

THE EEG - PART 10

THE STUDENT CHARTER



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CONTENTS

The Student Charter	4
Welcome to the Student Charter of Wittenborg University of Applied Sciences.	4
Introduction	5
Equal Opportunities Policy	5
Expectations for Behaviour and Conduct.....	6
Admissions.....	6
Joining Wittenborg.....	6
Teaching	7
Attendance and Participation.....	7
Assessment	8
Student Feedback about Courses	9
Placements	9
Resources.....	10
Library Facilities	10
Central Computing Facilities	10
Student Support.....	11
On-course Support and Guidance	11
Financial Advice and Information	11
Student Financial Support.....	12
Disability Support.....	12
Careers Guidance	13
Counselling Support.....	13
Religious and Cultural Advice	14
Health Care Services	14
Communication.....	15
Student Involvement.....	15
Wittenborg premises and affiliated centres.....	15
Security.....	16
Health and Safety.....	16

No-Smoking Policy.....	16
Environmental Policy	17
Teaching Accommodation and Facilities	17
Residential Accommodation	17

THE STUDENT CHARTER

WELCOME TO THE STUDENT CHARTER OF WITTENBORG UNIVERSITY OF APPLIED SCIENCES.

This document is part of the Wittenborg Student Agreement, General Terms and Conditions and Acceptance procedure. By signing the Student Agreement, you agree to have read and understood the mentioned documents and follow the rules and regulations accordingly.

We aim to provide you with a high-quality education within a stimulating academic environment, and our aspirations are that you will have every opportunity to succeed in your chosen course of study.

Wittenborg is a small and compact organisation in which all staff contributes to a wide and diverse variety of services. Even small organisations require solid frameworks to achieve excellence and provide the kind of service to be proud of and make students proud of their association with the institution.

This Charter provides a framework for your expectations and responsibilities as a student, summarising the standards for your expectations of Wittenborg and for your responsibilities as a member of Wittenborg community.

Students studying on our courses are based not only at the main campuses but also in institutions or companies in other parts of the city, country and the world. For mainly practical reasons it is not possible to offer all parts of our services to all our students; if they are fulfilling placement or studies in other places than Apeldoorn, however, this Charter outlines the basis of service provided at the campus in Apeldoorn.

We look forward to receiving your feedback on any aspect of the Charter and, should you need any further information or advice in connection with the provisions of this Charter, please contact the appropriate person listed.

INTRODUCTION

Wittenborg University of Applied Sciences' Student Charter outlines expectations and responsibilities for students and staff and provides the framework for the learning experience of students.

This Students Charter is part of the Wittenborg University of Applied Sciences Study Agreement, an acceptance document issued to (international and national) students, and is preceded by a learning agreement, together with the official acceptance letter. These should be all issued together. The Study agreement and the Official Acceptance letter are valid from the moment they are officially confirmed by Wittenborg, issued and sent by email to the student. By signing the Student Agreement, the student agrees and accepts the General conditions (This Student Charter) of the agreement and agrees to comply with their financial obligations to Wittenborg.

Linked closely to the Student Charter is the Complaints Procedure for Students, which allows students to bring matters of concern about their learning experience to the attention of Wittenborg, and enable investigation of those concerns with the aim of satisfactory resolution. The complaints procedure is explained in this Education & Examination Guide. The procedure can also be downloaded at the Wittenborg website.

EQUAL OPPORTUNITIES POLICY

Wittenborg respects the dignity and diversity of all our students and staff, and, therefore, we are actively implementing our equal opportunities policies. We aim for a community that is free from intimidation and discrimination.

We aim to offer students:

- a culture in which behaviour reflects a high level of awareness of equal opportunities issues
- equality of opportunity regardless of personal characteristics and differences; this commitment applies to all individuals and all aspects of Wittenborg life
- clear information about processes and procedures
- the knowledge that any complaint of unfair discrimination or harassment will be treated seriously and dealt with fairly and efficiently

We expect that students will:

- respect and treat with dignity all members of the Wittenborg community
- comply with Wittenborg's policies on equal opportunities and harassment

EXPECTATIONS FOR BEHAVIOUR AND CONDUCT

All members of Wittenborg are expected to behave in a manner which is respectful of the rights and views of others.

We aim to offer students:

- clear guidelines outlining behavioural expectation to be made available
- fair and consistent treatment in dealing with breaches of the Student Code of Behaviour

We expect that students will:

- be familiar with the Student Code of Behaviour and abide by it

ADMISSIONS

We aim to offer students:

- information about their course or programme of study, its teaching and assessment arrangements, and resources which they will need to have access to, or make use of; research degree students can also expect information on supervision arrangements
- an interview for the course, either in person, or by telephone
- entrance tests if required
- liaison with agents and home schools (if applicable)

We expect that students will:

- familiarise themselves with the course documentation and relevant Wittenborg policies, including the internet <http://www.wittenborg.eu> and intranet <http://www.wittenborg-online.com> sites, as well as student resources located on Office365 <http://office.wittenborg.eu> and Facebook pages

JOINING WITTENBORG

We aim to offer students:

- where appropriate, an induction and introduction programme, which introduces you to life in the Netherlands (for international students), in Apeldoorn and at Wittenborg, It will include details of your course, clarify Wittenborg expectations and explain procedures; your induction programme will also outline key services and facilities
- a programme of social activities and events organised by Wittenborg

We expect that students will:

- complete enrolment procedures and agree to pay fees and other charges as due
- learn as much as they can about the course they are embarking on and the services and facilities available at Wittenborg locations
- familiarise themselves with the various policies and procedures which students of Wittenborg are bound by

- talk to tutors and administration office if any problems or concerns arise during these early days
- consult their course leader and confirm in writing if they are intending to withdraw from or suspend their studies
- keep administration office informed of any changes in address, legal status or other details

TEACHING

Wittenborg is committed to ensure high standards in its teaching and in supporting learning.

We aim to offer students:

- a learning and teaching strategy that is well planned, which uses different methods, and is designed to help them think and work for themselves
- information about the arrangements and study requirements for the course
- adjust the course material up to the standards required at Wittenborg and the exams requirements
- regular and constructive critical feedback on their work

We expect that students will:

- prepare for and participate in scheduled learning activities in ways which support the teaching and learning of others as well as themselves
- make themselves familiar with the course information provided
- comply with the administrative arrangements of the course
- give constructive critical feedback on their learning experience in the course

ATTENDANCE AND PARTICIPATION

While learning happens 'within' each individual, the majority of courses include activities designed to support learning which depend on participation and collaboration. Discussions, simulation exercises and workshops, for instance, depend for their value on participants' attendance and regard for the learning of others as well as for themselves. So, while each student has a responsibility for organising and managing aspects of their own learning, enrolment on a course also entails commitment to participation. The nature of participation, whether it is face to face or via the internet, and its scale, will differ between modules with courses, and within courses.

We wish to emphasise that students must plan and manage their study, learning and assessment activities, even during the difficult and distressing situations in life. Wittenborg will assist all students in doing this through our tutoring system.

We aim to offer students:

- full information about the time and location of teaching and assessment arrangements
- information about each department's specific course attendance requirements

- information on how to apply for consideration of circumstances which may have affected their performance in an assessment (mitigating circumstances) by the Graduation and Examination Board

We expect that students will:

- make sure they understand and comply with the attendance requirements for their modules and course
- arrive on time for classes
- contact the teachers and process tutor as soon as possible if any class, workshop, practical or laboratory session is missed
- inform their process tutor and/or teacher(s) concerned if they are absent for any significant period of time
- understand that any sustained period of unexplained or unauthorised absence or lack of participation will be investigated and, if appropriate, may be subject to disciplinary procedures and may be reported to the parents, guardians, sponsors or Netherlands immigration authorities
- familiarise themselves with the illness certification procedure through their GP/doctor

ASSESSMENT

Assessment has a major influence on learning. It is also the means through which Wittenborg determines whether an appropriate standard has been achieved for progression through stages to an award.

We aim to offer students:

- clarity in the purposes and methods of assessment
- assessment strategies which employ a range of types of assessment
- assessment criteria which are open, transparent and free from bias
- specific feedback on assessments to aid their understanding and improvement
- clearly communicated and, wherever possible, appropriately sequenced and distributed assessment dates
- a return of feedback within a reasonable time frame
- the assurance that known and substantiated mitigating circumstances will be taken into account in deciding student awards and progression
- information concerning the retrieval of failures
- A clear examination and evaluation regulation in which all criteria are contained for each module and course

We expect that students will:

- complete all assessment activities and adhere to the assessment timetable
- notify tutors promptly if they are having difficulties which affect their performance
- provide written evidence if they submit mitigating circumstances affecting their assessments

- comply with normal academic conventions and acknowledge the work of others where appropriate
- never engage in cheating, plagiarism or other designated academic irregularities (as set out in the academic irregularities code of practice and the course handbook)

STUDENT FEEDBACK ABOUT COURSES

Wittenborg believes in the value of student feedback because learning is a partnership between tutors and students. It is important to staff to know how you have found the course, not simply in order to improve things in the future, but in order to help establish and promote this wider idea of the educational partnership.

We aim to offer students:

- specific opportunities to provide feedback during the course, without fear of retribution
- the opportunity to be represented on their course committee
- reports on the outcomes of evaluation

We expect that students will:

- provide Wittenborg with feedback as requested
- elect a student representative per class to appropriate committees and other groups working for the management and quality of their course

PLACEMENTS

The bachelor's degree programmes of study contain substantial work experience in the form of placements. While every effort is made to secure suitable placements, Wittenborg cannot offer an absolute guarantee of a particularly wished-for or chosen placement for all students who are enrolled on such courses. However, Wittenborg will place all students who are required to fulfil a placement component in what is deemed a suitable placement venue.

We aim to offer students:

- information about the level of support available in the process of securing placements
- a clear statement of the intended outcomes and appropriate assessment of the placement
- contact with a departmental tutor during the placement
- access to appropriate Wittenborg facilities and services whilst on placement where possible

We expect that students will:

- play their part in securing a suitable placement
- maintain contact with tutors whilst on placement
- conduct themselves in a responsible and professional manner
- comply with appropriate employer regulations
- undertake the assessment activities associated with the placement period

RESOURCES

Wittenborg believes that, as a student of Wittenborg, you should be part of a learning environment where open, shared access is provided to a wide range of learning resources. The regulations applicable to the use of learning resources are designed to help you make the most of the resources available.

LIBRARY FACILITIES

If you need additional literature for reference Wittenborg has a variety of books under various business topics and subjects in their library. Various books with relation to all business modules taught at Wittenborg are available for reference. Additionally, if you are interested in reading novels and books on various other topics, come visit our collection and contact the Front Desk.

Library in Apeldoorn is known as “Bibliotheek Apeldoorn CODA” which is located at Vosselmanstraat 299, 7311 CL Apeldoorn or you can contact them via Tel: 055-5268400.

We aim to offer students:

- published information on access and opening times of libraries to be easily available
- help and advice with making best use of the resources available
- access to individual and group space consistent with their programme requirements

We expect that students will:

- comply with the published regulations and code of conduct for student users of learning resources and facilities

CENTRAL COMPUTING FACILITIES

We aim to offer students:

- a computer username that allows reasonable access to IT resources according to the published timetable
- a Wittenborg email address: studentnumber@student.wittenborg.eu
- published information on opening times of computer rooms and help services to be easily available
- specific language-learning and language-use software
- access to modern, licensed, office package software and internet software

We expect that students will:

- comply with the Wittenborg Code of Behaviour, as can be found in the Student Information Guide

STUDENT SUPPORT

Wittenborg is committed to ensuring that a comprehensive support system is available for all students. This system aims to provide effective support and guidance arrangements within Wittenborg, complemented by a comprehensive network of specialist support services, provided by the Front Desk and Back Office. Student support facilities and services are reviewed on a regular basis and are developed in response to feedback from students. Some specialist services are only available to students in their first year at Wittenborg under the terms and conditions of their package fee payment.

ON-COURSE SUPPORT AND GUIDANCE

Wittenborg provides general on-course student support and guidance outlined in course handbooks, intranet recourses and the Education Guide.

We aim to offer students:

- explanation of the support and guidance operating within their course during induction and at other key points during the course
- widely available information about specialist support services
- the opportunity to discuss any emerging academic or personal difficulties with an appropriate member of staff within Wittenborg or their course
- sensitive referral to appropriate specialist services

We expect that students will:

- familiarise themselves with any relevant information literature
- take responsibility for consulting appropriate staff about any difficulties affecting their studies at the earliest opportunity
- make appropriate use of any specialist support available

FINANCIAL ADVICE AND INFORMATION

We aim to provide up-to-date and accurate advice and information on relevant aspects of student finance. Although student funding policy is beyond the control of Wittenborg, and generally only applies to students from within the EU, we will try to ensure that no student is disadvantaged by lack of information and support in matters concerning student funding and financial support.

We aim to offer students:

- clear and accurate information about tuition fee, package fee for first year students, and other charges, together with details of any payment arrangements that may be offered
- assistance in dealing with Education Authorities, Scholarship providers and other funding providers
- information and advice on sources of financial support
- information and advice on budgeting, income maximisation and debt control

We expect that students will:

- pay Wittenborg fees and charges in accordance with defined timescales
- pay the package fees and instalment fees as agreed in the Wittenborg-Student Agreement
- notify Wittenborg of any change in details in connection with the payment of fees and charges
- make appropriate use of available services if they are experiencing financial difficulties

STUDENT FINANCIAL SUPPORT

We are committed to providing appropriately targeted financial support within the framework of scholarship funding available. Where we are responsible for administering financial support arrangements under Scholarship agreements (e.g. Student Loans, Business Scholarships, national Scholarships, EU Scholarships).

We aim to offer students:

- clear guidelines outlining eligibility and application procedures
- the assurance that applications will be dealt with promptly and sensitively
- the opportunity to discuss their application with appropriate staff

We expect that students will:

- keep any appointments arranged in connection with enquiries about financial support
- read the guidelines/information provided and respond within specified deadlines
- provide accurate and complete information as requested
- recognise that Wittenborg is required to advise financial assistance providers towards those in greatest need

DISABILITY SUPPORT

Wittenborg is committed to improving provision for students with disabilities.

We aim to offer students:

- clear and accessible information on request regarding Wittenborg's policy and service provision for students with disabilities, including charges applicable for specialist services and facilities
- the opportunity to discuss specific requirements prior to admission and throughout the course, such as:
 - Individualised Learning Plans
 - Adjustments in the learning environment, extended time on exams or the use of assistive technology
 - Additional or specific tutoring & mentorship
 - Specialised support services: access to trained professionals e.g. disability support officers who help develop coping strategies and learning techniques to the student's needs

- Accessible learning materials: large prints, digital copies, etc.
- Sessions on study skills, time management and organisational skills tailored to the needs and unique challenges faced by students with learning disabilities
- Flexible assessment methods: alternative evaluation techniques or modified assignments to accommodate different learning styles
- advice about additional funding and assistance

We expect that students will:

- inform Wittenborg of any specific support requirements arising from a disability prior to admission so that proper consideration may be given
- inform Wittenborg of any emerging requirements related to a disability
- inform their Process Tutor within the first six weeks following enrolment of any special requirements for assessments and examinations
- pay charges for any specialist human support arranged

CAREERS GUIDANCE

Work placement is part of the research and the graduation assignment for the final-year bachelor's and optional for master's students. The Careers Advice and Employment Service is designed to help students devise and implement short- and long-term career plans, offer careers education programmes appropriate to the needs of a wide range of students, and inform staff and students of developments and trends within graduate employment and study.

We aim to offer students:

- access to careers education and guidance, by one-to-one interviews, group workshops or 'drop-in' duty adviser sessions, focused on both a student's home and world-wide prospects
- comprehensive information on occupational areas, employers, employment opportunities, employment trends, further study and the changing nature of work, in relation to a students' legal right to work in the Netherlands (for international students)

We expect that students will:

- make themselves aware of the services and facilities available as early as possible and use them fully
- provide as much notice as possible if they have to cancel an appointment
- take responsibility for researching career opportunities and planning their career
- advise the Careers Service of their employment or further study after completion of the course

COUNSELLING SUPPORT

We provide a confidential counselling service staffed by professionally trained counsellors.

We aim to offer students:

- an initial appointment for individual or group counselling normally within two weeks of enquiry
- if they are in crisis, an appointment with a counsellor or a student support adviser, normally on the same day
- a referral to another appropriate professional service or agency if it is an emergency situation and no counsellor is available

We expect that students will:

- keep any appointments offered by the service and provide as much notice as possible if they have to cancel an appointment
- accept responsibility for their part in the counselling process
- respect the confidentiality of the counselling arrangements for other students

RELIGIOUS AND CULTURAL ADVICE

Wittenborg endeavours to respect and support the pastoral and religious needs of students.

We aim to offer students:

- opportunities to talk freely and confidentially about faith and related issues with members of the chaplaincy team
- bring students into contact with religious and cultural advisers if required
- multi-faith and well-being room, that is available for specific times of prayer

We expect that students will:

- respect the religious and spiritual beliefs of other members of the school

HEALTH CARE SERVICES

Independent practices provide health and dental care, offering a range of medical services to students who register with the practice. The centres are open from Monday to Friday for treatment and consultation. In the weekends students are able to phone a special number.

We aim to offer students:

- Adequate insurance cover under the terms of package fee for 1st-year students, or advice on insurance for those arranging themselves, either privately or through Wittenborg
- An in-house Medical Advisor with practice time (2 hours per week), who will coordinate with the Wittenborg doctor/medical practice and dentist if required
- Coordination between doctor, dentist and students (making appointments, etc.)
- A 24-hour hotline for emergencies

COMMUNICATION

Wittenborg has developed an excellent communication system through its Intranet. All current students of Wittenborg receive a login name and password and the right to login any time and place to check their e-mail, course programme details, exams, or to chat with another Wittenborg student, teacher or staff member. All the students are kept informed about the current updates at Wittenborg and can place/post their questions online.

We aim to offer students:

- a student website for exchanging views and news
- involvement in a range of community and voluntary projects in Apeldoorn and surrounding area
- a student union that organises social and sports events

We expect that students will:

- take full advantage of the opportunities offered
- represent their fellow students positively at all times
- help to enhance the profile of international students within the wider community

STUDENT INVOLVEMENT

The Student Union board will be elected every term and comprises of elected Wittenborg students.

- Wittenborg aims to instigate and support the Student Union, and Wittenborg student Union board will represent students at meetings with Wittenborg board of directors regarding general Wittenborg policy and problem discussion

WITTENBORG PREMISES AND AFFILIATED CENTRES

Wittenborg regards the quality of its buildings to be a central feature of the student experience.

We aim to offer students:

- a pleasing and safe environment which meets with the needs of all Wittenborg students
- enhanced learning and teaching facilities
- appropriate sports and recreational possibilities provided in partnership with local sports organisations

We expect that students will:

- adhere to the published guidelines and regulations for use of all specific facilities, whether owned by Wittenborg or made use of by Wittenborg, and to use them in a responsible manner

SECURITY

Wittenborg endeavours to provide a safe and secure environment for students, staff, visitors and property.

We aim to offer students:

- guidance to all students in matters of personal security
- a secure premises and building in which to study
- appropriate security in Wittenborg housing accommodation
- access to a secure safe for personal valuables and money, on a short-term basis
- secure storage areas in housing accommodation

We expect that students will:

- carry their Wittenborg Student Card as identification when on Wittenborg premises
- share responsibility for making Wittenborg a safe place
- report anything suspicious or potential dangers to the Central Office

HEALTH AND SAFETY

Wittenborg is working to create and maintain a safe environment.

We aim to offer students:

- a safe environment for study
- safety instructions in case of emergency

We expect that students will:

- eat, drink and smoke only in the specified areas, help maintain standards of health and safety in the interests of all students, staff and visitors of the school

NO-SMOKING POLICY

In the Netherlands a no-smoking policy is applicable. It is not allowed to smoke in public buildings such as schools, offices, bars, restaurants, etc. This policy also covers all Wittenborg premises.

We aim to offer students:

- information relating to Wittenborg's no-smoking policy
- help and guidance on giving up smoking to be offered by the student health service, if they are registered

You are expected to:

- abide by Wittenborg 's no-smoking policy

ENVIRONMENTAL POLICY

Wittenborg is committed to preserving and improving the environment and accept our responsibility to pursue practices and operate in such a way as to enhance the quality of the local, national and global environment, through recycling schemes and links with environmental agencies.

We aim to offer students:

- positive and responsible attitudes to the environment through the curriculum and within the estate strategy
- greater awareness and understanding of environmental issues and extension of available knowledge through research and consultancy

We expect that students will:

- reduce the amount of resources used, particularly energy and paper
- separate their waste for recycling and put the various items in the appropriate recycling containers

TEACHING ACCOMMODATION AND FACILITIES

Wittenborg is committed to the provision of teaching and learning accommodation that provides a safe, supportive environment that is appropriate for its purpose.

We aim to offer students:

- appropriate facilities and equipment, including audio-visual facilities where relevant
- internet and email facilities without extra charge
- accommodation that is not more than ½-hour travel distance from residence

We expect that students will:

- comply with Wittenborg regulations and act in a responsible manner
- respect Wittenborg property and the rights of others
- help to keep the Wittenborg accommodation tidy at all times

RESIDENTIAL ACCOMMODATION

Wittenborg is committed to introducing innovative schemes to help new students find the best possible accommodation available and to provide a flexible approach responsive to specific needs.

As part of the package fee and our commitment to visa applications, we guarantee to offer "1st-year-in-Holland" students:

- appropriate furnished housing, with either own or shared room, including
 - bed
 - wardrobe

- desk and chair with reading lamp
- kitchen provided with washing machine
- refrigerator and a cooker
- vacuum cleaner

We aim to offer all other students:

- information on the range of accommodation available in Apeldoorn, including accommodation let by Wittenborg
- a fair system of allocation of places, in order of the date of the request arrives at the Student Administration Office; i.e. "first come, first served"

We expect that students will:

- new students should notify the Administration Office at least five days in advance about their arrival using the forms issued by their contact person:
- pay all fees and rents as required
- sign the appropriate housing contract, and agree to its terms and conditions
- comply with Wittenborg housing regulations and disciplinary rules
- act in a responsible manner, being aware of their neighbours and not bring Wittenborg into disrepute
- respect Wittenborg property and the rights of others, ensuring that the environment is safe and attractive for students, staff and visitors