

**Study programme section of the Students' Charter
with the 2020-2021 Teaching and Examination Regulations
of the Bachelor's programme**

Bachelor's programme in Physiotherapy - NL/Bachelor's programme in Physiotherapy - ES

Full-time (CROHO number 34570)

at the Fontys Paramedische Hogeschool, Eindhoven

The study programme's section of the Students' Charter was adopted by the institute's director on May 31 th, 2020 after obtaining the IPC's consent on May 29 th. and the PC consent on March 26 th. 2020

The teaching and examination regulations of the study programme expand on the general section of the teaching and examination regulations of Fontys Bachelor's programmes.

This general section for the **2020-2021** academic year was established by the Executive Board on 10 December 2019, following the consent of the students' section of the CPC, which was given on 16 January 2020.

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A – Teaching and Examination Regulations

Section 1 General

Article 1 Definitions

Academic year	The period from 1 September up to and including 31 August of the following year.
Advice regarding the continuation of studies	Advice given to students at the end of the first year of the foundation phase of a Bachelor's programme regarding the continuation of their studies either with the programme or elsewhere. This advice may entail a binding rejection (binding negative study advice).
Assessment	Generic term for tests aimed at assessing a student's competencies in a professional situation that is as authentic and realistic as possible.
Assessor	An examiner that grades the student's progress in acquiring the required competencies.
CAA	Centre for Administrative Activities. The CAA is the internal partner within Fontys of the representative and participatory bodies and their discussion partners with respect to optimising how these bodies function.
Certificate	The certificate as referred to in Section 7.11 of the Dutch Higher Education and Research Act (<i>Wet op het Hoger Onderwijs en Wetenschappelijk Onderwijs</i> , WHW).
CPC	Central Participation Council
Cohort	The group of students who are enrolled for the first time in the foundation year of a study programme on the same reference date to which the prevailing Teaching and Examination Regulations (TER) apply. For students who enrol in a higher year, cohort membership is determined on an individual basis.
Competency	A cluster of related knowledge, skills and attitudes that influences a substantial part of a person's job, is related to the performance of the job, can be measured and tested against accepted standards and can be improved through training and development.
Competency examination	A test to assess whether a student has certain competencies.
Component test	If an interim examination consists of several tests, each of those tests is referred to as a component test.
Coordinating institute	The coordinating institute is the Fontys Institute which bears final responsibility for the development, implementation, assessment and improvement of a minor programme.
Credit	One credit equals 28 standard study-load hours. Students are awarded credits on passing the interim examination of a unit of study. The international term for credits is ECTS credits (EC's).
Education components CROHO	The courses offered to students to help their learning process. Central Register of Higher Education Study Programmes, which is a register of all study programmes. Students that pass the interim examinations of a study programme registered in CROHO are entitled to an official higher professional education certificate with the associated degree (Associate degree, Bachelor or Master).
Deficiency	Any required prior qualification(s) a student lacks.
Diploma supplement	Document drawn up in accordance with a European format that is added to the certificate and states the nature, level, context, content and status of the study programme.
Dual-study programme	A dual-study programme is organised in such a way that education is alternated with one or more periods of professional practice related to the study programme. The study programme therefore consists of an educational segment and a practical segment, both of which are integral parts of the study programme.
DUO	Short for Dienst Uitvoering Onderwijs, a government agency charged with implementing education legislation and regulations.
Diploma with subject combination	Former senior general secondary education (<i>HAVO</i>) or pre-university education (<i>VWO</i>) diploma based on subject combinations. These diplomas were issued before the HAVO and VWO profiles were introduced (from 1998).
ECTS	

EVC (RPL)	European Credit Transfer System. The system that is used to express credits in order to facilitate international comparison. See also: credits. <i>Erkenning van eerder Verworven Competenties</i> (Recognition of Prior Learning).
Examination	Assessment administered by the Examination Board to determine whether students have successfully completed the educational components of a study programme or the foundation-year phase. The final examination may also include a supplementary assessment conducted by the Examination Board.
Examination Appeals Board	The Board as referred to in Sections 7.60 up to and including 7.63 of the WHW and Articles 45 and 46 of the Students' Charter. The organisation, duties and powers of the Board are laid down in the Rules of Procedure adopted by the Examination Appeals Board and approved by the Executive Board.
Examination Board Examiner	The board of persons referred to in Section 7.12 of the WHW. Member of staff or external expert not employed by the institution who has been designated by the Examination Board to administer examinations and assess the results thereof.
Executive Board	The administrative body of Fontys University of Applied Sciences, as described in the articles of association and the WHW.
Executive institute	A Fontys institute responsible for the execution of a minor.
Exemption	Full or partial exemption from meeting enrolment and / or admission conditions and / or sitting interim examinations.
Exit qualifications	Qualifications students must have on completing the study programme.
Fontys minor	A minor open to all Fontys students, so long as they meet any admission criteria for the minor, with a focus on overarching and distinctive themes.
Foundation year	First phase in a Bachelor's programme.
Fraud	Any act (including plagiarism) or omission that either partially or fully impairs the correct assessment of a person's knowledge, understanding, skills, competencies, professional attitude, powers of reflection, etc.
Full-time study programme	A full-time study programme is a study programme whose structure is such that students are assumed not to participate in any activities other than academic activities.
Hardship clause	A provision in a law or regulation that makes it possible to deviate from regulatory provisions in favour of the student or external student.
He / him	He / him is taken here to refer to men, women and individuals who do not identify as either of these options.
IELTS	International English Language Teaching System, a tool used to determine a student's command of the English language.
Institute	The operational unit at Fontys that is, in particular, responsible for organising Fontys's core competencies and that executes the primary processes.
Institute Director	The staff member charged with running a Fontys institute.
Institution	The Fontys Universities of Applied Sciences.
Intake assessment	Portfolio assessment conducted at the student's request to validate previous learning experiences prior to enrolment in the study programme. A fee covering the costs is charged for an intake assessment.
Intake interview	Interview conducted at the student's request prior to the start of the study programme if the student believes that he has competencies acquired previously. An intake interview comprises a general assessment from which no rights can be derived by a student.
Interim examination	An examination of the knowledge, understanding, skills and / or competencies of a student required to conclude a unit of study, including an assessment of the results of such an examination (<i>Section 7.10(1) of the WHW</i>). An interim examination may consist of one or more component tests.
IPC	Institute Participation Council
Main subject	A specific definition of the curriculum within a programme, which begins immediately from year 1 or following the foundation year.
Major	That part of the Bachelor's programme with a study load of 210 credits that contributes to the competencies associated with the programme and that is directly related to the study programme(s)'s registration in the CROHO.

Minor	Programme of optional subjects within a Bachelor's programme with a study
Minor regulations	load of 30 credits that contributes to generic or specific competencies. Regulations that describe the content, the education components, the testing and the completion of a minor. The regulations of all minors offered by Fontys can be found on the Fontys website (www.fontys.nl/minors). The regulations of the minors associated with a particular study programme have been included as an appendix of the study programme's TER.
Nt2 diploma	Diploma of the Nt2 official state examination in Dutch as a second language, of which programme II is considered to be the guideline for admittance to higher education.
Occupational requirements	The legal requirements to which the practice of a particular profession is subject. A study programme aimed at such an occupation will prepare students to meet the relevant requirements. (<i>Section 7.6 of the WHW</i>).
Part-time study programme	A part-time study programme is a study programme whose structure is such that the student is able to participate in supplementary activities, either work-related or educational, alongside the study programme.
Portfolio	A collection of evidence, digital or otherwise, with which students can demonstrate that they master the competencies of a particular study programme.
Post-foundation year phase	Second phase of a Bachelor's programme.
Principle	All study programmes offered are based on one of the following principles: non-denominational private education (NPE), Roman Catholic (RC), Protestant Christian (PC) or a combination of general special education, Roman Catholic and Protestant Christian (NPE, RC, PC).
Profiling Fund Board	Board charged by the Executive Board with implementing the Profiling Fund scheme, formerly known as the FSS Board.
Profiling Fund Scheme	Scheme for the granting of support to students in the form of graduate funding, committee member grants or attendance fee from the profiling fund, now known as the <u>Profiling Fund Scheme</u>
PC	Opleidingscommissie (Programme Committee, PC), a committee established for a particular study programme of an institute referred to in Section 10.3c of the Act (see the <u>Regulations on the Participation Councils and Degree PC's</u>).
Tailored programme	Special programme which differs from the standard programme.
Teaching period	Period in the academic year during which education components are organised. A teaching period is referred to as a study quarter in the Fontys annual calendar.
TER	Teaching and examination regulations. The TER consists of a general section for all study programmes offered by the Fontys Universities of Applied Sciences as well as information specific to individual study programmes. The TER forms a part of the study programme section of the Students' Charter.
Test	Activity used to assess whether a student has certain knowledge, insight, skills and / or competencies.
Top-class athletes scheme	Scheme for top-class athletes that specifies which students are eligible to benefit from it and the facilities that they may use under it.
Student	A person who is enrolled in the institution, as referred to in Sections 7.32 up to and including 7.34 of the WHW.
Student counsellor	Staff member appointed by the Executive Board who is responsible for looking after the students' interests, providing assistance when problems occur and providing information and advice. The student counsellor is part of the Student Facilities Service (<i>Dienst Studentenvoorzieningen</i>).
Study Career Centre	Service provided by the Student Facilities Service (<i>Dienst Studentenvoorzieningen</i>) to help students with issues involving admission, transfer to another study programme / institute or the termination of their studies.
Students' Charter	The <u>charter</u> containing the rights and obligations of students, divided into an institution-specific section and a study programme-specific section.
Student entrepreneur scheme	<u>Scheme</u> which is intended to help Fontys students who are deemed student entrepreneurs to combine entrepreneurship and study.

Study career counsellor	Counsellor who helps students with issues such as planning their studies, taking the right approach to their studies, making the right choices and the progress of their study careers.
Study career support	Support system that focuses on the individual student's development. The student is encouraged to reflect on his own development as a future professional and to take responsibility for this development.
Study check advice	Advice provided to a prospective student who has participated in the study check with regard to his choice of Bachelor's.
Study check	The activity offered by Fontys whereby the prospective student is given advice with respect to his choice of study programme. The study check consists of at least two components: a digital questionnaire and a consultation to discuss the results of the questionnaire.
Study load	The standardised time investment expressed in units of 28 study load hours related to a study programme.
Study programme	A coherent totality of education components aimed at achieving the well-defined objectives in the area of knowledge, understanding and skills which the person completing the study programme should possess. Every study programme is recorded in the CROHO.
Study programme minor	A minor which can only be taken by students from a specific domain or study programme and which highlights one particular theme.
Study programme profile	The entire set of final qualifications for which the study programme provides training or, in other words, the professional competencies expected of a beginning professional.
Unit of study	Part of a study programme that is concluded with an interim examination as referred to in Section 7.3(2) of the WHW or an additional assessment carried out by the Examination Board, as referred to in Section 7.10(2) of the WHW. Units of study may relate to the assessment of one or more competencies, a component of competencies (knowledge, understanding, skills, attitude) or a combination of competencies or of a minor. Students are awarded the relevant credits on passing the interim examination for the unit of study.
WEB	Adult and Vocational Education Act (<i>Wet Educatie en Beroepsonderwijs</i> , WEB; Bulletin of Acts and Decrees 507, 1995, and later supplements and amendments).
WHW	The Dutch Higher Education and Research Act (<i>Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek</i> , WHW; Bulletin of Acts and Decrees 593, 1992, and later supplements and amendments).

Section 2 Admission to a Bachelor's programme

Article 2 Required prior qualifications

1. Only students with diplomas awarded on completing pre-university education (*VWO*) or senior general secondary education (*HAVO*), with profiles, or senior vocational education (*MBO*) in middle management as well as students that have completed specialist training or a vocational training programme designated by a ministerial regulation may be admitted to a Bachelor's programme (*Section 7.24 of the WHW*). Additional conditions for admission apply if a shortened programme is offered. Those conditions are set out in Article 7.
2. Students with a certificate awarded on completing a foundation year or passing the final examination of a higher professional education (*HBO*) or academic higher education (*WO*) study programme are also entitled to be admitted to a Bachelor's programme at a university of applied sciences. Students must, however, also meet any applicable requirements regarding their previous qualifications (paragraph 4) and any other additional requirements imposed (paragraph 5). (*Section 7.28 of the WHW*).
3. All citizens that have access to education offered by research universities or universities of applied sciences in a country that has ratified the Convention on the Recognition of Qualifications concerning Higher Education in the European Region may also be admitted to a Bachelor's programme, without prejudice to the provisions in paragraphs 4 and 5 of this article and the provisions of Article 3. This right to enrolment does not apply if the Executive Board can prove that there is a substantial difference between the general admission requirements in the territory of the country concerned and the general requirements under or pursuant to the WHW. (*Section 7.28 of the WHW*).
4. The previous qualifications of students seeking enrolment in a Bachelor's programme are subject to the following additional requirements in respect of *HAVO* and / or *VWO* diplomas, *MBO* diplomas and the teacher training programme for primary education.
 - a. For the degree programme in Physiotherapy there is no specific prior education requirements relating to secondary school and/or pre-university diplomas and *MBO* 4 diplomas.

The new requirements for previous education, based on the new *havo/vwo* profiles, are:

	C and M	E and M	N and G	N and T
<i>havo</i> profile		+	+	+
<i>vwo</i> profile		+	+	+

A student who does not have the required profile or who has not completed the required course may be admitted if he or she is found to have met equivalent requirements before the start of the programme. (article 7.25 section 5 of the Act)

b. Students who hold an *MBO* level 4 diploma have the right to admission if the diploma is in a related sector (*Section 7.24(3) of the WHW*). Students who do not hold an *MBO* level 4 diploma in a related sector may be admitted if it can be established by means of an assessment conducted before the study programme commences that they have satisfied requirements that are commensurate in terms of content (*Section 7.25(5) of the WHW*). The following *MBO* domains provide direct admission to specific higher professional education (*HBO* sectors) are:

MBO domain Trade and Entrepreneurship for the *HBO* sector Healthcare
MBO domain Trade and Entrepreneurship for the *HBO* sector Technology
MBO domain Economics and Administration for the *HBO* sector Healthcare
MBO domain Economics and Administration for the *HBO* sector Technology

In 2020-2021 prospective students will be issued the results of the deficit investigation in the form of a recommendation which will be discussed during the Study Choice Check meeting.

5. Students who are 21 or older at the start of the study programme and do not meet the requirements regarding their previous qualifications and have not been exempted from the requirements may be still be eligible for exemption after taking an entrance examination. (*Section 7.29 of the WHW*.) (Also see Article 3(5).) The aim of this examination is to determine the student's suitability to take part in the Bachelor's programme as well as the student's command of the Dutch language.

Students will be notified of the results of the entrance examination within two weeks. If the prospective student applies for enrolment on the basis of an experience certificate (issued by an acknowledged Recognition of Prior Learning (RPL) centre), this certificate will be used to determine the student's suitability to take part in the Bachelor's programme as well as their command of the Dutch language.

6. The Executive Board has declared that 'old' HAVO and VWO diplomas with subject combinations chosen by the pupil are at least equivalent to the 'new' diplomas with subject cluster requirements. Consequently, prospective students holding these types of diploma may be admitted. Students must, however, meet any requirements regarding previous qualifications (paragraph 4) and any further additional requirements (paragraph 5). (*Section 7.28 of the WHW.*)
7. Where a student applies for admission to a study programme based on a diploma other than one of the diplomas referred to above, the institute director will decide whether that diploma is equivalent and if it grants access to the study programme. Students must, however, meet any requirements regarding previous qualifications (paragraph 4) and any further additional requirements (paragraph 5). (*Section 7.28 of the WHW.*)
8. Students who are admitted by virtue of a diploma as referred to in paragraphs 2, 7 or 8 of this article will be subject to an additional assessment to determine whether they meet the knowledge and skills requirements as referred to in paragraph 4 and 5 of this article. (*Section 7.28 of the WHW.*)
Students must meet the requirements of this assessment prior to enrolment.
9. Admission to the study programme *is not subject to* an admission quota in accordance with Sections 7.53, 7.54, 7.56a and 7.57a of the WHW.

Article 2a Study choice check and study choice advice

1. The study choice check consists of at least the completion of a digital questionnaire and a contact moment with the study programme. The following additional activity will also be provided as part of the Study Choice Check: a personal consultation meeting at the beginning of the first periode.
2. Within 4 weeks following registration, the prospective student will receive a link to the digital questionnaire. Within 4 weeks following completion of the questionnaire, the prospective student will receive an invitation to the contact moment with the study programme
3. The digital questionnaire can be completed in the period between November 2020 and August 31st 2021
4. The contact moments with the study programmes are planned in the period between February 1st and September 15th 2021
5. The contact moment will consist of an individual interview or group activity. For applicants who submit their applications before 1 May, this means an individual interview, possibly combined with a group activity. For applicants who submit their applications after 1 May and international students, this may mean an individual interview, possibly combined with a group activity; however, a telephone interview is also possible.
6. The study choice advice will be sent to the prospective student by e-mail within ten working days of the contact moment.
7. The study choice advice is non-binding for prospective students who apply by no later than 1 May. Students who apply after 1 May will not be permitted to enrol, except in the case of a situation as referred to in Article 2(2) or in the event of exceptional circumstances as set out in Article 3(3), under a through d of the **Study Choice Check Rules**.
8. The **Study Choice Check Rules** determine the categories of students for whom the study choice advice is not obligatory.

Article 3 Requirements regarding foreign diplomas/international students

1. Holders of a foreign diploma may not sit tests for which credits are awarded in the foundation year of a Dutch-taught study programme before having demonstrated to the Examination Board to have an adequate command of the Dutch language. (*Section 7.28 of the WHW.*)
Level of proficiency in the Dutch language is required at the level of Nt2, programme II.
The certificates in Dutch as a Foreign Language, Language Proficiency Higher Education Profile and Academic Language Proficiency Profile (CNaVT- PTHO and PAT) can be considered equivalent.
These requirements do not apply to students from the programme in Physiotherapy ES; for them paragraph 6 of this Article is applicable.
2. The institute director may also decide that a student with a foreign diploma may be admitted after the student has demonstrated that he or she has an adequate command of the Dutch

language. (Section 7.28 of the WHW.)

Proficiency in the Dutch language is required at the level of NT2, programme II for all programmes of education taught in Dutch.

3. Students with a foreign diploma seeking admittance by virtue of an entrance examination as referred to in Article 2, paragraph 6, must be at least 21 years of age.
4. Foreign students from outside the EU who are 18 years of age or older on the date of their first enrolment must have a valid residence permit. (Section 7.32 of the WHW.)
5. Foreign students with a residence permit are required to earn at least 50% of the available credits each year. The IND will be informed if the student fails to meet this requirement, unless there are special circumstances due to which the student was unable to meet this requirement. Such a notification may be withheld once during the course of each study programme.
6. According to the Code of Conduct regarding International Students, international students seeking admittance to an English-taught study programme must be able to prove that their command of the English language is at least equal to the following scores:

IELTS	6.0
TOEFL Paper	550
TOEFL Computer	213
TOEFL Internet	80
TOEIC	670

(provided the student has passed 'Speaking and writing' and 'Listening and Reading' components.)

Cambridge ESOL FCE-C – scale 169 – 172, FCE-B – scale 173-175

Exemption from this requirement can be awarded if the international student's preparatory education was followed in a country where English is the official language and language of instruction.

Section 3 Intake interview, exemptions, short track and tailored study programmes

Article 4 Intake interview

1. Students entering a study programme may be offered an intake interview if they have competencies previously acquired elsewhere. Students *can include the evidence of the competencies previously acquired elsewhere in their portfolios* or may use this evidence to substantiate a request for exemption before the Examination Board.
2. Students who re-enrol after an interruption in a study programme in which they were previously enrolled will be required to take an intake assessment to determine which part of the study programme still has to be completed. No intake assessment is needed if agreements regarding re-enrolment in the study programme were already made with the Executive Board at the time that the student interrupted his study. If a student enters a study programme during the foundation year, agreements will be made on the period of time the student will be granted before he or she receives advice regarding the continuation of studies.
3. A study programme will be drawn up based on the assessment of the competencies previously acquired and will be submitted to the Examination Board for approval.

Article 5 Exemptions

1. The institute director can exempt a student from the foundation year examination if the student holds a diploma, Dutch or foreign, which is at least equivalent. (Section 7.30 of the WHW.) (In the case of students who hold a foreign diploma, also see Article 3.)
2. Students who believe they are eligible for an exemption must submit an application to that end to the Examination Board. The Examination Board may grant an exemption from one or more interim examinations on the grounds of a review of an assessment or the holding of a diploma, certificate, accreditation of prior learning or similar document, such as proof of results achieved in a study programme taken at a research university or university of applied sciences and / or proof of administrative activities, with which the student can show that he or she has already met the requirements of the test in question. Exemptions are recorded in the study progress system. The period of validity of the exemption is stated in the exemption decision.
3. The Examination Board can grant an exemption from a minor based on the certificate of an accredited Bachelor's or Master's programme or on a document proving that the student completed a minor in an accredited Bachelor's or Master's programme, so long as this minor does not overlap substantially with the student's current Bachelor's programme. Exemptions based on study results from an accredited Bachelor's or Master's programme can only be granted if the student has documented proof of obtaining at least 30 credits in this study programme (for a Bachelor's programme, this requirement refers to the second and third year)

and if these results do not overlap substantially with the student's current Bachelor's programme.

A student who has taken part in the Fontys Empower programme and has successfully completed all components of that programme may, on that basis, be granted an exemption for a minor provided the student submits a request to that effect and this possibility has been set out in Article 15(5).

Article 6 Short-track/tailored study programmes

1. Students who believe they are able to proceed with and / or complete their study programmes at an accelerated pace may submit an application requesting such to the Examination Board. The study career counsellor's advice must be enclosed with the application. The organisation of the study programme must be able to accommodate the short-track option.

Section 4 Facilities with reference to study career counselling, functional disability, administrative activities, top-level athletes scheme, student entrepreneurship

Article 7 Study career counselling

1. Every student is coached by a study career counsellor.
2. In consultation with the study career counsellor, the student decides how best to work on his or her development and how to shape the learning process.
3. The student consults with the study career counsellor on the progress of the learning process.
4. The study career counsellor conducts support and orientation interviews with the student in the foundation year. The study Career counsellor and the student make a report of these interviews.
5. Students may submit a request to the institute director to be assigned a different study career counsellor if they can give arguments for this.
6. Students enrolled in their foundation year whose mother tongue is not Dutch can apply to the Examination Board to be allowed extra time when they sit tests in the first year of the foundation phase. Extra time to sit tests will only be granted to students who can prove that they use facilities to improve their command of the Dutch language.

Article 8 Special facilities for students with a functional disability

1. Students with a functional disability are legally entitled to effective adjustments, unless such adjustments would burden the institute disproportionately. (*Section 7.13 of the WHW.*)
2. These adjusted facilities must be aimed at the removal or restriction of any obstacles and encourage the independence and full participation of the student as much as possible. The adjusted facilities may relate to the study programme (including internships), the timetables, and type of study programme, the tests and educational tools.
3. A student who seeks to have adjusted facilities must submit a written and substantiated application in good time to the Examination Board. If necessary, the Examination Board will seek an expert's advice (such as a student counsellor) before taking a decision. If the Examination Board deems it necessary before taking a decision, it may confidentially inspect the medical certificate that may be available with the student counsellor, unless the student objects.
The Examination Board must decide within four work weeks after receipt of the application, unless it requires further inquiry, in which case the student will be informed as to when more clarity can be given with respect to his or her application.
4. In the case of a protracted or chronic disability, such an application will only have to be made once for the entire study programme; in all other cases once per testing period or academic year. In its decision to grant the facilities, the Examination Board may also rule that these will apply for the entire duration of the student's study or that the student is to consult with his study career counsellor annually to discuss whether the facilities are still adequate.
5. At the beginning of the academic year the institute will inform students regarding the possibilities for special facilities. Students will be informed of their right to consult a student counsellor.

Article 9 Students with board memberships

1. Student can include any board memberships as part of their portfolios. In order to do so, they must describe, in consultation with their study career counsellors, how the board membership can contribute to the acquisition of one or more competencies of their Bachelor's programme.

- The Student Centre must confirm on the report that the student concerned has been active as a member of the PC, IPC, CPC, or FSR.
- Board memberships can be listed on the diploma supplement. The student must request the listing at least 6 weeks prior to the graduation *ceremony* via the study programme administration.
At the request of the student's study programme, the Centre for Administrative Activities (CAA) can confirm that the student has been an active board member of a CPC. In the case of board memberships of a PC or IPC, the study programme can request confirmation from the relevant IPC or PC.
 - Students who believe that their board memberships demonstrate that they have the knowledge, understanding and / or skills, etc. that are assessed in particular tests for which credits are awarded may apply for an exemption from such tests from the Examination Board.
 - A student may apply to be included under the Profiling Fund Scheme (FSS Scheme) on the basis of his administrative activities and submit a request to his institution for a holiday allowance or for a board membership scholarship from the Profiling Fund Board (FSS Board).
See also article 14 of the **Participation Regulations on the participation councils and PC'S.**

Article 10 Top-level athletes scheme

Students who have been granted a Top-Class Sport or Talent status are entitled to facilities from the Top-Class Sport Scheme. Facilities regarding the adjustment of tests or test timetables, an adjusted arrangement regarding compulsory attendance, working in groups and an adjusted internship must be sought from Examination Board.

Article 11 Student entrepreneurship

Students who are eligible for the Student Entrepreneurship Scheme may apply to the Examination Board, among others, for facilities regarding the adjustment of tests or test timetables, an adjusted arrangement regarding compulsory attendance for education components, working in groups and an adjusted internship. These facilities should be sought from Examination Board.
Advice regarding the continuation of studies may be deferred for students with entrepreneur status (see article 32)

Section 5 Study programme content

Article 12 Study programme profile – main subjects/differentiations – occupational requirements

- The study programme is based on a study programme profile. The exit qualifications of the study programme are described in the study programme profile. The study programme profile can be found on the study programme's site
http://www.vereniginghogescholen.nl/profielenbank?utf8=%E2%9C%93§or_id=&university_id
At the end of the study programme, the student will be expected to command the competencies expected of a newly qualified professional in the field. During the course of the study programme, the student will be taught the required competencies and the student's command of them will be assessed. The professional requirements the student must command are described below:
<http://fontys.nl/Studeren/Opleidingen.htm>
- The study programme has the following/no differentiations and/or specialisations.
The other programmes have no differentiations and/or majors.
- The study programme is based on the following principle of a public school: generally special (*Algemeen bijzondere grondslag*)
- The study programme imposes the following/any specific occupational requirements. For the programme in Physiotherapy; the requirements set out in the BIG Act and the regulations pursuant to that act <http://wetten.overheid.nl/BWBR0006251/2016-01-18>

Article 13 Study programme layout

- Each Bachelor's programme has a foundation year phase with a study load of 60 credits, which is concluded with the foundation year examination. The function of the foundation year is to orientate the student, allowing him or her to make suitable choices.
- A Bachelor's programme has a study load of 240 credits with a nominal study load of 60 credits per academic year and consists of a major and a minor. The major has a study load of 210 credits. The minor has a study load of 30 credits.

Article 14 Overview of units of study and credits

1. Every study programme consists of a coherent set of units of study, which are components of a study programme concluded with an interim examination. Units of study cannot exceed 30 credits.
2. Only whole credits are awarded for units of study. Below you will find an overview of the distribution of credits.
3. Study programmes and tests conducted in a foreign language are subject to the Code of Conduct for Study Programmes taught in a Foreign Language and/or the Fontys Language Policy; the overview of units of study states which teaching and testing is provided in a foreign language.

Unit of study	Credits	Name of test	Type of test	Individual or group assessment	Assesment scale	Entry requirements
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** If the assessment scale is a grade 1-10, a grade 5.5 and above are sufficient to pass the assessment. For the complete overview, see the programme-specific **Annex 1**.

Article 15 Content of minors and other special programmes

1. Students are not restricted in their choice of a minor, whether the minor is a minor specific to a study programme or one offered across Fontys, **or an external minor**, provided there is no overlap with the major programme (**see also paragraph 2**).
2. Students who want to take a minor abroad or an external minor must seek the Examination Board's permission regarding their personal choices with respect to the minor prior to its start. Participation in a minor requires students to have passed the foundation year examination, unless the Examination Board grants them permission to take the minor without fulfilling this requirement. The minor must be taken in the third year of study.
3. Enrolment in a minor must be done before the start date as stated on the [Fontys minor portal](#) or in the Minor Regulations.
4. High-achieving students can take a minor on top of the regular study programme of 240 credits. This is subject to the following conditions:
 - the student will be able to finish the regular study programme including the minor within four years;
 - the student makes a request to the Examination Board, which verifies whether the above condition will be met.

A extra minor that has been passed will be mentioned on the diploma supplement.

5. Project work in the form of an individualised study period is only possible after the consent of the FPH Examination Board has been granted.

Article 16 Education components

1. Below is an overview of the education components that are part of the study programme. The programme consists of lectures, tutorials, practicals and teaching hours. Educational activities are announced in the timetable. Participation in certain educational activities is compulsory. This will be stated in the relevant study guide and is also included in the overview that relates to article 14. For information about participation requirements, please see the programme-specific appendix 1.
2. The education components of the minors are described in the minor regulations. The regulations governing the minors offered across Fontys can be found at www.fontys.nl/Studeren/Minors.htm. The regulations governing minors specific to study programmes are included as an appendix to this TER.
3. Any entry requirements a student must meet before participating in an education component are stated in the overview as referred to in paragraph 1.
4. Participation in education components in the post-foundation year phase is allowed after passing the foundation year examination. The Examination Board may grant permission to a student who has not passed the foundation year examination to participate in education components in the post-foundation year phase. (Section 7.30 of the WHW.) Students who defer the study advice have received education in the post Foundation course may follow if they have obtained at least 45 credits in the first year and have drawn up a study plan with the study Career Advisor (see also article 32.3)
5. Registration for educational activities in the 3rd year is required
6. The timetable is announced by means of the digital learning environment no later than 3 weeks prior to the start of classes.

7. Students who have registered for an education component must ensure that they meet the entry requirements of that component. The overview in Article 16, paragraph 1, indicates the education components to which requirements apply for participation as well as the nature of these requirements. If the requirements concern compulsory attendance, students who are eligible for the top-level athletes scheme or the student entrepreneur scheme can apply to meet this requirement in a parallel group or for exemption from this obligation (see also **Article 11 and 11a**).

Article 16a - Evaluation of teaching

The teaching provided during the study programme is evaluated in the following way.

From time to time (at least twice per academic year), the teaching is evaluated in writing during the preceding period. Results of this written evaluation are shared and discussed with the Educational Board and/or a sounding board group of students. A report of these discussions is being produced. In addition to the written periodic evaluations, teachers may verbally evaluate the teaching with students and/or colleagues.

When evaluating teaching that is carried out in conjunction with or in the professional field (such as work placements), the field in question is involved.

Section 6 Tests, assessment and study progress

Article 17 Types of tests

1. The study programme has the following test types:
 - Tests with credits result in the immediate award of credits when passed. When an interim examination of a unit of study consists of several component tests, the credits will be awarded as soon as the interim examination of the unit of study is passed. A competency examination is a special form of a test with credits.
 - Tests without credits provide evidence that can be included in the portfolio which can be assessed during a competency examination.
2. A test comprises an examination conducted by the examiner of a student's knowledge, understanding, skills or competencies as well as an assessment of the examination results.
3. Tests are conducted in writing or orally or in a fashion that combines both writing and oral delivery (e.g. product and presentation/interview).
4. An oral examination, including an assessment, is conducted by at least two examiners, with one of them acting as the first examiner designated by the (chairman of the) Examination Board. A report must always be drawn up of an oral test to enable an assessment of the quality afterwards. A test may be conducted by a single examiner only following the approval of the Examination Board and provided the student does not object.

An oral test is held in public. Interested parties who wish to attend an oral test must submit a request to that effect to the examiner(s) at least two weeks before the test is held. The examiner must inform the student who is taking the test. If the student objects, the request to attend the oral test will in any event be rejected. Any rejection by the examiner will be substantiated.

When the Examination Board offers students the possibility to sit an additional oral test by way of replacement of a regular test, it will always be conducted and assessed by two examiners.

Article 18 Overview of tests

The following tests are part of the study programme:

The tests shall be offered as laid out in the program-specifics Annex 1.

Article 19 Tests and assessments

1. The Examination Board will designate one or more examiners for each test. An examiner can also be an external expert. Each competency examination will be assessed by at least one assessor who is not involved in that student's study career counselling.
2. The assessment of minors is described in the minor regulations. The examiner of the minor determines whether a student has passed the tests. The Examination Board of the coordinating institute that offers the minor must determine whether the student has passed the minor and ensure that the student receives a certificate. The result achieved for the minor is forwarded to the programme administration of the study programme in which the student concerned is enrolled.

Article 20 Content of tests, duration of the test, test aids and test timetables

1. The content of the test, including the learning objectives, is described on the online learning environment / platform and is made available to students at least 3 weeks before the test.
2. The examiner determines the period of time allowed to students to take the test as well as any aids that students may use during the test, subject to the guidelines and instructions provided by the Examination Board. This information must be stated on the examination paper.
3. The test timetable will be published on the portal no later than 3 weeks before the start of the test period in question.

Article 21 Registration for tests

1. Registration for tests is not necessary unless
 1. Otherwise indicated in annex 1, or
 2. the student wants to take the test while the student has previously completed this test with a sufficient grade.
2. Students who have failed to act in accordance with the registration procedure cannot sit the test.
3. Students may cancel a registration for a test in accordance with the following procedure. Subject 2&3 are described in the exam schedule

Article 22 Proof of identity during tests

Students must prove their identity at every test by showing a **legally** valid form of ID other than a student ID card.

Article 23 Test marking system

1. The assignments, questions, assessment norms and criteria are determined by the examiners with due regard for the guidelines and instructions provided by the Examination Board. The examiner conducts the test and determines the result on the basis of the determined assessment standards and assessment criteria.
2. If one and the same test is conducted and assessed by more than one examiner, the Examination Board will ensure that these examiners adhere to the same standards and criteria.

Article 24 Test results

1. The test results must be announced in writing to the student within ten days of the date of the test apart from the exceptions laid down in the Teaching and Examination Regulations. The study programme administration is responsible for announcing the test results. The privacy of students will be respected when test results are announced.
2. Students are entitled to inspect all assessed tests and the accompanying assessment criteria and to be given feedback on the results.
3. Inspection is subject to the procedure described below. For access to the result of other tests, the student addresses the person mentioned in the digital learning environment within three weeks of the announcement of the result
4. Feedback is given according to the following procedure.
Feedback on summative tests is given in accordance with the following procedure.
Feedback on the knowledge tests is given within three weeks after the inspection at the request of the student. Exceptions to this are the tests in the last teaching period of the academic year. Feedback is provided within six weeks at the student's request.
For feedback on the results of a skills tests, the student should contact the person named in the digital learning environment within three weeks after the announcement of the results.
5. The student can view his results in Progress. If desired, the student can request a signed list of marks via the email address: paramedisch@fontys.nl, up to once per academic year. The student can derive rights from this signed overview.

Article 25 Inability to sit tests

1. Students who have acted in accordance with the registration procedure described in Article 22 but who are unable to sit the test for reasons beyond their control, the legitimacy of which reasons is subject to assessment by the Examination Board, may apply to the Examination Board to sit the test within a period of time to be set by the Board.
2. The application referred to in the previous paragraph must be submitted in writing to the chairman of the Examination Board and include the necessary evidence. The Examination Board will then take a decision and inform the student concerned. If the request is granted, the Examination Board will set a date, time and place for the test. Any rejection of the request will be substantiated and the student will be informed of his or her right to appeal. In assessing the

- request, the Examination Board's primary criteria are the obstruction of the study progress and the student's personal circumstances.
3. If such a request relates to a test of a minor offered across Fontys, the student must direct the request to the coordinating institute responsible for the minor, as described in regulations governing the minor

Article 26 Request for a review

1. Students who do not agree with an assessment can submit a request for a review of the assessment to the Examination Board within 4 working weeks after the date of the assessment (see Article 44 of the Students' Charter). The Examination Board must take a decision within 4 work weeks at a maximum.
2. Students may also appeal directly to the Examination Appeals Board within 6 calendar weeks after the date of the assessment via www.fontys.nl/studentenloket. (see Article 45 and Article 46 of the Students' Charter)

Article 27 Resits

1. Tests are conducted at least twice an academic year.
Students can retake components marked with a pass no more than once, and at least once, in which case the highest mark will count.
For the practical tests referred to below, resits only take place in the following academic year:
 - graduation internship
 - graduation research
 - other internships/practical assignmentsif the first assessment takes place in the last period of the academic year and a retake is not possible within the academic year due to organizational or substantive reasons.
Study components from the propedeuse-fase can always be retaken within the academic year.
2. At least two opportunities to take tests that assess the material they have learned will be offered. Following these two test opportunities, the material to be studied for the test may be adapted to the material offered in the teaching block prior to the test. An up-to-date description of the material to be tested can be found on the digital environment.
3. The possibility to have competencies not yet acquired assessed again later is discussed at every competency examination.
In consultation with the student, a determination is made regarding what needs to be done, when and how the student will be able to show that **he** has worked on acquiring the competencies and when he will have acquired these competencies, or
If the competency examination consists of a full test of the student's level, the student must take the resit for this competency examination.
4. Students who are given conditional advice regarding the continuation of studies (positive or negative) based on the competency examination of the foundation year will be given no more than one year to improve their results. If necessary, they must retake the competency examination of the foundation year at the end of the second year of enrolment. Depending on the result of this resit, the conditional advice regarding the continuation of studies will then be converted into either positive or binding negative advice regarding the continuation of studies.

Article 28 Period of validity of results

1. The period of validity of successfully completed component tests is 10 years.
Results achieved for interim examinations can only lapse if the understanding / knowledge / skills to which these interim examinations relate can be shown to be obsolete. Understanding, knowledge and skills that were assessed more than 10 years ago can evidently be shown to be obsolete. The period of validity of successfully completed interim examinations is: 10 years or include other term, taking into account the term following which knowledge/ understanding/skills can be shown to be obsolete.
The Examination Board may extend this term.
2. In the event of special circumstances as referred to in the Profiling Fund Scheme, the period of validity of interim examinations will as a minimum be extended by the duration of the support granted on the basis of that scheme.
3. If the study programme has been substantially altered, details on how this term will be restricted can be stated below, whether in the form of a written decision issued to a student or incorporation in the Teaching and Examination Regulations, if it applies to the entire cohort.

Article 29 Final paper - Knowledge bank

Students who write a final paper as part of the study programme must submit the paper digitally, as one document, to enable its filing in one or more digital knowledge bank(s). On submission of the final paper, students must also attach the signed 'Permission form for the filing and making available of a final paper in a digital knowledge bank'. With this form, students give their permission for the final paper to be entered in the knowledge bank and for it to be made available to potential users at the university of applied sciences and elsewhere.

On submission of the digital final paper, the student and / or client and / or organisation offering the internship may indicate their objection to the final paper being entered in the databank.

Article 30 Study progress

The study programme is responsible for recording the test results in the programme administration. Additionally, students must also keep records of the results in their portfolios.

Article 31 Advice regarding the continuation of studies

1. During the first year of enrolment in the foundation phase of a bachelor study programme and, where possible, prior to the start of the second semester, the student is given advice on his study progress. If the study progress is unsatisfactory, the student will receive a written warning and be told that if the study progress continues to be unsatisfactory, he will receive a binding negative advice regarding the continuation of his studies. A reasonable period within which the student must have improved his grade point average and the opportunities a study programme offers in that regard are stated in the warning. (*Section 7.8b of the Act.*)

A student who has not received a warning at that stage may yet receive one at a later point in the first year if he has fallen behind, and will be given a period within which to improve his grade point average.

The student is informed that the study progress is positive in the following cases:

1. The student has obtained all the grades, by passing all the tests
2. The student has completed one test with an insufficient (grade < 5.5) but can still pass this test by a regular retake or the compensation rule. The student has passed all other tests.

The student will be given a warning in the following cases;

1. The student has completed two tests with an insufficient (grade < 5.5) but can still pass these tests by a regular retake or the compensation rule. The student has passed all other tests.
 2. In case of more than 2 insufficient grades. (grade <5.5)
2. The study programme must give students advice regarding the continuation of studies in writing before the end of their first year of enrolment (12 months) in the foundation phase. Advice may be related not only to the continuation of the study programme, but also to the main subject the student may take. Advice regarding the continuation of studies can be negative (binding negative study advice), meaning that the student's enrolment in that particular study programme will be terminated and that he will not be allowed to re-enrol in the same study programme.
Advice regarding the continuation of studies will be given to a student taking a part-time study programme with a study load of fewer than 60 credits in the first year of enrolment.
 3. Advice regarding the continuation of studies is based on the student's results in the foundation year. The Examination Board advises the institute director on advice regarding the continuation of studies to be given. This advice must take into account the student's personal circumstances. Students must report any personal circumstances to their study career counsellors or student counsellors the moment they occur.
If the student misses the deadline for reporting special circumstances, the Examination Board will examine whether it was excusable for the student to miss the deadline for reporting those circumstances. Engaging in top-class sports activities by students who have been granted a Top-Class Sport or Talent status are entitled is regarded as a special circumstance, on the basis of which the delivery of advice regarding the continuation of studies can or will be deferred. These students do not have to earn a minimum number of credits in order to be eligible for such postponement.

The practice of running a business of his own by student entrepreneurs who have been awarded student entrepreneur status, as defined in the Fontys Student entrepreneur scheme, is also regarded as a special circumstance, on the basis of which the delivery of advice regarding the continuation of studies is deferred. However, a minimum number of 45 credits

which must be achieved to qualify for that deferral may be specified for student entrepreneurs (see also paragraph 4 of this article).

If credits can only be earned with a competency examination, students who have failed to sit the competency examination in the foundation year will be given binding negative advice regarding the continuation of studies, unless there are special circumstances, the legitimacy of which circumstances is subject to assessment by the director. In that case, it may be decided to defer the delivery of advice regarding the continuation of studies based on the individual student's portfolio.

4. The student will be given positive study advice regarding the continuation of studies in the following cases: *The propaedeutic diploma is obtained*
The student will be given a binding negative study advice regarding the continuation of studies in the following cases: *The propaedeutic diploma is not obtained.*
Students who have been granted a Top-Class Sport or Talent status as referred to in Article 32(3) do not have to earn a minimum of credits in order to be eligible for postponement of their study advice.
The minimum number of credits which that must be achieved to qualify for that deferral for student entrepreneurs is 45
5. Where there are special circumstances as defined in paragraph 3 of this article which may have had an influence on the credits the student obtained, the delivery of advice regarding the continuation of studies may be deferred until the end of the second year of enrolment or until the end of a shorter period. At the end of the second year or the shorter period, there will be a further review of whether the student has met the criteria for a positive study advice as defined in paragraph 4.
6. Students who seek the termination of their enrolment during the first year of enrolment will be given a warning from the director stating his expectation that they may not be suitable for the study programme. The director must seek the advice from the Examination Board before doing so. The number of months of enrolment students have left before being given advice regarding the continuation of studies must also be determined in the event the student should decide to enrol in the same study programme at a later date (see also Article 35).
7. The programme offers NO special graduation direction/route

Article 32 Additional provisions concerning binding negative advice regarding the continuation of studies

1. An institute wishing to issue binding negative advice regarding the continuation of studies must make provisions that allow for, among other things, a student's personal circumstances and which are aimed at guaranteeing a student's good progress.
2. Binding negative advice regarding the continuation of studies is valid for a period of 3 years.
3. At the student's request, the institute director give permission for a student to re-enrol in spite of the binding negative advice as referred to in Section 7.8b(3) of the WHW.
4. A binding negative advice regarding the continuation of studies refers to the full-time, part-time and dual forms of the study programme, unless otherwise stated.
5. Each binding negative advice regarding the continuation of studies must expressly state that the binding negative advice only refers to the study programme mentioned. Each binding negative advice regarding the continuation of studies comes with a referral to either another study programme or to a student counsellor or Student Career Centre.

Section 7 Graduation

Article 33 Examinations - certificates - diploma supplement

1. Students have passed the examination of the foundation year or the study programme if they have passed all units of study which form part of the foundation year or the study programme, as referred to in section 13. (*Section 7.10 of the Act.*)
2. Certificates are given at the following occasions:
 - on passing the foundation year examination;
 - on passing the study programme's final examination.
3. The certificate will only be given after it has been established that the student is enrolled and has paid his or her tuition fees for all the enrolment years. (*Section 7.11 of the WHW.*)
4. After successful completion of the examination, the Examination Board awards the certificate. The certificate is dated on the date of the student's final academic activity. The certificate of a study programme comes with a diploma supplement.
The Examination Board will determine that the student has passed within a maximum of eight calendar weeks after the last academic activity.

If the student wishes for the certificate to be dated later, the student must postpone the completion of his or her final academic activity.

The certificate is signed on behalf of the Examination Board by the (deputy) chairman, the (deputy) secretary, the candidate and, if applicable, an external expert.

(Section 7.11 of the WHW). On behalf of the institute, the Examination Board also confers on the student the degree if the student has taken the or the study programme examination.

5. For the study programme's examination the Bachelor of Science degree is awarded.
Bachelor of Science degree

6. The award ceremony takes place at a time decided by the institute.

Students who passed the study programme examination and have requested the postponement of the award of the certificate may be issued a statement that the study programme degree has been conferred on them. (*Section 7.11 of the WHW.*)

7. The certificates of students whose performance has been extraordinary will state the distinctions referred to below.

- after passing the propaedeutic exam;
- after passing the final exam of the course.

The student receives one of the judicia listed below on his certificate based on extra ordinary performance. The judicium 'cum laude' is considered the highest possible.

The student receives the judicium 'cum laude' when he has met the following requirements:

- the nominal study period has not been exceeded; and
- the graduation internship (level 3) was assessed and graded with at least 8.0 at the first attempt;
- the graduation research (level 3) was assessed and graded with at least 8.0 at the first attempt;

If a final grade is calculated from multiple sub-assessments, the weighted average of the partial assessments must be at least an 8.0, with the partial assessments not having been retaken.

8. The Executive Board reports to DUO the students that have passed the final examination of the study programme.

Article 34 Statement on departure

1. Every student who seeks to terminate his or her enrolment without having passed the study programme's final examination will be invited for an interview.
2. At the student's request, the student may be issued a statement listing any results achieved. Results of successful tests without credits can be converted into an equivalent of credits based on the study load. (*Section 7.11 of the WHW.*)
3. The statement must specify that the interim examination test results will in principle be valid for ten years. The statement can include a reservation in the event of a substantial overhaul of the study programme. See article 29.

Section 8 Irregularities and fraud

Article 35 Irregularities and fraud

1. If irregularities are discovered in connection with a test, as a result of which the Examination Board cannot guarantee the test's quality and any of its results, the Examination Board may forgo having the test checked, or declare a test result void. In such cases, the Examination Board must ensure that an opportunity to retake the test in the near future is offered to the affected students.
2. If a student is guilty of an irregularity committed with respect to (a component of) an examination or fraud, the Examination Board may exclude the student from sitting one or more tests of the study programme for a period to be determined by the Examination Board but which will not exceed one year. If the test has already been assessed, the result will be declared void. Failure to comply with the regulations on tests published in the digital learning environment is considered academic misconduct.
3. In the case of serious fraud, the Examination Board can propose to the Executive Board that the enrolment of the student involved be prematurely terminated (*Section 7.12b of the WHW.*)
4. If the irregularity or fraud is only discovered after the examination, the Examination Board may withhold or claim back the certificate of the study programme or decide that the certificate will not be issued unless the student sits a new test or examination in the components to be determined by the Examination Board and in a fashion to be determined by the Examination Board.
5. Before taking a decision, the Examination Board will hear the student and any other interested parties. A report will be drawn up of this hearing, of which a copy is forwarded to the student. The Examination Board must notify the student of its decision without delay, which notification

can be given orally if required but must in any event also be issued in writing. Furthermore, the student is informed of his right of appeal.

6. The Examination Board makes up a report of its decision and the facts it is based on.

Section 9 Examination Board, appeal

Article 36 Examination Board

1. The institute director establishes an Examination Board for each study programme or group of study programmes.
2. The Examination Board's duties and responsibilities are laid down in the WHW. (Sections 7.12, 7.12b and 7.12c of the WHW). These include the following duties and responsibilities:
 - responsibility for guaranteeing the quality of testing;
 - responsibility for guaranteeing the quality of the organisation of and the procedures surrounding tests and examinations;
 - to determine objectively and professionally whether a student has passed an examination;
 - to award certificates and the diploma supplement;
 - to determine alternative tracks;
 - to assess applications for exemptions and reviews and to award applications for special facilities;
 - to determine whether an examination has been conducted in a way other than that prescribed in the TER;
 - approval of the details of a foreign minor or external minor;
 - to give advice to the institute director on advice regarding the continuation of studies to be issued;

The composition of the Examination Board can be found in the Appendix 'Composition of the Examination Board' : <https://fontys.nl/Over-Fontys/Regelingen-statuten-en-reglementen.htm>

3. (<https://connect.fontys.nl/instituten/fph/excie/Paginas/default.aspx>) see also Article 27.

Article 37 Appeals

Students who do not agree with a decision of the Examination Board can lodge an appeal against this decision within six calendar weeks after the date of the decision with the Examination Appeals Board (see Articles 45 and 46 of the Students' Charter). (*Section 7.61 of the WHW.*)

Notices of appeal should preferably be submitted in digital format via the portal of the Examination Appeals Board. See the website for more information. Students can contact the Student Counselling Office (iStudent@fontys.nl) for help on lodging an appeal.

Section 10 Retention and hardship clause

Article 38 Retention of documentation

1. The Examination Board is responsible for retaining the minutes of its meetings and its decisions for a period of seven years.
2. The Examination Board is responsible for retaining its issued statements, among others, the statement on departure of a student who terminates his or her enrolment without having passed the study programme's final examination, for a period of ten years.
3. The Examination Board will ensure that the following information on each student will remain in the institute's archives for 50 years:
 - information on whether each student has obtained a foundation year certificate and / or a certificate of higher professional education including the list of marks.
4. The institute director is responsible for retaining test papers/assignments, assessment criteria, marking standardisation, pass marks, test matrices and test analyses for a period of seven years.
5. The institute director is responsible for retaining the lists drawn up and signed by the examiners containing the results achieved for a period of ten years.
6. The institute director is responsible for ensuring that all final papers and other kinds of tests in which students demonstrate their command of all aspects of the final attainment level, including assessments, will be kept for a period of seven years.
7. For the purpose of the external assessment of the programme in connection with accreditation, the institute director will ensure retention of a representative set of tests, including assessments, for a period of two years after the assessment.
8. The institute director is responsible for ensuring that the work completed by the student (written and non-written, including digital work) including assessments, with the exception of the work forming part of the representative set of final papers, is either destroyed or returned to the

student after the expiry of a term of at least six months following the publication of the result. This term may be extended if necessary in connection with an appeal procedure.

Article 39 Hardship clause

1. The Examination Board can make provisions for serious injustices that occur as a result of the application of these rules; it can also make decisions in cases not provided for by these rules. In order to decide whether the hardship clause must be applied, the Examination Board must weigh the interests of the student concerned and those of the study programme. Cases requiring immediate action may be heard by the chairperson of the Examination Board or his or her deputy after which the other members must be notified as soon as possible.
2. Students must apply in writing, stating reasons, to the Examination Board for the application of the hardship clause in accordance with Article 44 of the Students' Charter. The Examination Board decides on the student's application and communicates this decision in writing, stating reasons, to the student concerned, who is also informed of his or her right of appeal.

Section 11 Final provisions and implementation

Article 40 Entry into force, amendments, publication and official title

1. The TER applies to all students enrolled in the study programme in question during the 2019–2020 academic year.
2. The general section of these regulations and any amendments thereto will be established by the Executive Board, after having obtained the consent of the students' section of the Central Participation Council. PC's will be given an opportunity to issue advice to the CPC. That general section of the TER constitutes the basis on which the study programme-specific TER for each study programme will be drawn up before being submitted to the Examination Board for their advice and the (joint) study PC and IPC for their advice/consent. The (joint) study PC advises the institute director and sends its advice to the IPC for informational purposes. The IPC advises the institute director and sends its advice to the (joint) study PC. The establishment of and amendments to the study programme-specific TER are effected following a proposal from the institute and require the consent of the students' section of the competent IPC and the (joint) study PC. (*see Sections 10.20 and 7.13 of the law*)
3. The text of the TER can be amended if warranted by changes to the organisation or organisational components with due observance of the provisions of paragraph 4. In the event of an interim change, the procedure as described in paragraph 2 applies.
4. If the interests of an individual student are prejudiced as a result of interim amendments of the regulations, the student may submit a written application to the Examination Board to protest against the amendment of the rules. The Examination Board examines the student's application and bases its decision on a weighing-up of the interest of the individual student on the one hand and the interest of the quality of the study programme on the other.
5. The institute director adopts the study programme-specific TER before 1 June of the academic year preceding the academic year that starts on 1 September. He ensures the publication of the study programme-specific component of these regulations and any amendments thereto by making them available for inspection with the secretariat of the study programme and placing them on the website.
6. The text of the TER may be adapted if required following changes in the organisation or parts of it, without prejudice to the provisions of paragraph 3.
7. The official title of these rules is 'General Section of the Teaching and Examination Regulations of Fontys'.
The official title of the TER of the Bachelor's programme is TER Physiotherapy 2019-2020.

Article 41 Transitional provisions

After the last regular activities of the 'old' programme and the related test or examination have been completed, this test or examination will be held two more times by way of resits. After that, it will be decided which test or examination that is part of the 'new' programme the student must sit to replace the 'old' one or transitional provisions of the individual study programme.

Article 42 Unforeseen cases

The Examination Board decides in all cases not provided for by the study programme-specific part of the TER, unless the issue is covered by the institute director's competency.

B - Set-up of the study programme and support facilities

1. Set-up, organisation and execution of the study programmes

Information on the set-up, organisation and execution of the study programmes can be found in:

- the study programme's digital environment:
<https://connect.fontys.nl/instituten/fph/Physiotherapy%20ES/Paginas/default.aspx>
- the Teaching and Examination Regulations (see under A).

2. Facilities for students

Information on facilities for students can be found at:

- the programme-specific section of the Fontys Students' Charter;
<https://fontys.edu/Bachelors-masters/Programmes.htm>
- the website of the Students Facilities Department; <https://fontys.edu/Bachelors-masters/FAQ.htm>
- the website of [Fontys Study Abroad](#)

3. Study support

Information on study support can be found in:

- the Teaching and Examination Regulations (see under A)
- the study programme's digital environment;
<https://connect.fontys.nl/instituten/fph/Physiotherapy%20ES/Paginas/default.aspx>

C - Internal complaints procedure

This section of the Students' Charter provides an overview of the Fontys School for Allied Health Professions (hereafter FPH) internal complaints regulations (paragraph 1) and the Fontys University of Applied Sciences complaints regulations (paragraph 2).

1. Fontys School for Allied Health Professions.

All five bachelor programs under FPH jurisdiction (Physiotherapy, Speech and Language Therapy, Medical Imaging and Radiation Therapy (MIRT), Health Technology and Podiatry), as well as the (post-) higher professional education courses connected to those bachelors, have a joint complaints regulation, to handle complaints within the institute and to resolve them directly if possible. The aim is that these regulations are used as an internal complaints procedure before a complainant contacts the Executive Board directly. We have learnt from experience that in the event of complaints issued directly to the Executive Board, the Executive Board inquires what actions have been taken by the institute to resolve the complaint internally. This complaints procedure only concerns issues as described in Article 47 of the Students' Charter. These regulations are an addition to the complaints procedure at Fontys level (see paragraph 2), yet may at no point rule out an appeal by students to these regulations and procedures. The implementation of the FPH regulations is as explained in the following sub paragraphs

1.2 Definitions

Complainant

The (prospective or ex-)student of FPH submitting a complaint.

Complaint

The expression of dissatisfaction laid down in writing (i.e.: by means of a letter or a digital complaints form) about a particular state of affairs within FPH, the behavior of an employee or of a fellow student of FPH, or concerning organizational affairs within FPH, through which the complainants interests have been directly affected. The complaint does not concern an issue which, as far as procedure is concerned, falls under the responsibility of the Examination Board of the study programme, the Board of appeal for examinations, the complaints committee for Undesirable Behavior, or an issue that is part of the complaints procedure of the Board and Complaints procedure relating to data protection. For these legal protection options: see the Student's Charter.

Complaints committee

There is a permanent committee within FPH appointed for the purpose of investigating and handling the complaints.

The complaints committee is compiled as follows:

- chair (the director of the institute);
- secretary;
- minimum of two members (lecturer and student)

The secretary and two members are appointed by the director. If necessary, the director takes measures to prevent any conflicts of interest when handling complaints.
The complaints committee has a Rules of Procedure, stating the assigned activities.

1.2 Procedure

1. The complaint is submitted to the secretary of the complaints committee in writing, stating the reasons for the complaint, within four working weeks (not including holiday weeks) of the event when aforementioned actions have taken place and/or organizational matters have occurred. Complaints submitted later than this period will be dismissed. Holiday weeks are the weeks in FPH's annual rota designated as 'no classes'. If the aforementioned deadline is exceeded as a result of circumstances not attributable to the complainant, the dismissal of the complaint will be revoked. In this case, the complaints committee can consider Teaching and Examination Regulations Physiotherapy whether or not the circumstances are liable before deciding whether or not to dismiss the complaint. The burden of proof lies with the complainant.

2. The complaint must be signed and meet a number of minimum requirements. As a minimum, it should contain:

- a. name, address, town/city and telephone number of the complainant;
- b. the complainant's student number, if allocated;
- c. the date;
- d. name of the person and/or the organizational unit against whom the complaint is directed;
- e. a clear description of the complaint and an indication as to what the complainant wants to achieve.

A complaint that fails to meet these requirements will not be processed, also once the complainant has been given the opportunity to supplement the complaint within a particular period and the complainant has failed to do so. If the complaint is related to a subject or procedure of another committee that exists within Fontys, it will be forwarded to the appropriate committee. In the event of doubt about the issue to which the complaint relates, the chair will contact Legal Affairs as soon as possible?

3. The complainant will receive a written acknowledgement of receipt of the complaint, in which the further procedure is explained to him. The complaints committee investigates the complaint and the complainant is given the opportunity to verbally enlighten his complaint. The possibility of reaching an amicable settlement is also investigated. The nature of the cordial settlement will be recorded in writing and signed by both parties.

4. Within two working weeks (not including holiday weeks) after the director has received the advice of the complaints committee, the complainant will receive information of his complaint, explaining how the complaint has been handled. The complainant is thereby notified about the possibility of submitting a complaint (within six weeks of receiving this notification) to the Executive Board (in accordance with Article 47 of the Students' Charter) if he believes that his complaint has not been settled sufficiently.

5. The secretary of the complaints committee is responsible for adequate documentation concerning complaints and the handling thereof.

6. A retention period of five years applies to the documentation of each complaint.

1.3 Publication

These complaints regulations entered into force in April 2019, once the Education committee for each of the five FPH bachelors (Physiotherapy, Speech and Language Therapy, Medical Imaging and Radiation Therapy (MBRT), Health Technology and Podiatry) had advised the FPH IPC and director on this. These complaints regulations form an integral part of the Students' Charter of the five aforementioned bachelor programs.

1.4 Evaluation

Every year, these internal complaints regulations and the corresponding procedure is evaluated and adjusted where necessary. An annual report is compiled for this evaluation which is passed on to the Education committee and director of FPH. The evaluation is discussed with the IPC's staff group and its student group of the Education committee.

2. Fontys University of Applied Sciences

Fontys University of Applied Sciences has dissimilar regulations for complaints. The content of the complaint determines which regulations apply.

2.1 Complaints

There are two complaints regulations:

1. The complaints regulations for the Fontys University of Applied Sciences Executive Board, as described in Article 47 of the Students' Charter. This concerns complaints regarding actions of a member of staff or a student, or regarding organizational matters. If the complaint relates to a particular institute, it is recommended that you contact the director of the institute in question first.

See also

<https://connect.fontys.nl/diensten/OenO/Paginas/Studentenstatuut.aspx>

2. The Undesirable Behavior Regulations. Undesirable behavior may relate to sexual intimidation, but also aggression, violence, bullying and discrimination. The regulations indicate how a situation such as this can be reported to a trusted representative. See also

<https://connect.fontys.nl/diensten/OenO/Paginas/Studentenstatuut.aspx>

2.2 Objection

The objection procedure of the Fontys University of Applied Sciences Executive Board applies to problems relating to registration (or the termination thereof), internal rules or disciplinary measures. This procedure must be followed before an appeal can be submitted to the Board of appeal for higher education. See also Article 48 of the Students' Charter:

<https://connect.fontys.nl/diensten/OenO/Paginas/Studentenstatuut.aspx>

2.3 Appeal

Fontys University of Applied Sciences also has a Board of appeal for exams. The issues that this Board addresses can be found in Article 46 of the Students' Charter.

<https://connect.fontys.nl/diensten/OenO/Paginas/Studentenstatuut.aspx>

Generally speaking, it involves the evaluation of students' knowledge and skills (examination boards and examiners' decision, including reviews and (binding) study advice). In the majority of cases The Examination Board's procedure (for instance a request for review) precedes this.

Appendix 1: Educational units, credits, test type, exams.

Overview 1: Academic year 1 - Teaching period 1.1 to 1.4 cohort 2020-2021

Period	Educational unit	ECTS	Test type / name	Type of test	Individual or group assessment	Rating scale	Weighting	Passing mark	Particularities
1.1	1.1 - Knowledge	5	Knowledge test 1.1*	KT	individual	1-10	100%	5,5	Compensation ruling can be applied
	1.1 - Product	5	Professional prod 1.1	PP	group/individual	1-10	100%	5,5	
	1.1 - Skills	5	Performance Assessment 1.1	ST	individual	1-10	100%	5,5	
1.2	1.2 - Knowledge	5	Knowledge test 1.2*	KT	individual	1-10	100%	5,5	Compensation ruling can be applied
	1.2 - Product	5	Professional product	PP	group/individual	1-10	100%	5,5	
	1.2 - Research skills	3	Skills test (ST)	Homework Written	individual	1-10		5,5	
1.3	1.3 - Knowledge	5	Knowledge test 1.3*	KT	individual	1-10	100%	5,5	Compensation ruling can be applied
	1.3 - Research project	4	Research Project (RP)	PP/ presentations/ peer feedback	group/individual	1-10	<i>presentation 30% case study 70%</i>	5,5	
	1.3 - Skills	5	Performance Assessment 1.3	PA	individual	1-10	100%	5,5	
1.4	1.4 - Knowledge	5	Knowledge test 1.4*	KT	individual	1-10	100%	5,5	Compensation ruling can be applied
	1.4 - Product	5	Professional prod 1.4	PP	group/individual	1-10	100%	5,5	
	1.4 - Skills	5	Perform Assess 1.4	PA	individual	1-10	100%	5,5	
1.1 to 1.3	1.1-1.3 Professionalisation 1	3	Professionalisation**	PORT	individual	1-10	100%	5,5	

KT: knowledge test; PP: professional product; PA: performance assessment; PORT: portfolio.

* For the propaedeutic year, no more than one KT may be concluded with a grade lower than 5.5 but at least 4.5, provided that the average end result of the KTs is at least a 5.5. No compensation is possible for any other tests in the propaedeutic year.

** There is an option programme that will help you to complete the professionalisation line.

Overview 2: Academic year 2 - Teaching period 2.1 to 2.4 cohort 2019-2020

Period	Educational unit	ECTS	Test name	Type of test	Individual or group assessment	Rating scale	Weighting	Passing mark	Particularities
2.1	2.1 - Knowledge	5	Knowledge test 2.1	KT	individual	1-10	100%	5,5	
	2.1 - Product	5	Professional product 2.1	PP	group/ individual	1-10	100%	5,5	
	2.1 - Skills	5	Performance assessment 2.1	PA	individual	1-10	100%	5,5	
2.2	2.2 - Knowledge	5	Knowledge test 2.2	KT	individual	1-10	100%	5,5	
	2.2 - Prevention Project	4	Prevention Project	PP/ Presentations/ peer feedback	group/ individual	1-10		5,5	
	2.2 - Skills	4	Performance assessment 2.2	PA	individual	1-10	100%	5,5	
2.3	2.3 - Knowledge	5	Knowledge test 2.3	KT	individual	1-10	100%	5,5	
	2.3 - Skills	5	Performance assessment 2.3	PA	individual	1-10	100%	5,5	
2.4	2.4 - Knowledge	5	Knowledge test 2.4	KT	individual	1-10	100%	5,5	
	2.4 - Product	5	Professional product 2.4	PP	group/ individual	1-10	100%	5,5	
	2.4 - Skills	5	Performance assessment 2.4	PA	individual	1-10	100%	5,5	
2.1 to 2.3	2.1 - 2.3 Professionalisation 2	3	Professionalisation**	PORT	individual	1-10	100%	5,5	
2.3& 2.4	2.3 - 2.4 – Research Methods	4	Research Methods	KT	Written open book test	1-10		5,5	

KT: knowledge test; PP: professional product; PA: performance assessment; PORT: portfolio.

** There is an option programme that will help you to complete the professionalisation line.

Overview 3: Academic year 3- Teaching period 3.1 to 3.4 cohort 2018-2019

Educational unit	ECT S	Test name	Type of test	Individual or group assessment	Rating scale	Weighting	Passing mark	Particularities
Work placement	15	CAP-10 weeks	CAP	individual	1-10	100%	5,5	
Minor	30	See regulations for minors						
Specialisms within the interprofessional setting	15	Capita selecta	Portfolio-assessment	individual	1-10	100%	5,5	

CAP: Clinical Affiliation Period

Overview 4: Academic year 4-Teaching period 4.1 to 4.4 cohort 2017- 2018

Graduation internship*/**	30	Graduation internship	Type of test	Assessment	Weighting	Passing mark	Rating scale	Entry requirement
		Professional Conduct	Reflection on internship	Individual	70%	5,5	1-10	
		Complexe casestudies	Case 1	Individual	15%	5,5	1-10	
			Case 2	Individual	15%	5,5	1-10	
		Professional attitude	Reflection on portfolio	Individual	0%	ACH	NOT ACH/ACH	

**** Entry requirements year 4:** at least 60 credits from year 2, with additional requirement for graduation internship that the internship level 2 has been achieved and for graduation project that Research Methods.

Graduation project**	30	Graduation project	Type of test	Assessment	Weighting	Passing mark	Rating scale	Entry requirement
		Project plan	Professional product	Individual	30%	6	1-10	
		Final product & Report	Professional product	Individual	30%	6	1-10	
		Oral presentation	Presentation	Individual	20%	6	1-10	
		Inquisitive Attitude	Professional product	Individual	20%	6	1-10	

**** Entry requirements year 4:** at least 60 credits from year 2, with additional requirement for graduation internship that internship level 2 has been achieved and for the graduation project that Research Methods has been obtained.