

STUDENT CHARTER

**GERRIT RIETVELD
ACADEMIE**

ACADEMIC YEAR 2024-2025

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STUDENT CHARTER GERRIT RIETVELD ACADEMIE

ACADEMIC YEAR 2024-2025

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Introduction

This Student Charter stems from the Higher Education and Scientific Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek, WHW). Section 7.59 of that act requires the Executive Board of the Institution to describe the education and educational facilities and the rights and obligations of the student in a Student Charter, and to issue the Student Charter to students upon first enrolment. The Student Charter is also available via the Institution's Intranet.

The rights and obligations of students are partly regulated by law, such as, for example, the level of statutory tuition fees and for which programmes entrance examinations must be taken. In addition, the law instructs the Institution to regulate a number of matters, such as the Student Financial Support Fund (Profileringfonds). And finally, the law permits the Institution to establish its own policies regarding certain matters, such as, in our case, the regulations regarding the use of workshops and studios.

With this Student Charter, there is clarity for students on what they can count on from the side of the programme and what is expected of them. A proper establishment of rights and obligations is important. Even more important is that all members of the Gerrit Rietveld Academie community treat each other with care and understanding for each other's position, so that there is as little need to resort to formal agreements as possible.

The Student Charter covers all programmes offered by the Institution. Each programme does have a separate Education and Examination Regulations (Onderwijs- en Examenreglement).

Executive Board
Gerrit Rietveld Academie

1. GENERAL PROVISIONS

1.1 Application of the scheme

This Student Charter applies to the undergraduate and graduate programmes of the Institution. It is valid for the 2024-2025 academic year.

1.2 Relation to the Act

The provisions contained in this Student Charter will cease to apply if they are no longer in accordance with or contrary to (amendments to) the Higher Education and Research Act (WHW) or the generally binding regulations and ministerial regulations applicable to higher professional education (hbo). In that case, the provision(s) concerned will be deemed to have been replaced by what is included in the aforementioned legislation or regulation.

1.3 Content and disclosure

This Student Charter discloses the rights and obligations of both the Institution and the Institution's students. The Executive Board brings the Student Charter to the attention of newly enrolled students and notifies them of how to consult the Student Charter.

Students will receive a notification regarding the changes and how to access the revised Student Charter when enrolling for subsequent academic years in case of amendments to the Student Charter.

2. DEFINITIONS

Departments

The specialisations existing within the Bachelor's degree programmes that follow the propaedeutic year.

Department heads

Those entrusted by the Executive Board of the Institution with the coordination of departments or particular courses.

Bachelor's and master's degrees

A student who passes the final examination receives the diploma from the Institution. Upon obtaining the Bachelor's degree, the graduate of the Bachelor's programme is entitled to use the title Bachelor of Arts in Art and Design.

Graduates of the Master's may use the title Master of Arts in Fine Art & Design or the tile of Master of Arts in Interior Architecture.

Executive Board

Under article 6 of the Gerrit Rietveld Academie's articles of association (bylaws), the Executive Board is charged with the day-to-day management of the Institution.

Examinations Appeals Board

The Examination Appeals Board (CBE) as referred to in section 7.60 WHW.

Appeal to the Administrative Jurisdiction Division of the Council of State

The Administrative Jurisdiction Division of the Council of State (Afdeling bestuursrechtspraak van de Raad van State) referred to in section 7.64 WHW.

Competences

The body of knowledge, attitude and skills required to practice the profession of visual artist or designer. The Education and Examination Regulations (Onderwijs- en Examenreglement) include the competences.

Curriculum

The curriculum of a degree programme.

Course duration

The time specified by or under the law available for a degree programme. The full-time Bachelor's programme has a duration of four years. The part-time Bachelor's programme has a duration of five years. The full-time Master's programmes have a duration of two years.

Teachers

The Institution's teaching staff.

Exam

An examination referred to in section 7.3 subsection 3 WHW (the propaedeutic examination referred to in section 7.8 of the WHW and the final examination referred to in section 7.10 of the WHW).

Examination Board

The committee, as referred to in Article 7.12 WHW, which determines objectively and expertly whether a student meets the conditions, as described in the Education and Examination Regulations, in terms of knowledge, insight and skills required to obtain a degree.

The Institution has a joint Examination Board for Bachelor's and Master's programmes.

For conducting examinations, the Examination Board appoints a committee of examiners.

Institution

Stichting Gerrit Rietveld Academie in Amsterdam, Hogeschool voor Beeldende Kunst en Vormgeving, an Institution as referred to in section 1.3 WHW.

Master's programmes

Higher education that follows undergraduate education.

Programme

A coherent set of units of study, aimed at the realisation of well-defined objectives in the field of knowledge, insight and skills which the person completing the degree programme must possess as referred to in Article 7.3 subsection 2 WHW.

With effect from the 2024-2025 academic year, the Institution will offer three degree programmes. The Bachelor of Fine Art and Design programme and the Master's programmes of Fine Art & Design and Interior Architecture.

Educational Committee

A committee as referred to in Article 9.18 WHW, charged with advising on, and annually assessing the manner of implementation of, the Education and Examination Regulations, as well as advising on all other matters relating to education.

Education and Examination Regulations (OER)

Regulations as referred to in Section 7.13 WHW. The Institution has separate Education and Examination Regulations for the Bachelor's and Master's programmes.

Propaedeutic phase

The Foundation Year is the propaedeutic year of the Bachelor degree programme of Fine Arts and Design. The full-time propaedeutic takes one year; the part-time propaedeutic takes two years.

Specialisation phase

The phase following the propaedeutic phase.

Student

The person admitted and registered with the Institution.

Student Charter

The present Student Charter is valid for the academic year 2024-2025.

Academic Year

The period beginning on 1 September of a year and ending on 31 August of the following year.

Degree programme study load: credits

The Institution's Fine Arts and Design degree programme covers 240 ECTS (credits). The propaedeutic phase has a load of 60 credits, the specialisation phase a load of 180 credits; one credit is equivalent to 28 hours of study.

The Master's degree programmes in Fine Art & Design and Interior Architecture have a study load of 120 ECTS.

Exam (assessment)

An assessment as referred to in article 7.3 subsection 3 WHW; an assessment includes an investigation of the student's knowledge, attitude and skills as well as the results of that investigation. Every academic year has two assessments: the semester assessment and the final assessment.

Admissions Committee

The committee set up by the Examination Board in charge of conducting the entrance examinations.

WHW

Higher Education and Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek).

3. SUBSCRIPTION

3.1 General provisions registration

In order to be enrolled in the first year of one of the degree programmes, a candidate must have been admitted to and placed on the degree programme and meet the pre-registration and language requirements or have received written exemption for this from the Examination Board.

To enrol in a degree programme after the propaedeutic examination, the candidate must be admitted, placed and in possession of a propaedeutic diploma of that degree programme, an equivalent diploma or have received a written exemption for this from the Examination Board.

3.2 Foreign Students

Candidates with a non-EU/EEA nationality who enroll at the Institution for the first time will be required to demonstrate that they are legally resident in the Netherlands on 1 September of the academic year to be followed. Proof of this can be a sticker of authorisation for temporary stay (in the passport) or (an application for) a residence permit. A residence permit must always be applied for via the International Office of the Institution.

In order to be enrolled in the part-time programme, candidates must have the nationality of one of the EU/EEA countries or a residence permit that allows them to take part-time programmes.

3.3 Procedure for enrolment

Any person who, after being admitted and placed, wishes to participate in the Institution's education must register as a Student, in compliance with Article 7.32 of the WHW, before using the educational, examination or other facilities.

Enrolment takes place for the entire Academic Year. If enrolment takes place in the course of the Academic Year, such enrolment will apply for the remaining part of the Academic Year.

Enrolment in the programme is done by the Student through Studielink. The Student will not be enrolled until the enrolment has been done correctly through Studielink and all procedural rules of the academy have been met.

The procedural rules are:

- The Student is admitted in accordance with the academy's admission requirements (see 3.1);

- The Student has received permission from the programme to enroll in a specific year and subject class;
- The Student has fulfilled the payment conditions, indicated via Studielink.

In the first month after the start of the Academic Year, the Student card is issued to correctly enrolled Students (see section 3.20 of the Student Charter).

The Student must keep Student Affairs informed of changes in (electronic) contact and address details via Studielink.

3.4 Previous deregistration

The (re-)enrolment of a Student who has been deregistered by the Institution in any year with the application of section 3.9 of the Student Charter may be refused with the application of section 7.37 of the WHW.

3.5 Reasons for not enrolling or undoing enrolment

Candidates who do not meet the requirements set out in sections 3.1 and 3.2 of the Student Charter will not be enrolled or, if the enrolment procedure has already started, will be deregistered.

3.6 Enrolment during the Academic Year

An enrolment during the Academic Year is only possible after written permission from the Executive Board. A request for permission from the Executive Board can only be submitted by a Head of Department.

3.7 Enrolment after negative binding study advice (BSA)

The Student who has received a negative binding recommendation regarding the continuation of studies (bindend studieadvies) in the propaedeutic year of the undergraduate programmes may not re-apply to the same programme for two years. After these two years, the Student can reapply for admission according to the applicable procedure.

3.8 Enrolment after unsatisfactory study results for non-EU/EEA Students

Students with a residence permit based on study, who have received less than 30 credits for that year at the end of the Academic Year, can no longer register at the Institution. The Immigration and Naturalization Service (Immigratie- en Naturalisatiedienst) will withdraw the residence permit from the Student concerned.

As soon as a Student expects to incur study delay due to illness and/or personal circumstances, the student counselor should be informed. The student counselor will take measures with the Student to avoid study delay.

If study is delayed despite measures taken, a declaration by the student counselor can be used to obtain an exemption for the credits not obtained. This is possible only once during the study.

3.9 Termination of enrolment

Through Studielink, the Student can deregister. Deregistration is effective from the month following the request. Deregistration can only be done via Studielink and is final after the Student has met the deregistration conditions supplied via Osiris.

Termination of studies is not possible in the months of July and August. The student card must be sent with the request for termination of studies. For Students with a non-EU/EEA nationality, if applicable, the Immigration and Naturalization Service will be notified of the termination of enrolment.

If a Student's enrolment is terminated in a case referred to in section 7.8b(5), section 7.12b, section 7.37(5) or (6), section 7.42a or section 7.57h(1) or (2) of the WHW, the Executive Board shall terminate the enrolment with effect from the following month.

3.10 Refund of tuition fees

Refund of tuition fees will be given by the Institution in proportion to the number of months the Student has been enrolled. This amount will be offset against instalments already paid.

After permission to terminate the study, the Student can deregister via Studielink. Financial processing of deregistration is initiated via Studielink.

3.11 Interruption of study

In case a Student is forced to interrupt studies for a year, the following procedure applies:

- the Student notifies the Head of Department of his/her/their Department of the study interruption;
- the Student deregisters via Studielink;
- the Student reports himself/herself/themself to the Head of Department of his/her/their Department and to Student Affairs no later than the month of May preceding the Academic Year that he/she/they expects to resume studies.

If the study interruption does not exceed one year, the Student may resume studies without further requirements. If the study interruption lasts longer than one year, the Student concerned must again take the entrance examination.

3.12 Statutory and Institutional tuition fees

To be eligible for statutory tuition fees, the Student must meet all the following conditions:

1. the Student has the nationality of one of the EU countries, Norway, Switzerland, Iceland, Liechtenstein or Surinam. The Student also meets the nationality requirement if he/she/they is/are a family member of an EU citizen living in the Netherlands or has a residence permit on the basis of which one is eligible for study financing, or holds a residence status as a long-term resident in one of EU/EEA Member States in combination with a residence permit issued in the Netherlands;
2. the Student has not yet obtained a Dutch Bachelor's degree (for Bachelor's students) or a Dutch Master's degree (for Master's students) since 1 September 1991. The Student will also pay the statutory tuition fee if he/she started a second programme during a first programme and, even after obtaining a degree for the first programme, followed it continuously.

If the Student concerned does not comply with this, the Student will pay the Institutional tuition fees.

3.13 Amount of statutory tuition fees

Since the 2013-2014 academic year, the Institution has had the Special Feature of Small-Scale and Intensive Education (Bijzonder Kenmerk Kleinschalig en Intensief Onderwijs). Based on this and pursuant to sections 6.7 and 6.7b of the WHW, the Minister of Education, Culture and Science (minister van Onderwijs, Cultuur en Wetenschap) has given the Institution the right to charge a higher (statutory) tuition fee. This tuition fee is set by the Executive Board annually before 1 February.

For the 2024 - 2025 academic year, the statutory tuition fee for the Institution is € 3030,-

3.14 Institutional tuition fees

Students who do not meet the conditions set under 3.9.1 shall pay the Institutional tuition fees, the amount of which is determined by the Executive Board by 1 February each year.

The Institution applies the Institutional tuition fee rate for the 2024 - 2025 academic year:

- New Students bachelor full-time/master registered from 2023/2024 onwards € 8792

- New Students bachelor part-time registered from 2023/2024 onwards € 6838
- Re-enrolment bachelor full-time /master registered in or prior to 2022/2023 € 8108
- Reregisters part-time bachelor registered in or prior to 2022/2023 € 6838

3.15 Payment of tuition fees

Payment of tuition fees is made via Studielink.

Students with a Dutch and European (EEA) nationality can indicate via Studielink whether they want the direct debit for the full amount or in instalments (10x) of direct debit. Students with a non-EEA nationality must pay the tuition fee in one payment. Via Studielink, the Student will receive instructions. The Student must have paid the tuition fee in full before 1 September.

For payment in instalments, an administration fee of € 24 will be charged. The bank account from which the direct debits are taken may not be suspended or blocked during this period. In the event of blocking due to theft, the Student must immediately report this to Studielink.

Students whose accounts are blocked due to insufficient balance or problems with the bank will have to pay the remaining amount of their tuition fees at once.

3.16 Consequences of late payment of tuition fees

The Student is obliged to have sufficient balance in his/her/their account to enable collection of the instalments. If payment arrears nevertheless arise, the Student may be summoned for an interview after three reminders. If the Student does not respond to this call without a valid reason and/or the interview does not lead to the prompt fulfilment of the payment arrangements, the Executive Board may deny the Student access to lessons and facilities, or proceed to deregistration.

Re-enrolment in a subsequent Academic Year is only possible if all previous payment obligations have been fulfilled.

Students in the final Year of Study who are in arrears will not be issued a diploma/certificate until tuition fees are paid in full.

3.17 Penalty provisions or back payment of tuition fees

If it is found that the Student has not been enrolled or has not been enrolled correctly in any year, while using the educational facilities, the tuition fees still due must be paid before

further access to education is granted or the diploma/certificate is awarded (section 15.2 of the WHW).

3.18 Tuition fee exemption and reduction

The Student who is already enrolled elsewhere in another college or university at the start of the enrolment for the statutory tuition fee, will only pay the difference between the tuition fee already paid at that Institution and the tuition fee due to the Institution. In this regard, the Student must contact Student Affairs before the start of the study.

The Student must submit an original Proof of Tuition Fees Paid issued by the Institution of first enrolment.

If the Student deregisters from the first enrolment during the Academic Year, the Student must still pay the remaining tuition fees at the Institution of the second enrolment. The Student can indicate this via Studielink.

3.19 Student card

Only after receipt of the payment of tuition fees, or after the first direct debit in case of authorisation for this purpose, the Student will be issued with the Student card.

The Student card is strictly personal; the Student can pay within the Institution with the Student card and the Student can use the Student card to access areas that have been designated in advance. The Student must carry the student card with him/her at all times. Use of the Student card by others than the (registered) holder is strictly prohibited.

In case of loss or theft of the Student card, the Student shall pay a €20 administration fee before receiving a new Student card. If the Student can provide proof of reporting the theft of the college card to the police, the administration fee will not be charged.

All actions done with the Student card are recorded by the Institution and stored in a central database. The General Data Protection Regulation (GDPR) restricts the use and recording of this data. The data will be made available by the Institution to the appropriate authorities only in cases of urgent need, such as emergencies, burglary, fire, criminal suspicions, etc.

4. RIGHTS AND OBLIGATIONS STUDENTS

4.1 Registration of personal data

The Institution considers proper and careful handling of personal data essential and has therefore adopted policies on

the protection of personal data. This privacy statement includes provisions on the purpose and legal ground of processing personal data and rights of data subjects. The Institution's [privacy statement](#) is published on the Institution's website.

Any Student may access the data relating to his/her/their person to the extent that it is recorded in the Institution's records.

The Institution's website lists the names of Lecturers and Students. Visitors thus gain access to work posted by Students and Teachers on the Institution's website. Every Student has the right to withdraw consent for the aforementioned listing. Withdrawal of consent does not undo previous processing of personal data.

4.2 Student rights

A Student who has been admitted to the Institution and has fulfilled his/her/their financial obligations shall be enrolled in the Bachelor's or Master's programme of the Institution for which that person has been admitted.

The Student has the following rights:

- participation in education within the specialisation of the Institution to which the registration applies;
- tutoring by Teachers of the Institution;
- use of facilities of the department of the Institution in which the Student is studying;
- access to the Institution's library, general workshops and equipment lending;
- use of the student facilities of the Institution, including the services of the Student Counselor and Student Affairs.

For the subjects mentioned under the Student's rights, there are separate written agreements for each subject. The Student should take note of these agreements in advance.

Different rules may apply for each programme and specialisation of the Institution. The Head of Department is responsible for ensuring that every Student is issued with the rules of the relevant Department in writing at the start of their studies.

4.3 Obligations of the Student

In any case, enrolment as a Student confers the following duties:

- participation in education insofar as defined in the study programme of the degree and specialisation;
- correct behaviour in the Institution's buildings and premises, as stated in the house rules, see Chapter 8 of the Student Charter.

4.4 Copyright ownership, right of use and permission to use another's image

The copyright ownership of works created by Students in the context of education (individual work, projects and assignments) belongs, except where otherwise stipulated, to the Student(s) concerned.

The Institution has the right to use the work and may use the work without compensation (including for images for publications, inclusion in archives and presentations) within the framework of the Institution's objectives. Even after deregistration, the Institution retains this right.

The (former) Student is obliged in case of affiliation to an intermediary organisation in the field of copyright (Buma/Stemra, Pictoright, Lira etc.) to report this arrangement to these organisations.

If a Student depicts another person in his/her/their work, prior arrangements must be made between the Student in question and the other person. These agreements must show that the person whose is depicted has given permission for this. In addition, the agreements must stipulate the period during which the image may be used and made public by the Student, and the agreements must show whether the person depicted has the option of turning to an independent mediator with a request to (partially) withdraw permission to use the image, which request must be substantiated. If, after a mediate) conversation between the Student and the person whose image is used, the independent mediator deems it necessary to (partially) grant the request, the Student will no longer be able to use and disclose the image (with respect to the harmful use). These arrangements should be set out in a written consent agreement, signed by the Student and the person whose image is used. The GRA has a form for the consent agreement that should be used. The head teacher of the GRA can assist in completing the format for the consent form.

5. LEGAL PROTECTION STUDENTS

5.1 Settlement of disputes

It is the policy of the Institution that all concerned (Students, Teachers and other staff) should in the first instance seek to resolve the matter in a manner satisfactory to all parties involved in a dispute.

The student counselor can play a role in this. If a solution cannot be reached, the Institution has various forms of legal protection for Students. Each form has its own procedure, depending on the complaint, the type of decision and the

administrative body. The term for lodging objections and appeals is six weeks according to Section 7.59a WHW.

Any decision of the Institution for which an appeal is provided by law shall specify the applicable appeal and review procedure with the corresponding deadlines for filing the appeal and review notice.

On the [website](#), the Student can find if, to whom and how he/she/they submit(s) a complaint or objection (or appeal).

5.2 Administrative appeal Examination Appeals Board

The Institution has an Examination Appeals Board (CBE) to which Students may lodge an administrative appeal. The procedure at the CBE is governed by rules of procedure which can be downloaded from the Institution's Intranet.

The Student may appeal to the CBE against:

- decisions of an Examination Board;
- decisions regarding negative binding study advice;
- decisions regarding the determination of the number of credits earned;
- decisions regarding admission to the examinations; and
- an untimely decision or a refusal to make a decision.

Before the CBE considers an appeal, the parties always consult whether a solution to the dispute is possible. The procedure is described in the CBE's rules of procedure.

Under the provisions of the law and its own regulations, the CBE will examine the case and reach a decision. This ruling is binding.

Contact details:

Examination Appeals Board for the Gerrit Rietveld Academie and the Amsterdam School of the Arts, Gerrit Rietveld Academie room
Attn: Secretary to the Executive Board
c/o Fred. Roeskestraat 96
1076 ED Amsterdam
Tel: 020-5711666
Email: secretariaatcvb@rietveldacademie.nl

5.3 Appeals

If an administrative appeal to the CBE against a particular decision is not possible, an appeal can often be lodged with the body that made the original decision, under the terms of the Institution's Student Objection Procedure Regulations.

This can be done in decisions relating to:

- admission requirements;
- Student registration;
- termination of registration due to illness or special family circumstances;
- satisfaction, exemption, reduction or refund of tuition fees;
- financial support from the Institution's Student Financial Support Fund;
- providing the statement that the certificate of successful completion of an examination can be issued;
- termination/dissolution of a programme by the Institution and the possibility of still completing the programme.

The Institution has a Disputes Advisory Committee (pursuant to Section 7.13 of the General Administrative Law Act (Algemene wet bestuursrecht)) to consider appeals lodged against such decisions. The Committee advises the Executive Board within a period of ten weeks. The Executive Board then decides on the objection. The Executive Board's decision on the objection can be appealed to the Administrative Jurisdiction Division of the Council of State (Afdeling bestuursrecht van de Raad van State) within six weeks.

Contact details:

The GRA's Disputes Advisory Committee
Attn: Secretary to the Executive Board
Frederik Roeskestraat 96
1076 ED AMSTERDAM
TEL: 020-5711666
Email: secretariaatcvb@rietveldacademie.nl

5.4 Administrative Jurisdiction Division of the Council of State

A Student who, after going through the administrative appeal procedure, still does not agree with a decision of the CBE or a decision on an appeal of the Executive Board, may appeal to the Administrative Jurisdiction Division of the Council of State. The Administrative Jurisdiction Division of the Council of State then issues a final ruling on the matter.

For example, it could be about:

- admission requirements;
- Student registration;
- termination of registration due to illness or special family circumstances;
- payment, exemption, reduction or refund of tuition fees;

- financial support from the Institution's Student Financial Support Fund;
- providing the statement that the certificate of successful completion of an examination can be issued;
- termination/dissolution of a programme by the Institution and the possibility of still completing the programme; and
- action taken by the Institution against a Student in relation to the Institution's house rules

No appeal is possible against a decision of the Administrative Jurisdiction Division of the Council of State.

Contact details:

Administrative Jurisdiction Division of the Council of State
 PO Box 20019
 2500 EA The Hague
www.raadvanstate.nl

5.5 Other disputes

Decisions by or on behalf of the Executive Board that cannot be appealed to the CBE and the Administrative Jurisdiction Division of the Council of State can be addressed through the civil courts.

5.6 Educational Committee

The Institution has an Educational Committee for the bachelor's degree and an Educational Committee for the master's degree. The duties of these Committees are:

- advising on the Education and Examination Regulations (OERs);
- annually assessing the way the Education and Examination Regulations (OERs) are implemented;
- Providing solicited and unsolicited advice to the Executive Board and the MR on all matters relating to education.

The Educational Committee bachelor has six members, of which three are Students and three are Lecturers. The Educational Committee master has four members, two of whom are Students and two Lecturers. The members of the study Educational Committees are appointed by the Executive Board after taking advice from the MR.

The working methods and powers of the Institution's study Educational Committees are laid down in the Gerrit Rietveld Academie Study Educational Committee Regulations. These regulations can be requested via opleidingscommissie@rietveldacademie.nl.

5.7 Examination Board

The Institution has a common Examination Board for the bachelor's and the master's degree. Students can go to the Examination Board with:

- a. requests for exemption from prior education requirements;
- b. requests for exemption from tests or examinations.

The Examination Board consists of five members (three from the bachelor, one from the masters and an external member). The tasks and responsibilities of the Examination Board are laid down in the Examination Board Regulations. These regulations can be consulted via Intranet.

Contact details:

Bachelor:

Jet Langman, jlangman@rietveldacademie.nl

Master:

Jaap Vinken, jaap@sandberg.nl

5.8 Complaints and Appeals Committee

The Institution has a Complaints and Appeals Committee. Students may apply to the Complaints and Appeals Committee for matters in respect of which no formal objection or appeal procedures are available under the preceding articles and/or the provisions of the WHW. Complaints may be submitted to the Complaints and Appeals Committee about acts or decisions of bodies, Teachers and other employees of the Institution or Students, which directly affect the person concerned in his/her/their interest. An example is a violation of the (behavioural) norms set out in the Institution's Code of Conduct (the Code of Conduct).

The Complaints and Appeals Committee for students has two chambers: one for general matters (the General Chamber) and one for complaints concerning undesirable behaviour within the meaning of the Code of Conduct and complaints concerning Teachers and other staff members of the Institution (the Chamber Undesirable Behaviour). The General Chamber consists of three members: one staff member, one Teacher or other staff member of the Institution and one Student. The Chamber Undesirable Behaviour consists of one external lawyer and two staff members. The tasks, responsibilities and working method of the Complaints and Appeals Committee are laid down in the Regulations of the Complaints and Appeals Committee Gerrit Rietveld Academie. The Regulations of the Complaints and Appeals Committee Gerrit Rietveld Academie can be consulted via Intranet.

Contact details:

complaintscommittee@rietveldacademie.nl

5.9 Confidential advisors

The Executive Board has appointed internal and external [confidential advisors](#). With the confidential advisors, who work under confidentiality and are an independent point of contact, the person concerned can discuss options and access other resources.

The working method of the confidential advisor is described in the Protocol regarding the confidential advisor, which can be accessed via Intranet.

Contact details:

Confidential advisors:

Matthijs Hattink
matthijs.hattink@rietveldacademie.nl
+31 (0)6 1541 8060

Nur Ozgenalp
nur.ozgenalp@rietveldacademie.nl
+31 (0)6 2379 7815

External confidential advisors:

Heleen van Bruggen
heleen.vanbruggen@humanresolutions.nl
+31 (0)6 2254 4046

Sanne Baalhuis - Timmermans
sanne.baalhuis@sbt-legal.nl
+31 (0)6 51219511

5.10 Complaints form

If a Student wishes to report an incident to one of the confidential advisors, this can be done through the complaints form on the Institution's Intranet.

This form allows the Student to report a situation that occurred with someone at the Institutions that was perceived as undesirable. This form will be treated confidentially. If the Student does not enter his/her/their name and email address, the report can be submitted anonymously. The form cannot be traced to any account of the Student concerned at the Institution. The report will be received by a confidential advisor.

A (anonymous) report is considered a signal. If there are several reports about the same situation within a given period, an investigation can be launched.

5.11 Students with disabilities

The Institution endeavours to provide Students with disabilities the same opportunity to study successfully as Students without disabilities, as far as reasonably within the Institution's capabilities.

Students who have a chronic illness or disability at the start of their studies and expect to be hampered in the progress of their studies as a result should contact the Institution's student counsellor. If possible, adjustments will be made, insofar as this is both financially and structurally feasible.

Students who develop a chronic illness or disability while studying should contact the student counselor as soon as possible so that necessary adjustments can be made by the Institution and measures can be taken to avoid study delays as much as possible.

The study and disability regulations apply to them. The regulations can be downloaded from the Institution's Intranet.

The e-mail address of the student counselor is:

studentcounselor@rietveldacademie.nl

6. PARTICIPATION

6.1 Participation Council Regulations and topics

The Institution has a Participation Council (MR). The MR is a consultative body that includes both representatives of the Institution's staff and representatives of the students. These representatives deal with all kinds of matters concerning the Institution and advise the Executive Board on these matters. In some cases, the MR also has the right of approval, which means that the MR must agree to certain decisions before they can be implemented.

The working method and powers of the MR are laid down in the Participation Council Regulations of Gerrit Rietveld Academie. These regulations are posted on Intranet and can be requested from the MR secretary at mr@rietveldacademie.nl.

6.2 Educational Committees

In accordance with the provisions of article 5.6 of the Student Charter, the Institution has Educational Committees. The Educational Committees are charged with, among other things,

providing solicited and unsolicited advice to the Executive Board and the MR on all matters relating to education.

7. STUDENT FACILITIES

7.1 Student counselor

A student counselor is attached to the Institution. The student counsellors have an independent function within the Institution. The Institution's student counsellors represent the interests of the students within the Institution in the broadest sense. The student counsellors provide education and information to Students and also have an advisory and supervisory, and sometimes referral, role.

7.2 Berlage fund

The Berlage Fund is a provision of limited financial size intended for the Students. The money directly and indirectly benefits the Students.

A sum of €6,000 is made available annually by the Berlage Fund for final examination projects.

The student counsellors have an amount from the school fund at their disposal, which can be used to provide small financial support to individual Students at their discretion and responsibility.

An annual voluntary contribution is requested from all Teachers, staff and Students of the Institution to maintain the fund.

7.3 Student facilities

There are separate house rules for the use of most of the Institution's facilities, which are made known to Students in advance (see Article 8 of the Student Charter).

a. Library

The Institution's library is mainly intended for the Students and Teachers. It is classified as a theory workshop, where a collection is partly assembled and managed, and on the other hand, activities are also organised to activate this collection.

The current collection consists of 11,000 volumes, mostly books, covering various fields from philosophy and sociology to various fields of visual arts and design such as architecture or photography. Through the journal database, the library provides current reflection in the field of art and design. Books can be borrowed, with the standard loan period being two weeks.

The library has no direct subscriptions to online databases, but thanks to a partnership with the University of Amsterdam, access to these can be provided.

b. Departmental workshops

Some departments of the Institution have workshops attached to a department. The workshops are managed by workshop managers. Each workshop has different operating rules and opening hours.

Students enrolled in a department of the Institution to which a specific workshop is attached may use it. Use of these departmental workshops by Students from outside the relevant department requires permission from the workshop administrator.

A list of workshops can be found on the website.

c. General workshops

In addition to departmental workshops, there are general workshops that all Students can use. A Student wishing to complete a project in the workshop should discuss the plans in advance with the workshop administrator and the Teacher concerned.

d. Workstations

Students have, during the opening hours of the buildings, so-called workstations at their disposal. The Executive Board has determined the distribution of workstations among the Departments.

The Head of Department will allocate the relevant space to the Student for a specific period of time, and the Head of Department may decide that this space should be shared during the week with a Student from another Department or another Year of Study.

Allocation within the department is valid only in the current year and takes place every year. The Head of Department is also the one who deals with the allocation of the Institution's rooms during the Academic Year.

Upon allocation, the Student signs a contract, whereby the Student agrees to the obligations and conditions set out herein.

e. Liability insurance

All Students are required to have private liability insurance. At the time of signing the contract referred to in Article 7.3(d) of the Student Charter, the Student must submit a copy of private liability insurance.

7.4 Information provision to students

Information on the Department's study programme and activities shall be disseminated by the Department in a manner to be determined by the respective Department.

General information of an administrative and organisational nature is provided to Students by Student Affairs through Osiris, e-mail or regular mail.

Through Studielink, Students should communicate changes of (electronic) contact and address details.

The e-mail address of Student Affairs is: studentoffice@rietveldacademie.nl.

For Osiris, the Student has received the login details upon registration and/or enrolment.

8. HOUSE RULES

8.1 Desired and undesired behaviour

Every Student is expected to behave responsibly and respectfully towards each other and in their dealings with the Teachers, other people involved with the Institution and the grounds, buildings and facilities of the Institution. In dealing with one another, the Institution strives to provide a safe working and study environment for the Students and the Teachers. Chapter 3 of the Code of Conduct lays down standards that give further substance to this. The Student must comply with these standards. Violations of these and complaints about them will be taken seriously. In the event that (whether or not as a result of a complaint) a violation is established, sanctions will be imposed.

In case of behaviour that violates the rules in Chapter 3 of the Code of Conduct:

- the Student concerned may be addressed in writing; or
- the Student concerned may be denied access to the grounds, buildings and facilities of the Institution (in whole or in part) for a maximum period of twelve months, or the enrolment of the Student concerned at the Institution may be terminated by the Executive Board for a maximum period of twelve months, and the Executive Board may, depending on the seriousness of the conduct, give the Student a warning within the meaning of section 7.57h WHW; and/or
- if the Student in question, after having been reminded within the meaning of Section 7.57h WHW, again violates the Code of Conduct and thereby causes serious nuisance, the Student may be permanently denied access to the grounds, buildings and facilities of the Institution by the Executive Board within

the meaning of Section 7.57h WHW, or the Student's registration may be terminated by the Executive Board within the meaning of Section 7.57h WHW.

The Student may object to the taking of one or more of the above measures to the Executive Board within six weeks of the decision being communicated to the Student (Article 5.3 of the Student Charter).

If the Student's breach of the rules in the Code of Conduct has caused damage to the Institution's premises, buildings and facilities, the costs of repairing such damage may be recovered from the Student.

8.2 Opening hours buildings and grounds

The Student is entitled to access to the Institution's buildings and premises in addition to participating in education. The opening hours of the Institution's buildings during school weeks are as follows:

- Monday to Friday from 8am to 9.45pm; and
- Saturday from 11.30am to 6pm.

Opening hours are subject to change due to holidays and activities taking place in the Institution, among other reasons. Please refer to the Institution's Intranet at all times for the current opening hours.

Classes take place (*offline/online*) at times determined by the Departments.

8.3 Management and use buildings, grounds and facilities

a. General

- Specific rules regarding the handling of the Institution's buildings grounds and facilities are set out in Article 3.10 of the Code of Conduct.
- Defects to the Institution's building or facilities can be reported verbally at the reception desk or via e-mail at facilities@rietveldacademie.nl.
- Requests for alterations to the Institution's premises can be directed to the Institution's Head of Facilities through the Head of Department.
- For Student workplaces, turn off the lights, close the windows and turn off the heating when you leave. Do not leave food leftovers.

b. Cleaning/disposal of materials

- The Institution's public areas, sanitary facilities, general classrooms and ICT workshops are kept clean by an (external)

cleaning company during the school year. Bins from the Institution's classrooms should be placed in the corridor by the Students themselves so that they are emptied. The Institution's workshops are cleaned during holidays. Departmental rooms of the Institution are cleaned before and after the final exams. During the school year, users are expected to tidy and clean the rooms themselves. Students who have their own workstations must keep them clean themselves. In general, materials brought in must be brought back or disposed of by yourself;

- The rules on disposal of materials by Students can be found in the Code of Conduct and on Intranet.

c. Smoking

There is a total ban on smoking on the Institution's premises and in its buildings. The exact rules regarding the smoking ban are listed in the Code of Conduct and on Intranet.

d. Lockers

A limited number of lockers are available in the Institution's buildings for safe storage of work items or personal belongings.

When using the Institution's lockers, the Student must provide their own lock. Speak to a caretaker at the Institution for instruction on how the lockers work in the Fedlev Building.

e. Parking

Parking on the Institution's premises is not allowed. Loading and unloading (maximum 10 min) can take place on the street side of the Institution in consultation with the reception/concierge.

8.4 Use of facilities and equipment

The Student must exercise due care when using equipment, objects and facilities of the Institution. The following applies here:

- scheduling of general classrooms in the Institution's buildings is assigned to Teachers and Students by the Institution's Reservations Officer. The necessary facilities (beamer etc.) are provided in these classrooms. These classrooms can only be reserved through reservations@rietveldacademie.nl;
- defects to facilities of the Institution can be reported at the reception desk and via facilities@rietveldacademie.nl. Requests for procurement of facilities for the Institution can only be addressed to the Head of Facilities of the Institution;
- through the Institution's Tool-O-Theque, it is possible to borrow various (peripheral) equipment and/or buy materials; and

- the exact (safety) regulations regarding working with and using the Institution's facilities and equipment are set out in the Code of Conduct and on Intranet.

8.5 Liability

Students are responsible for their own work and property, which is located in the Institution's premises. The Institution is neither responsible nor liable for damage, theft or loss of work and/or other property due to any cause.

The Institution shall notify the Student in good time (at least one week in advance) of any clearance, moving or cleaning work in designated storage and work areas. The announcement is made through the Head of Department, the caretaker and/or by means of posters.

The Executive Board may hold Students liable for damage or loss, whether intentional or not, of possessions, property of the Institution and property of third parties located (temporarily or permanently) in the Institution's buildings or on the Institution's premises, for which the Institution has a duty of care (rented equipment, property of utility companies, etc.).

If in exceptional situations, and only after written permission from the Executive Board, work is carried out by Students outside the normal opening hours of the Institution and without the presence of a workshop administrator or Teacher, the Institution cannot be held responsible for the personal safety of the Student. The Institution shall then also not be liable for any damages.

8.6 Safety, health and environment

The Institution has a health and safety policy plan. The aim of this policy is to optimise the study and working conditions of students and staff of the Institution with regard to safety, health and the environment. In addition, the Code of Conduct includes a number of important general safety regulations, personal safety and environmental regulations and specific safety regulations relating to equipment and facilities of the Institution. These regulations must be followed at all times. The general safety regulations are set out in article 3.11 of the Code of Conduct. The personal safety and environmental regulations can be found in article 3.12 of the Code of Conduct. The specific safety regulations relating to equipment and facilities of the Institution can be found in the Code of Conduct and on Intranet.

9. MANIFESTATIONS

The Institution has an open culture. The Institution's buildings and premises are a place of connection, openness and dialogue. All issues should be able to be discussed and critical voices should be expressed and heard. The Student therefore has the right to participate in an event. The rules that apply to Students regarding manifestations are set out in the Code of Conduct and on Intranet.

10. OTHER MATTERS

10.1 Information for Students

The Executive Board shall ensure adequate publication and availability of the rules, regulations and decisions applicable within the Institution.

10.2 Planning and holidays

In accordance with the WHW, the academic year runs from 1 September of one year to 31 August of the following year. The year has a minimum of 200 education days and is divided into two semesters. The first semester runs from 1 September to 1 January, the second semester from 1 January to 31 August. An education day is a day on which the Student has access to the Institution's premises.

10.3 Fixing periods without education

The Executive Board annually determines the periods during which no education and no examination is held. This information is announced to all Students at the beginning of the Academic Year.

10.4 Study costs

In addition to the amount for tuition fees, materials, equipment and study costs should be taken into account at around €700 to €1,000 per year. This amount can vary greatly from one Department to another. Material and study costs include:

- costs for drawing and painting materials, wood, photographic paper, photographic equipment, etc. (a number of items are available at reduced prices at the Institution); and
- costs of participating in excursions. These costs are kept as low as possible.

10.5 Student Financial Support Fund (Profile Fund)

The Institution has a fund to provide financial support to Students, the 'Profileringfondsen'. Students may be eligible for financial support from the Student Financial Support Fund in a number of specified cases. The Regulation of the Fund describes the application procedure and further conditions. The regulation

can be downloaded from the Institution's Intranet. Applications for the Student Financial Support Fund are made through the Institution's student counsellor.

11. FINAL PROVISIONS

11.1 Adoption and amendment

The Student Charter and any amendment thereof shall be adopted by the Executive Board after obtaining the approval of the MR.

11.2 Contingencies

In cases not provided for in the Student Charter, the Executive Board decides.

11.3 Entry into force and citation

The provisions contained in the Student Charter take effect on the day following its adoption or amendment by the Executive Board. It may be cited as *Student Charter Gerrit Rietveld Academie*.