

**Study programme section of the Students' Charter
with the 2021-2022 Teaching and Examination Regulations
of the Bachelor's programme**

Physiotherapy English Stream

Croho number 34570

Fulltime

Fontys School for Allied Health Professions Eindhoven

The study programme's section of the Students' Charter was adopted by the institute's director on June 1, 2021, after obtaining the IPC's consent on May 27, 2021 and the PC consent on May 27, 2021.

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 2021-2022 academic year was established by the Executive Board on 15 December 2020, following the consent of the students' section of the CPC, which was given on 14 January 2021.

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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.
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	The courses offered to students to help their learning process.
CROHO	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 <i>HAVO</i> and <i>VWO</i> profiles were introduced (from 1998).
ECTS	European Credit Transfer System. The system that is used to express credits in order to facilitate international comparison. See also: credits.
EVC (RPL)	<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 Exemption	A Fontys institute responsible for the execution of a minor. Full or partial exemption from meeting enrolment and/or admission conditions and/or sitting interim examinations.
Exit qualifications Fontys minor	Qualifications students must have on completing the study programme. 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. (<i>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.</i>
Major	<i>Programme of optional subjects within a Bachelor's programme with a study load of 30 credits that contributes to generic or specific competencies.</i>
Minor	<i>Programme of optional subjects within a Bachelor's programme with a study load of 30 credits that contributes to generic or specific competencies.</i>
Minor regulations	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.
Elite athletes scheme	Scheme for elite 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.
Student coach	Coach who provides guidance on issues relating to student progress, including those that stimulate a student to develop a personal and professional identity, focusing on a student's talents and personal leadership qualities.
Student coaching	System of guidance that focuses on the development of the individual student. It stimulates students to reflect on their own development as future practitioners of the profession and to take responsibility for their own 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 Beroepsoponderwijs</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.
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. There are no further preparatory education requirements for *HAVO* and/or *VWO* diplomas.
 - b. [Nugatory]
5. There are no additional requirements.
6. 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 still be eligible for exemption after taking an entrance examination. (*Also see Article 3(5).*) (*Section 7.29 of the WHW*.)
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.
The entrance examination consists of two parts.

Part 1 is evaluated on the basis of the following test components: diagrammatic reasoning, math skills, analogous reasoning, and spatial reasoning.

Students must meet the following requirements:

An average score of 4 or higher on all components and a minimum score of 3 or higher on each individual test component;

or

requirements set by the specific programme.

Part 2 consists of a Dutch language test. Students must obtain a score of 5.5 or higher.

Students are not required to take the language test if they have already obtained:

- a recognised Nt2 degree programme level II, or

- a certificate for the Dutch language at the MBO 4, HAVO or VWO level granted by a prior degree programme.

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.

7. 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.*)

The institute director has declared that the 'old' HAVO and VWO diplomas with old profiles are equivalent to 'new' diplomas with profile 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.*)

8. 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.*)
9. [Nugatory]
10. [Nugatory]

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 or activities will also be provided as part of the Study Choice Check:

The study choice check for international students as referred to in the Study Choice Advice Rules will be held in consultation with the student.

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. International students as referred to in the Study Choice Check Rules will receive further information on the study choice check within 4 weeks following registration.
3. The digital questionnaire can be completed in the period between 01 January and 31 August. The study choice activities for international students will take place in the period between 01 January and 31 July.
4. The contact moments with the study programmes are planned in the period between 01 February and 31 July
5. The contact moment will consist of an individual conversation, possibly combined with a group activity, but contact by telephone is an option.
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. The study choice advice is likewise not binding for those groups of students.

Article 3 Requirements regarding foreign diplomas/international students

1. Holders of a foreign diploma may not sit tests 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.)
Command of the Dutch language must be at Nt2, programme II, level.
The certificates for Dutch as a foreign language, Higher Education Language Proficiency Subject Cluster and Academic Language Proficiency Subject Cluster (CNaVT- PTHO and PAT) can be viewed as equivalents, as can the certificates for Dutch as a foreign language, Educational start-skilled and Educational Professional (STRT and EDUP).
2. The institute director may also decide that a student with a foreign diploma may be admitted after the student has demonstrated that he has an adequate command of the Dutch language. (Section 7.28 of the WHW.)
Command of the Dutch language must be at Nt2, programme II, level
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 students¹ 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.

Article 4 Professional activity requirements

1. [Nugatory]
2. The professional practice environment is not subject to any requirements.

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

Article 5 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 which are to be evaluated in an assessment 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 interview to determine which part of the study programme still has to be completed. No intake interview 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,

¹According to the Code of Conduct regarding International Students, 'an international student' is a student with a foreign nationality.

agreements will be made on the period of time the student will be granted before he 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 6 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 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 Associate degree, 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 Associate degree, 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, or second year if it concerns an Associate Degree programme) 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 16(5).

Article 7 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 student coach's advice must be enclosed with the application. The organisation of the study programme must be able to accommodate the short-track option.
2. [Nugatory]
3. [Nugatory]
4. [Nugatory]

Section 4 Facilities with reference to student coaching, language, functional disability, administrative activities, elite athletes scheme, student entrepreneurship

Article 8 Student coaching

1. Every student is coached by a student coach.
2. In consultation with the student coach, the student decides how best to work on his development and how to shape the learning process.
3. The student consults with the student coach on the progress of the learning process.
4. The student coach conducts support and orientation interviews with the student in the foundation year.
A report is drawn up of these conversations. This is done in the presence of the student and stored in HPRM. A copy of the report will be sent to the student by e-mail.
5. Students may submit a request to the institute director to be assigned a different student coach if they can give arguments for this.

Article 9 Dutch as a second language – Facilities for Dutch in English language programmes

1. 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.

2. [Nugatory]

Article 10 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 institution 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 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 student coach 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 11 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 student coach, how the board membership can contribute to the acquisition of one or more competencies of their Bachelor's programme.
2. Board memberships for the DPC, IPC, CPC, or for study associations, student associations and as members of committees at Fontys 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.
3. Students who believe that their board memberships demonstrate that they have the knowledge, understanding and/or skills, etc. that are assessed in particular tests may apply for an exemption from such tests from the Examination Board.
4. A student may apply to be included under the Profiling Fund Scheme on the basis of his administrative activities and submit a request for a board membership scholarship from the Profiling Fund Board.
See also Article 14 of the Fontys Regulations on the Participation councils and degree programme committees.

Article 12 Elite Athletes scheme - Student entrepreneurship

1. Students who have been granted an Elite Athletes or Talent status are entitled to facilities from the Elite Athletes 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 ...
Advice regarding the continuation of studies may be deferred for students with an Elite Athlete status (see Article 32).
2. 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 the 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 13 Study programme profile – main subjects/differentiations – occupational requirements

1. 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 Appendix 1.
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. Professional requirements, such as those laid down in the Professional Profile, which the student must meet can be found, if applicable, on the site: <http://fontys.nl/Studeren/Opleidingen.htm> with the information about “after the training” of the concerning training.
2. The study programme has no main subjects.
3. The study programme is based on the following principle generally special (algemeen bijzonder).
4. The study programme imposes the following specific occupational requirements. For the programme in Physiotherapy; the requirements set out in the BIG Act and the regulations pursuant to that act wetten.nl - Regeling - Wet op de beroepen in de individuele gezondheidszorg - BWBR0006251 (overheid.nl)

Article 14 Study programme layout

1. 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.
2. 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.
3. [Nugatory]

Article 15 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. In the overview included in Appendix 1 you will find a distribution of the credits.
3. [Nugatory]
4. A shortened programme can be offered to students transferring from a related Associate Degree (AD) programme. The shortened programme corresponding to each Associate Degree programme is specified in the TER.

Article 16 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 minor that has been passed will be mentioned on the diploma supplement.
5. The Fontys Empower reorientation programme is open to students who have hit a roadblock in their studies. The programme has a study load of 30 ECTS credits. The regulations for this reorientation programme can be found on the [Pulsed](#) portal.

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 requests an exemption from the Examination Board of the programme in which they are enrolled, unless that programme does not offer a minor.

6. This paragraph describes the alternative tracks for specific groups of students (including those whose study has incurred delay, long-term students etc.).

Article 17 Education components - learning environment

1. Education takes place in a learning environment. This may be found on the Digital Learning Environment.
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/minors. 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.)
5. Registration for educational components in the 3rd year of study is required. You can register via Sharepoint until 30 April 2022 for activities in the 2022/2023 academic year. For minors, the procedures and deadlines of the relevant minor apply. Can be found on minor portal Fontys. <https://fontys.nl/Studeren/Minoren.htm>
6. The timetable is announced by way 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 17, 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 Elite 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 12).

Article 18 - Evaluation of teaching

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

Periodic discussions are held with focus group/sounding board students and through oral feedback with students, lecturers and/or colleagues. In addition, a written evaluation of the education can take place. Results of both oral and written evaluation are recorded (at least twice per academic year) in an evaluation report, and are shared and discussed with the program committee and/or focus group/sounding board group of students. These conversations are recorded.

The professional field is involved in the evaluation of education that is carried out together with or in the professional field (such as internships, for example).

Section 6 Tests, evidence, assessment and study progress

Article 19 Types of tests - evidence

1. A test consists of/may consist of:
 - a. one or more mandatory tests or mandatory partial tests;
 - b. freely-chosen evidence evaluated as an assessment, such as a portfolio;
 - c. a combination of a and b.
2. Tests are conducted in writing or orally or in a fashion that combines both writing and oral delivery (e.g. product and presentation/interview).
3. An oral examination, including an assessment, is conducted by at least two examiners. A report must always be drawn up of an oral test on a specially designed evaluation form an assessment of the quality of the evaluation afterwards 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.

4. If a test consists of an assessment of freely-chosen evidence, the programme should allow the student to collect such evidence and receive feedback from the examiners, external experts and/or peers. The requirements that the evidence must meet are given in the students manual.

Article 20 Tests and assessments

1. The Examination Board will designate one or more examiners for each test. An examiner can also be an external expert.
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 21 Content of tests, duration of the test, test aids and test timetables

1. The content of the test, including the learning objectives, is described in the Digital Learning Environment and is made available to students at least 8 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 through the Digital Learning Environment no later than 3 weeks before the start of the test period in question.

Article 22 Registration for tests

1. Registration for tests is not necessary unless the student wants to take the test while the student has previously passed this test.
2. [Nugatory]
3. [Nugatory]

Article 23 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 24 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 the examiners adhere to the same standards and criteria.

Article 25 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 of the knowledge tests is scheduled as soon as possible after the test, but in any case in the teaching period following the test taken. An exception to this is the knowledge test of period 1.4. This will be inspected in the same academic year. For inspection of the results of other tests, the student should contact the person named in the digital learning environment within three weeks after the result has become known. The inspection moment is accessible to all students who are registered for the module in question.
4. Feedback on summative assessments is given according to the procedure below. Feedback on the knowledge tests is given at the request of the student within three weeks after inspection. Exceptions to this are the tests of the last teaching period of the academic year. Feedback is given at the request of the student within six weeks. For feedback on the result of a skills test, the student should contact the person named in the digital learning environment within three weeks after the result has been announced.

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 26 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. The student in question must have notified team support by email before the test that he/she has been prevented from sitting, including the reasons for not attending.
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 (see Article 38 (3)). 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 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 27 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 38 (3) of these Teaching and Examination Regulations and 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 28 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 assignments.If 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 propaedeutic phase 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 via the Digital Learning Environment
3. If a test consists of an assessment of freely-chosen evidence, then the programme should offer the student the following option of improving or supplementing the evidence.

Article 29 Period of validity of results - evidence

1. The period of validity of successfully completed component tests is 10 years.
The validity period for evidence is listed in the students manual.
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
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 is 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 30 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 31 Study progress

The study programme is responsible for recording the test results in the programme administration.

Article 32 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:

- The student has obtained all the grades, by passing all the tests
- 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;

- 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.
 - 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.
 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 student coach or student counsellor 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. *A minimum number of credits these students must earn in order to be eligible for such postponement has been established.*

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

4. The student will be given positive study advice regarding the continuation of studies in the following cases: The propaedeutic diploma is obtained (60 ECs).
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 (< 60 ECs).

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. There is no minimum number of credits which must be achieved to qualify for that deferral for student entrepreneurs.

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. [Nugatory]

Article 33 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 change the period or 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. Every binding negative study advice regarding the continuation of studies must include a referral, to either another study programme, the student counsellor or the study choice adviser.

Section 7 Graduation

Article 34 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 Article 15. (*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 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 (test or assessment). The certificate of a study programme comes with a diploma supplement. This diploma supplement may include mention of a student's board activities (see Article 11). Students who have served as members of the Examination Appeals Board may also request that activity to be included on their diploma supplement.

The Examination Board will determine whether a student has passed within a maximum of eight calendar weeks after the student's final academic activity (test or assessment).
If the student wishes for the certificate to be dated later, the student must postpone the completion of his final academic activity (test or assessment).
5. 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 study programme examination.

For the study programme's examination the degree is awarded.
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 student will be awarded one of the qualifications listed below on his certificate based on more than ordinary performance. The distinction 'cum laude' is the highest attainable.
 - It is not possible to obtain the distinction 'cum laude' for the propaedeutic certificate.
 - It is possible to obtain the distinction 'cum laude' for the bachelor's degree.
 The criteria for 'cum laude' for the bachelor's degree are:
 - * the nominal study duration has not been exceeded; and
 - * the graduation internship (level 3) has been assessed with at least an 8.0 on the first attempt;
 - * the graduation research (level 3) has been assessed with at least an 8.0 on the first attempt.
 If a final mark is calculated from several partial assessments, the weighted average of the partial assessments must be at least 8.0, whereby the partial assessments are not retaken.

Or

 All components of semester 5 or 6 (robust semester) and the graduation phase were passed in one go and the components in the graduation phase were both assessed as 'good'.
 The student applies for the qualification via
<https://connect.fontys.nl/instituten/fph/examcommittee/iamgraduating>.
8. The Executive Board reports to DUO the students that have passed the final examination of the study programme.

Article 35 Statement on departure

1. Every student who seeks to terminate his 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.
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.)

Article 36 Transfer

There are no specific arrangements regarding student transfers.

Section 8 Irregularities and fraud

Article 37 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 resit 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.
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 38 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 on the site: <https://fontys.nl/Over-Fontys/Regelingen-statuten-en-reglementen/Onderwijs-en-examenregelingen-OER/Fontys-Paramedische-Hogeschool.htm>
3. An application to the Examination Board can be submitted via the portal of the Examination Board: <https://connect.fontys.nl/instituten/fph/examcommittee/Pages/default.aspx> (see also Article 26(2) and Article 27).

Article 39 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 via www.studentenloket.nl (see Articles 45 and 46 of the *Students' Charter*). (*Section 7.61 of the WHW*.) Students can contact the Student Counselling Office (iStudent@fontys.nl) for help on lodging an appeal.

Section 10 Retention and hardship clause

Article 40 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 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 41 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 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 right of appeal.

Section 11 Final provisions and implementation

Article 42 Entry into force, amendments, publication and official title

1. The TER applies to all students enrolled in the study programme in question during the **2021-2022** academic year, unless otherwise stated below.
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) PC and IPC for their advice/consent. The (joint) 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) 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) PC. (*see Sections 10.3c, 10.20 and 7.13 of the WHW.*)
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 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 FPH Physiotherapy ES 2021/2022.

Article 43 Transitional provisions

When a study programme is subject to a substantial overhaul, the following transitional provisions will apply. 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.

Article 44 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 prospectus*
- the Teaching and Examination Regulations (see under A).

2. Facilities for students

Information on facilities for students can be found at:

- the institution-specific section of the Fontys Students' Charter (www.fontys.edu/rules)
- the website of the Students Facilities Department (<http://www.fontys.nl/studentenvoorzieningen>)
- the website of Fontys Study Abroad
- *the study programme's digital prospectus*

3. Study support

Information on study support can be found in:

- the Teaching and Examination Regulations (see under A)
- *the study programme's digital prospectus*

C - Internal complaints procedure

This chapter of the Student Charter provides an overview of the internal complaints procedure within the Fontys University for Allied Health Professions of Applied Sciences (section 1) and the complaints procedures of Fontys University of Applied Sciences (section 2).

1. Fontys University for Allied Health Professions

Within the institute (Fontys Paramedische Hogeschool, hereinafter FPH) the need has been expressed for the six bachelors that fall under it (Physiotherapy, Health, Speech Therapy, MBRT, People and Technology and Podotherapy) as well as the (post-) HBO courses, to draw up their own complaints procedure. This with the aim of handling complaints within the institute and, if possible, solving them immediately. It is the intention that this regulation is used as an internal complaints procedure before the complainant turns directly to the Executive Board. After all, experience has shown that in the case of complaints that are addressed directly to the Board, the Executive Board asks the institute what actions have been taken to deal with the complaint internally. This complaints procedure only concerns subjects that fall under Article 47 of the Student Charter. This regulation works in addition to the complaints procedure at Fontys level as included in the Student Charter, and can never exclude an appeal by students or course participants to these regulations and procedures.

Below follows the interpretation for Fontys Paramedische Hogeschool of this complaints procedure.

1.1 Definitions

Complainant

The (prospective or former) student of FPH or the (prospective or former) student of FPH who submits a complaint.

Complaint

The written expression of dissatisfaction (i.e. by means of a letter or a digitally completed complaint form) about a certain state of affairs within FPH, the behavior of an employee or of a fellow student or course participant of FPH or organizational matters within FPH, which directly affects his interest. The complaint does not concern a subject that falls within the procedure's responsibility of the Examination Board of the degree programme, the Examination Appeals Board, the Undesirable Behavior Complaints Committee, or subjects that fall under the objection procedure at the Executive Board (such as with regard to enrollment, tuition fees and measures imposed) and the Data Protection Complaint Procedure. For these legal protection options: see Student Charter.

The Complaints Committee does not make any statements regarding liability for damage suffered.

Complaints Committee

The appointed permanent committee within FPH that investigates and handles the complaint.

The Complaints Committee is composed as follows:

- chairman;
- secretary;
- teacher member;
- student member.

All members are appointed by means of a letter of appointment by the director. If necessary, the director will take measures to prevent any conflict of interest in the handling of complaints.

The Complaints Committee regulates its activities in internal regulations.

1.2 Procedure

1. The complaint is submitted in writing, stating reasons, to the secretary of the complaints committee within four working weeks, not being vacation weeks, after the aforementioned actions have been performed and/or organizational matters have occurred. Complaints submitted later than the aforementioned term will be declared inadmissible. Holiday weeks are those weeks that are marked as 'no offer' or 'holiday' in the FPH annual schedule. If the aforementioned term is exceeded as a result of circumstances for which the complainant cannot be blamed, the complaint will not be declared inadmissible on that ground. In this case, the complaints committee will consider whether or not the circumstances are culpable before proceeding to declare the complaint admissible or not. The burden of proof lies with the complainant.

2. The complaint must meet a number of minimum requirements. It contains at least:
 - name, address, place of residence and telephone number of the complainant;
 - student number of the complainant, if assigned;
 - the date;
 - indication of the person and/or the organizational unit against whom the complaint is directed;
 - a clear description of the complaint and an indication of what the complainant wants to achieve.

A complaint that does not meet these requirements can be disregarded after the complainant has been given the opportunity to supplement the complaint within a certain period and the complainant has not complied with this. If the complaint relates to a subject or falls under a procedure for which another committee has been set up within Fontys, the forwarding obligation applies.

In case of doubt about the subject to which the complaint relates, the chairman will contact Legal Affairs as soon as possible.

3. The complainant will receive a written confirmation of receipt explaining the further procedure. The internal complaints committee investigates the complaint for the benefit of arraignment by means of adversarial procedure and requesting documents. In this, the complainant can be asked to explain his complaint orally. The possibility of reaching an amicable settlement will also be examined. Based on its investigation, the internal complaints committee will issue a recommendation to the director who will formally handle the complaint.
4. Within two working weeks after the director has received the advice of the complaints committee, the complainant will receive a message regarding his complaint. In this message, the complainant is informed of the way in which the complaint has been handled. The complainant is hereby informed of the possibility to submit a complaint to the Executive Board (in accordance with Article 47 of the Student Charter) if he is of the opinion that his complaint has not been handled as desired (within six weeks after receipt of this message).
5. The secretary of the complaints committee is responsible for an adequate filing of complaints and complaint handling. Any amicable settlement is recorded in writing and signed by both parties.
6. A retention period of five years applies to the file material per complaint.

1.3 Publication

This complaints procedure came into effect in April 2021, after the IMR has issued advice to the management of FPH. This complaints procedure is an integral part of the Student Charter of the six bachelor's degree programs mentioned.

1.4 Evaluation

This internal complaints procedure and the associated procedure are evaluated annually and adjusted where necessary. For the purpose of this evaluation, an annual report is prepared and presented to the IMR and the management of FPH.

The evaluation is discussed with the personnel faction and the student faction of the IMR.

2. Fontys University of Applied Sciences

Fontys University of Applied Sciences has various regulations for complaints. The content of the complaint determines which regulation applies.

2.1 Complaints

There are two complaints procedures:

1) The complaints procedure with the Executive Board, as described in Article 47 of the Student Charter. This concerns complaints about the actions of a member of staff or a student, or about organizational matters. If the complaint relates to a specific institute, it is recommended that you first contact the director of the relevant institute, if possible. See also <https://fontys.edu/Rules-regulations.htm>

2) The Internal Code of Conduct. Undesirable behavior can relate to sexual intimidation, but also to aggression, violence, bullying and discrimination. The regulations indicate how such a situation can be reported to a confidential adviser. See also <https://fontys.edu/Rules-regulations.htm>

2.2 Objection

The objection procedure with the Executive Board of Fontys University of Applied Sciences applies when it comes to problems with regard to (termination of) registration, house rules or disciplinary measures. This procedure must be followed before an appeal can be submitted to the Higher Education Appeals Tribunal. See also article 48 of the Student Charter.

<https://fontys.edu/Rules-regulations.htm>

2.3 Occupation

Fontys University of Applied Sciences also has an Examination Appeals Board. The subjects discussed by this Board can be found in Article 46 of the Student Charter.

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

Broadly speaking, this concerns the assessment of students' knowledge and skills (decision of the Examination Board and examiners, including the study advice). In the majority of cases, this is preceded by the procedure at the Examination Board (request for review).

Eindhoven, April 2021 Fontys University for Allied Health Professions

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

Overview 1: Academic year 1 - Teaching period 1.1 to 1.4 cohort 2021-2022

Period	Educational unit	ECTS	Name test	Type of test	Individual or group assessment	Rating scale	Weighting	Passing mark	Particularities
1.1	Knowledge 1.1	5	Knowledge test 1.1	KT	Individual	0,1-10,0	100%	≥5,5	* Compensation ruling can be applied
	Skills 1.1	5	Performance Assessment 1.1	PA	Individual	0,1-10,0	100%	≥5,5	
	Product 1.1	5	Professional product 1.1	PP	Group/ Individual	0,1-10,0	100%	≥5,5	
1.2	Knowledge 1.2	5	Knowledge test 1.2	KT	Individual	0,1-10,0	100%	≥5,5	* Compensation ruling can be applied
	Research skills	3	Research skills (OZV)	homework	Individual	0,1-10,0	15%	≥5,5	
				KT	Individual	0,1-10,0	85%	≥5,5	
	Product 1.2	5	Professional product 1.2	PP	Group/ Individual	0,1-10,0	100%	≥5,5	
1.3	Knowledge 1.3	5	Knowledge test 1.3	KT	Individual	0,1-10,0	100%	≥5,5	* Compensation ruling can be applied
	Skills 1.3	5	Performance Assessment 1.3	PA	Individual	0,1-10,0	100%	≥5,5	
	Research project	4	Research project (POZ)	PP + presentations	Group	0,1-10,0	90%	≥5,5	Individual deviations from the group assessment are possible
				Peer feedback	Individual	0,1-10,0	10%	≥5,5	
1.1 to 1.3	Professionalisation 1	3	Enterprising Paramedical Professional	PORT	Individual	0,1-10,0	100%	≥5,5	
1.4	Knowledge 1.4	5	Knowledge test 1.4	KT	Individual	0,1-10,0	100%	≥5,5	* Compensation ruling can be applied
	Skills 1.4	5	Performance Assessment 1.4	PA	Individual	0,1-10,0	100%	≥5,5	
	Product 1.4	5	Professional product 1.4	PP	Group / Individual	0,1-10,0	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.

Overview 2: Academic year 2 - Teaching period 2.1 to 2.4 cohort 2020-2021

Period	Educational unit	ECTS	Name test	Type of test	Individual or group assessment	Rating scale	Weighting	Passing mark	Particularities
2.1	Knowledge 2.1	5	Knowledge test 2.1	KT	Individual	0,1-10,0	100%	≥5,5	
	Skills 2.1	5	Performance Assessment 2.1	PA	Individual	0,1-10,0	100%	≥5,5	
	Product 2.1	5	Professional product 2.1	PP	Group / Individual	0,1-10,0	100%	≥5,5	
2.2	Knowledge 2.2	5	Knowledge test 2.2	KT	Individual	0,1-10,0	100%	≥5,5	
	Skills 2.2	5	Performance Assessment 2.2	PA	Individual	0,1-10,0	100%	≥5,5	
	Project Prevention	4	Project Prevention	PP + presentations	Group	0,1-10,0	90%	≥5,5	Individual deviations from the group assessment are possible
				Peer feedback	Individual	0,1-10,0	10%	≥5,5	
2.3	Knowledge 2.3	5	Knowledge test 2.3	KT	Individual	0,1-10,0	100%	≥5,5	
	Skills 2.3	5	Performance 2.3	PA	Individual	0,1-10,0	100%	≥5,5	
2.1 to 2.3	Professionalisation 1	3	Enterprising Paramedical Professional	PORT	Individual	0,1-10,0	100%	≥5,5	
2.4	Knowledge 2.4	5	Knowledge test 2.4	KT	Individual	0,1-10,0	100%	≥5,5	
	Skills 2.4	5	Performance Assessment 2.4	PA	Individual	0,1-10,0	100%	≥5,5	
	Product 2.4	5	Professional product 2.4	PP	Group / Individual	0,1-10,0	100%	≥5,5	
2.3 to 2.4	Research Methods	4	Research methods (OZM)	Project plan assignment	Individual	0,1-10,0	15%	≥5,5	
				KT	Individual	0,1-10,0	85%	≥5,5	

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

Overview 3: Academic year 3- Teaching period 3.1 to 3.4 cohort 2019-2020

Period	Educational unit	ECTS	Name test	Type of test	Individual or group assessment	Rating scale	Weighting	Passing mark	Particularities
3.1 or 3.3	Specialisms within the Inter professional setting	15	Capita Selecta	Portfolio assessment	Individual	0,1-10,0	100%	≥5,5	
3.2 or 3.4	Work placement	15	CAP	CAP	Individual	0,1-10,0	100%	≥5,5	
Minor	Minor	30	See regulations for minors		Individual	NOT ACH/ACH	100%	ACH	

CAP: Clinical Affiliation Period

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

Period	Educational unit	ECTS	Name test	Type of test	Individual or group assessment	Rating scale	Weighting	Passing mark	Particularities
4.1	graduation assignment 1*	30	Your professional role	PA	Individual	Demonstrated (ID, SD, WD)	100%	≥SD	Entry requirement* Students who start this phase from September 1, 2021 will start in this route
4.2 to 4.4	graduation assignment 2 and 3*	30	Your research and impactful role	PA	Individual	Demonstrated (ID, SD, WD)	100%	≥SD	Entry requirement* Students who start this phase from September 1, 2021 will start in this route
4.1-4.2 and/or 4.3 – 4.4	Graduation internship*/**	30	Graduation internship		Individual				Entry requirement*
			Professional Conduct	Reflection on internship	Individual	0,1-10,0	69%	≥5,5	
			Complex case studies 1	PP	Individual	0,1-10,0	15%	≥5,5	
			Complex case studies 2	PA	Individual	0,1-10,0	15%	≥5,5	
			Professional attitude	reflection on PORT	Individual	NOT ACH/ACH	1%	ACH	
4.1-4.2 and/or 4.3 – 4.4	Graduation project*/**	30	Graduation project						Entry requirement*
			Project plan	PP	Individual	1-10	30%	≥6	
			Final product & Report	PP	Individual	1-10	30%	≥6	
			Oral presentation	Presentation	Individual	1-10	20%	≥6	
			Inquisitive Attitude	PP	Individual	1-10	20%	≥6	

PP: professional product; PA: performance assessment; PORT: portfolio.

* 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.

** This is the route for students who have already started one or both of these components (internship or graduation project) on September 1, 2021.