a prerequisite programme component or programme components.

Article 5 Enrolments and applications

5.1 Enrolments

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

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

5.1.3 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.

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

5.1.5 Students may only take exams for programme components for which they are registered in the Student Information System (SisA).

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

5.2 Changes to the contract and termination of enrolment

5.2.1 Any change to the terms of the contract requires approval from the faculty, without prejudice to article 5.3.

5.2.2. 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.

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

5.3 Registration by a student for one or more study programmes in an academic year

5.3.1 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 facult(y)(ies) concerned and the availability of sufficient learning credit.

5.3.2 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.

5.3.3 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.

5.3.4 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.

5.3.5 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, in case of an enrolment for the second semester or following a reasoned change request of the student, the student can, upon approval by the faculty, register courses of the 2nd semester in his/her study programme conform the directives of the faculty up until 28 February.

5.3.6 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.

5.3.7 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 faculty or interfaculty body appointed by the faculty and this in accordance with the procedure of internal appeal as described in article 21.4.

5.4 Sequentiality of (degree) programmes

5.4.1 Without prejudice to the stipulations of article 5.3 the faculty may, in accordance with the faculty's 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.

5.4.2 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 faculty or interfaculty body appointed by the faculty to take it and this in accordance with the procedure of internal appeal as described in article 21.4.

5.4.3 A student who is enrolled on a study programme in accordance with the stipulations of article 5.3 or article 5.4 and who combines programme components for which, in accordance with article 4.2.1, 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.

Article 6 Educational organisation

6.1 Description of the programme components

6.1.1 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.

6.1.2 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.

6.2 Special educational and/or exam facilities for certain students

6.2.1 A student may, on account of exceptional personal circumstances, submit a request for special educational and/or exam 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 and/or 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. Faculty educational and/or exam facilities are reasonable adjustments that are determined for an individual student. The faculty(y)(ies) concerned will check the applicability of the facilities based on three criteria: feasibility, defensibility and acceptability.

6.2.2 The steps needed to request special educational and/or exam facilities are explained in the enrolment procedure.

6.2.3 Except in cases of *force majeure*, a student who wishes to request special educational and/or exam facilities should submit a digital 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.

6.2.4 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. If the request is found legitimate, the faculty may grant special educational facilities and/or special exam facilities to the student concerned in accordance with the stipulations of article 6.2.10. The exam facilities referred to relate to the rescheduling of the exam.

6.2.5 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. If the request is found legitimate, the faculty may grant special educational facilities and/or special exam facilities to the student concerned in accordance with the stipulations of article 6.2.10. The exam facilities referred to relate to the rescheduling of the exam.

6.2.6 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. Based on such request that is found legitimate, the student can digitally request special educational and/or exam facilities. If the request is found legitimate, the faculty may grant special educational and/or exam facilities to the student concerned in accordance with the stipulations of article 6.2.10.

6.2.7 A student combining study with work can register as an employed student in SisA. The criteria for the registration as well as the type of special educational and/or exam facilities an employed student can get are stipulated in the enrolment procedure.

6.2.8 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 6.2.9.

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 3.4.6.

6.2.9 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 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.

6.2.10 The faculty may grant facilities that were negotiated with the Service for Study Advice and Student Counselling (DSSB) 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.

6.2.11 A student who feels that an unfavourable decision concerning the granting of special educational and/or 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 to the Appeals Committee Special Facilities through beroepenBF@uantwerpen.be and this in accordance with the procedure of internal appeal as described in article 21.4.

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

6.2.12 The faculty grants special educational and/or 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, of YUFE, of VVS or of the Flemish Interuniversity Board, in accordance with the Statute of the UA-student.

6.2.13 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.

6.3 Use and distribution of education and study material

6.3.1 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.

6.3.2 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 of recorded material in any form is only possible with explicit permission from the titular and/or the author. Commercial use of recorded material is always prohibited.

6.3.3 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; students making commercial use of study materials is always prohibited.

6.3.4 A student who does not adhere to the rules as stated in 6.3.2 and 6.3.3 exposes him/herself to a disciplinary procedure based on article 33 and 34 of the Statute of the UA-student

6.4 Participation in quality assurance

6.4.1 All staff and students are expected to actively participate in the processes with regard to quality assurance. Students can be asked to give feedback about certain aspects of the education practice and organisation. Participation in these questionnaires is necessary to achieve reliable internal quality assurance and is therefore compulsory. Students who fail to participate in the education evaluations after repeated requests will be temporarily denied access to the electronic learning environment. They will be made aware of this more than once before this happens.

Article 7 Master's thesis and internships

7.1 Master's thesis

7.1.1 Faculty regulation

The faculty draws up a regulation for the Master's thesis in which at least the following mutual rights and obligations of the student and the faculty are described:

- approval of the topic
- progress monitoring
- supervision
- the appointment of assessors whereby each master's thesis is assessed by at least 2 assessors one of which was not directly involved as promotor or supervisor in the creation of the master's thesis.

- the assessment criteria
- the formal requirements, including the language used, without prejudice to article 8.

7.1.2 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 and from the faculty.

7.2 Internships

7.2.1 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 point of contact for the student
- 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)

7.2.2 For an internship as a student of the University of Antwerp there needs to be an internship agreement in which the University of Antwerp is one of the parties, or an internship registration in case of a voluntary internship.

7.3 Valorization of research results

7.3.1 Through their enrolment students cede all their rights to the University of Antwerp regarding research results that could be valorized, i.e. research results that are at first sight susceptible for social implementation and/or commercializing, and that 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 Valorisation Office (Department of Research) about findings including whether the student(s) participated. If students do not use knowledge, resources or equipment of the University of Antwerp the results belong to themselves and they can only transfer their rights through a written agreement.

Article 8 Language of instruction

8.1 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 programme component 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 9 Exemptions and diploma based on proofs of ability and previously acquired qualifications

9.1 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 based on proofs of ability or previously acquired qualifications.

9.2 The student can request exemptions for courses of the first and second semester until 1 October to the body mentioned under 9.1. 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 9.1 treats this requests by 28 February.

The stipulations under Article 5.3 concerning the registration of the study programme also apply to students who have obtained exemptions.

9.3 Students that are admitted to the shortened path of a specific master of teaching based on a previously obtained master's degree are exempt from the domain-specific part of this master of teaching without having to request exemptions.

9.4 A student who feels that an unfavourable decision concerning the granting of exemptions or concerning the issuing of a diploma based on proofs of ability or previously acquired qualifications 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 to the competent faculty or interfaculty body appointed by the faculty and this in accordance with the procedure of internal appeal as described in article 21.4.

Article 10 Exam formats and organisation

10.1 Specification of exam formats

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

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

10.1.3 Irrespective of the type of examination that is specified beforehand, the lecturer can indicate in the course information that students have the possibility to give an additional oral clarification, on condition that an application is filed with the lecturer prior to the announcement of the examination timetable.

10.1.4 In the case of written examinations with oral clarification, the student has always the right to give an oral clarification.

10.1.5 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.

10.1.6 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 6.2. The dean shall be informed of any such event.

10.2 Number of exam opportunities

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

10.2.2 No student may take a second exam for a programme component before the first-session exam is completely closed. The faculty can allow to deviate from this rule.

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

10.3 Organisation of exams

10.3.1 The faculty is responsible for organising the exams.

10.3.2 All exams are public.

10.3.3 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 student or exam format.

10.3.4 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 in the first exam session, the faculty will ensure that one of the two exams is

moved to a different date, if necessary with the help of the ombudsperson. Should a student be required to take exams for two programme components at the same time in the second exam session, the faculty will ensure that one of the two exams is moved to a different time, if necessary with the help of the ombudsperson. In case of non-attendance article 11.2 applies fully.

10.3.5 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. The faculty can determine that for certain programme components the exam takes more time.

10.3.6 In no event should exams be taken on Sundays or holidays. Students may invoke respect for all recognized ideological convictions under the Belgian Constitution in order not to be evaluated on particular days (including for instance compulsory laboratory sessions). This goes for all recognized ideological convictions under the Belgian Constitution. The list of days and dates is made available at the start of the academic year. Students should file an application by Friday of the second week of the first semester at the latest. Students who file an application during the second semester do so by Friday of the second week of the second semester.

10.3.7 The examiner should be reachable to the examinee during the examination.

10.3.8 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. The faculty ensures the possibility to discuss the exam and to peruse one's own written exams including exams taken electronically before the end of the appeals period. After the student has participated in a discussion of the exam and has had access to peruse his/her exams, he/she can request a copy of the exam taken in accordance with the faculty directives. Each copy should be treated as personal and confidential and can only be used in function of the student's educational career. A student who fails to comply with this, exposes him/herself to a disciplinary procedure based on article 33 and 34 of the Statute of the UA-student.

10.3.9 After the exam period the student shall be entitled to personally discuss with the lecturer his/her performance in partial exams taken in that period for full year programme components and he/she shall have personal and non-transferable access to the original copy of his/her written partial exams including partial exams taken electronically. This right can be made dependent on the participation in a group discussion of the partial exam.

10.4 Keeping examination documents

10.4.1 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.

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

10.4.3 For portfolio's an exception is made with regard to article 10.4.1: these remain in the possession of the student.

Article 11 Non-participation in exams

11.1 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.

11.2 Should a student be unable to participate in one or more (parts of the) 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 for instance 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.

11.3 A student who is absent from an exam and for whom article 11.2 is not applicable shall be automatically referred to the second-session exam for the programme component concerned.

11.4 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 12 Non-appearance of the examiner

12.1 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.

12.2 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.

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

Article 13 Registration for an exam session

13.1 A student automatically registers for first-session exams of his/her training programme upon enrolment (article 5.1).

13.2 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 1st semester, in line with the stipulations in article 3.5.2. The student has to register this in the Student Information System (SisA) from 1 November till 2 January (included). If necessary the student submits a written request to the faculty to take the exam in the 1st semester of a programme component that is taught in the 2nd semester without prejudice to the stipulations of article 3.4.4. Hereby he forsakes the possibility to attend classes.

13.3 In order to be able to take part in second-session exams, a student should register in the Student Information System (SisA). Students who register after the deadline specified in the academic calendar will only be able to take the exams as far as there is still space available in the exam roster that the faculty has drawn up. The faculty no longer has to comply with article 10.3.4. Students can no longer register for the second exams as of the first day of the second exam session.

Article 14 Exam results and credits

14.1 Determination of exam results per programme component

14.1.1 The examiner(s) determine(s) 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".

14.2 Succeeding in a programme component and awarding of credits

14.2.1 A student succeeds in a programme component when he/she has obtained at least 10 out of 20 or the non-numerical result "pass". In determining the numerical result the normal rounding rule applies unless a specific motivated rounding rule has been communicated in the course information. As normal rounding rule applies: rounding down to the nearest lower unit below until 0,5; rounding up to the nearest higher unit from and including 0,5.

14.2.2 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 15 Fraud and plagiarism

15.1 Fraud commission

15.1.1 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.

15.1.2 The faculty ombudsperson has the right to attend the meetings of the fraud commission and has an advisory vote.

15.2 Definitions of "fraud" and "plagiarism"

15.2.1 Fraud is understood to mean any deceit during the taking of an exam, as well as the use of forged documents or 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.

15.2.2 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.

15.2.3 Violations of scientific integrity are considered fraud even if the courses do not explicitly mention this as a learning outcome. Examples of violations of scientific integrity are: unauthorized manipulation of data, disregarding the well-being of test persons (and animals), not respecting privacy, preventing that research can be replicated, not respecting the current ethical behavioural code.

15.3 Precautionary measures

15.3.1 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

c) the faculty must inform the students about what scientific integrity entails.

15.4 Reporting fraud and plagiarism

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

15.5 Decisions with regard to fraud and plagiarism

15.5.1 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.

15.5.2 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 and cannot succeed for the programme in the current academic year based on previously obtained results for this 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;

5° the student is excluded from further enrolment in the institution in serious, exceptional cases (e.g. recidivism).

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

15.5.4 Anyone who has contributed to committing irregularities as meant in article 15.2 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.

15.6 Rights of the student

15.6.1 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.

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

15.6.3 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 to the faculty or interfaculty body appointed by the faculty and this in accordance with the procedure of internal appeal as described in article 21.4.

Article 16 Examination boards

16.1 Types of examination boards

16.1.1 The faculty should compose the following examination boards:

- i) one for each bachelor's, master's and advanced master's programme and one for the teacher training programme and the shortened paths of the master of teaching programmes.
- ii) one for each bridging and preparatory programme. This can coincide with the examination board of the subsequent master's programme or advanced master's programme.

16.2 Chairpersons and secretaries of the examination boards

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

16.3 Composition of the examination boards of the various degree programmes

16.3.1 At the start of every academic year, the faculty composes the examination boards for the programmes mentioned in article 16.1.

16.3.2 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. The faculty can make the examination board of a domain master's programme competent for the master of teaching programme. For the decisions about students in the master of teaching the examination board is extended with 2 members of the Antwerp School of Education.

16.3.3 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.

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

16.3.5 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.

16.4 Decisions

16.4.1 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.

16.4.2 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.

16.4.3 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.

16.4.4 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 17 Succeeding in a training, bridging or preparatory programme and determination of grades of merit

17.1 Succeeding in a training, bridging or preparatory programme

17.1.1 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.

17.1.2 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. In exceptional cases, 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 17.1.1, 17.1.4 and 17.1.5

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

17.1.4 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 17.1.1.

17.1.5 Contrary to the stipulations in article 17.1.4 and without prejudice to the stipulations in articles 17.1.1 and 17.1.3, a student who has not obtained the required credits for all components, exemptions not included, succeeds if he/she meets the following conditions:

a) for a bachelor's programme:

- the student has obtained a final result of at least 50 out of 100, and
- the overall study load, expressed in terms of credits, of the programme components for which the student has not obtained credits is maximum 12 credits; and

- for the programme components for which the student did not succeed, the student has an exam result of at least 8/20; and
 - the student did succeed in the bachelor's thesis and in compulsory internships (if any).
- b) for a bridging and a preparatory programme and a bachelor's programme with at least 50% study time reduction:
- the student has obtained a final result of at least 50 out of 100, and
 - 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; and
 - for the programme components for which the student did not succeed, the student has an exam result of at least 8/20; and
 - the student did succeed in the bachelor's thesis or dissertation and in compulsory internships (if any).
- c) for a master's programme, an advanced master's programme and the specific teacher training programme:
- the student has obtained a final result of at least 60 out of 100, and
 - the student only failed one programme component; and
 - for the programme component for which the student did not succeed, the student has an exam result of at least 9/20; and
 - the overall study load, expressed in terms of credits, of the programme component for which the student has not obtained credits is maximum 6 credits; and
 - the student did succeed in the master's thesis and in compulsory internships (if any).

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 at the latest within seven calendar 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 declares the student did not succeed.

17.1.6 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. Without prejudice to the stipulations in article 17.1.1 and 17.1.2 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.

17.2 Grade of merit

17.2.1 The diploma is granted with a grade of merit if a student has been granted study time reduction for no more than half of the credits of the programme.

17.2.2 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 67 out of 100;
- distinction: final total between 68 and 76 out of 100;
- great distinction: final total between 77 and 84 out of 100;
- greatest distinction: final total of 85 or more out of 100.

17.2.3 The examination board may deviate from the stipulations in article 17.2.1 and article 17.2.2 in exceptional circumstances.

Article 18 Awarding of diploma or certificate

18.1 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.

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

18.3 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.

18.4 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 19 Measures to monitor study progress

19.1 On the basis of exam results and after each exam period, the faculties shall take appropriate measures to monitor the study progress of students who have enrolled in the Bachelor's programme in question for the first time and for students with a binding condition.

19.2 If a student has acquired less than 60% of the credits taken in his/her study programme after one academic year, the following binding condition will be imposed for the next enrolment in the same training programme or in strongly related training programmes.

The further enrolment of a student in a Bachelor's or Master's programme, a strongly related programme, a bridging or preparatory programme is refused if the student was enrolled in two previous years in that programme and each of these years obtained less than 60% of the credits taken in his/her study programme.

The same binding conditions may be imposed upon prospective students after enrolment or they can be refused for a programme, on the basis of their study record at other institutions.

19.3 Without prejudice to the stipulations of article 19.2, a student who has enrolled for the first time in a bachelor's programme or a bridging programme at the University of Antwerp and who has acquired less than 30% of the credits taken in his/her study programme after the first enrolment, can only re-enrol for the same or a strongly related programme after a talk with the study progress counsellor or another study counsellor appointed by the faculty. The talk can only take place if the student has submitted a written reflection with his/her request. The Education Board determines the minimum content and the format of this reflection and the talk. The faculty can determine a binding term within which the written reflection has to be submitted and the talk can take place.

19.4 The faculty appoints a faculty or interfaculty body that:

- can impose additional binding conditions, next to the binding conditions in article 19.2, in the form of an adaptation of the study programme (with a minimum of 27 credits) including exclusion of programme components of the next part of the model path.
- can determine the strongly related training programmes as mentioned in article 19.2 and 19.3. The Education Board approves the list of strongly related training programmes per faculty before 1 July of the preceding academic year.
- can deviate from possible sequentiality rules for students who have acquired at least 80% of their study programme.

19.5 No or insufficient learning credit at the time of enrolment

19.5.1 The body referred to under article 19.4 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.

19.5.2 Without prejudice to the stipulations of article 5.3.2 a student who has already obtained a master's degree can enrol for a complete study programme regardless the available learning credit. The student will owe additional study fees for the credits for which he/she has no available learning credit as described in the enrolment procedure.

19.5.3 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 19.4 refuses the enrolment of a student who no longer has any learning credit.

19.5.4 Without prejudice to the stipulations of article 5.3.2 the body referred to under article 19.4 can only enroll the student for the remaining learning credit.

19.6 The body referred to under article 19.4 may, in exceptional circumstances or in case of force majeure and on condition that an adequate motivation is given, deviate in favour of the student from the stipulations under articles 19.2, 19.4, 19.5.3 and 19.5.4. A deviation from article 19.5.3 and 19.5.4 is only possible for an enrolment under diploma contract or under credit contract.

19.7 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.

19.8 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 to the faculty or interfaculty body referred to under article 19.4 and this in accordance with the procedure of internal appeal as described in article 21.4.

Article 20 Mediation: Ombuds service

20.1 Organisation

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

20.2 Faculty ombudspersons

20.2.1 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.

20.2.2 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 in the faculty board. Also ATP-members with a master's diploma may be eligible for this function. The faculty guarantees the continuity by appointing a person with greater ombuds seniority within the group of ombudspersons.

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 and can have confidential conversations.

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

20.2.4 The faculty ombudspersons must, in any case, be available during exam periods and during the periods of appeal procedures.

20.2.5 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.

20.2.6 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. This report is put on the agenda of the faculty

board for discussion. 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.

20.2.7 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 student services;
- refer students to the competent authority in case of inappropriate behaviour;
- 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.

20.3 Central ombudsperson

20.3.1 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.

20.3.2 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 (substitute) central ombudsperson are eligible

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

20.3.3 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.

20.3.4 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.

20.3.5 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 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;
- external representation as central ombudsperson of the Universiteit Antwerpen.

Article 21 Errors, complaints, disputes

21.1 Material errors

21.1.1 When an exam result or another study progress decision is tainted by a material error that is observed within 10 calendar days after which the decision was made, the faculty or interfaculty 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 faculty or interfaculty 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.

21.1.2 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.

21.2 Complaints about education

21.2.1 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.

21.3 Exam disputes

21.3.1 A student who feels that a final 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 to the faculty or interfaculty body appointed by the faculty and this in accordance with the procedure of internal appeal as described in article 21.4.

21.4 Internal appeal

21.4.1 An internal appeal should be submitted as a written request to the competent faculty or interfaculty body referred to in articles 5.3.7, 5.4.2, 6.2.11, 9.4, 15.6.3, 19.8 and 21.3.1 within a period of seven 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 been notified of the decision in case of a different study progress decision. The request contains a factual description and the grounds for the objections called upon.

The student is heard orally by the competent body if he/she has asked for it in the written request to reconsider the decision.

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

21.4.3 The decisions referred to under 21.4.2 shall be announced to the student within twenty calendar days from the day that the appeal was lodged. The contents of article 21.5.1 will be mentioned as well as the point where the student can get more information about the decision made.

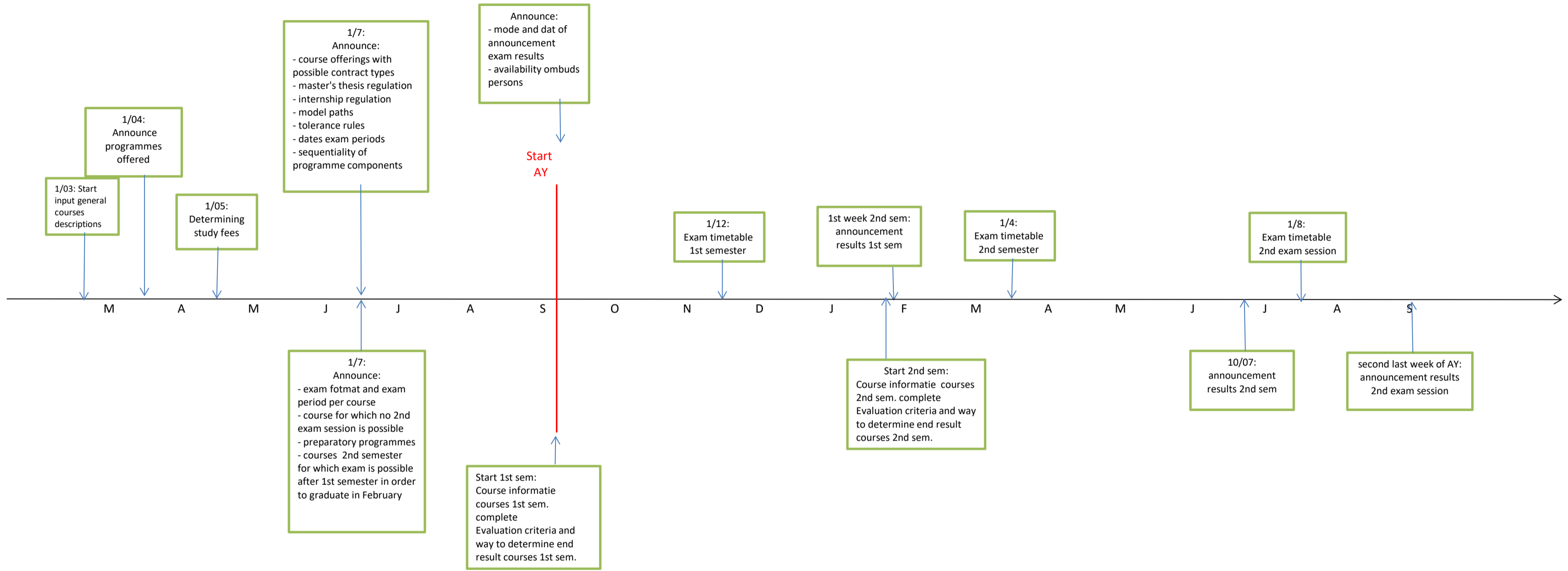
21.5 External appeal

21.5.1. 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 (<http://www.onderwijs.vlaanderen.be/raad>). The student has to submit the request within a period of seven calendar days which starts on the day after the day on which the student has been notified 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 seven 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).

21.5.2 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.

Timeline important dates in the academic year

Organisation



Timeline important dates in the academic year

