

Student Charter 2025-2026 Zuyd University of Applied Sciences

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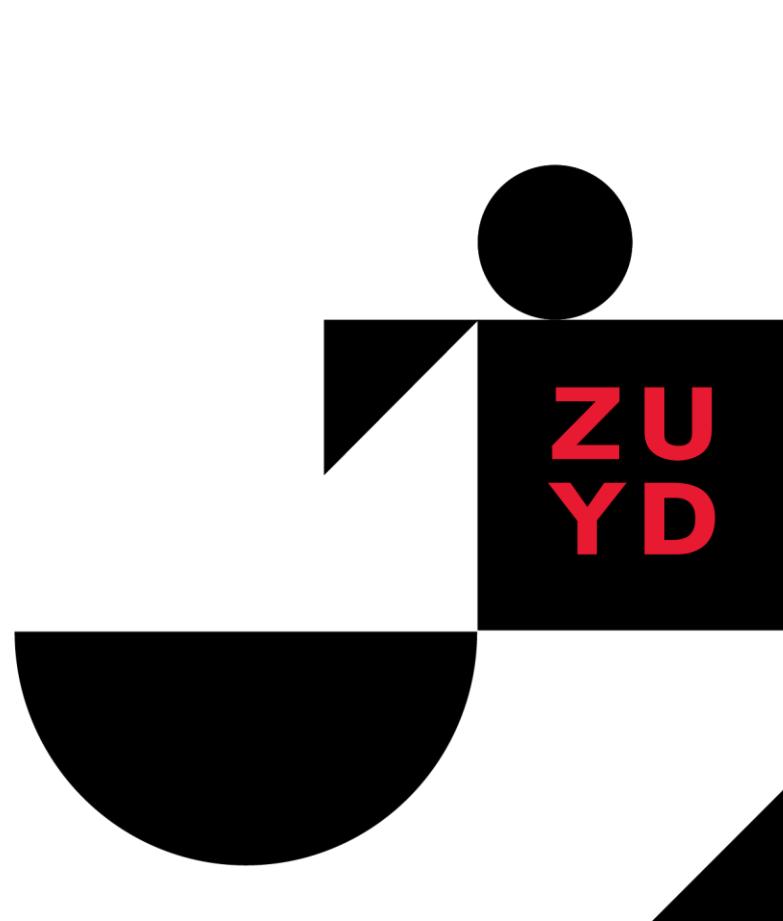
Student Services

Introduction

This regulation is referred to as the Student Charter of Zuyd University of Applied Sciences (institutional section) and is based on Article 7.59 of the Higher Education and Research Act ([WHW](#)).

This Student Charter enters into force on 1 September 2025 and replaces the Student Charter 2024-2025.

The Student Charter was adopted by the Executive Board on 27 May 2025, with the approval of the Central Participation Council on 3 June 2025.



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1 General provisions

It starts with you. The Student Charter provides a concise overview of your rights and responsibilities as an enrolled student, as well as for prospective students who wish to study at Zuyd.

In addition, it contains information that can support you throughout your education and studies at Zuyd.

Each chapter includes hyperlinks to additional information related to the topic.

The Student Charter includes, at a minimum:

a. A description of the rights and responsibilities of students, arising from provisions laid down by or pursuant to the law, and

b. An overview of the regulations intended to protect students' rights, which includes:

1. A description of the procedures for handling complaints and disputes, as well as procedures for resolving participation-related conflicts, and the appeal rights derived from this law and other legal provisions.
2. A description of additional procedures established by the institution's Executive Board to further protect students' rights.

As a student, you have certain legal rights and responsibilities regarding your enrolment.

Rights¹:

- a. Enrolment in and withdrawal from your study programme
- b. Participation in education
- c. Taking exams and assessments within the programme
- d. Access to the institution's buildings
- e. Use of educational facilities

¹ Legal bases described in the article 7.34 en 10.17 WHW.

- f. Use of student services, such as student counselling and academic guidance
- g. In the event of a decision by the Minister or the institution to terminate the programme: the opportunity to complete the programme within a reasonable period at the same or another institution
- h. Voting rights for the Central Participation Council and Academy Council
- i. The lawful processing of your personal data

Obligations²:

- a. Je moet voldoen aan de verplichtingen met betrekking tot het collegegeld en/of/examengeld;
- b. Je moet je houden aan de normen van goed gedrag in de gebouwen en op de terreinen van Zuyd Hogeschool, zoals opgenomen in het Veiligheidsreglement en de Gedragscode Studenten Zuyd;
- c. Je moet je houden aan de overige gedragsregels en voorschriften die zijn opgenomen in de Gedragscode Studenten Zuyd.

Op de volgende pagina's vind je een korte uitleg over de verschillende onderdelen, en in bijlage 1 vind je een overzicht van deze regelingen.

2 Privacy

Your privacy as a student at Zuyd is important. That's why we handle the personal data we collect in connection with your enrollment in one of our programs with care.

Check [the website](#) for more information and read the [Privacy policy for students](#) for more information about how we collect your personal data and how we handle it.

3 Participation

The rules regarding participation in decision-making in higher professional education (HBO) are laid down in Articles 10.17 to 10.25 of the Dutch Higher Education and Research Act (WHW). Participation means that, as a student or staff member, you have the opportunity to contribute ideas and opinions about the organization and content of education at Zuyd. This can happen at two levels: through the **Central Participation Council (CMR)** and/or the **Academy Council (AR)**. Meetings of these councils are open to the public.

Central Participation Council (CMR)

Zuyd has a Central Participation Council that consults with the Executive Board. The CMR is elected by and from all staff and students and consists of an equal number of representatives from both groups.

Academy Council (AR)

Each AR consults with the director of the respective academy. The AR also fulfills the role of the Programme Committee.

An AR consists of an equal number of students and staff members, elected by the students and staff of their own academy.

Elections and Facilities

Student elections for both the CMR and AR are held every two years, and staff elections every four years.

If you have any questions, please send an email to: bureau.medezeggenschap@zuyd.nl

² Legal bases described in articles 7.43 en 7.57h WHW, code of conduct students and the EER (regarding the obligation to attend).

For more information about [participation in decision-making](#).

4 Admission, enrollment, deregistration and tuition fee

For information about your application, enrollment, deregistration, and tuition fees, please refer to Article 7.24 and the subsequent articles of the Dutch Higher Education and Research Act (WHW).

Before you can enroll in a program at Zuyd University of Applied Sciences, you must first apply via Studielink. After that, you will complete the study choice check, which results in an advisory recommendation regarding your study choice. You must also meet the legal admission requirements, such as having the appropriate prior education and paying the tuition fees. Any request for deregistration must also be submitted via Studielink.

For more information about your rights and obligations, [see Regulations on Admission, Enrolment and deregistration 2025-2026](#) and [Regulations on Admission, Enrolment and deregistration 2026-2027](#) and the [Study programme Choice Check 2026-2027](#).

5 Education- and exam regulation (EER)

Prior to each academic year, Zuyd University of Applied Sciences publishes an Education and Examination Regulations (EER) document for every study program. This document outlines all substantive rules and provisions regarding the educational program and examinations, as stipulated in Article 7.13 of the Dutch Higher Education and Research Act (WHW).

The EER includes:

- the curriculum of the study programme,
- provisions from the WHW,
- general policies of Zuyd,
- and study programme-specific regulations.

An EER is mandatory for every associate degree, bachelor's, and master's program. The provisions in the EER apply to the entire academic year for which it is issued. The academic year runs from September 1 to August 31 of the following year.

Raadpleeg de [EER](#) van jouw opleiding voor meer informatie.

6 Serious disruption and Iudicium abeundi

Serious Disruption

A student's enrollment in a program may be terminated—either temporarily or permanently—if the student causes serious disruption through their behavior or statements. This applies to situations affecting staff members of the university, fellow students, or external parties who maintain a functional relationship with the university.

Check for more information [Code of conduct students](#).

Iudicium Abeundi

A student's enrollment may be terminated—or refused—by the Executive Board after careful consideration of all interests involved, if the student has demonstrated, through behavior or statements, unsuitability for the practice of one or more professions for which the program prepares them, or for the practical preparation for such professional practice.

Check for more information [Code of conduct students](#).

7 Support for students

Do you have questions about your study progress, need extra support with your studies, or are you worried about your finances?

Are things not going so well, are you facing challenges you can't solve on your own, or do you simply want to talk to someone?

At Zuyd, various support staff are available to help you—both within your program and across the university. These include:

- student advisors (such as study career counselors, mentors, or coaches)
- student counsellors
- student psychologists
- Zuyd Luister students (peer listeners)
- a confidential advisor for unwanted behavior
- and the ombudsperson

Click [hier](#) to find out how they might be able to help you.

8 Studying or internship abroad

Studying or doing an internship abroad offers unique opportunities. You can attend lectures that are not available in the Netherlands, study at a top institution in your field, or gain valuable experience at an (international) company. It helps you approach issues from an international perspective and view your discipline through a different lens.

In addition, you can learn a foreign language and further develop your social and cultural skills. You'll return with a broader view of the world and a wealth of life experience.

However, good preparation is essential. You'll often need to arrange housing, funding, visas, and insurance yourself. In addition to the internationalization contact person within your program, the International Office can support you with this.

Check for more information: [Studying abroad \(website\)](#) and/or on [Study abroad \(MijnZuyd\)](#)

9 Insurances and internship

As a student, you are insured through Zuyd for certain matters during your internship. Zuyd has taken out a collective accident insurance and a collective travel insurance for interns.

If you are doing an internship abroad, it is important to ensure that you have adequate health insurance coverage. In addition, it is recommended that you take out a private liability insurance for personal activities.

For more information [insurances or contact via verzekeringen@zuyd.nl](#)

10 Internship agreement

Zuyd has developed an internship student agreement that is used by all academies. This agreement clearly outlines all relevant arrangements between you and the internship organization. With this standard agreement, all essential terms between the student and the internship organization are formally documented.

For more information, check: [information about internship agreement](#).

11 Provisions

Zuyd offers various facilities to help you study successfully. You can contact the Servicedesk for questions related to ICT, facility services, and audiovisual support.

The Education Office (Bureau Onderwijs) is responsible for scheduling classes and exams, and for tracking your academic progress.

For questions about Studielink, enrollment, changing your study program, or diploma recognition, you can contact the Enrollment Office (Bureau Inschrijving).

Many locations also have a library available.

If you have questions about specific facilities at a particular location, you can visit the reception desk or check the information on [MijnZuyd - provisions](#).

Check for more information for the code of conduct and safety: [House rules Zuyd University of applied Sciences](#) and [General safety regulations for employees and students](#).

12 Financial support for students

Zuyd offers financial support if you experience study delays due to exceptional circumstances and are unable to complete your studies within the nominal duration.

You may also be eligible for financial assistance if you are actively involved in student governance at Zuyd or in cases of acute financial hardship.

In all cases, it is important to contact your study advisor or the student counsellor as soon as possible to discuss your situation and explore available options.

[studentendecaan voor advies en ondersteuning.](#)

[Check financial support students](#) or the [Student Financial Support Regulations 2025-2026](#) if you may eligible.

13 Code of conduct safe study and work environment

At Zuyd University of Applied Sciences, we believe it is essential to provide a safe and respectful study and work environment for both students and staff. Together, we are responsible for ensuring that everyone feels safe and can study and work in a pleasant atmosphere. This means interacting with one another in a respectful, professional, and open manner.

Behavior that contradicts these values will not be tolerated. This includes (verbal) aggression, bullying, or intimidation. Such behavior is also unacceptable during internships, graduation placements, excursions, or similar Zuyd-organized activities, as well as on social media or in private settings—if the behavior has a direct and negative impact on the study environment and safety of fellow students or staff.

The Code of Conduct is binding for all students and takes precedence over other Zuyd regulations.

Possible measures include:

1. Warning (issued by the dean)
2. Reprimand (issued by the dean)
3. Denial of access to buildings and premises (issued by the Executive Board), for a maximum duration of one year
4. Expulsion from the program (issued by the Executive Board)

[Check for more information the Code of conduct students Zuyd.](#)

14 Legal protection

It should be clear to you what you can expect from Zuyd; in other words, what rights you have. These rights may arise from legal provisions (e.g., section 7.59a and b, WHW), but also from Zuyd's own regulations.

Do you disagree with a decision, do you feel you have been treated unfairly or are you bothered by undesirable behavior? You have several options. The nature of the report, complaint or appeal determines the route you can take.

Reports, complaints or appeals for which regulations exist can be divided into:

- reports of undesirable behavior such as aggression, harassment and violence. This is governed by the [Regulations on the Confidential Advisor on Undesirable Behavior](#). The confidential adviser on undesirable behavior can advise you. You can also lodge a formal complaint about undesirable behavior with the Joint Undesirable Behavior Complaints Committee.
- appeals of assessments of examinations, granting of an exemption, decisions on personal study advice and decisions on fraud. This is governed by the [Regulations of the Examination Appeals Board](#) and the [Fraud Regulations](#).

This is governed by the [Disputes Advisory Committee Regulations](#).

- Complaints of any other nature not covered by the types of complaints listed above. This is governed by the [Ombudsman Regulation](#). The Ombudsman can assist you and can investigate a complaint.

Click [here](#) complete overview of legal protection for students and the mentioned regulations or Legal Protection (Zuyd website).

Appendix 1 Regulations Zuyd University of Applied Sciences for students

Regulations	Description
General safety regulations for employees and student	<p>This regulation contains the necessary guidelines to ensure the safety of students and staff. The guidelines are intended to promote and safeguard safety within the buildings and on the premises of Zuyd University of Applied Sciences.</p>
Student code of conduct Zuyd	<p>The Student Code of Conduct contains guidelines outlining what students are allowed and required to do, as well as how they are expected to behave.</p>
Code of conduct international students (national code of conduct)	<p>Through this Code of Conduct, Zuyd commits to clearly and fully informing international students about the available study opportunities and the living conditions in the region.</p>
Regulation Participation	<p>This regulation governs the powers and functioning of the Central Participation Council (CMR), the Academy Councils, and the Services Council.</p>
Rules of procedure Examination Appeals Board	<p>A student may invoke this regulation if they disagree with a decision (or the absence of a decision) made by the Examination Board or an examiner.</p>
Student Financial support regulations	<p>These regulations provide financial assistance to students under certain circumstances. It consists of the Student Support Fund, the Incentive Fund, and the Emergency Fund.</p>
Regulations Disputes Advisory Committee	<p>The Advisory Committee on Disputes provides advice on all decisions—or the absence thereof—for which the Examinations Appeals Board is not authorized under Article 7.61 of the Dutch Higher Education and Research Act (WHW).</p>
Ombudsman Assistance Regulations	<p>The Ombuds Assistance offers students and staff a way to report complaints for which no other solution is available.</p>
Regulations on studying with a disability and/or educational support need	<p>These regulations outline the support services available to students with a disability or specific support needs. It also describes the responsibilities of the student, the student dean, the Examination Board, the study program, and the Education Office.</p>
Study programme Choice check	<p>The Study Choice Check Regulation covers the advisory process for applicants to a program at Zuyd University of Applied Sciences.</p>

Regulations on admission, enrolment and deregistration	These regulations include the key provisions regarding registration, payment, termination of registration, and some general terms and conditions for the registration procedure.
Confidential Advisor for Undesirable Conduct Regulations	This regulation can be invoked by anyone who is employed or studying at the university of applied sciences as a staff member, student, or course participant, and who has personally encountered undesirable behavior in a work or study context.
Rules of procedure Examination Appeals Board	The tasks and authorities of the examination board, as well as the guidelines the board must adhere to, are laid down in this regulation.
Fraud policy	The purpose of the regulation is to clearly define, for Zuyd, when irregularities and fraud are deemed to have occurred. It also outlines how and by whom appropriate action must be taken.
Framework Student Associations (in Dutch)	With this assessment framework, Zuyd aims to safeguard its social responsibility and protect the interests of associations, individual students, and local residents of the institution.
Safety regulations	This regulation contains the necessary guidelines for the safety of students and staff. The guidelines are intended to promote and ensure safety within the buildings and on the premises of Zuyd University of Applied Sciences.