

Rules and Regulations of the Examining Board of the Joint Degree Programme Bachelor Tourism 2019-2020

Introduction

According to Article 7.12b section 3, of the WHW (Higher Education and Research Act), an Examining Board establishes rules concerning its tasks and authorities that have been legally allocated and the measures that it can take in that regard. These rules must be compatible with the established Education and Examination Regulations. These Rules and Regulations of the Examining Board of the Joint Degree Programme Bachelor Tourism are issued only in English.

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Chapter 1 Scope, definitions and authorities of the Examining Board

Article 1 Scope of the Rules and Regulations

1. These Rules and Regulations have been adopted by the Examining Board of the joint degree Bachelor of Tourism, offered by Wageningen University and Breda University of Applied Sciences and apply to the joint degree Bachelor of Tourism (BTO) that has been included in the Central Registry for Higher Education (*Centraal Register Hoger Onderwijs*) in the name of both Wageningen University and Breda University of Applied Sciences.). These Rules and Regulations apply for both the student and the extraneus. For purposes of readability only "student" will be mentioned. When referring to the singular student, the male form (such as 'he' or 'his') is used. However reference is made to students of all genders.
2. These Rules and Regulations are issued in English only.

Article 2 Definitions

For the purposes of these regulations, the subsequent terms are defined as follows:

1. *Final examination*: the final bachelor's examination for the programme as referred to in Article 7.3 section 3 of the WHW.
2. *Examining Board*: the board established by the joint Executive Boards, as referred to in Article 7.12 of the WHW, who is responsible for issues regarding interim examinations and the final examination of the programme.
3. *Examiner*: the person appointed by the Examining Board to conduct interim examinations and determine their outcome.
4. *Education and Examination Regulations*: the Education and Examination Regulations, as referred to in Article 7.13 WHW, of BTO;
5. *Study Handbook*: contains the part of the EER relating to the particular programme and is available on internet: in [English](#).
6. *Course guide*: a document provided by the examiner of a course giving information on content, learning outcomes, the way a student can reach the learning outcomes and the way the learning outcomes will be assessed.
7. *Interim examination*: an assessment of knowledge, skills and attitude relating to a course.

Article 3 Tasks and authorities of the Examining Board

The Examining Board has the following tasks and authorities:

1. Education programme (curriculum) and final examination
 - a. approving the individual examination programme of the student;
 - b. determining whether the student or *extraneus* meets the conditions that have been established regarding the knowledge, understanding and skills that are required for passing the final examination;
 - c. granting a degree certificate and supplement, and issuing the declaration of passed interim examinations (Article 7.11 WHW);
 - d. deciding on a request for postponed graduation;
 - e. granting permission to the student to take a flexible programme (Article 7.3d WHW).
2. Interim examinations and exemptions
 - a. appointment of Examiners;
 - b. adopting guidelines and instructions to assess the results of interim examinations and final examinations;
 - c. granting exemptions for one or more interim examinations;
 - d. establishing rules for the course of affairs during interim examinations;
 - e. making decisions and/or taking measures as a result of fraud committed by the student.
3. Other tasks and authorities
 - a. adapting education and interim examinations for the student with a disability;
 - b. assuring the quality of the interim examinations and final examinations;
 - c. on behalf of the joint partner institutions, executing the Binding Study Advice regulation;
 - d. executing the other tasks and authorities allocated to the Examining Board that are

- described in the Education and Examination Regulations;
- e. adopting and amending these Rules and Regulations;
- f. providing advice to the joint partner institutions concerning the adoption, amendment or periodic assessment of the Education and Examination Regulations;
- g. preparing an annual report about its activities for the Executive Board.

Chapter 2 Final examination and programme

Article 4 Procedure for approving the individual examination programme

1. The individual examination programme for the student (Article 14 BTO Education and Examination Regulations) must be approved by the Examining Board.
2. Within one year after completing the first phase of the programme (BSc-1), the study advisor discusses the individual bachelor's examination programme with the student.
3. Before the bachelor's student has completed 120 credits in his study programme (including possible exemptions), the student submits his individual examination programme for review to the Examining Board via the student information system.
4. The Examining Board gives its approval to the individual study programme based on a qualitative and quantitative review of the programme and the motivation of the optional (free choice) courses submitted by the student. During this process the Examining Board also assesses the following:
 - substitution of a course from the prescribed programme by another course at Wageningen University or elsewhere;
 - the components of an individual minor (if applicable);
 - the modification of a described BSc minor;
 - the inclusion of subjects from outside the joint partner institutions in the free choice portion of the individual examination programme;
 - to which extent the optional (free choice) courses contribute to the individual learning outcomes of the student;The student is permitted to replace a course in the prescribed programme with a more extensive version of that course from the joint partner institutions.
5. The review of the free-choice component focuses on assuring the magnitude in terms of study load and the level of the individual interim examinations in relation to the final examination of the bachelor's programme. Furthermore, the Examining Board determines whether the content of the free-choice component contributes to the learning outcomes of the study programme.
6. If the Examining Board did not give their approval, the student again consults with the study advisor to either adapt the argumentation and/or the examination programme. A negative decision will be motivated by the Examining Board.
7. The Examining Board makes a decision within four weeks after the request has been submitted, or if the deadline falls on a scheduled holiday, within 14 days after the holiday. The Examining Board can postpone the decision for no more than 14 days. The student will be notified about the postponement before the expiration of the deadline referred to in the first sentence of this clause.

8. The student can request a change in an approved programme or in a programme that has been submitted for approval to the Examining Board via the student information system by following the procedure described above. It is possible to request a change until the day before the last interim examination in an approved individual examination programme.

Article 5 Approval of a flexible programme

1. The Examining Board decides on a request for permission to follow a flexible programme.
2. The Examining Board checks whether the BTO study programme is compatible with the flexible programme and determines whether it is coherent and the level complies with the learning outcomes of that study programme.
3. The procedure for requesting a flexible programme and the corresponding conditions and criteria are specified in the regulation on Flexible bachelor's and master's programme Wageningen University: Wageningen UR > Education & Study programmes > Current students > Examining Boards under 'Flexible Programme' (<http://www.wageningenur.nl/en/Education-Programmes/Current-Students/Examining-Boards.htm>)

Article 6 Final examination: result, diploma, graduation ceremony

1. The Examining Board on behalf of the joint partner institutions ascertains that a student has passed the final examination as soon as passing marks for all subjects from the approved individual examination programme have been registered in the student information system.
2. During a meeting, the Examining Board ratifies the automatically determined result of the final examination.
3. As proof that the final examination has been passed, the Examining Board issues a degree certificate. This takes place after the university administration has declared that the procedural requirements for issuance have been met. The degree certificate is signed by the secretary and one other member of the Examining Board.
4. The final examination date is the date on which the last passing mark has been entered in the student information system, or if this date is later: the date of approval of the (amended) individual examination programme. The final examination date is also the date on the degree certificate.
5. During the academic year, there are 11 opportunities when a degree certificate can be awarded. There are two graduation ceremonies per year.

Article 7 Designation 'cum laude'

1. The student who has demonstrated exceptional competence in his or her final examination will be awarded the designation 'cum laude' by the Examining Board. In that case, the designation 'cum laude' is placed on the degree certificate.
2. In any case, the Examining Board awards the designation 'cum laude' to a bachelor's final examination if all the following conditions are met:
 - a. all study units of the individual examination programme have been passed or given a satisfactory testimonial;
 - b. the weighted average of all marks for interim examinations in the individual examination programme, excluding the BSc thesis, is at least 8.00;
 - c. the mark for the BSc thesis is at least 8.0.
3. The student who has been granted full or partial exemption for components of the approved individual examination programme on the basis of a study programme at a different institution for higher education is not eligible for the designation 'cum laude', unless the Examining Board decides otherwise.
4. The rules for the designation 'cum laude' apply without exception to the flexible programme.
5. The Examining Board has the authority to deviate from the rules for awarding the designation 'cum laude'.

Article 8 Appointing Examiners

1. The Examining Board appoints Examiners. The Examiners are responsible for giving interim examinations and determining the results.
2. The Examining Board has adopted requirements for designating candidates as an Examiner.
3. The Examining Board ensures that the Examiners assess the interim examinations in accordance with the assessment policy and act in accordance with the Education and Examination Regulations and these Rules and Regulations.

Article 9 Assessment of interim examinations, announcing results, inspection of the interim examinations

1. The interim examination is the assessment whether the student has met the requirements for passing the course (the learning outcomes).
2. The Examiner is responsible for the assessment of the interim examination.
3. For all study units (courses, AMC and theses) the assessments are expressed as a mark on a scale from 1 to 10. In exceptional cases (for example for study units/courses consisting of a series of excursions) the Examining Board can give permission beforehand to assess the result with a testimonial (satisfactory/unsatisfactory).
4. Marks lower than 6 are rounded off to whole points. Marks higher than or equal to 6 are rounded off to half points.
5. A subject is passed if one of the following conditions is satisfied: the mark for the subject is at least 6 (after rounding off), a satisfactory testimonial is awarded or an exemption is granted.
6. There will be a conversion of the grades and/or the credits of courses provided by other institutes of higher education, either in the Netherlands or abroad, if the level of the grading system or grade distribution deviates from the one used at Wageningen University. The Examining Board will decide on such a conversion with help from this procedure document. [link]The course description in the Study Handbook and/or the course guide describes possible partial interim examinations and how the results of these partial examinations determine the final result for the examination of the course. The description in the course guide may not be in conflict with the rules determined in the Study Handbook and or EER.
The results of partial interim examinations for a course are recorded by the Examiner in his own administration;
7. The thesis is assessed by at least two experts, one of which being the Examiner, as further described in the EER.
8. The Examiner is responsible for the timely registration and announcement of the results of an interim examination via the student information system, within the deadlines referred to in the Education and Examination Regulations.
9. The Examiner organizes inspection of the interim examination during a consultation about the completed work according to the relevant guidelines laid down in the Education and Examination Regulations.

Article 10 Validity period of passed interim examinations

The validity period of the results of passed interim examinations and partial interim examinations is specified in the Education and Examination Regulations. Under exceptional circumstances, the Examining Board is authorized to extend the validity period at the request of the student. The Examining Board bears the burden of proof that a limitation of the validity period of a passed interim examination is justified by the examined knowledge, views or skills being demonstrably outdated. The Examining Board seeks advice from the Programme Committee.

Article 11 Retention period of assignments and completed interim examinations

1. The Examiner retains the interim examination assignments, the answer keys, the assessment strategy and the course guide for a period of two years from the date of the interim examination.
2. The Examiner retains the completed interim examinations for a period of two years from the date the results are announced.
3. The Examiner is responsible for ensuring that the theses are permanently stored with the

corresponding signed assessment forms and, if applicable, corresponding materials. For the BSc thesis, the Examiner is responsible for archiving; this can also be done in the Thesis Online depot.

Chapter 4 Interim examinations: exemptions

Article 12 Exemptions: previously acquired knowledge, conscientious objections If the student has previously acquired knowledge and competencies which are essentially equivalent with the learning outcomes of a subject that is part of the individual examination programme, the Examining Board, on a written request by the student, can grant an exemption from the interim examination. For this purpose, the Examining Board requests advice from the relevant Examiner.

1. The Examining Board can grant exemption from a mandatory practical assignment based on conscientious objections. The student requests such an exemption from the Examining Board at least two months before the practical assignment is scheduled. The Examining Board can determine that the student must complete a substitute practical assignment.

Chapter 5 Interim examinations: course of affairs

Article 13 Registration for interim examination

1. The BTO Education and Examination Regulations describe in article 25 and 27 for which courses and interim examinations the student has to register and whether registration for a course also entails registration for the corresponding interim examination (Article 27 BTO Education and Examination Regulations).
2. If registering for courses is required, students can also register for just the interim examination of that course.
3. During the registration period, students can cancel their registration for an interim examination.

Article 14 Monitoring of preconditions for taking interim examinations

The Examiner determines whether the preconditions (if applicable) for taking the interim examination have been met. The preconditions are specified in the Study Handbook or the course guide for the course.

Article 15 Failure to take the interim examination

1. This article solely applies for courses taken at WU.
2. The student who has registered for an interim examination and who does not cancel this registration in a timely fashion, but does not wish to take the examination, can request the Examiner to reject this registration. This is allowed until the moment that the interim examination actually begins. This rejection is reported with the designation 'A.V.' (*'rejected on request'*). A 'A.V.' is not considered to be a result. Any previous mark on the interim examination retains its validity.
3. The interim examination of the student who has not cancelled his registration on time, and has not requested the Examiner to reject the registration, but still does not take the examination, is given the assessment 'N.V.' (*'did not appear'*). An 'N.V.' is considered to be an earned result. If a 'N.V.' is given, any previous mark becomes void.
4. The student who has been given the assessment 'N.V.' for an interim examination is excluded from participation in the first subsequent interim examination opportunity, unless the Examiner determines that the student has made an acceptable appeal based on force majeure or personal circumstances. The student must submit this request in writing to the Examiner within two weeks after the interim examination for which he has received an 'N.V.'

Article 16 Examination method

1. The Study Handbook specifies for each course the examination method.

2. The Examiner is responsible for ensuring that the student understands the requirements for the interim examination in time. These requirements are listed in general terms in the Study Handbook and in greater detail in the course guide. The definitive subject matter for the interim examination will be announced no later than the beginning of the education period.
3. The Examiner is responsible for ensuring that the questions and assignments on the interim examination are clear, cover all the learning outcomes in a balanced fashion and do not go beyond the specified subject matter.
4. The magnitude of an interim examination must be such that the student has sufficient time to answer the questions. The duration of the interim examination will be announced beforehand in the schedule on the Internet and on MyPortal.
5. In exceptional cases, e.g. when the student would suffer unacceptable study delay due to circumstances for which he is reasonably not accountable for, the Examining Board can allow the student to take the interim examination in a different way than described in the Study Handbook and/or the course guide and/or at a different time. If applicable, the student must cancel his registration for the original interim examination.

Article 17 Rules on the course of affairs during interim examinations, general aspects

1. The Examiner is responsible for keeping order during the interim examination.
2. An interim examination is given in writing or orally. A computer interim examination is a written examination.
3. To take the interim examination, the student must be present on time. The student who is not present on time will not be permitted to take the examination, unless the Examiner (or his replacement) decides otherwise.
4. During an interim examination at Breda University of Applied Sciences, the student must be able to show identification: a valid, legal proof of identity (passport, identity card or driver's license). If an interim examination takes place at Wageningen University, a WUR card is also needed.
5. The student is required to follow the instructions of the Examining Board and/or the Examiner that are published before the interim examination is given, and the instructions that are provided during the examination itself. The student has to cooperate and contribute to a quiet and orderly course of the examination.
6. If the student does not comply with the provisions in clauses 4 and 5 above, the Examiner or, on behalf of him, the invigilator, is authorized to take appropriate measures and/or to exclude him from (further) participation in the relevant interim examination. In case of such exclusion no result from the interim examination will be determined. Preferably the invigilator consults the examiner in advance about the measures to be taken. If this is not possible, the examiner has to confirm the measures taken afterwards.
7. The Examiner reports such measures to the Examining Board immediately. These measures can be combined with measures taken in case of fraud, as described in articles 21 and 22 of these Rules and Regulations.

Article 18 Supplementary provisions concerning the course of affairs related to written interim examinations

1. When taking written interim examinations, the surveillance protocol prepared by the Examining Boards is applicable.
2. During a written interim examination, the Examiner can appoint an invigilator to replace him.
3. During each interim examination, the Examiner, or a member of staff with substantive expertise who is appointed for this purpose by the Examiner, must be accessible by telephone.
4. During an examination, students can have only the following items on their desks: the assignments, paper to work out the assignments, writing instruments (without a case) and a ruler. Only with permission of the examiner, the following items are also permitted: a (simple, not graphic) electronic calculator, literature or other study material.
5. The use of a mobile phone or other electronic communication devices is not allowed; such devices are also not allowed as a replacement for an electronic calculator.
6. The use of simple, non-explanatory dictionaries is permitted.
7. The use of handbooks, legislation or other sources during the interim examination is permitted

only if this has been specified in the Study Handbook and/or the course guide. This permission must also be stated on the examination form.

8. Handbooks, dictionaries, or other reference sources or devices must be free of notes and note sheets or other copied, scanned or otherwise added information, unless these are explicitly permitted by the Examiner or invigilator. The student is obligated to show any materials he has in his possession to the Examiner or invigilator, and to hand over these materials if asked to do so.
9. Interim examinations taken on a computer must be taken on computers provided for that interim examination by Wageningen University or Breda University of Applied Sciences.

Article 19 Supplementary provisions concerning the course of affairs related to oral interim examinations

1. In mutual consultation, the first Examiner and student determine when the oral interim examination will be taken.
2. Before taking an oral interim examination, the Examining Board appoints a second assessor, who attends the interim examination and can also participate in the interrogation. This assessor will be announced to the student in advance.
3. In exceptional cases, the Examining Board can decide that the oral interim examination will not be taken in public.

Article 20 Supplementary provisions concerning written assignments

1. The Examiner checks written assignments for plagiarism. A plagiarism scanner can be used. The student must comply to such control. If the student doesn't comply, the Examiner has the right to refuse to assess the assignment and to exclude the student from the course.
2. To facilitate plagiarism monitoring, the Examiner can give instructions regarding the way of submission of the written assignments.

Chapter 6 Interim examinations: Fraud

Article 21 Fraud: definition and prohibition

1. The student is forbidden to commit fraud. If the student commits fraud, the Examining Board can take measures that are described in the law and in these regulations, possibly, if applicable, in combination with the measures mentioned in Article 17 section 6.
2. Fraud is defined as committing, participating in committing, or providing the opportunity to commit, the actions summarized in this clause are amongst other things:
 - a. participating in the interim examination without being entitled to do so;
 - b. during the interim examination, possessing or using books, syllabuses, notes or material, whether written, electronic or online, which are expressly prohibited according to the Study Handbook, the course guide or the present chapter of these regulations;
 - c. during the interim examination, cribbing or sharing information with other students or third parties, in any fashion whatsoever, inside or outside the examination room;
 - d. during the interim examination, impersonating someone else;
 - e. allowing yourself to be impersonated by someone else during the interim examination;
 - f. changing or exchanging the distributed question forms and/or answer forms with others;
 - g. before the date or time on which the interim examination is taken, to be in the possession or to take possession of the questions or assignments of the relevant interim examination;
 - h. committing any form of plagiarism, including copying, paraphrasing or translating the work of another author in a paper, thesis, or any other form of text and figures or models that is part of the education without indicating that this is a quotation and without correctly reporting the source;
 - i. during the interim examination, to have calculators, computers, mobile phones or devices with comparable functions, unless this is been explicitly permitted according to article 18;
 - j. any fraudulent act or omission by or on behalf of the student that wholly or partially hampers or prevents a correct assessment of the knowledge, understanding and/or skills of

the student.

Article 22 Procedure following detection of fraud, measures and sanctions

1. If fraud is detected during or with respect to an interim examination, or if there is serious suspicion of fraud, then the Examiner or the invigilator immediately informs the student concerned and makes a note on the work that is submitted by the student. In addition, the Examiner or invigilator confiscates any evidence of fraud. The student can continue to work on his interim examination unless in case of disturbance of order or refusal to follow up instructions of the Examiner by the student, as meant in Article 17 section 5, which gives reason to exclude the student from further participation as meant in Article 17, section 6.
2. As soon as possible after the interim examination during which fraud was detected, or, if the Examiner or invigilator was unable to immediately ascertain whether fraud has actually been committed, as soon as possible after suspected fraud was detected, the Examiner or invigilator will make a written report about the fraud. If the student concerned has refused to hand over possible evidence, then this is noted in the report. The Examiner submits this report to the Examining Board and can propose sanctions. The Examining Board gives the student the opportunity to submit written commentary on the report or to be heard.
3. Depending on the severity of the fraud, including repeated fraud, the Examining Board can impose the following sanctions:
 - a. reprimand;
 - b. the decision that no result will be determined for the corresponding interim examination;
 - c. exclusion from the corresponding interim examination for no more than one year;
 - d. exclusion from the final examination for no more than one year;
 - e. exclusion from one or more interim examination periods and exclusion from practical's, theses, or any other practical assignments during one or more educational periods;
 - f. during a period of no more than one year, suspending the assessment of papers, written reports or theses;
 - g. a combination of the above measures.In the context of group education, if the Examining Board ascertains group fraud, then the sanctions referred to in a-g above can be applied to all members of the group that has committed fraud.
4. If the Examining Board imposed a sanction sentenced for serious fraud, and, moreover, is of the opinion that the seriousness of the fraud will justify, it may propose that the joint partner institutions decide to terminate the enrolment of the student concerned.
5. The Examining Board informs the student(s) in writing about the sanction(s) that have been imposed, and keeps a copy of these documents in its archives.

Chapter 7 Adaptations for students with a disability or chronic illness

Article 23 Studying with a disability or chronic illness: adaptations

1. The student with a disability or chronic illness can request the Examining Board, acting on behalf of the Executive Board, to adapt the interim examination to his situation or limitations and/or to take additional measures to allow the student to participate successfully in education.
2. The regulation 'Studying with a functional limitation describes the facilities and procedures. This regulation is part of the Student Charter, <http://www.wageningenur.nl/en/Education-Programmes/Current-Students/20152016StudentCharter.htm>

Chapter 8 Appointment and procedure of Examining Board, assessment policy

Article 24 Appointment and composition of the Examining Board

1. As provided in the Collaboration Agreement, the joint partner institutions have established an Examining Board for BTO.
The Examining Board has a chair, a secretary and one or more regular members.
2. Within the frameworks established by law, the Collaboration Agreement, the Education and Examination Regulations and other regulations, the Examining Board operates professionally and independently. It performs all the tasks with which it is entrusted by law or otherwise.
3. The joint partner institutions appoint the members of the Examining Board to their function following nomination by the Examining Board concerned. The joint partner institutions can deviate from the nomination with a substantiated decision.
4. The members are appointed for a term of four years. The members can be reappointed two times.
5. Regarding the qualifications of the members and the composition of the Examining Board:
 - a. at least one member of the Examining Board must be associated as a lecturer with BTO;
 - b. at least one member of the Examining Board must originate from outside the BTO study programme. This member can be employed outside the partner institutions;
 - c. members of the Examining Board are highly knowledgeable about the BTO study programme;
 - d. members of the Examining Board are not a member of the Executive Board of the partner institutions or bear no financial responsibility otherwise within the partner institutions or the joint collaboration regarding BTO. Members of the Examining Board are not a member of a programme committee nor can they be a study advisor in the BTO programme;
 - e. members of the Examining Board comply with the profile for their position.

Article 25 Meetings and procedures of the Examining Board

1. The Examining Board meets on regular basis.
2. The meetings of the Examining Board are closed to the public. The members of the Examining Board each have an equal vote. Decisions are taken by a simple majority of the members present. Before decisions can be taken, a quorum of three members is required for the Examining Board. In case of a tied vote, a proposal is rejected. The Examining Board can invite external parties to attend a meeting. These parties do not have voting rights.
3. The Examining Board can decide to mandate its rightful competencies to the chairperson and/or secretary to the extent this is not in conflict with the Act or these regulations. The Examining Board records these mandates in writing and includes them in the annual report.
4. The Examining Board can request advice from experts inside or outside Wageningen University.
5. The Examining Board records all its decisions in writing – and where possible in the electronic system as well – and ensures that these decisions are placed in the Board archives. If a decision concerns a student, the Examining Board notifies the student about the decision.
6. For each academic year, the Examining Board formulates an annual plan.
7. The Examining Board makes a report to the Executive Boards of the partner institutions about each academic year. The annual report addresses the realization of the annual plan of the Examining Board and the other topics that must be included in the report according to the agreements with the Executive Boards.

Article 26 Quality assurance, assessment policy

1. To properly assure the quality of interim examinations and final examinations, the Examining Board has prepared guidelines and instructions for assessment. These guidelines and instructions include the following:
 - a. the method of testing whether the student has met the learning outcomes;
 - b. the procedures for testing in individual teaching methods;
 - c. the role of assessment strategies and assessment criteria in the examination per course;
 - d. the supervision on these aspects by the Examiners and the Examining Board.
2. The Examining Board monitors compliance with the guidelines and instructions and can give instructions to the Examiners – in line with the guidelines and instructions – relating to the examination.
3. The Examining Board reviews whether the guidelines and instructions are actually being implemented by doing the following:
 - a. monitoring whether *assessment strategies* have been prepared for all courses. The

- b. assessment strategies specify how the learning outcomes are covered by the tests,
- b. evaluating the quality of the tests together with the Examiners based on the assessment strategy and the assessment criteria for each subject,
- c. obtaining the opinions of students about the quality of testing and assessment by means of course evaluations,
- d. monitoring whether assessment strategies are also part of the peer review of courses,
- e. monitoring the quality of the thesis assessments,
- f. consulting periodically with the Programme Director.

Chapter 9 Complaints and Appeal

Article 27 Right to submit complaints

The student (current, prospective or former student) ("the concerned party") is entitled to submit a complaint about the behaviour in a particular matter of a body, committee or department of WU or Breda University of Applied Sciences or a person who is employed by one of the partner institutions. The 'concerned party' can submit the complaint to the central digital Student Legal Protection Desk of Wageningen University (legalprotection.student@wur.nl). Before the concerned party submits a complaint, he should try to reach an amicable solution by himself or if required by the student, through mediation by a student counsellor.

Article 28 Right of appeal

1. A concerned party can appeal against all decisions referred to in Article 7.61 clause 1 WHW. These are primarily the following decisions:
 - a. all decisions of the Examining Board or the Examiner;
 - b. decisions based on the provisions in Article 7.29 of the WHW regarding the admission test Colloquium Doctum;
 - c. decisions regarding admission to the BTO programme;
 - d. the decision to de-enrol a student or refuse re-enrolment based on a binding negative study advice.
2. The appeal must be submitted within six weeks after receipt of the decision to the Examination Appeals Board (CBE). For this purpose, the concerned party submits a notification of appeal to Student Legal Protection Desk of Wageningen University.

Article 29 Procedure

The exact method for submitting a complaint or appeal to the *de Faciliteit* and the corresponding procedures are described in the Wageningen University Student Charter > Legal protection.

Chapter 10 Final provisions and implementation

Article 30 Changes

1. Changes to these Rules and Regulations are adopted by the BTO Examining Board.
2. No changes are made that apply to the ongoing academic year, unless it can be reasonably assumed that the interests of students will not be harmed as a result or the changes are necessary due to a statutory obligation.

Article 31 Publication

The joint partner institutions and the Examining Board are responsible for suitable publication of these Rules and Regulations and any changes to them.

Article 32 Date of enactment

The Rules and Regulations were adopted on 24 June 2019 by the BTO Examining Board and come into effect on 1 September 2019 and replace the former applicable Rules and Regulations.