



# **EDUCATION AND EXAMINATION REGULATIONS**

Name	Bachelor's programme in Physiotherapy
Institute	THIM University of Applied Sciences in Physiotherapy
BRIN number	24BU
CROHO code	34570
Degree upon graduation	Bachelor of Science

These regulations have been adopted by THIM management on the 31st of August, 2022.

This translation is provided for information purposes only. In the event of a difference of interpretation, the original Dutch version of this document is binding.

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# 1 General provisions

Every educational programme is legally obliged to have education and examination regulations. These regulations contain the rules concerning the education and examination of the bachelor's programme in physiotherapy of THIM University of Applied Sciences. The Education and Examination Regulations are published on THIM's electronic learning environment.

## 1.1 Applicability

These Regulations apply to all students enrolled in the module programme of THIM's Bachelor's programme in Physiotherapy with CROHO code 34570. These regulations apply to the academic year 2022 – 2023 for the NEXT cohort 2022-2023.

## 1.2 Definitions

The following definitions are used in these regulations:

**BIG Act:** "Wet op de Beroepen in de Individuele Gezondheidszorg" or Individual Healthcare Professions Act. This act includes the rules and standards that apply to physiotherapists. Physiotherapy is a so-called Article 3-profession.

**BIG Register:** The BIG Register arises from the BIG Act ("Wet op de Beroepen in de Individuele Gezondheidszorg" or Individual Healthcare Professions Act). The BIG Register registers the care provider's qualifications and entitlement to practise.

**Board of Appeal:** the Board referred to in article 7.60 WHW (Higher Education Act).

**BRIN:** The Basic Registration Institutions (BRIN) is a register issued by the Dutch Ministry of Education, Culture and Science and includes all schools and related institutions. Each educational institution is identified by the BRIN number in the register.

**Caesura:** The cut-off point between a failing and passing grade of an exam.

**Certificate (also Diploma):** The documentary evidence issued by the Examinations Board that the student has successfully completed the propaedeutic phase or the entire Bachelor's programme.

**CROHO:** Central Register for Programmes in Higher Education

**EC:** European credit, or credit point. One EC represents a study load of 28 hours.

**ECTS:** European Credit Transfer System. This system enables cross-border mobility of students by standardising the study load throughout the EU.

**Education:** a module, theme, training or course, including distance learning and contact learning, organised by THIM.

**EER:** THIM's Education and Examination Regulations

**EVC:** Recognition of previously acquired competencies ("Eerder Verworven Competenties")

Exam: An examination of the knowledge, insight, skills and/or attitude, whether or not in conjunction with each other, and the assessment of the results of that examination, which is final part of an educational unit.

Examinations Board: The Examinations Board determines in an objective and professional manner whether the student meets the requirements, as stated in the Education and Examination Regulations, regarding knowledge, understanding and skills required to obtain the Bachelor's degree (Art. 7.12 WHW).

Examiner: The examiner assesses the knowledge, skills, and competencies of candidates. The assessment consists of an examination result (grade/score) with substantiation by means of an answer model or assessment criteria.

Exemption: The decision of the Examinations Board that there is no need to take part in (exam(s) of) one or more specified units of study because, in the opinion of the Examinations Board, the student already possesses the required knowledge, insight, competences, skills and/or attitude.

He: in this document the term "he" can be replaced with other personal pronouns

KNGF: Royal Dutch Society for Physiotherapy (Koninklijk Nederlands Genootschap voor Fysiotherapie)

Management: The management of THIM, who oversees the organisation of the school.

Module: an element of the curriculum that can be taken separately and for which a module certificate can be issued. The successful completion of all modules leads to obtaining the Bachelor's degree.

Module education: The Bachelor's programme in which the education is divided into modules.

SROF: StudieRichtingOverleg Fysiotherapie, the association in which Dutch courses for physiotherapy are united.

Student: the person who, on the basis of enrolment and the associated requirements, is entitled to participate in the study programme of THIM.

Supervisor: The supervisor is responsible for the execution of the examination according to the prescribed procedures.

THIM: Thim van der Laan B.V., also known as THIM Hogeschool voor Fysiotherapie and THIM University of Applied Sciences in Physiotherapy.

WHW: Dutch Higher Education and Scientific Research Act (Wet op het Hoger onderwijs en Wetenschappelijk onderzoek)

Written: per letter or per e-mail

## 2 Admission

### 2.1 Diploma secondary education

For admission as a student, THIM requires a diploma awarded on completion of pre-university education (VWO), senior general secondary education (HAVO) or senior vocational education (MBO4), or a foreign equivalent of these diplomas.

### 2.2 Diploma higher education

Students with a certificate awarded on completing a propaedeutic year or passing the final examination of the programme of an accredited institute for higher professional education (HBO) or academic higher education (WO) may be exempt from the requirements stated in article 2.1. Exemptions are awarded by the Exam Committee.

### 2.3 Transfer from other Physiotherapy programme

Students, who've started in a Bachelor's programme in physiotherapy at another university, can continue their studies at THIM. The student provides proof of achieved results. The Exam Committee decides if and in which phase the student can enrol and which exemptions are awarded. The Committee can decide to have the student take one or multiple entrance exams.

### 2.4 21+ test

Students of 21 years of age and older who do not meet the admission requirements described above may be exempted from these requirements, if, during a so-called 21+ test, they have demonstrated their suitability for attending the Bachelor's programme and of adequate knowledge of the Dutch or English language for the successful completion of that programme. The assessment may include a psychological test. The execution of this 21+ test is done by an external expert.

### 2.5 Language proficiency

Students with a foreign diploma must demonstrate that they have sufficient knowledge of the Dutch language to successfully join in the Dutch-language education. Command of the Dutch language is required at level NT2, programme II. For the English-language programme, international students must demonstrate that they have sufficient command of the English language to successfully join in the English-language education. This requires, at minimum, a command of the English language at CEFR level B2. Exemption from this requirement may be granted to international students who have completed their secondary education entirely in English, to students with an International Baccalaureate Certificate for English A Language and Literature, as well as to students that obtained a diploma of secondary education in a country listed in the diploma list<sup>1</sup>, as published on THIM's website. Dutch students,

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<sup>1</sup> <https://www.internationalstudy.nl/wp-content/uploads/2016/03/Diplomalijst.pdf>

participating in the international class, may be exempt from the language requirement if they have passed the final exam in English at least at HAVO level.



## 3 Education

### 3.1 Purpose of the educational programme

During the programme, students acquire professional competencies in the field of physiotherapy. Upon graduation, the student can register in the BIG Register and start working as an entry-level physiotherapist. The content of the programme is based on the national and international frameworks.

### 3.2 Final qualifications and professional competencies

The final qualifications of the programme are determined on the basis of the professional competence profile, the national educational profile and THIM's own philosophy. The framework consists of:

- Individual Healthcare Professions Act (BIG Act), which dictates the educational requirements,
- Professional profile Physiotherapy, developed by the KNGF (Royal Dutch Society for Physiotherapy),
- National education profile drawn up by the Association of Universities of Applied Sciences, in collaboration with the twelve bachelor's programmes for physiotherapy, that are a member of SROF.

### 3.3 Educational programmes

THIM teaches the Bachelor's programme in full-time and in part-time. The full-time programme is taught in Dutch and in English. The Dutch programme starts twice a year. The international programme starts in September.

### 3.4 Educational programme structure

The programme is divided into eight modules. In principle, each module has a duration of one semester. After successful completion of modules 1 and 2, the propaedeutic certificate shall be issued. After obtaining all the modules, the student receives his Bachelor's degree (BSc). The complete programme consists of 240 credits or European Credits (EC). One credit represents a study load of 28 hours.

<b>Module 1</b>	<b>The starting physiotherapist</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Details on examination and grading are specified per module in Cumlaude
<b>Contents</b>	You start with the fundamentals of physiotherapy and develop a vision of health.

<b>Module 2</b>	<b>Musculoskeletal</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Details on examination and grading are specified per module in Cumlaude

<b>Contents</b>	After this module, you will be able to examine and treat patients with various musculoskeletal complaints.
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<b>Module 3</b>	<b>Rehabilitation</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Details on examination and grading are specified per module in Cumlaude
<b>Contents</b>	This module focuses on the rehabilitation of neurological disorders and chronic diseases.

<b>Module 4</b>	<b>Physiotherapeutic conduct</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Details on examination and grading are specified per module in Cumlaude
<b>Contents</b>	The emphasis of this module focusses on integrated physiotherapeutic activities. A professional communicates at a high level, motivates, makes informed decisions, treats effectively, evaluates and sees the patient as a human being.

<b>Module 5</b>	<b>The integration to clinical practice</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Details on examination and grading are specified per module in Cumlaude
<b>Contents</b>	After completing this module, you will be ready to start your major internship. The purpose of this module is integrating your skills into the daily agenda of the physiotherapist, which is filled with a wide variety of health problems and tasks.

<b>Module 6</b>	<b>Minor programme</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Depends on the minor
<b>Contents</b>	We offer multiple options in our minor programme, with which you must obtain 30 EC. The programme will be outlined prior to the start of the module.

<b>Module 7</b>	<b>Major internship</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Details on examination and grading are specified per module in Cumlaude
<b>Contents</b>	During your first internship, you will put your acquired knowledge and skills into practice, either in the Netherlands or abroad. In addition, you work on assignments that show that a number of the physiotherapist's tasks can increasingly be entrusted to you. THIM helps you to find a suitable internship.

<b>Module 8</b>	<b>Graduation internship</b>
<b>Duration</b>	1 semester
<b>Credits</b>	30 EC
<b>Examination</b>	Details on examination and grading are specified per module in Cumlaude
<b>Contents</b>	In the second senior internship, you develop towards an independent healthcare professional. You will be working more and more independently with patients and you will have to complete assignments that show that you can be fully trusted with all tasks of a professional physiotherapist. You will be supervised by a THIM lecturer and your internship supervisor. Together we will monitor your progress in this crucial phase of your studies.

### 3.5 Study progress

In order to successfully complete the programme, all individual modules must be completed successfully. After year 1, THIM will give advice on study progress. THIM reserves the right to dissolve the study contract if the student has not passed his propaedeutic exams after two years. Entry requirements apply to several modules, i.e.:

- To participate in module 3, at least 40 EC must have been obtained from modules 1 and 2.
- Modules 1 to 6 must be successfully completed to participate in module 7 (Internship I).
- Module 7 must be successfully completed to participate in Module 8 (Internship II).

### 3.6 Attendance

Both theoretical and practical education are subject to a minimum 80% attendance requirement, regardless of whether the education takes place online or on location. A different standard applies to minors and internships. This is described in more detail in the relevant study guide. In addition to the general attendance requirement, THIM has the possibility to earmark specific study elements, for which attendance is mandatory. If a student does not attend or attends insufficiently, the credits of the module concerned will not be awarded. The student can discuss on an individual basis with the study counsellor if and how missed study elements can be retaken resp. compensated. An attendance requirement for specific study components will be announced to students in advance.

### 3.7 Language of instruction

The Bachelor's programme in physiotherapy is taught in Dutch and English. Elements of the curriculum, including the examination, may be taught in a different language if:

- The element is facultative in nature, such as a minor, and is offered as an extra-curricular course,
- The purpose of the element is to acquire intercultural and/or international skills in e.g. an International Classroom or exchange project,
- It concerns a guest lecture from a foreign-speaking lecturer,
- The specific nature, organisation or quality of education, or the origin of the students, so require.

In the Code of Conduct for Language of Education (*Gedragcode Voertaal Onderwijs*), THIM has detailed the provisions on language of instruction.

### 3.8 Evaluations

Regular evaluations are carried out in order to improve the programme. Evaluations occur in several ways:

- During the lessons, the lecturer asks for feedback.
- Periodically, a delegation of students from the different classes is invited to an evaluation meeting with the board of directors.
- Students are periodically invited to complete a digital educational evaluation.
- The student council advises on measures based on evaluations that take place in the context of quality care.

### 3.9 Studying with a functional disability or chronic illness

Students with a disability or a chronic illness are entitled to effective adjustments, unless these are considered a disproportionate burden to THIM (art. 7.13 WHW).

Adjustments aim to remove or reduce obstacles and promote the student's independence and full participation as much as possible. The adjustments may concern study programmes, schedules, educational work methods, testing and study resources.

The student who wishes to make a claim for adjustments must submit a written and reasoned request to the Examination Board in good time. The Examination Board will seek expert advice if necessary before deciding. In the case of a long-standing or chronic disability, submission of the request is only required once for the entire study, in other cases a request must be submitted per exam period or per module.

## 4 Assessments and examination

Each module is concluded with one or multiple exams. The purpose of the examination is to determine to what extent the student has knowledge of the module's course material and whether he is competent to move on to the next element of study. Competence is composed of multiple aspects. To highlight these aspects, THIM uses different types of exams.

### 4.1 Types of exams

The University uses written exams, oral exams, assignments, practical exams, internships and a project, as well as combinations thereof. The exam planning and the manner in which the exams are conducted, are determined by the Examinations Board in consultation with the lecturers concerned.

### 4.2 Content and scope of the examination

The contents of the exams, including the learning outcomes, are described in the study manual(s) of the module in the digital learning environment. The manuals are available to students at the start of the module.

THIM management determines the duration of the exam and the tools that the student can use during the exam. The tools are listed in the study guide and/or on the exam paper. The duration and any preparation time are published in the exam schedule.

### 4.3 Exam schedule

The exam periods are indicated on the course calendar. The exam schedule will be published in the digital learning environment and will be available no later than 3 weeks before the start of the relevant exam period. Exams can be scheduled on working days and on Saturday and will not start before 8 a.m.

### 4.4 Registering and deregistering for exams and resits

Students are automatically registered for the assessment of the module they are enrolled in.

Students must register in time for the resits. Registration is done online. Students receive an invitation for registration by email.

### 4.5 Participation in examination

For credits to be awarded, the student is obliged to take part in the exams of the module, unless an alternative arrangement has been made following a formal application to the Examination Board.

Any conditions to participate in an examination are described in the study guide of the relevant module. If the student fails to meet these conditions, he will be excluded from participation in the examination.

## 4.6 Examination regulations

Rules on examination can be found in the exam description on the electronic learning environment and on the cover sheet of the exam.

## 4.7 Prevention from participation in examination

If the student cannot be present at an exam due to illness or force majeure, he shall report his absence at least 30 minutes before the start of the exam. When the student is a subject/patient of an exam, he will arrange a replacement. Further information is included in Appendix 1.

In the event of illness or force majeure, the student may submit a request to the Examination Board to take the exam at a later date. This request must be accompanied by the necessary supporting documents.

A student can, in the case of personal or special circumstances other than described above, request special provisions for completing the examination, as detailed in article 4.15.

## 4.8 Assessment and standardisation

The examiner shall administer the exam and determine its outcome on the basis of the established assessment standards and assessment criteria. Assessment criteria and learning outcomes are published via the electronic learning environment prior to the examination.

The examiner can rate the exam as follows:

- With a rating of 1 to 10. Grades are rounded to one decimal place. A 5.5 is classified as sufficient. A 5.4 is classified as insufficient.
- With a word rating (excellent, very good, good, sufficient, insufficient, very insufficient, poor or very poor).
- With "pass" or "fail".

After assessment of the exam, the outcomes are analysed and evaluated.

## 4.9 Publication of results

The examiner informs the student of the results of an oral exam or practical exam as soon as possible after completion. This is done in writing or orally.

The result of a written examination will be published as soon as possible by Examinations Board or the appointed examiner. The results will be published and recorded in the electronic learning environment within 15 business days after the exam.

In case of a dispute between the examiner and student regarding the assessment of an exam, the student has the right to submit a request for revision of the assessment to the Examinations Board within 15 working days after publication, resp. announcement of the assessment.

## 4.10 Credits awarded

If the student has met the requirements set out in the module manual and has achieved a satisfactory result for all the tests associated with that module, the credits associated with that module will be awarded.

#### **4.11 Inspection**

Students can view an assessment at a time to be announced by THIM. Access is possible up to 15 working days after publication of the figures. If the student cannot be present at the relevant time for serious reasons, he can view the assessed test by appointment with the examiner. The Board of Examiners will assess whether there are serious reasons.

If, during the review, the student believes that the exam has not been assessed correctly, he can submit his objection in writing, with a clear reference to the assignment and an argumentation why the assessment is incorrect. The examiner will then re-review the exam. If the student is not correctly assessed, the assessment will be adjusted. Revision of the assessment will be published in the electronic learning environment.

If, after the review, the student still believes the exam has not been assessed correctly, he can file a complaint with the examinations board. The complaint must be motivated and substantiated.

#### **4.12 Repairs and resits**

In principle, students are entitled to one opportunity and one resit per exam per academic year, with the exception of the intermediate exams. For these, no resit will be scheduled. A final exam is offered at least twice a year. The first opportunity is offered during or immediately after the module in question. The exam will then be scheduled for resit at a time to be determined by the education management. The times for resits are published in the course calendar on the electronic learning environment. Passed exams cannot be retaken.

Resits offered in the same academic year are in the same form as the first opportunity. The Examination Board may deviate from this in case of force majeure or serious educational or organizational reasons.

If the student does not pass the exam in the academic year in which he has followed the course of the module, and he resits the exam in the next academic year, the exam will be subject to the substantive requirements of the current academic year. The current requirements are described in the electronic learning environment.

#### **4.13 Duration of validity**

A successfully completed exam will be valid for the next five years. After these five years, the examination board will determine if the validity can be extended. The examination board can choose to negate the validity if it deems the examined knowledge, skills, and insights to be deteriorated or outdated to such an extent that the qualifications of the study program cannot be met. In that case, the board of examiners can offer alternative education and/or examination.

Internship II, including the internship assignments, is an exemption on the above. It is valid for one year after completion.

The propaedeutic certificate and testimonial do not have a limit on their validity, except when it is proven to be obtained through fraud.

## 4.14 Plagiarism and fraud

### Fraud

Fraud means any action, failure, attempt to or allowing of behaviour, that makes it wholly or partially impossible to evaluate one's knowledge, insights, and skills, or one's professional conduct, in a correct and honest manner. Among other behaviours, fraud includes:

- Having access during examination to aids which are not allowed.
- Copy, cheat or exchange information with others during an examination.
- Having access to the problems and questions of an exam prior to the time of examination.
- The fabrication and / or distortion of research data.

Fraud can apply both to one's own examination as well as to facilitating other students in committing fraud. For determining fraud as determined in this chapter, intent is not requisite. Suspicion of fraud can be determined before, during or after examination. The latter can, among other situations, be the case when upon evaluation it becomes clear that a significant amount of answers among two (or more) students is (nearly) identical.

When fraud or the suspicion of fraud based on the above definition is recognised during examination, the surveyor will make a note of this on the working papers of the student in question. The surveyor will request the student to turn over any potential evidence. Which evidence has been received will also be noted on the papers. If the potential evidence is not surrendered, this will also be noted on the papers. The student will then be allowed to finish the work and hand it in. Any notes made will be handed to the examiner and the board of examiners will be notified.

### Plagiarism

Plagiarism is a form of fraud. The student is forbidden to refer to the help or work of a third party in any way without the consent of the examiner during exams. Plagiarism also includes copying the work of others to hand in as one's own work. Furthermore, failing to provide a complete and correct list of citations is also considered plagiarism. The student's work will be checked for plagiarism by the examiner, for which they might use detecting software.

### Measures

In the case of a violation of one of the above regulations, the examiner will notify the board of examiners as quickly as possible. After an investigation, the board of examiners can decide to one of the following measures:

- Warning the student
- To lower the grade of the student



- To exclude the student from the examination, and mark the students work without any further evaluation with a 1
- In the case of grave fraud or recidivism, to exclude the student from any further examinations for a period stipulated by the board of examiners.

The decision made by the board of examiners will be motivated in written form.

#### 4.15 Special provisions for examination

A student can, in the case of personal or special circumstances, request special provisions for completing the examination. Among others, these circumstances include:

- Pregnancy
- (Long-term) illness
- Handicap or chronic illness
- Special family circumstances
- Top-class sport

A request must be handed in at least 20 working days before the examination with the board of examiners. Among others, the board of examiners can provide the following aids:

- An extension of examination time
- A different examination form
- Aids such as the use of a laptop and/or text to speech software
- A different time of examination

## 5 Testimonials and cum laude regulations

### 5.1 Testimonials

#### Propaedeutic certificate

The Examination Board will award a propaedeutic certificate to students who have passed all exams of the propaedeutic phase, that is module 1 and 2. The student will make a written request for the certificate with the board of examiners.

#### Testimonial

If the student has passed all examination of module 1 through 8, THIM will administer the grade of Bachelor of Science to the student. The Examination Board will award the testimonial after the student's dossier has been checked for integrity and after assuring that all financial commitments to THIM have been met. The student will make a written request for the testimonial with the student administration.

### 5.2 Cum laude regulations

The student is eligible for the predicate "cum laude" on the propaedeutic certificate if:

- The certificate is obtained within 1 year, and
- Every exam was passed without a resit, and
- The student has never committed fraud during the program, and
- All exams of the propaedeutic stage were passed with a mark of an 8 or higher.

The student is eligible to the predicate "cum laude" on the testimonial if:

- The study program is completed within the nominal duration of the program, and
- Every exam of the post-propaedeutic stage were passed without a resit, and
- The student has never committed fraud during the program, and
- All exams in the post-propaedeutic stage were marked with an 8 or higher.

No exceptions will be made for the cum laude regulations.

If the student has met the above requirements and has passed all exams of the post-propaedeutic stage with a mark at least 9 or higher, they are eligible to the predicate "summa cum laude."

### 5.3 Statement

If the student does not complete the programme, he can ask the examination board for a statement. The statement details passed exams and grades.

## 6 Student guidance

The student can, individually or with others, make use of reinforcement classes for substantive support.

The student affairs desk takes care of individual study guidance for students with regards to the progress and personal circumstances of the student. The staff can offer help with, among other things, questions regarding delays, finances, dyslexia, and studying with a disability.

If a student encounters impermissible behaviour during their studies, such as verbal or sexual intimidation, they can go to the confidential counsellor. An appointment with the confidential counsellor can be made through student affairs.

## 7 Board of examiners

### 7.1 Composition and authorizations

The board of examiners is the body which determines in an objective, expert, and professional manner if the student meets the requirements, drafted in the Education- and Exam Regulations based on the professional competence profile, which are needed to be awarded with the diploma Physiotherapy. The board of examiners is made up of an uneven number of members, who are appointed by management for a period of one year, starting on the first of September. These members include at least one person coming from the outside of THIM and at least one teacher at THIM.

The board of examiners has the following responsibilities and authorizations:

- Guarding the quality of examinations
- Determining guidelines and directions within the framework of the Education- and Exam Regulations in order to evaluate and determine the results of examinations.
- Granting exemptions from following particular parts of the educational program and/or examinations.
- Guarding the quality of exam coordination and determining the procedures relating to examination.
- The board of examiners will write a report about her proceedings each year. This report will be presented to management.
- The board of examiners will periodically examine whether the examination program aligns with THIM's qualifications.
- The board of examiners will periodically investigate the quality of theses.
- The board of examiners offers guidelines to examiners to construct, conduct, and evaluate examinations.
- The board of examiners determines the procedures guiding examiners when there is a suspicion of fraud.
- The board of examiners ensures that these guidelines and procedures are correctly followed.
- The board of examiners advises management in regard to examination policies, programs, and quality.

### 7.2 Secretariat

The chairman of the board of examiners is appointed by management. The chairman determines the agenda and is present at all the board's meetings. The chairman delegates administrative tasks to their appointed secretary of the board of examiners.

### 7.3 Meetings

The chairman of the board of examiners bears responsibility for assembling the board on their own individual initiative, by request of one or more members of the board of examination, or by request of management. This call of assembly will be accompanied by an agenda drafted by the chairman.

The meetings of the board of examiners are closed. The chairman can invite non-members to join a part or the whole of a meeting.

The board of examiners decides according to the majority of votes.

As far as the decisions made by the board of examiners have a public character, they will be published as soon as possible in a manner determined by the board of examiners.

## 7.4 Requests for the board of examiners

The student can address the board of examiners with, among others, the following requests:

- A request for exemption of one or more exams and/or components of the study program (0).
- A request for adjustment of education and examination as it relates to disabilities and/or limitations (0, 4.16).
- A request for extra examination when the student was inhibited in partaking the exam (4,8).
- A request to review the results (4.10).
- A request to re-evaluate after review (4.12).
- A request to extend the validity period of a passed exam (4.14).

The board of examination can be reached through e-mail ([examencommissie@thim.nl](mailto:examencommissie@thim.nl))

## 8 Exemptions

The board of examiners is authorized to grant students exemption based on exams that were passed elsewhere in higher education. The student will hand in a request for exemption in a timely manner through the correct application form and will supplement this with evidence accordingly. The form is available through the electronic learning environment.

In the case of a request for exemption, the board of examiners will determine whether the content, scale and level of the education followed by the student matches with one or more educational components of the program at THIM. The board of examiners can request further information from the student and/or third parties. They can also request the student to pass a test of competence. At most, it will take 20 work days for the board of examiners to notify the student of her decision.

If the exemption is granted, it will be noted in the students dossier in the digital learning space.

## 9 Board of appeals

### 9.1 Composition and authorizations

The Board of appeals consists of two members. These members are appointed by management.

The members are experts in the field of higher education. At least one of the members is not directly, nor indirectly, involved in THIM. The member that can be directly or indirectly involved with THIM can not be a member of the board of examiners at the same time.

The members of the Board of appeals are appointed for a term of at least three and at most five years.

By their own request, the members of the Board of appeals can be relieved from their duties by management. They can also be relieved of duty by management when they do no longer meet the qualifications that were ground for their appointment in the first place.

The Board of appeals arranges her own working procedures as well as the manner in which its administration is organized. Management is tasked to provide the Board of appeals with the necessary facilities.

The Board of appeals is authorized to offer a binding opinion on all matters of dispute that may arise from decisions or actions by management, the board of examiners, or an examiner as they relate to a student, unless determined differently in written form.

### 9.2 Procedure

#### Objection with management

If the student believes management has made an incorrect decision or has neglected to follow the right course of action as it relates to them, they can raise an objection with management. The complaint is to be signed by the student and must contain the following:

- name, address, and place of residence of the student
- A description of the decision or action on which the complaint is based
- A motivation of the complaint
- 

The complaint about an action or decision by management, the board of examiners, and/or an examiner must be made within 14 workdays after the incident took place. If this term is not met, the complaint can be deemed invalid by management, except when the term is exceeded because of circumstances outside of the student's control.

Management will decide within 30 days after receiving the complaint. This decision is to be motivated in written form. Before deciding, management must give the student an opportunity assert themselves.

When management has not made a decision within the established term, management is deemed to have decided to dismiss the complaint of the student.

### **Making an appeal to the Board of appeals**

Within 30 days after dispatch, the student can make an appeal to the Board of appeals through a signed letter of complaint. The appeal must contain:

- name, address, and place of residence of the student
- The reason(s) why the student disagrees with the decision taken
- An accurate description of the resolution the student expects from the Board of appeals. A copy of the decision in question should be attached to the appeal.

If the appeal is not received within the stated timeframe, it will be deemed illegitimate by the Board of appeals, except if it finds that the reason for the delay lay outside the student's control. It will be deemed to have arrived at management at the moment it is received at the Board of appeals.

If an appeal has been sent but does not follow the above-described procedures, the Board of appeals will send it as soon as possible to management. Such an appeal will be marked as a complaint. Thereafter, management will act according the stipulation found above. The decision period will begin in these cases the day after management has received the complaint from the Board of appeals. The Board of appeals will notify the student when she has send the complaint to management and inform them about the procedures that will follow.

If the appeal does not conform to the above requirements, the chairman of the Board of appeals will invite the student to correct the lapse within a period determined by the chairman. When the student neglects to correct the appeal, it can be deemed invalid.

An appeal that is deemed valid and correct by the chairman of the Board of appeals will be sent to management as soon as possible.

### **Statement of defense**

Within 30 days after the appeal has been sent, management is to hand in a statement of defence if desired. A copy of this statement of defence is to be send immediately to the student. The Board of appeals is authorized to gather any kind of information and request any documents which relate to the case.

### **Coordinating the hearing**

The chairman of the Board of appeals will determine as soon as possible the place and time the hearing of the appeal will take place. All parties will be notified in a timely manner.

Before the hearing will take place, all documents relating to the case will be made accessible through the secretary of the Board of appeals for inspection. This will be mentioned in the notice described above.



## **Support – witnesses and experts**

The different parties may bring support during the hearing. Furthermore, they can bring witnesses and experts to the hearing, provided that they have they have announce the names of these persons with the Board of appeals and management. The Board of appeals is also capable of calling witnesses and experts, whose names must also be disclosed at least four days to all parties before the hearing.

## **Public hearings**

The appeal will be heard in a public hearing of the Board of appeals. In special cases the Board of appeals can make a motivated decision to hold the hearing partly or in full behind closed doors.

As soon as the hearing comes to a close, the chairman of the Board of appeals will state when the verdict will be determined. This verdict will be determined within 14 days after the hearing is closed. This term can be extended with 14 days at most by the Board of appeals. All parties will be notified in a timely manner if this is the case.

## **Verdict**

The Board of appeals will publish her verdict in written form. The verdict includes:

- The names of all parties and of their representatives;
- The grounds on which the decision is based;
- The decision;
- The name or names of the members of the Board of appeals who have heard the case;
- The day on which the decision was announced.

The decision will be signed by the members of the Board of appeals. The Board of appeals will send her decision by registered letter.

## **9.3 Immediate provisions**

In all cases in which the student is benefitted by the direct access to certain provisions, they can request a temporary provision with the Board of appeals in an appeal that meets the above requirements while waiting for the verdict in the primary case. The chairman will decide on this matter as soon as possible after they have given opportunity to all parties to be heard. A temporary provision provided by the chairman will lose all power at the moment a verdict is reached in the primary case.

## **9.4 Reconsideration**

Reconsideration of a verdict by the Board of appeals and her chairman can take place on the request of either parties if facts or circumstances emerge afther the verdict which, if they had been known earlier, could have led to a different verdict. The reconsideration is done by

the Board of appeals, even if it is concerned with a statement by her chairman. The procedure of reconsideration is subject to the same rules described above.

## 10 Schedules

The course calendar will be published in the digital learning environment. In this schedule, the instruction weeks, exam periods, education free weeks, and activities can be found.

The class schedule can also be found in the digital learning environment. Classes for full-time students will be scheduled from Monday through Thursday, between 9 am and 6 pm. Classes for part-time students will be scheduled on Monday- and Wednesday nights from 6.30 to 9.00 pm, and on Wednesday or Friday between 9 am and 6 pm. Exams and reviews can be planned outside regular class schedules.

Prior to the examination periods, a detailed exam schedule will be published in the digital learning environment. In this schedule the time, moment of preparation, and location of the exam will be described.

# 11 Organisation of THIM

## 11.1 Student tracking system and privacy protection

THIM uses a system to track the progress of students. Management is responsible for this system. The student tracking system stores the communication with and about the student. The student is entitled to take notice of that which is registered about them in the student tracking system. If the student is a minor, their lawful guardians are entitled to this as well.

The student tracking system can be consulted by:

- The teachers of THIM
- The board of examiners and the examiners appointed by the board
- The Board of appeals
- Management
- THIM administration

No one else has access to the student tracking system, except with the written and prior permission of management and the student.

Further information about the use of personal data is described in the privacy regulations of THIM.

## 11.2 Code of Conduct

Everyone who uses the buildings, grounds, facilities, and provisions of THIM is obliged to follow and comply with the house rules. This means that the user:

- Conducts themselves in a respectful manner towards others. Unrespectful and thus unwanted behaviour includes, but is not limited to: (sexual) intimidation, aggression, violence, bullying, and discrimination
- Will not damage (the property of) THIM, staff, or other users in any way
- Will not cause unnecessary nuisance to others
- Will not violate the rights of THIM or other users
- Is bound to active laws and regulations
- Keeps confidential information to themselves
- Doesn't act unlawfully in any other way.

The student is to follow verbal and written directions from THIM and any person employed by THIM.

The use of alcohol in and around the school buildings is forbidden, unless THIM has given explicit permission.

The use of tobacco and e-cigarettes in and around the school buildings is forbidden.

The possession, use and dealing in hard- and soft drugs and other types of stimulating substances is forbidden.

If needed, management can draw up rules of procedure to which the student is bound.

### 11.3 Disciplinary measures

In the case of violation of these regulations, management can take one of the following disciplinary measures:

- a warning
- a reprimand
- a temporary or partial exclusion of the student from education
- termination of the educational arrangement

These decisions are to be motivated in written form. Prior to deciding, management must give the student an opportunity to be heard.

### 11.4 Enrolment, payment and ending of the arrangement

All conditions regarding enrolment, payment, and terminating the educational agreement can be found in the terms and conditions of THIM.

### 11.5 Copyright

If the study material distributed to the student is lawfully copyrighted, these rights remain with the author in question. The student is not allowed to reproduce the material or distribute it to a third party.

### 11.6 THIM Campus

The THIM campus consist of multiple locations.

- Newtonbaan 8 (education, reception, Schenk, student affairs, helpdesk, financial administration, management)
- Newtonbaan 6 (education)
- Archimedesbaan 2 (education)
- THIM student houses – various locations in Utrecht and Nieuwegein

### 11.7 Contact

Organisation and commissions can be reached through:

- Reception: [info@thim.nl](mailto:info@thim.nl) or +31 (0)30 288 66 70 (Monday-Friday 9 am to 5 pm)
- Student affairs: [studentenzaken@thim.nl](mailto:studentenzaken@thim.nl)
- Financial administration: [finad@thim.nl](mailto:finad@thim.nl)
- Digital helpdesk: [helpdesk@thim.nl](mailto:helpdesk@thim.nl)

- Exam administration: [toetsing@thim.nl](mailto:toetsing@thim.nl)
- Housing: [huizen@thim.nl](mailto:huizen@thim.nl)
- Teachers: [first name of teacher]@thim.nl
- Student counsellor: [slb@thim.nl](mailto:slb@thim.nl)
- Internship desk: [stagebureau@thim.nl](mailto:stagebureau@thim.nl)
- Board of examiners: [examencommissie@thim.nl](mailto:examencommissie@thim.nl)

## 12 Final provisions

### 12.1 Adjustments

The text of the EER can be adjusted when a change in organization or organizational components give reason to do so.

If the interests of an individual student are harmed by such an adjustment, the student can lodge a written and motivated request with management against the application of the adjustment in question. If the adjustment concerns examination, the student can hand in the request with the board of examiners. Management or the board of examiners will investigate the request and will consider in their decision the interests of the student as it relates to the quality of the education.

### 12.2 Transition regulations

In the case of a substantial change of the program and education, the following transitional arrangement will apply. After the last class of the old program and the associated exam, the exam in question will be offered two more times as a resit. After which the board of examiners decides which test from the new program the student has to complete as a replacement for the old component.

### 12.3 Unforeseen cases

In those cases in which the OER does not describe the board of examiners will decide, except when it relates to subjects which fall directly under the authority of management.

### 12.4 Entry into force

This EER comes into force on 1 September 2022.

## Attachment 1

**What to do when unable to attend an exam due to sickness, family emergencies (passing away), or forces outside of the students control.**

### **For theoretical exams:**

- 1) Always call the reception at least half an hour before the start of the exam in order to call in sick.
- 2) Send a letter or e-mail to [exam@thim.nl](mailto:exam@thim.nl) within three days containing a written doctors statement. A statement which says the doctor is not allowed to share information will also be accepted, but only if it has a stamp of the doctor's office on it.
- 3) When you have called in sick in the correct manner, you will be given the chance to redo the exam. You will be notified by mail when you can redo the exam.
- 4) If you are late by 15 minutes because of traffic or delays in public transit, you can still start the exam, but you will not be given extra time.
- 5) If public transit is cancelled due to weather circumstances or strikes, and you report this with evidence, you are entitled to a resit.
- 6) In the case of a serious and sudden event in your direct environment, you will notify the reception. A solution will be worked on during a later time.

### **For practical exams as a student:**

- 1) Always call the reception at least half an hour before the start of the exam in order to call in sick.
- 2) Send a letter or e-mail to [exam@thim.nl](mailto:exam@thim.nl) within three days containing a written doctors statement. A statement which says the doctor is not allowed to share information will also be accepted, but only if it has a stamp of the doctor's office on it.
- 3) If you are to be the example subject during an examination, you must arrange a replacement.
- 4) When you have called in sick in the correct manner and arranged a substitute subject, you will be given the chance to redo the exam. You can schedule the exam together with your teacher.
- 5) If you are late by 15 minutes because of traffic or delays in public transit, this time will be subtracted from your preparation time. You must inform the examiner about this directly.
- 6) If public transit is cancelled due to weather circumstances or strikes and you report this with evidence, you are entitled to redo the exam. You can schedule the exam with your teacher.
- 7) In the case of a serious and sudden event in your direct environment, you will notify the reception. A solution will be worked on during a later time.

### **For practical exams as an example subject:**

- 1) Always call the reception at least half an hour before the start of the exam in order to call in sick and inform them who your replacement will be.
- 2) You will notify the teacher and student for whom you were supposed to be the example subject, and tell them who will replace you.



- 3) If you did arrange a replacement, there will be no further consequences.
- 4) In the case of absence without an arrangement for replacement, the board of examiners will be notified and you will be sanctioned.
- 5) In the case of a serious and sudden event in your direct environment, you will notify the reception. A solution will be worked on during a later time.

**So make sure that you have always arranged a potential replacement as a example subject during the examination period and do not dupe your fellow students.**