



STUDENT CHARTER 2019/2020

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Introduction

The Student Charter describes the rights and obligations of Leiden University and its students. These rights and obligations are laid down in laws and regulations. The descriptions provided in the Student Charter do not diminish or add to these laws and regulations in any way.

The Student Charter consists of two sections.

- The [institutional section](#), which is identical for all students;
- The [study programme section](#), which is intended for students on a particular study programme. This section is provided in the form of [Course and Examination Regulations](#) with the [Prospectus](#) for each study programme.

The [Student Charter](#) and [University regulations](#) can be viewed in hard copy at the Student Support Services department, which is located at Plexus Student Centre. They can also be accessed via the internet.

Scope

The Student Charter only applies to students of Leiden University who are registered on a government-funded study programme. However some topics also apply to external students.

Ratification and publication

The Student Charter is ratified annually by the Executive Board (CvB), following approval by the University Council (UR). Thereafter the Charter is published by the CvB. The CvB is also responsible for announcing any changes to the Charter.

Students are expected to keep up to date with information relating to the annual ratification of the Student Charter and the relevant changes via the University website and by reading announcements in the University (digital) newsletter.

Legal provisions and University regulations

The Student Charter describes all the rights and obligations of Leiden University and its students, as referred to in article 7.59 of the Higher Education and Research Act (hereafter referred to as the WHW). In addition to these statutory provisions, the Charter also comprises rights and obligations laid down in University regulations. In the event of conflicting information, the Act and the University regulations always prevail.

Compliance with the Student Charter

Students may [submit an objection or \(administrative\) appeal](#) if they believe that the University is not complying with its obligations as stated in the law and regulations.



1. General stipulations

1.1 Definitions

WHW	: The Higher Education and Research Act (Bulletin of Acts and Decrees 1992, 593 and all subsequent amendments). In Dutch: Wet op het hoger onderwijs en wetenschappelijk onderzoek
University	: Leiden University
Study programme	: Bachelor's or master's programme, as referred to in article 7.3 of the WHW
Propaedeutic phase	: First academic year of a bachelor's degree programme, consisting of general and introductory course units with a total study load of 60 credits
Academic year	: The period that starts on 1 September and ends on 31 August of the following calendar year
Student	: An individual who is registered at Leiden University, pursuant to the WHW, for a full-time, part-time or dual study programme
External student	: An individual who is registered at Leiden University and is only entitled to sit examinations (<i>tentamens</i>) and final examinations (<i>examens</i>), pursuant to article 7.63 of the WHW; an external student does not have the right to follow an educational programme or to use the University facilities, with the exception of library facilities
Course and Examination Regulations (OER)	: Regulations in which the rights and obligations of students and of a study programme, or a group of study programmes, concerning the education, final examinations (<i>examens</i>), examinations (<i>tentamens</i>) and assessments of that study programme, as referred to in article 7.13 of the WHW, are set down by the relevant Faculty Board. In Dutch: Onderwijs- en Examenregeling
Rules and Regulations	: The regulations in which procedures are laid down that the Board of Examiners follow in cases of requests from students and fraud, as referred to in article 7.12b of the WHW. Also see paragraph 7.2.
Board of Governors (RvT)	: Board of Governors of Leiden University. In Dutch: Raad van Toezicht
Executive Board (CvB)	: Executive Board of Leiden University. In Dutch: College van Bestuur
University Council (UR)	: University Council of Leiden University. In Dutch: Universiteitsraad
Higher Education	: University and higher professional education
Statutory tuition fee	: The tuition fee as referred to in article 7.45a of the WHW
Institutional tuition fee	: The tuition fee as referred to in article 7.46 of the WHW



Post-initial master's degrees	:	Study programmes as referred to in article 7.3b of the WHW
Studielink	:	Studielink is the shared application and enrolment system on the internet for all universities of applied sciences and research universities, as well as the Education Executive Agency (DUO). Students must use Studielink to submit a request for registration or termination of registration at the University, and at the same time to register or terminate registration with DUO.
Prospectus	:	The (digital) prospectus containing specific and binding information about the study programme. The Prospectus is an appendix of the OER.
ULCN account	:	The unique, personal student account that allows access to University ICT facilities and applications.
uMail	:	The personal University mailbox for the receipt of up to date information and CvB decisions and for sending messages within the University.

1.2 University regulations

The list below contains all the [University regulations](#) that form the basis of the Student Charter.

Student registration and termination of registration

[Regulations for student registration, tuition fees and examination fees 2019-2020](#)

[Statutory tuition fees 2019-2020](#)

[Iudicium abeundi protocol](#) (in Dutch)

Admission

[Regulations on binding study advice](#)

[Regulations for admission to master's programmes](#)

[Course and examination regulations \(OER\)](#)

[Regulations relating to the selection and placement procedure \(in Dutch\)](#)

Rules and regulations of the Board of Examiners

[Regulations on studying abroad](#)

Financial

[Regulations on financial support for students \(in Dutch\)](#)

[Regulations on compensation for membership of university councils and committees](#) (in Dutch)

Grants for socially relevant student activities

Participation and co-participation

[Management and administration regulations](#) (in Dutch)

[Regulations for the University Council](#)

[Regulations on University Council facilities](#) (in Dutch)



Universiteit Leiden

[Rules of procedure for the University Council \(in Dutch\)](#)
[Electoral regulations for the University Council \(in Dutch\)](#)
[Faculty regulations](#)
[Electoral regulations for faculty and divisional personnel committees](#)
[Compensation regulations for faculty and divisional personnel committees \(in Dutch\)](#)
[Regulations for the LUMC student council \(in Dutch\)](#)
[Reimbursement regulations for organisation and propaganda costs \(in Dutch\)](#)
[Institution regulations](#)

Legal protection

[Regulations of the Examination Appeals Board](#)
[Regulations of the Appeals and Objections Committee](#)
[Regulations relating to the ombudsperson](#)
[Regulation on reporting irregularities \(in Dutch\)](#)
[Regulations on unacceptable behaviour, \(sexual\) harassment, bullying, aggression, violence and discrimination](#)
[Other complaints regulation \(in Dutch\)](#)
[Code of conduct on standards of behaviour for lecturers and students of Leiden University](#)
[Code of conduct for international students in higher education](#)

Privacy notices for students

[Privacy Notice – Students](#)
[Privacy Notice – Prospective Students](#)
[Privacy Notice – Alumni](#)

Other regulations

[Protocol on studying with a disability](#)
[Code of conduct for lecturers and students in ICT & teaching](#)
[Code of conduct on the use of information facilities](#)
[Leiden University register of study programmes](#)
[Overlap agreements](#)
[Regulations on the use of university buildings, grounds and other facilities](#)
[Regulations on academic integrity](#)
[Regulations on plagiarism](#)
[Code of conduct on the language of instruction](#)
[Regulations on postponing graduation](#)
Regulations on examination registration deadlines (provisional)
Regulations on conflicts of interest



1.3 Abbreviations

Arbowet	: Working Conditions Act (Arbeidsomstandighedenwet)
Art	: Article
AVG/GDPR	: General Data Protection Regulation (Algemene Verordening Gegevensbescherming) 2018
Awb	: General Administrative Law Act (Algemene wet bestuursrecht (Bulletin of Acts and Decrees 1992, 315 and all subsequent amendments))
BSA	: Binding Study Advice (Bindend studieadvies)
CvB	: Executive Board (College van Bestuur)
DUO	: Education Executive Agency (Dienst Uitvoering Onderwijs, Ministerie van Onderwijs, Cultuur en Wetenschap)
EER	: European Economic Area (Europese Economische Ruimte)
HBO	: Higher Professional Education (Hoger Beroepsonderwijs)
ICLON	: Graduate School of Teaching (Interfacultair centrum voor lerarenopleiding, onderwijsontwikkeling en nascholing)
IND	: Immigration and Naturalisation Services (Immigratie- en Naturalisatiedienst)
LASSO	: Leiden Assessors' Committee (Leids assessorenoverleg)
OER	: Course and Examination Regulations (Onderwijs- en Examenregeling)
PKvV	: Local Chamber of Student Associations (Plaatselijke Kamer van Verenigingen)
RvT	: Board of Governors (Raad van Toezicht)
SOZ/SEA	: Expertise Centre for Student and Educational Affairs (Expertisecentrum Studenten- en Onderwijszaken)
ULCN	: Leiden University Community Network (Universiteit Leiden Community Network)
UR	: University Council (Universiteitsraad)
uSis	: University Student Information System (Universitair Studenteninformatiesysteem)
VWO	: Pre-university Education (Voorbereidend Wetenschappelijk Onderwijs)
WHW	: Higher Education and Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek (Bulletin of Acts and Decrees 1992, 593 and all subsequent amendments))
WO	: University Education (Wetenschappelijk Onderwijs)



2. Entry and admission

2.1 Admission to the propaedeutic phase

2.1.1 Prior education requirements

All university bachelor's degree programmes at Leiden University have admission requirements. Individuals wishing to register as a student on the propaedeutic phase of a university bachelor's degree programme must meet one or more of the following prior education requirements:

- A pre-university education (VWO) diploma with the appropriate profile;
- An 'old-style' pre-university education (VWO) diploma with the correct subject combination or profile.
- A Higher Professional Education (HBO) or University bachelor's diploma and, if an individual does not have a pre-university education (VWO) diploma with the correct subject combination or profile and wishes to follow a study programme in Greek and Latin Languages and Culture or a study programme offered by the Faculty of Science or LUMC, a statement of admission issued by the faculty, showing that the Board of Admissions judges the individual to have sufficient knowledge, understanding and skills to be able to successfully complete the study programme in question. For other study programmes admission is arranged automatically in uSis and a statement of admission is not required;
- A Higher Professional Education (HBO) or University propaedeutic (first year) diploma (individuals who do not have a pre-university education (VWO) diploma), accompanied by a statement of admission issued by the faculty, showing that the Board of Admissions judges the individual to have sufficient knowledge, understanding and skills to be able to successfully complete the study programme in question. For certain study programmes it has been decided that no additional requirements will be prescribed and a statement of admission is not required. For these programmes admission takes place automatically in uSis and a statement of admission is not required.
- Another diploma, obtained in the Netherlands or another country, accompanied by a statement of admission issued by the faculty, showing that the Board of Admissions judges the individual to have sufficient knowledge, understanding and skills to be able to successfully complete the study programme in question;
- A colloquium doctum statement;
- For Dutch-taught study programmes, Dutch language requirements apply and, subject to the individual's prior educational qualifications, English language requirements may also apply. These requirements are stated in the OER of the study programme in question;
- For English-taught study programmes, English language requirements apply, unless the individual's prior education was English-taught and of a sufficiently high level. These requirements are stated in the OER of the study programme in question;
- Further information on application procedures, admission procedures and student registration deadlines can be found on the [website](#).



2.1.2 Deficiencies

The Minister of Education, Culture and Science (OCW) determines whether any additional requirements must be applied for admission to a particular study programme, in addition to the specified pre-university education (VWO) profile. For admission to the programme in question, these requirements must be met prior to commencement of the programme.

A number of degree programmes, designated by the Minister of OCW, may allow the student to remedy deficiencies during the propaedeutic phase (first year) of the programme. It is left to the discretion of the educational institution as to whether this option should be exercised. If so, this will be stated in the OER of the relevant study programme.

2.1.3 Entrance examinations

Colloquium doctum (entrance examination) is a specific admission procedure for individuals who:

- are not directly admissible to a university study programme on the grounds of their diploma, and
- are aged 21 or above

The faculty or study programme determines the tests to be taken. The requirements for the colloquium doctum are laid down in the (OER) of the relevant study programme. [More detailed information](#) and a description of the requirements for each faculty/study programme can be found on the University website (in Dutch).

2.1.4 Modified procedure: selection and placement and (compulsory) matching

A number of study programmes have different application or admission procedures. These are:

- Academic Primary School Teacher Bachelor's Programme (Academische Pabo)
- Liberal Arts & Sciences (Leiden University College - The Hague)
- Biopharmaceutical Sciences (compulsory matching)
- Security Studies (compulsory matching)
- Physics (compulsory matching)
- Astronomy (compulsory matching)
- Cultural Anthropology and Developmental Sociology (compulsory matching)

For the following bachelor's programmes, a numerus fixus has been set:

- Medicine (selection and placement)
- Clinical Technology (selection and placement via TUD)
- Biomedical Sciences (selection and placement)
- Criminology (selection and placement)
- Fiscal Law (selection and placement)
- Political Science (selection and placement)
- Psychology (selection and placement)



By way of the *selection and placement* procedure, study programmes can gain a clearer picture of a student's abilities, while prospective students have the opportunity to demonstrate their abilities and gain a clearer picture of whether this is the right study programme for them. The way in which the selection procedure is implemented varies from programme to programme. You can read about how the selection and placement procedure is implemented on the [website](#).

Matching

Leiden University finds it important that students select a study programme for which they are well suited. For this reason, many study programmes ask prospective students to complete a questionnaire, the Study Choice Check, and thereafter to attend information activities. Certain study programmes also have more extensive *compulsory* matching activities. The personal data that a student must provide for matching are processed in accordance with the General Data Protection Regulation. You can read about how (compulsory) matching works on the programme websites.

2.1.5 Binding study advice

At the end of students' first academic year, the Faculty Board issues them with binding study advice concerning their continuation of the study programme. Students must obtain the minimum required number of academic credits and meet any additional requirements as specified in the OER of the study programme. The Faculty Board is permitted to postpone issuing the study advice if it has insufficient information due to personal circumstances during the first year of study. A [detailed description of the BSA](#) is available on the University website.

2.2 Admission to the post-propaedeutic phase

2.2.1 Admission to the second year of a bachelor's programme

Students will be admitted to the second year of the bachelor's programme after they have completed the propaedeutic phase.

Students may ask the Board of Examiners to grant them permission to sit examinations in the second year of the bachelor's programme before they have passed the final first-year examination. Information on this arrangement can be found in the [OER of the study programme](#).

2.2.2 Admission to minors

Students have the opportunity to use their elective credits to follow a minor. All minors are accessible to bachelor's students who have completed their propaedeutic phase. Some minors have a selection procedure or additional entry requirements. Most minors have a maximum number of participants. Further information about minors and application procedures can be found on the [University website](#).

Admission requirements – educational minor

As students are required to have sufficient prior knowledge, the [educational minor](#) is only accessible to students on a related programme who can produce a statement from the study coordinator concerned, stating that all first- and second-year course units have been successfully completed or that this is expected to happen before the start of the educational



minor.

2.2.3 Admission to master's programmes

Students who meet the admission requirements of the programme in question will receive a statement of admission to a master's programme (with conditions if applicable) from the Faculty Board. In certain cases, the successful completion of a pre-master's / bridging programme grants admission to the programme. All admission requirements are stated in the OER of the programme. In addition, there must be sufficient places available on the master's programme.

Whether you can be admitted onto a Leiden master's programme depends on your previous education. Information on admission requirements can be found on the website of the study programme/specialisation in question, under the heading Toelatingseisen/ Entry requirements.

Information about application procedures and deadlines can be found on the website of the study programme/specialisation in question, in the left-hand column, under Admission and Application.

In 2019/2020, a capacity restriction is in place for the following master's programmes:

- Child Law
- Within the two-year master's programme in Asian Studies: the specialisations in Chinese Studies, Japanese Studies and Korean Studies
- Within the master's programme in Media Studies: the specialisation in Journalism and New Media
- Within the master's programme in History: the specialisation in Europaeum
- Medicine
- Biomedical Sciences
- Pharmacy
- Vitality and Ageing
- International Relations

Request for admission

Upon submission of a request for admission, if a student is found not to meet the admission requirements as stated in the OER of the programme, it will be decided whether admission could be granted after, for example, following a pre-master's programme.

2.2.4 Iudicium Abeundi

The Executive Board can terminate or refuse the registration of a student on the grounds of behaviour or remarks that demonstrate unsuitability to practise the profession of doctor, education specialist, psychologist or teacher in as much as this concerns the study programmes in Medicine, Education and Child Studies, Psychology and university teacher training. This is set down in the Iudicium Abeundi Protocol (section 7.42a WHW).



3. Student registration

3.1 Student registration

The procedures for student registration are determined by the CvB and published in the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#). More [information](#) can be found on the website.

3.1.1 Student registration procedure

Student registration takes place per individual study programme and generally remains valid for an entire academic year. The academic year runs from 1 September up to and including 31 August of the following calendar year.

Students must submit a request for student registration via Studielink no later than 23.59 hours on 31 August preceding the academic year in question. Students who are commencing a bachelor's programme for the first time are required to submit a request for registration before 1 May of the preceding academic year. A student card (i.e. proof of student registration) will be issued within three weeks of the student registration being finalised, from the middle of July. A statement of student registration for general purposes will be available immediately after confirmation that the student registration has been finalised. However, this is only on condition that all requirements for registration have been met.

Upon registration, students are issued with a ULCN account, which is coupled to a uMail account. Each ULCN account and password is unique to that particular student. ULCN accounts allow students to access the digital learning environment and also serve as a means of identification when a student digitally submits an objection or appeal. Decisions issued by or on behalf of the Executive Board, such as the binding study advice, are sent to students via uMail, as is the latest University information.

Commencing studies in February

In principle there is a second permitted commencement date for student registration for all (master's) programmes, namely 1 February. Students wishing to register as of 1 February must submit a request for student registration via Studielink by 31 January at the latest. The [OER](#) of each study programme states whether permission to commence student registration in February must be requested in advance from the study programme. Prior to student registration in that academic year no courses may be attended, there is no right to be supervised or to sit examinations and/or a final examination, no papers may be submitted for grading and no use may be made of student facilities. In the period that a student is not registered as a full-time student, he or she is not entitled to Dutch student finance nor the accompanying public transport card (OV card).

3.1.2 Conditions for student registration

The conditions that a student must meet in order to qualify for student registration can be found in chapter 1, article 2 of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#).



3.1.3 Types of student registration

The Act distinguishes two types of student registration:

- as a student, or
- as an external student.

A student can be registered at the University on:

- a full-time study programme;
- a part-time study programme, or
- a dual study programme.

More information can be found in the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#).

3.1.4 Rights ensuing from student registration

Students who are registered at the University have the right to follow courses, receive study guidance and take examinations (*tentamens*) and final examinations (*examens*) for the study programme for which they are registered. This also applies to any elective courses that form part of the chosen curriculum. Students also have the right to use the educational facilities, examination facilities and other facilities that are essential for their studies. Registration as an external student only grants the right to make use of examination facilities. More information about these rights can be found in the OER of the particular study programme.

The student has access to and may make use of the University buildings and grounds, the collections, the study facilities and the student facilities of the University, unless this is not in the interest of teaching and research and provided the available capacity is not exceeded.

If the Executive Board terminates a study programme, students are entitled to complete that programme at the same or another university within a reasonable period of time.

When exercising any of the rights stated above, students are obliged to carry with them their student card (i.e., statement of student registration) and a University ID card (LU Card), and to state their name and address if asked to do so by the Executive Board or persons designated by the Executive Board.

When taking examinations, students may be required to provide additional proof of identity, such as a passport or driving license.

During lectures, tutorials and other classes within University buildings, students and teaching staff are not allowed to wear garments that cover the face and/or other attributes that seriously limit non-verbal communication. During final examinations and examinations, the wearing of garments and/or other attributes that cover the face is forbidden inasmuch as these seriously impede establishing the identity of the person involved.



3.1.5 Student registration and termination of registration during the academic year

Student registration on a study programme is valid for a whole academic year. A student is registered from September, or in some cases from February, provided that all requirements for student registration have been fulfilled within that month.

Changing type of student registration

During the academic year, students may change their registration status to full-time, part-time or dual provided they have permission from the study programme in question. This is not possible with retroactive effect.

Termination of registration within the academic year

During the academic year, student registration can be terminated at the request of the student or on behalf of the CvB. The situations in which this can be permitted are stated in the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#), chapter II, articles 7 and 8.

3.2 Tuition fees and examination fees

3.2.1 Payment; tariffs

Registration as a student or external student can only be finalised once all requirements, including financial obligations, have been met. All requirements and obligations can be found in chapter III of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#). Information on how tuition and examination fees must be paid can be found in chapter IV, article 16. The tariffs for tuition and examination fees can be found in the overview of institutional tuition fees and other educational tariffs.

3.2.2 Tuition fee reductions and exemptions

For students whose registration begins on 1 February, five twelfths (5/12) of the tuition fees will be deducted. Students who have registered for several programmes at the University pay the tuition fee for the programme with the highest fee. This is not applicable to post-initial master's degree programmes.

Students who are registered at another educational institution may be entitled to an exemption from payment of the tuition fee. Information concerning the circumstances under which a student may be entitled to a reduction of, or exemption from, tuition fees can be found in chapter III, articles 14 and 15 of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#).

This article is not applicable to examination fees.

3.2.3 Restitution following termination of student registration Students may be entitled to restitution of tuition fees upon termination of student registration. The conditions and exceptions for restitution of tuition fees, as stated in chapter IV article 17 of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#), are applicable. Restitution of examination fees is not possible.



3.2.4 Compensation

The amount of compensation applicable for the use of educational or examination facilities without being registered as a student of the University can be found in chapter V article 18 of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2019-2020](#).

3.2.5 Legal protection

All students are entitled to lodge an objection or (administrative) appeal against a decision concerning student (de)registration, if they believe that insufficient consideration has been given to their interests or that regulations and legislation have been applied incorrectly or for improper purposes. Refer to chapter 11 of the Student Charter for further information.

Student registration data are processed in accordance with the General Data Protection Regulation.



4. Education

The quality of education is guaranteed by the requirements laid down in the [Framework Document – Leiden Register of Study Programmes](#). All rights and obligations pertaining to education and study guidance can be found in the OER of the study programme.

4.1 Quality of education

The [Leiden Register of Study Programmes](#) describes the quality standards that must be met by a study programme. The Faculty Board periodically checks whether a programme meets these standards. In addition, the programme is periodically accredited following an external assessment. Internal quality checks, including student evaluations of the education provided, mid-term reviews and study programme annual reports, form the basis of these external reviews.

4.2 Organisation of the programmes

Study programmes at Leiden University may be full-time, part-time or dual. The faculty is responsible for specifying the organisation, academic curriculum and teaching facilities of its programmes within the [OER](#).

4.3 Manageable curriculum

Study programmes must be organised in such a way that full-time students can reasonably be expected to obtain 60 ECTS in an academic year. The organisation of the education provided and the way it is structured is laid down in the [OER](#) of the study programme. The [Prospectus](#) serves as an appendix to the OER. The Faculty Board and Programme Board, advised by the Programme Committee, regularly verifies that students have an appropriate workload. This verification requirement is set down in the Act.

4.4 Affordable education

The cost for all study essentials (books, materials and practical-session necessities), as required for participation in education, examinations or final examinations for a study programme are, in principle, the responsibility of the student or external student. The costs incurred for excursions, work experience and internships are also the responsibility of the student. Prior to commencing the education in question, the student must be informed about the necessary study materials and the cost of the study materials, excursion etc. for that educational element.

4.5 Study guidance

All students are entitled to [study guidance](#). At Leiden University we give particular attention to providing support to students whose special circumstances make it necessary for them, such as first-generation students or students with a disability.

The faculty is responsible for the organisation of provisions for study guidance. Methods of guidance are partially determined by the nature of the education provided. The [OER](#) of the study programme contains information on the monitoring of academic progress and individual study guidance, as well as information on the ways in which students with a disability can take examinations.



4.6 Code of Conduct on the Language of Instruction

The Code of Conduct on the Language of Instruction prescribes for each study programme the language of instruction and the language in which tests and examinations take place. The Code of Conduct applies to all study programmes, except those in which a particular language is the object of study. The [OER](#) of a given programme specifies the language of instruction of the programme; this is indicated for each course in the [Prospectus](#).

4.7 Programme Committee

In addition to the University Council, Faculty Councils and the LUMC Student Council, there are also Programme Committees and Programme Boards. The role of the Programme Committee is to advise about the maintenance and improvement of the quality of the study programme, the OER and all matters concerning the education provided by the study programme. For a number of elements within the OER, the Programme Committee has the right of consent.

The Faculty Board and/or the Programme Board are legally required to react to advice or proposals from the Programme Committee within two months. Meetings take place between the Programme Committee and the Programme Board and/or Faculty Board at least twice a year, upon the request of the Programme Committee. The Faculty Board and Programme Board have a duty to provide information: that is to say, they must provide the Programme Committee, in a timely manner, with the information it requires to fulfil its role (including information requested by the Committee to fulfil its role), in all reasonableness and fairness. The Programme Committee consists of students and teaching staff from the study programme(s) in question, half of the members being students and half being teaching staff. The way in which the Programme Committee is formed (election, nomination) is laid down in the [Faculty regulations](#). The procedures of the Programme Committee are laid down in the Rules of Procedure of the Programme Committee.

4.8 Academic integrity, examination fraud and plagiarism

Every Leiden University study programme focuses attention on ensuring the integrity of academic research. This is done partially on the basis of the [Netherlands Code of Conduct for Research Integrity](#) and the [Academic Integrity Complaints Regulation](#).

In the event of a violation of the rules set out in this context (examination fraud and plagiarism) by the student, the Board of Examiners may take measures on the grounds of article 7.12b(2) of the WHW. In the event of fraud committed by a student, the Board of Examiners may choose to set a period of a maximum of one year in which the student in question is not entitled to take one or more examinations or final examinations at the University. In case of serious fraud, the Board of Examiners may advise the Executive Board to permanently terminate the student's registration on the programme in question.



4.9 Regulations on studying abroad

The University can have a duty of care to support students who find themselves in situations of catastrophe or imminent catastrophe whilst abroad for their studies. The [Regulations on studying abroad](#) detail all the requirements and obligations concerning travel insurance, providing itinerary and residence information, catastrophes and possible liability.

Students who go abroad or are already staying in a foreign country as part of their study programme must follow all instructions issued by the University and adhere strictly to the [Regulations on studying abroad](#) in order for the University's duty of care to remain applicable.



5. The Leiden Study System with binding study advice

5.1 Leiden Study System

The Leiden Study System with binding study advice (BSA) gives students the right to good guidance by way of the study guidance plan.

Students who fail to meet the BSA requirements receive a negative binding study advice and may not register as a student of Leiden University on the same study programme, or another programme that has the same propaedeutic phase (first year), for a period of four years.

5.1.1 Study guidance plan

The Leiden Study System consists of [eight steps](#) which are intended to facilitate academic success. These steps begin with the initial orientation phase and lead up to the study plan.

More information, and a detailed explanation of the study guidance plan and study advice, can be found in the [Regulation on Binding Study Advice](#). Each [OER](#) also includes a section on study guidance.

Provided below is short explanation of the elements of a study guidance plan

Introductory interview

Every student is entitled to an introductory interview with a study advisor or mentor. Introductory interviews take place before the end of September (or in exceptional cases in October). Matters such as the student's expectation of, and reasons for selecting, the study programme are discussed, as is concrete information on the programme and the study guidance plan.

Students also have the opportunity to discuss any [personal circumstances](#) that may affect their academic progress. If necessary an adjusted study plan can be drawn up that takes account of these personal circumstances. A definition of what is meant by the term personal circumstances can be found in the [Regulation on Binding Study Advice](#), article 5.8.

Mentors

All study programmes offer guidance in the form of designated mentors (teaching staff). Mentors are responsible for structuring the study environment and for offering support in learning to study. In collaboration with the study advisor, mentors are the first point of contact for students within their study programme. Certain study programmes offer other forms of mentoring, for example mentor groups or student mentors. More information can be found in the OER of the study programme.

Study advice

The [Regulation on Binding Study Advice](#) provides information on the occasions when study advice is issued and what it means for students. The student receives this study advice via uMail.



Examinations and re-sits

The periods in which examinations and re-sits take place are stated in the study schedule. It is important that these periods correlate with the four occasions when study advice is issued to students. Study programmes are expected to start assessing the progress of their students at an early point in the academic year (early October to mid-November). This assists students in determining whether a good study choice has been made as early as possible.

5.2 Binding study advice

The Faculty Board issues a definitive binding study advice to students about their continuation of the study programme at the end of the first academic year. Students must obtain the minimum number of study credits required and meet any additional requirements as specified in the [OER](#) of the study programme. Additional requirements are courses which the students must complete as part of their required number of study credits. An [explanation of the BSA](#) can be found on the University website. For full-time students the norm is 45 study credits (ECTS) and for part-time students 30 study credits (ECTS).

5.3 Personal circumstances

If a student is experiencing personal circumstances, as described in the 'Procedure regarding personal circumstances', which may lead to negative study advice, he/she must make this known to the study programme as soon as possible (and no later than 15 July in the current academic year). To do so, the student must contact the study advisor of the study programme in order to discuss academic progress and draw up an adjusted study plan.

Once the student's academic delay has been recorded, the student can request that the Board of Examiners take his/her personal circumstances into consideration when drawing up definitive study advice. This request must be submitted to the BSA Committee at SEA as soon as possible and no later than 15 July of the academic year in question. The request must be accompanied by the necessary supporting documents. These may take the form of, for example, a doctor's statement concerning illness or disability, or a student counsellor's statement concerning exceptional family circumstances.

The Board of Examiners will take recorded personal circumstances into consideration when drawing up binding study advice. It can occur that in the event of personal circumstances, the Board of Examiners has insufficient information at the end of the first year of study to issue a BSA. In such situations, it can postpone issuing the BSA until the end of the second year of study at the latest.

The 'Procedure regarding personal circumstances' is included in the [Regulation on Binding Study Advice](#). Here can be found information on the basic procedure, the procedure per category, postponement or discontinuation of studies, the hardship clause and an explanation of this procedure.



5.4 Hardship clause

If a student does not meet the norms set, the Board of Examiners can, in exceptional circumstances, nevertheless decide to deviate from the standard procedure. If the student's academic results, attitude to study, and level of motivation convince the Board that he/she will be able to successfully complete the study programme, the Board may choose not to issue negative study advice. In such cases the decision is issued on the basis of 'an exceptional case of extreme unfairness'.

5.5 Student file

In the context of the Leiden Study System with BSA, a file is created and processed in accordance with the General Data Protection Regulation for every student who registers for the first time on the propaedeutic phase of a study programme. All students have the right to view the contents of the file and to add an objection to it.

5.6 Legal protection

Students have the right to lodge an administrative appeal with the [Examination Appeals Board](#) within six weeks of the date of issuance of the definitive study advice. Starting in August 2019, a pilot was introduced, where students who send a notice of appeal *within one week* of the date of the BSA will receive the decision on their appeal before 1 September. They will then know definitively at the start of the academic year whether they can continue with their study programme. If they send the notice of appeal after one week but within the time limit of 6 weeks from the date of the BSA, they will receive the decision on their appeal within no more than 16 weeks. Students are permitted to continue following the study programme during the appeal procedure concerning the study advice, lodged with the Examination Appeals Board. In this period, examinations may also be taken, but they will not be graded pending the appeal. The examinations will only be graded if the decision of the Examination Appeals Board determines that the student can continue on the study programme. The grade will then be released and the student can register for the study programme. The student is not registered on the study programme during the period in which the appeal is being processed.



6. Monitoring academic progress of international students

In accordance with the '[Code of Conduct for International Students in Higher Education](#)', Leiden University is required to monitor the academic progress of all its students who have a residence permit issued for the purpose of 'study'. Each academic year this group of students must obtain at least 50% of the annually required study credits, and pre-master's students must complete their programme within the timeframe officially designated for it. The Board of Examiners of each study programme determines whether a student has met the academic progress requirement. The Board of Examiners reports its findings to SEA, which in turn notifies the IND of any students who have not met the requirement. The IND will then begin procedures to revoke the residence permit of the students in question.

Information concerning what the University offers international students and the guidance made available to them can be found in chapter 5, article 5.5, of the [Code of Conduct](#).

6.1 Personal circumstances

If it is established that the student's academic progress has been hindered by personal circumstances, SEA can withhold notification to the IND. The student may only make use of each category of personal circumstances on one occasion during his/her period of residency as a student.

Academic delay

If a student is experiencing personal circumstances that may lead to academic delay, he/she must make this known to the study programme as soon as possible. To do so, the student must contact the study advisor of the study programme in order to discuss the academic progress and – if necessary – draw up an adjusted study plan, in which binding agreements are made concerning how the student can graduate as soon as possible.

Students can [submit a request](#) to the Board of Examiners, via a student counsellor, for their personal circumstances to be taken into consideration when deciding whether the academic progress requirement has been met. This request must be submitted preferably before 15 June and no later than 15 July of the academic year. The request must be accompanied by the necessary supporting documents. These may take the form of, for example, a doctor's statement concerning illness or disability, or a student counsellor's statement concerning exceptional family circumstances.

The Board of Examiners can only take recorded personal circumstances into consideration. Arrangements made with study advisors will then also be taken into consideration.



6.2 Hardship clause

In exceptional circumstances, the Board of Examiners may apply the hardship clause. If a student does not meet the norms set, the Board of Examiners can nevertheless decide to deviate from the standard procedure. The Board of Examiners submits a well-substantiated decision to SEA instructing that notification to the IND should be withheld. In such cases the decision is issued on the basis of 'an exceptional case of extreme unfairness'.



7. Examinations (*tentamens*) and final examinations (*examens*)

Each component of a study programme (i.e. course) involves an examination. Information about examinations and final examinations can be found in the [OER](#), the [Prospectus](#), or an accompanying appendix. This information states the periods in which examinations may be taken; how long the examination results are valid; how the examinations are administered; how students can inspect their examinations; and the order in which examinations must be taken.

7.1 Evaluation and inspection of examinations

An examination is an inquiry into the student's knowledge, understanding and skills. The results of this inquiry are assessed by the examiner (lecturer); students can either pass or fail an examination. Students have the right to inspect the work after assessment and, if they wish, receive an explanation of the grade. The Board of Examiners draws up rules on examination procedures and on the measures to be taken in this respect. The Board of Examiners also draws up rules for the assessment and recording of examination and final examination results.

7.2 Fraud

In the event of fraud (examination fraud and plagiarism) by a student, the Board of Examiners of the faculty/study programme in question decides what action should be taken. In the worst case, the Board may set a period of maximum one year during which the student will be barred from taking one or more examinations or final examinations at the University. In the event of serious fraud, the Board of Examiners may advise the Executive Board to permanently terminate the student's registration on the programme in question (chapter II article 8 point 2 of the [Regulations for student registration, tuition fees and examination fees 2019-2020](#)).

7.3 Final examinations

The University offers bachelor's and master's study programmes. Bachelor's programmes have a propaedeutic phase and a final bachelor's examination. Most bachelor's programmes have a final propaedeutic examination as part of the propaedeutic phase. Master's programmes have a final master's examination. As a rule, students are considered to have passed a final examination once they have successfully completed all the examinations for a particular study programme.

Students who pass a final examination are awarded a diploma accompanied by a diploma supplement. These specify the title/degree awarded and the final examination components, as well as any rights and qualifications that may be granted.

7.4 Regulations on postponing graduation

The WHW specifies that the Board of Examiners must issue the diploma as soon as the final examination has been successfully completed. However students may want to postpone graduation, for example in order to complete an additional course which can then be included on their diploma. There are certain circumstances under which this is possible. A



detailed explanation can be found in the [Regulations on postponing graduation](#).

7.5 Dossier diploma

Students who have not met all the requirements for a final examination but have passed one or more examinations may request the Board of Examiners to provide a statement specifying the programme components that have been passed.

7.6 Course and Examination Regulations

Every programme or group of programmes is subject to Course and Examination Regulations (OER). The Course and Examination Regulations are adopted by the Faculty Board with prior consent from the Faculty Council and, for certain elements, from the Programme Committee. The Faculty Board also supervises the implementation of the regulations and is responsible for their frequent review. Responsibility for the latter is also shared by the Programme Committee and the Executive Board. The [Prospectus](#) is an appendix of the OER.

The OER should at least include the following:

- the content of the programme and any related final examinations;
- the content of the specialisations within the programme;
- the qualities in terms of knowledge, understanding and skills that students must have acquired by the end of the programme;
- where applicable, the organisation of practicals, and the compulsory attendance of practicals in order to be allowed to take certain examinations. In this context, the Board of Examiners retains the right to grant exemption from practicals or to formulate alternative requirements
- the workload of the programme and of all the individual course components;
- the number and order of examinations, as well as the moments at which they can be taken;
- the full-time, part-time or dual organisation of the programme;
- if necessary, the order and the periods in which, and the number of times per year that examinations and final examinations are offered;
- if necessary, the duration of the validity of examination results. In principle, examination results have unlimited validity unless the OER states otherwise;
- the manner in which examinations are taken. In special cases, the Board of Examiners may deviate from these regulations;
- the manner in which students with a disability can take examinations;
- the public nature of oral examinations. In some cases, the Board of Examiners may deviate from these regulations;
- the term within which the examination results must have been determined; and, if applicable, when it is possible to deviate from this term;
- the method by which students may inspect a written examination and its assessment criteria;
- the grounds on which the Board of Examiners may grant exemption from one or more examinations on the basis of higher education examinations or final examinations previously passed or knowledge or skills acquired elsewhere;



- where necessary, that having passed certain examinations is a prerequisite for taking subsequent examinations;
- the monitoring of academic progress, individual study guidance and the implementation of the Leiden Study System with binding study advice;
- the degree to be awarded by the Executive Board on successful completion of a programme;
- the manner in which deficiencies in previous education may be corrected;
- the requirements to be set for colloquium doctum admission;
- for master's programmes: the entry requirements for the master's programme and the manner in which admission to the programme is organised.



8. Financial support

Within the University it is possible, in certain situations, for students to be granted financial support.

8.1 Regulations on financial support

The Act (WHW article 7. 51) stipulates that the University must offer financial support to students who experience academic delay as a result of exceptional circumstances, if the student meets certain conditions. The [Regulations on financial support for students](#) are based upon this Act. The regulations describe under what circumstances and conditions, and in what way, students may request financial support of this nature.

8.2 Support in financial emergencies

Students who are in acute, incidental financial need can request support from the University. Support can take the form of short-term interest-free loans or (incidental) gifts. It should be stressed that this is not structural support. In addition, there is a cap on the sum that can be given. More information can be requested from a student counsellor.

8.3 General Student Fund

The General Student Fund is intended to contribute towards the study costs of good students who are unable to obtain other forms of financial support or loans. Grants for one-off study-related trips abroad can be requested. Requests for travel grants are evaluated on the basis of the quality of the project, the academic results achieved and the financial situation of the student. If a grant is awarded, the student must submit a report to the administrator of the fund upon completion of the project.

8.4 Lustra scholarship

The Lustra scholarship is intended for students who wish to study, undertake an internship, or carry out research at an institution or company outside Europe as part of their Leiden University study programme. This study component must be approved as a part of the Leiden University curriculum by the Board of Examiners of the study programme in question, and the student must have completed at least the propaedeutic phase. Further information on this scholarship can be found on the [University website](#). Students can also consult the [international exchange coordinators](#) or the Student Affairs Front Office at Plexus.



9. Management and co-participation

There are several councils within the University that contribute to policy making and provide advice to administrative bodies. Students wishing to participate on one of these councils may do so by exercising their active and passive electoral rights.

9.1 Central management

The central management (authority) of the University falls under the responsibility of the [Executive Board \(CvB\)](#). The CvB is accountable to the [Board of Governors \(RvT\)](#). Co-participation is exercised by the [University Council \(UR\)](#). An outline of the management structure of the University can be found in the [Management and Administration Regulations](#).

9.2 Co-participation

The University has a system of undivided co-participation; that is to say, a structure consisting of a University Council, Faculty Councils and Programme Committees, on which both staff and students hold seats, with the same number of seats for staff and for students. The Faculty of Medicine/LUMC is an exception in that it has a system of divided co-participation.

9.2.1 Passive electoral rights

Every student at the University is entitled to stand for election to a co-participation body.

University level

Students wishing to exercise co-participation at the University level can stand for election to the University Council. The rights of student members of the University Council can be found in the [Regulations of the University Council](#).

Faculty level

Every faculty has its own [Faculty Council](#) with both student and staff representatives. The rights and obligations of members can be found in the corresponding [Faculty regulations](#). The Faculty of Medicine/LUMC is an exception in that this faculty is governed by the LUMC Executive Board. Within this faculty, students can stand for election to the [LUMC Student Council](#).

Study programme level

In addition to the University Council, Faculty Councils and LUMC Student Council, there are also Programme Committees and Programme Boards. More information on the management of study programmes and the contribution of the Programme Committees can be found in the [Faculty regulations](#).

9.2.2 Active electoral rights

Students have the right to exercise their active electoral rights each year. This consists of voting for a co-participation body.



University elections

Students may vote digitally for student members of the University Council, Faculty Councils and LUMC Student Council. Information about elections is provided in the [Mare university newspaper](#), the (digital) University newsletter and on the website. [Information about the parties](#), as well as Electoral Regulations, results and candidate lists can be found on the website. Elections for Programme Committees are only organised by the Faculty Board if this is stipulated in the Faculty regulations.

9.2.3 Legal protection

Special rules for (administrative) appeals apply to University elections. The term within which an appeal may be lodged is limited to only a few days in order to guarantee a fast and legally incontestable election result. A detailed explanation can be found in the [Electoral Regulations](#) and the [Regulations of the Appeals and Objections Committee](#). More information about the legal procedure may be obtained from the Central Electoral Committee.



10. University facilities

The University offers a range of educational, cultural and sporting facilities.

The [Student Affairs Front Office at Plexus](#) is the first point of contact for (prospective) students who have questions about study and studying. Questions can be posed to staff members at the information centre on a range of subjects, including those listed below.

- [Academic progress, delay and financing](#)
- [Studying with a disability](#)
- [Studying and top-level sport](#)
- [Ombuds officer](#)
- [Study and student problems](#)
- [Careers and the job market](#)
- [Studying and internships abroad](#)
- [Plexus Student Centre](#)

In addition to guidance and advice services, the University also offers the following facilities:

- [University libraries](#)
- [Academic Language Centre](#)
- [Studium Generale](#)
- [MARE](#)
- [University Sports Centre](#)
- [Department of Health, Safety and Environment](#)
- [LAK courses](#)
- [University shop](#)

A complete overview of [all the facilities offered by the University](#) can be found on the website.



11. Legal protection

The University has several [forms of legal protection](#) for students. Each form has its own procedure depending on the type of complaint, the decision in question (e.g. concerning registration, re-takes) and the administrative body concerned (e.g. the Executive Board or the Board of Examiners). Objections and appeals must be lodged within six weeks of the decision in question.

11.0 Complaints website

The Complaints website helps students determine whether they may submit a complaint or objection, to whom, and how to do so.

11.1 Lodging an appeal

11.1.1 Administrative appeal – Examination Appeals Board (CBE)

Leiden University has an [Examination Appeals Board](#) with which a student can lodge an (administrative) appeal. The [Regulations of the Examination Appeals Board](#) describe how a student can lodge an appeal, what should be stated in the appeal, the procedures followed by the CBE and how the CBE reaches its decisions. Here below can be found an explanation of the competences of the CBE, the grounds for appeal and the decision, in so far as these are not stated in the Regulations of the CBE.

Competences of the Examinations Appeals Board (see article 7.61(1) WHW)

The CBE decides in cases involving:

- binding (negative) study advice leading to exclusion from the study programme, issued at the end of the first academic year for a full-time student; or the first year for a part-time student ;
- decisions issued by Boards of Examiners and examiners;
- decisions made by Boards of Examiners concerning the number of study credits earned in an academic year and the passing of a final examination;
- decisions made on the basis of additional investigation into deficiencies in prior education;
- decisions concerning admission to bachelor's and master's programmes, including decisions on admission via the colloquium doctum procedure.

If a response has not been given (on time) to a request to make a decision, a student may also lodge an appeal. This can concern cases in which a statutory or reasonable term for issuing a decision after receiving the request has been exceeded.

Grounds for appeal can include:

The contention that

- the decision contravenes the law or University regulations have been incorrectly implemented ;



- the body or person concerned has not given reasonable consideration to the interests of the student;
- the decision contravenes the principle of good administration (=general legal guidelines to which the body or person should adhere, such as legal certainty and legitimate expectations)

An appeal cannot be lodged against a grade in itself. However, if a student thinks the grade has been established in an unlawful way, he/she may lodge an appeal against it.

Amicable settlement

Before the CBE begins processing an appeal, the parties involved must always first discuss whether an amicable agreement can be reached. This procedure is described in the [Regulations of the CBE](#), articles 9, 10 and 11.

Processing the appeal

If the parties involved cannot reach an amicable agreement, the CBE will begin processing the appeal. The body that issued the decision submits a defence statement in which it details why it believes the decision to be correct. The student is given a copy of this defence and other relevant documents and may respond in writing. The appeal is then heard in a session of the Examination Appeals Board. All the parties involved have the opportunity to further elaborate their point of view during the session. A more detailed description can be found in the [Regulations of the CBE](#).

Decision

The Examination Appeals Board will usually reach a decision within 10 weeks of receipt of the notice of appeal, as described in the [Regulations of the CBE](#) (article 19 and article 7.61.4 WHW).

The decision may be one of the following:

- The appeal is inadmissible. This means that the CBE cannot take a decision as to the substance of the appeal because of prior procedural errors which have not been rectified in time.
- The appeal is unfounded: the contested decision is upheld.
- The appeal is upheld: the decision is annulled entirely or in part. The CBE may rule that a new decision must be taken in which the Examination Appeal Board's decision is taken into account. The Board of Examiners will thereafter issue a new decision.

In urgent cases, a student may request a provisional remedy from the CBE. If the chairperson grants this request, the student may continue to follow the study programme under certain conditions. While awaiting the result of the appeal, any examinations taken by the student in question will not be graded, nor will academic results be recorded.



The [session dates and decisions of the CBE](#) can be found on the website.

If the student does not agree with the decision made by the CBE, he/she is entitled to lodge an appeal with the [Appeals Tribunal for Higher Education](#) in The Hague.

11.1.2 Administrative appeal – Executive Board

Students may lodge an (administrative) appeal with the Executive Board (CvB) against a decision made by a management body. Only students who are directly affected by the decision may lodge an appeal to the CvB. If a student has the right to lodge an administrative appeal, this is stated on the decision. The appeal must be lodged within six weeks.

11.2 Lodging an objection

If an (administrative) appeal to the CBE or CvB against a decision is not permitted, it is often possible to lodge an objection with the body that issued the original decision. This must be done within six weeks of the announcement of the decision. If the objection is not submitted on time, it is considered to not have met all the stipulated requirements. This may result in the objection not being processed (declared inadmissible).

11.2.1 Appeals and Objections Committee (CBB)

Students who do not agree with a decision made by or on behalf of the CvB can submit an objection to the Appeals and Objections Committee. This may concern, for example, decisions about student (de)registration, tuition fees, financial support or selection and placement, including the allocated ranking number, for numerus fixus study programmes.

Amicable settlement

Before the CBB begins processing an objection, the parties involved must always first discuss whether an amicable agreement can be reached. This procedure is described in the [Regulations of the CBB](#) article 16.

Processing the objection

If the parties involved cannot reach an amicable agreement, the CBB will begin processing the objection. The body that issued the decision submits a defence statement in which it details why it believes the decision to be correct. The student is given a copy of this defence and other relevant documents and may respond in writing. Before the CBB issues its advice to the CvB, the objection is heard in an open session. The CBB's advice serves as the basis for the CvB's decision on the objection. As a rule, the CvB issues its decision within 10 weeks of receipt of the objection (WHW article 7.63b). A more detailed description can be found in the [Regulations of the CBB](#).

Immediate urgency

It can occur that a case is considered to have 'immediate urgency'. By this is meant that it is not possible to wait for normal procedures to be carried out. In such cases, a student can request that the CBB issues its advice to the CvB as quickly as possible. The chairperson will decide whether the case indeed has immediate urgency one week after the submission of the objection and will notify the student of his/her conclusion. The CvB will in turn issue its decision within four weeks of receiving the objection. A more detailed explanation can be found in article 17 of the [Regulations of the CBB](#)



If the student does not agree with the decision of the CvB he/she may lodge an appeal with the [Appeals Tribunal for Higher Education](#) in The Hague.

11.3 Appeals Tribunal for Higher Education (CBHO)

If a student, having completed an administrative appeal or objection procedure, still does not agree with a decision on an objection made by the CvB or a decision of the CBE, he/she can contact the CBHO. The CBHO will then issue a final decision.

This may concern issues such as:

- tuition or examination fees; financial support; exemptions;
- selection and placement;
- binding negative study advice;
- violations of the general regulations or disciplinary regulations of the University;
- admission to a bachelor's or master's programme;
- iudicium abeundi;
- decisions made concerning examinations or final examinations.

Appeals to the CBHO must be submitted [in writing](#).

11.4 Complaints

11.4.1 Complaints website

Every student at the University who has been issued with a decision that has direct consequences for his/her situation is entitled to lodge an appeal or objection, or make a complaint. Students can consult the [Complaints website](#) to determine for themselves whether, to whom, and how a complaint should be submitted. Students can also ask a [student counsellor](#) for advice on submitting appeals and objections.

11.4.2 Ombuds officer

All students are entitled to consult the ombuds officer in cases of problems or conflict with a staff member or administrative body of the University. Students can request that the [ombuds officer](#) assists them in finding a solution to the problem.

11.4.3 Confidential counsellor on unacceptable behaviour

If students experience unacceptable behaviour, such as sexual intimidation, aggression, violence or discrimination, they can seek assistance from the confidential counsellor. Students may also submit a complaint to the Complaints Committee for Unacceptable Behaviour. The procedures for doing so can be found in the [Regulations on complaints relating to unacceptable behaviour](#).

11.4.4 Confidential counsellor for malpractice

If students suspect that serious malpractice is taking place, they may contact the confidential counsellor for malpractice. Students can also report malpractice to the director of their study programme. The relevant procedures can be found in [Regulations on Whistleblowers](#).

11.4.5 Complaints coordinator

Every faculty has a complaints coordinator who oversees the correct processing of



complaints within the University. The University has also established [Regulations on other types of complaints](#) (in Dutch). These cover complaints that do not fall under any other specific regulations.

11.5 Codes of conduct

The University has several codes of conduct. These are intended as guidelines for the provision of a good, safe and stimulating work and study environment.

The University's expectation concerning the relationship between lecturers and students is stated in the [Code of conduct on standards of behaviour for lecturers and students of Leiden University](#).

The [Code of conduct for international students in higher education](#) contains binding guidelines concerning the recruitment, information provision, admission and guidance for international students. International students are entitled to submit a complaint to the Code of Conduct Commission, but only once they have followed the complaints procedure within the University.

11.6 Privacy of students

The University has drawn up a Privacy Notice for Students. With regard to their personal data, all students who are registered with the University have the right of access, right of rectification and supplementation, right of data portability, right to be forgotten, right to restrict the processing and right to submit a complaint. When a student invokes one of these rights, it will always relate to the personal data as included in the administrative records. The administrative records are subject to the General Data Protection Regulation (GDPR), and the personal data are processed in accordance with the GDPR. Exporting personal data to other countries, also known as 'transfer', is a form of personal data processing. Depending on the country to which the data are transferred, additional conditions apply. Before personal data are supplied to a country outside the EU, compliance with the necessary privacy guarantees must have been demonstrated.

11.7 Data Protection Officer (DPO)

Pursuant to the GDPR, the University has appointed a Data Protection Officer (DPO). The DPO is a mandatory internal supervisor, whose identity has also been notified to the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*) and who maintains a register of personal data processing activities. Students who have questions or complaints can contact the DPO via privacy@bb.leidenuniv.nl.

11.8 Data Protection Authority (DPA)

The national supervisory authority for all privacy laws in the Netherlands, including the GDPR, is the Data Protection Authority (DPA; in Dutch: *Autoriteit Persoonsgegevens*). [The DPA](#) is responsible for ensuring that personal data are used carefully, properly and securely. The DPA also monitors compliance with the legislation and provides solicited and unsolicited advice on privacy-related issues.



11.9 Obligation to notify data breaches

The GDPR includes an obligation to notify data breaches. If a data breach entails a risk for a 'data subject', the breach must be notified to the Data Protection Authority (DPA). If the risks for data subjects are high, the data breach must also be communicated to the data subjects themselves, so that they are alert to the risks and can take any necessary measures. At the University, the Data Protection Officer (DPO) is responsible for notifying the DPA. Communication with data subjects will be made, depending on the circumstances, by a person who bears ultimate responsibility. The University has drawn up a protocol for this.

11.10 Questions and complaints

Students who have questions, comments and suggestions in the area of their privacy are welcome to contact the Privacy Service Point (privacy@bb.leidenuniv.nl). The Data Protection Officer (DPO) can also be contacted via this email address. More detailed information about students' privacy is also given in the Privacy Notice on the [website](#). If preferred, complaints can be submitted to the faculty's complaints coordinator. The website gives further information on [where to report complaints](#).