

Student Charter

International Students

Ede Christian University of Applied Sciences
The Netherlands



Index

About CHE	5
Chapter 1	6
1.1 Our course of direction	6
1.2 Our professional and educational vision	6
1.3 Internationalisation	6
Chapter 2	7
2.1 Scope and application of the student Charter	7
2.2 Approval and amendment	7
2.3 Publication of the student Charter	7
2.4 Unforeseen cases / hardship clause	7
Chapter 3	8
3.1 Enrolment at CHE	8
3.2 Requirements for admission	8
3.3 Payment of tuition fee	8
3.4 Accomodation	9
3.5 Type of diploma and list of marks	9
3.6 Interruption of the course programme/short course	9
3.7 Residence Permit	9
3.8 Insurance	9
Chapter 4	10
4.1 Student rights	10
4.2 Student obligations	10
4.3 Other amenities	10
4.4 Exam committees and examiners	10
4.5 House rules and disciplinary measures	11
4.7 Complaints procedure	12
4.8 Counsellor and complaints about behaviour	13
4.9 Protection of personal data	14

About CHE

Ede Christian University of Applied Sciences (CHE) is a medium-sized university in the fields of Nursing, Social Studies, Business, HRM, Communications/PR, Journalism, ICT, Education and Theology.

CHE is the largest Protestant university of applied sciences in the Netherlands. We employ more than 500 staff and faculty members and provide excellent quality professional education to more than 4,000 students.

Applied Sciences

As a university of applied sciences, our study programmes aim at equipping students to apply their knowledge and skills directly to their field of work. This means that theory and practice go hand in hand. Classes are interactive. Teachers will invite you to engage with fellow students in discussions and co-creation. You will work together with other students in various projects. We believe that this approach helps you to further develop initiative, team skills and a firm stand for your personal and professional beliefs.

Top quality education

Over the past ten years, CHE can be found in the top of all Dutch rankings. This appreciation comes from students, the government and organisations in our fields of education. Students are especially happy with our educational staff, student facilities and atmosphere.

Personal

International courses are taught in small groups of both Dutch and international students. Due to our moderate size, you will soon get acquainted with your fellow students and feel at home in Ede. Furthermore, you can count on personal guidance by our staff throughout the course.

Christian identity

CHE is a Christian university. Essential aspects of our worldview are developing a personal vision, respect for others and developing a concrete expression of your beliefs in your field of profession. We challenge you to come and experience this in our classes.

Facilities

Our accommodation has everything to meet your study needs. Besides the library, project rooms and working spaces, there are several practice settings such as a radio and TV-studio, art lab, hospital setting or gymnastics hall. These you can use depending on your field of study. You will find plenty of room to enjoy your free time in our restaurant, coffee bar, small school shop, or to meet up with your classmates and play some pool or table soccer.

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KEUZEGIDS
2021**



Chapter 1

1.1 Our course of direction

CHE is more than a university; it is a Christian learning and working community where staff and students shape a high-quality and innovative climate of higher professional education and knowledge development.

In this community, the student is the center of our attention. He is equipped and trained to become a starting professional, aware of his social role and responsibility.

To serve this purpose, CHE makes targeted investments in research and knowledge development. To nourish, strengthen and deepen our own education, but also to be able to share, serving the professional field and the whole of society.

CHE offers various Bachelor, Master and Associate degree programmes in the areas of Business, ICT, Health Care, social professions, and Theology. People and society play a central role in each of these programmes.

1.2 Our professional and educational vision

The CHE student is not rough material to be shaped in any which way by the teacher. Each person is created by God and has a unique way of developing himself. CHE wants to be a knowledge centre for students, strongly rooted in the professional field. CHE values of relationship, content, and responsibility determine its vision on education. Teachers and students work together on the development of the student. Consequently, CHE students are more than just a number. Students are here for a reason and they are acknowledged.

1.3 Internationalisation

The world outside the global village of Ede is large and offers many opportunities for us as a Christian institution. Internationalisation is a point of focus in Dutch higher education. What's more is that, as a Christian university, CHE perdefinition exists in an international context. Therefore, CHE is gaining an increasingly international dimension.



More information about our mission and vision can be found on www.che.nl/en

Chapter 2

2.1 Scope and application of the student Charter

- a/** This Charter for international students (hereinafter referred to as the Charter) applies to those who have enrolled on the basis of an agreement as an international student for one or more units of study of an initial Bachelor's or Master's course or a Post-initial course and who come under the responsibility of the institution's Executive Board. In these regulations 'student' is taken to mean an 'international student' enrolled as such.
- b/** The appendices to this Charter are an integral part of this Charter.
- c/** The Charter's stipulations are legally valid only if and in so far as they do not conflict with the stipulations in or pursuant to the law and/or the bylaws of the Stichting voor Christelijk Beroepsonderwijs op gereformeerde grondslag (foundation for higher vocational education based on Dutch Reformed Church principles) in Ede, or with the funding conditions relating to the institution. In the event that these regulations are amended, this Charter's stipulations are deemed to have been amended correspondingly, without prejudice to the Executive Board's responsibility.

2.2 Approval and amendment

- a/** The Charter and every amendment to it are approved by the Executive Board.
- b/** The Charter will be amended as soon as possible if, as a result of decisions by

the Executive Board or either national or international rules, parts of the Charter are not in accordance with these decisions or rules. The students concerned are notified of these decisions and the amendments to the Charter. The Executive Board selects the notification method.

2.3 Publication of the student Charter

- a/** The Charter is in the public domain and comes into effect on 1 September 2014 and is adjusted in 2020.
- b/** The Executive Board sees to it that the Charter is published on the international website of CHE (Christelijke Hogeschool Ede).
- c/** The Executive Board sees to it that the Charter is distributed in digital form or on paper to every international student upon enrolment for a course at the institution.

2.4 Unforeseen cases / hardship clause

The Executive Board decides in all cases that are not provided for in this Charter. In certain instances the Executive Board may exclude application of the Charter or depart from it in so far as applicable if the interests that the Charter are intended to protect results in unfairness of a paramount nature.



Chapter 3

3.1 Enrolment at CHE

International exchange students can apply using an application form on CHE's website. Once the application has been approved, the student will receive a Letter of Acceptance. For Erasmus+ exchange students the additional documents, such as a Learning Agreement and Transcript of Records will be arranged between the student, the home institution and CHE.

3.2 Requirements for admission

Requirements in general for admission:

- / A secondary education and professional education or training in the field of your interest
- / Computer skills
- / A maximum age of 35 at the start of the programme.
- / Good speaking and writing skills in English

One of the qualifications required to start a course is a certificate English. The level should be comparable with a minimum score of 6 (overall band score) of an IELTS test. See attached list for comparable levels. Before admission the student must have sent a copy of the certificate English to the International Office of the CHE. Exchange students are exempted from this requirement.

IELTS	TOEFL Paper	TOEFL computer	TOEFL internet	TOEIC	Cambridge ESOL
7.5	625	263	113	790	CPE-C
7.0	600	250	100	780	
6.5	575	232	90	720	CAE-C
5.5	525	196	70	620	FCE-C
5.0	500	173	60	600	

3.3 Payment of tuition fee

Taking a course involves costs. The student is notified of the costs beforehand through CHE's website and/or a brochure. The tuition fee must be paid before the course starts. If agreements about the tuition fee have been made with the educational institution sending the student, those agreements will prevail. If the tuition fee will be paid out of a scholarship that the student has received, this settlement will be made by CHE (Christelijke Hogeschool Ede) before the course starts.

3.4 Accomodation

CHE will provide prospective students with information about finding accomodation. Through CHE the student will receive priority with housing agency Idealis, where they can choose to rent a furnished room. The rental contract and the payment of the rent is arranged between the student and the land lord/housing agency.

3.5 Type of diploma and list of marks

A student who takes a short course receives a certificate of attendance. Each student is also given a transcript of records identifying the credits earned. If a student has questions or comments about the contents of this transcript of records, he or she can approach the exam committee of the faculty concerned.

3.6 Interruption of the course programme/short course

If a student wants to interrupt his or her studies, he or she can submit a written request to the faculty concerned or the IO (international office). The conditions under which a student is permitted to interrupt attendance of a course will be decided on an individual basis. The decision about this will be taken by the faculty concerned. If a scholarship student interrupts his or her studies, the organization that awarded the scholarship will be contacted in order to determine the additional implications for the scholarship. In case a student is in the possession of a visa and/or residence permit, the Immigration and

Naturalisation Service (IND) will be informed when a student ends his studies, prematurely or otherwise.

3.7 Residence Permit

EU residents do not need a special visa or permit to study or work in the Netherlands as long as they have a valid passport of an EU country, sufficient financial means and medical insurance. Non EU residents often have to apply for a visa before entering the Netherlands. This can be a tourist visa (for a stay up to 3 months) or a residence permit + visa (TEV). There are exceptions for residents of some Non EU countries. In order to find out if and which type of visa is required, foreign students have to make inquiries at Dutch embassies and consulates in their home country. Please also see the website of NUFFIC (www.nuffic.nl) and the website of the Ministry of Foreign Affairs of the Netherlands (www.minbuza.nl). CHE's International Office can offer assistance or advice in this area.

3.8 Insurance

The National Health Service in the Netherlands does not offer free insurance for exchange students. Students are obligated to have a health care insurance, valid in The Netherlands. Having a liability insurance is also highly recommended. If a student wants to work as well, different insurances might be needed. To find out which insurances are necessary, please visit <https://www.studyinholland.nl/plan-your-stay/get-prepared>

Chapter 4

4.1 Student rights

Enrolment as a student creates in any event the following rights:

- / attendance of the parts of the course for which the student has enrolled;
- / taking interim and final exams relating to the parts of the course for which the student has enrolled;
- / access to the teaching institution's buildings unless, in the opinion of the Executive Board, it is incompatible with the nature or importance of the course or research;
- / use of educational facilities such as libraries and study areas;
- / use of student amenities, including the services of the student counsellor/student chaplain;
- / supervision of studies in so far as necessary, to be arranged through the International Office

4.2 Student obligations

- a/** Enrolment as a student creates in any event the following obligations:
 - / participation in all the activities in which participation by the student has been made obligatory;
 - / good behaviour in the buildings and on the sites of the teaching institution, online and offline and in regard to treating the student amenities in accordance with the Executive Board's instructions.
- b/** Students are furthermore expected:
 - / to accept being held accountable with regard to their studying performance.

Other rights and obligations are specified in the following teaching institution rules, which belong to this Charter:

- / Rules for the use of ICT and AVMs in the CHE;
- / Other course-specific rules.

4.3 Other amenities

Students are entitled to use the following institution amenities subject to due observance of the rules and codes of conduct applying to them:

- / the mediatheque;
- / the education workshop (OWP);
- / study areas;
- / reproduction facilities;
- / catering facilities;
- / areas to stay during periods between lectures;
- / student workplaces equipped with a PC;
- / equipment and areas for photography, design and styling;
- / shop;
- / the (digital) CHE pass.

4.4 Exam committees and examiners

- a/** The Executive Board has set up an exam committee for each faculty with regard to taking final exams and the organization and coordination of interim exams. The Executive Board appoints the exam committee members.
- b/** The exam committee designates examiners for the purposes of taking final exams and determining the results of interim exams that have been taken. A student can lodge an objection to a decision by an examiner

with the exam committee. The exam committee decides about the objection. A student cannot appeal against the decision of the exam committee.

- c/** The exam committee issues rules about the proper conduct of interim exams and is authorized to take measures if a student does not comply with the specified rules. In the event of fraud by a student, these measures may mean that the exam committee withdraws that student's right to take one or more interim or final exams, which it designates, at the institution. The exam committee decides the term during which this measure applies.
- d/** Rules relating to courses and rules governing interim exams, the way in which a mark is awarded and the possibility of resits are included in course and exam regulations or in a programme manual prepared for international students.

4.5 House rules and disciplinary measures

- a/** If a student breaks the rules referred to in article 4.2, that student may be denied all or some access to buildings and sites or participation in courses. This ban may be temporary. If the ban is not temporary, it leads to termination of the enrolment. The institution is not liable in any way whatsoever for delays in studies or any financial loss arising from the denial of access to buildings, sites or courses or from termination of the enrolment.
- b/** If a student wants to come back after the end of the ban on access to the buildings

and sites, he or she submits a request to that effect to the Executive Board. The student is then invited for a discussion with the Executive Board and the faculty head concerned. The student's situation is reviewed during this discussion and agreements are made about the forms of conduct to be adhered to. These agreements are recorded in writing and signed by all parties to confirm agreement.

4.6 Health, safety and welfare

- a/** The Executive Board sees to the health and safety of students with regard to activities in educational installations or constructions or parts thereof, including open spaces, that are comparable to work in professional practice. To that end the Executive Board pursues a policy that is aimed at the best possible working conditions, as stipulated in article 3 et seq. of the Dutch Working Conditions Act.
- b/** As described in the Working Conditions Act, the Executive Board is obliged, where necessary, to give the students effective information about any associated risks and about the measures that are aimed at avoiding or limiting these risks:
 - / the right to information (and instruction) about the dangers related to the work or the course;
 - / the right to information about safety provisions and protective equipment;
 - the right to have a discussion about health and safety risks with lecturers or managers;
 - / the right to stop working or studying if it

gives rise to imminent danger;

/ the right to report problem areas to lecturers, managers or the Working Conditions and Environment Department.

/ In the context of students' health, safety and welfare inside the institution, students have an obligation to obey the Executive Board's directions and, to the best of their ability, ensure their own health and safety and that of other people involved, as stipulated in article 11 of the Working Conditions Act.

4.7 Complaints procedure

a/ If you have a complaint about CHE, your study programme or its staff, first try to resolve it with the staff member or study programme concerned. Explain your complaint and ask for a response. If this does not lead to a solution, you can turn to the Complaints Desk. Students submit complaints here about 'someone not meeting their obligations towards them or if they feel that their interests have been affected by an act of a staff member'.

A complaint can be submitted in writing to klachtenloket@che.nl. This is only done if it has not been possible to solve the complaint in a personal consultation between the student and the staff member concerned, or the programme management.

If the complaint is taken up, all parties involved will be heard by the training management. You will be informed of the decision and the nature of any provisions by the management in writing or by e-mail within 30 working days.

The Complaints Desk does not handle complaints about undesirable behaviour: aggression, discrimination, bullying, (sexual) intimidation. If you are confronted with such behaviour, you can turn to the CHE confidential advisor for help, support and advice. See paragraph 4.8 for more information.

b/ Code of Conduct

A complaint about compliance or non-compliance with the International Students Code of Conduct can be submitted to the International Office. The International Office mediates and sees to it that the complaint is handled within four weeks.¹ The International Office sees to it that the Executive Board is involved in handling the complaint if necessary. If a student thinks the educational institution has not handled the complaint properly or within the applicable period or still believes that the educational institution is not complying with the code of conduct, he or she can bring the complaint and the response to it before the National Committee by submitting a petition. See also

¹ Days that the CHE designates as holiday days do not count in the calculation of the period.

the following on the CHE website:

/ Code of Conduct International Students

/ Brochure International Students

c/ When submitting complaints on the grounds of part a, b or c, the complaint must in any event contain the following information:

- / your name, address, town/city and telephone number;
- / the date on which the complaint is submitted;
- / a description of the complaint;
- / the provision you want in response to the complaint.
- / enclose relevant written documents if possible.

4.8 Counsellor and complaints about behaviour

a/ If a student thinks that certain behaviour of employees or fellow students can be described as aggressive conduct and/or sexual harassment, he or she can go to the designated CHE counsellor for help and support. Information about the counsellor is available at our website www.che.nl/en or at Topdesk.

b/ If a student wants to submit a complaint about certain behaviour by employees

or fellow students, he or she can do so to the Inappropriate Behaviour Complaints Committee (also referred to below as the Committee) via the complaints committee: klachtenloket@che.nl. The word 'confidential' must be on the subject line of the email and the complaint must be attached to the email. It is also possible to submit the complaint in writing to the Inappropriate Behaviour Complaints Committee, P.O. Box 80, 6710 BB Ede. In that case the complaint is put in a sealed envelope on which the word 'confidential' is clearly visible.

c/ The complaint contains the following elements:

- / the complainant's name, address, town/city and possibly telephone number;
- / the name of the person or the names of the people about whom the complaint is being made;
- / a clear description of the complaint together with the moment at which the complaint arose and as much information as possible about the consequences in the past and currently, with enclosure of as much evidence as feasible;
- / date and signature.



d/ If the complaint is received by the International Office, the International Office forwards it immediately to the secretary of the Committee.

e/ The Committee's secretary verbally informs the person or people being complained about as quickly as possible that a complaint has been submitted, and then sends him, her or them a copy of the complaint. The secretary also informs the Executive Board that a complaint has been submitted.

f/ The Committee deals with the complaint if it is admissible. This Committee then decides whether the complaint is valid on the grounds of an investigation. If the Committee considers the complaint to be admissible and valid, it advises the institution's Executive Board about the measures to be taken.

g/ For the purposes of the investigation the Committee collects relevant information (verbal and written) from every eligible person. The Committee has complete access in the context of the investigation. Employees and students are obliged to cooperate in the investigation and the Committee is entitled to examine all the documents that the Committee deems relevant.

h/ A measure in regard to students that the Committee may recommend can involve a warning, a reprimand, or temporary or permanent denial of access to the institution's buildings and sites. A definitive ban results in termination of the student's

enrolment. The institution is not liable in any way whatsoever for delays in studies or any financial loss arising from the denial of access to buildings, sites or courses or from termination of the enrolment.

i/ A measure in regard to employees that the Committee may recommend can only involve, in accordance with the higher vocational education collective bargaining agreement (CAO-HBO), suspension as a disciplinary action, taking disciplinary measures, a written reprimand, transfer, suspension, dismissal.

j/ A measure in regard to third parties that the Committee may recommend can include: cutting off contacts with the third party or third parties concerned.

k/ The Executive Board takes a decision within three weeks after receiving the advice and gives notification of the decision to the complainant and the person or people complained about.

4.9 Protection of personal data

a/ The disclosure of personal data about individual students by the institution is done with due regard for the Dutch Data Protection Act. Information from a bank of personal data is only disclosed to a third party in so far as it arises from the purpose of the personal data bank, is required pursuant to a statutory regulation, or is done with the permission of the person whose data are concerned.

b/ The student concerned is entitled to state objections in writing to every request for the disclosure of data.

c/ Every student is entitled to inspect the information about him or her and/or his or her study progress in the administrative records of the institution where the student concerned is enrolled.

d/ The data referred to above are, apart from the student, only accessible to those employees of the institution who need them by virtue of their job.

e/ A student is entitled to request that the data relating to him or her be improved, supplemented or removed if they are factually inaccurate, they are incomplete or irrelevant for the purposes of the administrative records, or their presence in the administrative records infringes a statutory regulation.

More information

If you have any questions, please contact our International Office or visit our website: www.che.nl/en

InternationalOffice@che.nl

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www.che.nl/en

