



**Rules and Regulations and Illness Protocol Degree Program
Master of Science in Management (part-time)**

**Master of Science in Management (part-time) cohort 22, 23 & 24
2019-2020**

Adopted for the Master of Science in Management program (part-time) cohort 22, 23 and 24 by the University Board of Universiteit Nyenrode B.V. and apply to all students that participate in the program during the academic year 2019-2020.

Standard Rules and Regulations (OER) for 2019-2020,

RULES AND REGULATIONS

Master of Science in Management (part-time) cohort 22, 23 & 24

Valid for the Academic Year 2019-2020

Preamble

These Rules and Regulations have been adopted for the Master of Science in Management (part-time) program (CROHO 66420) by the University Board of Universiteit Nyenrode B.V. Pleading ignorance of the Rules and Regulations or the implications thereof will not be accepted as mitigating circumstances in the case of an appeal to any authorized person(s) or committee(s).

Students are always responsible for their actions and for the complete and correct submittance of assignments and exams. Students also remain responsible for all materials that they upload to the Program Portal/Learning Management System and can be accessed by fellow students, faculty and Nyenrode staff.

Section 1 – GENERAL PROVISIONS

Article 1 – Scope of these Rules and Regulations

These Rules and Regulations are applicable to the teaching and the assessment within the Master of Science in Management (part-time) program. They are an integral part of and form an addition to the General Statute of Universiteit Nyenrode B.V. These Rules and Regulations are renewed every Academic Year and they become valid on the first day of the Academic Year concerned. These Rules and Regulations replace all earlier versions of the Rules and Regulations *Master of Science in Management (part-time)*. These Rules and Regulations are legally binding.

Within the framework of the General Statute and the General Terms and Conditions of Education at Nyenrode (*Algemene Onderwijsvoorwaarden*) and the Nyenrode Code of Conduct for students, these regulations apply to the teaching and assessment within the program. Every student is expected to be familiar with the latest version of the Rules and Regulations. Students are responsible for familiarizing themselves with the Rules and Regulations, which is made available on the Program Portal/Learning Management System.

If a student wishes to be exempted from a particular rule or regulation in these Rules and Regulations, then he/she must seek permission from Program Management and/or the Exam Committee, depending on the nature of the request and the rules it concerns. If a student files a request to the Exam Committee General Management, the name of the program and the cohort in which they participate must be included. During student enrollment all formal correspondence to and from Nyenrode is and needs to be conducted via Nyenrode email accounts.

Where applicable, appendix A to these Rules and Regulations stipulates the transitory arrangement for rules and regulations that underwent a substantial change when compared with Rules and Regulations from previous Academic Years.

Article 2 – Definitions

Appeal Committee	A committee handling complaints against decisions by the Exam Committee, the Program Director or the University Board. It is chaired by an external (legal) officer. Decisions by the Appeal Committee are final and binding.
Assessment	Description used in general sense for the assessment of the knowledge and skills obtained in relation to a specific course.
Assignment (individual and/ or group)	A practical exercise as mentioned in Article 7.13 of the WHW in one of the following forms: (1) Writing of papers, reviews or a thesis/final project; (2) Working on a research assignment; and (3) Participating in field work or excursions or in other educational activities aimed at obtaining the skills and knowledge as defined for the program and its various courses.
Center	Organizational unit responsible for the development of courses, their delivery and their assessment.
Code of Conduct	Rules of behavior for the Nyenrode students and staff. https://www.nyenrode.nl/docs/default-source/pdfs/over-nyenrode/voorwaarden-reglementen/studenten/codes-of-conducts/nyenrode-code-of-conduct.pdf?sfvrsn=add6fc14_4
Exam	A written or oral assessment in which the candidate provides insight in his/her knowledge and understanding. This can be done by answering questions but also by fulfilling an assignment
Exam Committee	A quality assurance committee as meant in Article 7.12 of the WHW. The Exam Committee is responsible for ensuring and maintaining the quality of assessment within the program. According to the WHW the Exam Committee decides in an objective and professional manner if a student has fulfilled all learning objectives defined for the program and therefore has obtained the knowledge, skills and insights that are necessary to obtain a degree. The members of the Exam Committee are appointed by the University Board of Universiteit Nyenrode B.V. In this document Exam Committee is used for the Exam Committee General Management.
Examiner	A person, appointed by the Exam Committee, who designs and grades assignments and exams
General Statute	The General Statute of Universiteit Nyenrode B.V. to be found at: https://www.nyenrode.nl/docs/default-source/pdfs/over-nyenrode/voorwaarden-reglementen/general-statute-2019-2020.pdf?sfvrsn=bda7a414_2
General Terms and Conditions of Education	General Terms and Conditions of Education at Nyenrode to be found at: https://www.nyenrode.nl/docs/default-source/pdfs/over-nyenrode/voorwaarden-reglementen/studenten/general-terms-and-conditions-of-education-at-nyenrode.pdf?sfvrsn=e96ac014_20
Upgrade test /hersteltoets	An assessment designed to establish that possess fulfills the current/actual learning objectives of a course
Illness protocol	Extenuating circumstances, illness and pre-existing conditions protocol.
Mentor/ Study coach	Person responsible for guiding and advising the student on study related issues during their participation in the program.
Migrating circumstances	Migrating circumstances are serious, unforeseen, unavoidable personal circumstances that influence the study performance.
Course outline	A detailed description of the content, the learning objectives and assessment methods of a course.
Nuffic	The Netherlands Organization for International Cooperation in Higher Education.
Proctor	A supervisor during an examination (<i>surveillant</i>).
Program	The Master of Science in Management (part-time) program offered under the responsibility of Universiteit Nyenrode B.V.
Program Director	The person responsible for staff, budget and academic quality of the program and for contacts with all program stakeholders.
Program Management	The staff of Universiteit Nyenrode B.V. responsible for the program.
Program Portal/ Learning Management System	Website accessible only to persons involved with the program (students, faculty, program management)
Second Examiner	A second examiner, who checks a written assessment or participates in an oral exam
Second Reader	A faculty member who independently assesses a Thesis or a Final Project.
Student	The person who is registered at Universiteit Nyenrode B.V. in order to participate in the program, including its assessment.
Study Guide	Description of the procedures and content of the program.
Terms of Application	Terms setting the rules for the relationship between Universiteit Nyenrode B.V., also known as “Nyenrode Business Universiteit” and the student. To be found at: https://www.nyenrode.nl/docs/default-source/pdfs/over-nyenrode/voorwaarden-reglementen/studenten/general-terms-and-conditions-of-education-at-nyenrode.pdf?sfvrsn=e96ac014_20
WHW	The <i>Wet op het hoger onderwijs en wetenschappelijk onderzoek</i> (the Dutch Higher Education and Research Act).

Article 3 – Purpose of the program

The aim of the Master of Science in Management (part-time) program (hereafter PTMScM) is to obtain sufficient knowledge, skills and insight into the subject matter being studied, enabling students to obtain a Master of Science degree in Management, as defined in Article 7.19a of the Dutch Higher Education and Research Act (WHW).

In order to qualify for the Master of Science degree, a student needs to obtain a passing grade for each course during the Program.

The Master of Science in Management (part-time) program is comprised of a Pre-Master's program of 6 months and a Master's Program of 1 year and 9 months, both starting once a year.

Article 4 – Full time/Part time

The program is part-time.

Article 5 – Assessments

1. The program allows students to obtain the degree of Master of Science in Management (part-time).
2. The degree will be obtained when all courses have been passed successfully.
3. Teaching and assessments will mainly be conducted in Dutch. Most of the literature is in English.
4. The Program Director and/or Exam Committee may define additional requirements for students to participate in Courses and/or assessments, these will be published on the program portal.
5. Students are expected to plan their study in such a way that they can fulfill their obligations, such as the deadlines for assessments, within and outside the university.
6. Extenuating Circumstances are unforeseen, unavoidable events that significantly and directly disrupt the performance of a student in an assessment. As a student you are expected to plan your work, so you can meet assessment deadlines at the same time as other obligations you may have both inside and outside the University. The extenuating circumstances process should only be used if you experience qualifying circumstances. Extenuating Circumstances are described in more detail in the illness protocol.
7. All course work, assignments etc. must be submitted according to the instructions of the Examiner. Late submission of, or the failure to submit course work and/or assignments will be penalized at the discretion of the Examiner and Program Management after consultation with the Exam Committee. The course outline should clearly state the manner of submission as well as the consequences of late submission or failing to submit.

Section 2 – THE PROGRAM

Article 6 – Curriculum

1. The curriculum of the Part-time MSc in Management program consists of the following courses, study hours, study load in European Credits according to the European Credits Transfer System (ECTS) and, for international transcript purposes, the number of Grade Point Average (GPA) credits allotted to each course of the Part time MSc in Management program (see also Section 3: Grading).

PTMSc Program	Study hours	ECTS rounded off	GPA credits
Pre-Master			n/a
block 1			
Accounting for Managers	84	3	n/a
Foundations of Research	84	3	n/a
Analytical Business Tools	56	2	n/a
block 2			
Foundations of Finance	84	3	n/a
Managerial Economics	84	3	n/a
Management Communication Skills	28	1	0.75
block 3			
Business Statistics	84	3	n/a
Marketing Strategy	84	3	n/a
Total Pre-Master	588	21	
Master's Program	Study hours	ECTS rounded off	GPA credits
block 1			
Organizational Behavior	140	5	3.75
Operations & Supply Chain Management	140	5	3.75
block 2			
Personal Leadership & Development	84	3	2.25
Finance	140	5	3.75
Marketing & Technology	140	5	3.75
block 3			
International Business & Economics	112	4	3.00
Research Design & Methods	112	4	3.00
block 4			
Business Strategy	112	4	3.00
Law & Ethics	112	4	3.00
block 5			
Elective	84	3	2.25
Advanced Research	140	5	3.75
Thesis	420	15	11.25
Total Master	1736	62	46.5

28 study hours is equivalent to 1 ECTS

1 credit in the GPA system is equivalent to 75% of 1 ECTS credit

Program Management reserves the right to make any changes to the curriculum after it has been officially released. Any changes will be posted on the Program Portal in a timely fashion.

Section 3 – GRADING

Article 7 – Grading and Exemptions

7.1 Universiteit Nyenrode B.V. employs a “0-10” grading scale in which “10” is the maximum score.

7.2 The grades for completed courses are expressed in whole numbers, except for the Thesis. Any rounding required is calculated as follows:
Up to a .5 is rounded down to the next whole number (example: 5.49 is rounded down to a 5).
From a .5 is rounded up to the next whole number (example 5.50 is rounded up to a 6).
(For more details on Thesis grading: refer to the Thesis Guidelines.)

7.3 A grade of 5.50 or higher constitutes a pass. For the Thesis a 6.00 or higher is a pass.

The whole course threshold grade is 5.50 before rounding. A grade for a whole course under the minimum, means that the course examination requirements have not been met. Learning goals can be assessed separately, resulting in a separate grade for each learning goal, or be part of an assessment covering more than one goal, in which case the final grade is the sum of the performance for each part of the assessment. If an exam is a combination of different assessment components a student has fulfilled the requirements of the exam if the grade is 5.50 or higher before rounding.

- It is also required that for every part of the assessment which test a learning goal, the grade must at least be 5.50 before rounding, to constitute a pass, and is retakeable.
- Assessments that do not test a learning goal, such as preparation for lectures, or active participation, do not have a minimum grade threshold, and are not retakeable (see course outline).

The exception to the above rule applies to the grading of the Thesis, for which the threshold is “6.00” for the whole grade, before rounding. The rules and regulations pertaining to the grading of the Thesis are outlined in the Thesis Outline issued by Program Management. The Thesis Outline

is an addendum to these Rules and Regulations and therefore legally binding.

- 7.4** For international transcript purposes whole course grades before rounding awarded at Universiteit Nyenrode B.V. are converted to letter grades in accordance with the following table:

NL	VS	GPA
10	A+	4.0
9.5	A+	4.0
9	A+	4.0
8.5	A+	4.0
8	A	4.0
7.5	A	4.0
7	B+	3.3
6.5	B	3.0
6	C	2.0
5.5	D	1.0
5	F	0.0
4	F	0.0
3	F	0.0
2	F	0.0
1	F	0.0

These letter grades are weighted according to the number of GPA (Grade Point Average) credits allotted to each course and converted to a 4.0 scale using the table above.

7.5 ***Exemptions Master's program***

The Exam Committee may grant exemptions for courses which have been successfully completed to the appropriate academic level at previous educational institutions. The Exam Committee and Program Management together establish a procedure for requesting exemptions. Requests for exemptions must be submitted to Program Management at least 20 working days before start of the course in question, including the course outline of the relevant course(s) at the student's previous education.

Exemptions may be granted on the basis of a comparison between the courses of the Master of Science in Management (part-time) program and the student's previously acquired skills and knowledge. Exemptions will not be included in the calculation of the GPA (if applicable) and in the Diploma Supplement 'exemption' will replace the grade for the course involved. Students may submit a request for exemption from a course to Program Management via ptmscteam@nyenrode.nl. The exam Committee may also decide to grant a partial exemption.

7.6 ***Registration of study results***

Study results are registered such that an interim transcript of the results achieved by each student can be provided to them.

Section 4 – ACADEMIC CONDUCT

Introduction

Students at Universiteit Nyenrode B.V. are expected to maintain the highest standards of academic conduct. Activities that have the effect or intention of interfering with education, pursuit of knowledge, or fair evaluation of a student's performance are prohibited.

Article 8 – Conduct during lectures, attendance, report writing, consultation and collaboration

8.1 *Conduct during lectures*

One of Nyenrode's teaching objectives is its experienced-based education, which has its foundations in a mix of sound academic teaching and in-depth class discussions. To ensure the learning objective is met, students are expected to attend all scheduled classes and to participate actively in discussions.

The responsible persons (lecturer/kerngroep), in consultation with Program management, have the authority to determine how much of their course is mandatory. The course outline must clearly state if and how attendance is part of the final grade of a course. The course outline must also clearly state what the penalty is for students who, without any valid reason fail to attend an obligatory class. Program Management will decide upon the validity of a reason submitted.

During a lecture, students are not permitted to engage in other activities such as reading the newspaper, communicating via mobile devices, or conversing with fellow students about matters unrelated to the content of the lecture. Cell phones are to be switched off during lectures. Students, during lectures, may only use their laptop or tablet to access course material made available on the Program Portal/Learning Management System with the consent of the lecturer.

Lecturers are authorized to remove any student who does not observe the rules of conduct from a lecture. A lecturer may request Program Management to take measures if, in the opinion of the lecturer, the behavior of a student or students is unacceptable. Such behavior may be regarded as academic misconduct (see Article 10).

8.2 *Absence during exams and obligatory classes/events*

If a student is unable to attend an exam they should inform Program Management in advance.

If a student is unable to attend an obligatory class/event due to an emergency or serious illness, he/she should inform both Program Management and the relevant lecturer (preferably) before class. If a student fails to attend obligatory classes/events without a valid reason and/or without notifying Program Management, this will be considered as academic misconduct (see Article 10).

8.3 *Audio or video recording of lectures*

Students who want to make an audio or video recording on the estate, of a lecture or at a study related event, should ask beforehand for approval from the attending students and lecturer(s). If a student wants to share the recording with others they must consider the Dutch privacy laws. The consent of all people involved is especially important.

8.4 *General rules for assignments*

Unless stated otherwise, all written assignments have to meet the Nyenrode Guidelines for Thesis and Assignment Writing. Assignments are always subject to checks using plagiarism detection software.

8.5 *Individual Assignments*

Unless stated otherwise, all assignments within the Programs are to be completed by the individual student. Discussing individual assignments with other students is allowed, under the condition that the rules of academic conduct are not violated (refer to the Code of Conduct, see Article 10 for examples of academic misconduct).

8.6 *Study Groups*

Study groups are composed by Program Management or by the lecturer(s) of each specific course. In the event of group assignments, it is the responsibility of each individual student and of the study group as a rule to ensure that all members of the group meet their responsibilities.

If a student fails to meet his/her responsibilities and the study group has reminded the student of his/her failings, the other students in the group have the right to approach the lecturer and Program Management to discuss the situation. The lecturer, in consultation with Program Management, has the right to remove the student who fails to meet their responsibilities from the group. Students themselves do not have the right to exclude a fellow student from their study group. The *Exam Committee*, in consultation with the lecturer, will determine the consequences for any student that is excluded.

8.7 *Group Assignments*

Unless stated otherwise, all group assignments within the Program are to be completed by the group as a whole. Every member of a study group is responsible for the complete final product of the group. Possible academic misconduct (such as plagiarism) is applicable to all the members of the study group.

8.8 Any violation of these rules will be considered as academic misconduct. See Article 10.

Article 9 – Conduct during exams

9.1 *Identity*

Students are required to have a valid ID (passport, ID card or driver’s license) with them during the exam and, if asked, are required to show it to the proctor. Without a valid ID the student is not allowed to participate in the exam. An ID of which the validity has expired for no more than five years is also considered a valid ID.

9.2 *Use of aids*

If the use of books, dictionaries, calculators, lecture notes etc. is allowed during an exam, the lecturer concerned will announce this in detail, in advance in the course outline or through an official announcement. It is prohibited to add any information to a book or other material, such as written notes, unless the lecturer decides otherwise. Either the lecturer or proctor may inspect books, calculators, and other materials before, during, or after any particular exam. The exchange of dictionaries, books or any other reference-materials during an exam is not allowed.

The use of electronic devices during the exam is only permitted when this is announced in the course outline or an official communication on behalf of the course involved.

If an examiner allows the use of cheat sheets during an exam, these may only be handwritten. Printed or photocopied cheat sheets are not permitted.

9.3 *Bags, coats etc.*

Bags, wallets, coats, (pencil)cases, watches, communication and electronic devices (excluding those that are expressly permitted in the Course Outline) should be left in the dressing room or in the lockers of the Exam Room. Students must empty pockets of all personal items, which are then placed in a secured area. Students may be required to empty their pockets upon request of the proctor or lecturer. During the

exam, students are not allowed to purchase food and/or beverages from the vending machines in the corridor.

9.4 *Starting time of the Exam*

As a rule, students must be present five minutes before the start of the exam. Students shall remain quiet entering the exam room and may start the exam immediately. If seating indicators are present, students must act accordingly.

9.5 *Entering and leaving the exam room*

Students who arrive no later than half an hour after the start of the exam are allowed to participate in the exam but are not granted extra time at the end of the exam. Students arriving after this time are excluded from participating in the exam. No students are permitted to leave the exam until half an hour after the start of the exam. Students arriving late or departing early must not hinder the other students. All materials (including notes and drafts) must be left on the exam table at the end of the exam.

9.6 *Bathroom use*

During the exam, students are only allowed to visit the bathroom once. Should a student need to go to the bathroom, he/she must have permission from the proctor. Only one student at a time will be allowed to visit the bathroom. Students are not allowed to visit the bathroom during the first and last half an hour of the exam. In case of illness this rule can be adjusted following the illness protocol.

9.7 *Handwriting and use of language*

Students are obliged to write in a legible fashion. Parts of the written exams that are only partly or not legible will not be assessed. Whether writing is illegible is determined by the examiner in consultation with another examiner.

Students are obliged to use proper language. Parts of the exam that are not clear because of confusing or incorrect use of language will not be assessed. This is determined by the examiner in consultation with another examiner.

9.8 *Proctors*

Students are obliged to follow the instructions of the proctors.

9.9 *Conduct during digital assessments*

The introduction of digital assessment will demand for specific adjustment of the rules of conduct during assessments. These rules will be introduced during the Academic Year 2019-2020 and will be seen as

part of these Rules & Regulations from the moment they are announced and become invalid.

- 9.9** ***Violation of rules***
Any violation of these rules will be considered as academic misconduct. See Article 10.

Article 10 – Academic misconduct

- 10.1** ***General***
Activities that have the effect or intention of interfering with education, pursuit of knowledge, or fair evaluation of a student’s performance are prohibited. A student who, through deception or negligence, makes it entirely or partly impossible for the examiner to correctly assess a student’s knowledge, insight and skills, is violating the standards of academic conduct. Course assignments will be checked by anti-plagiarism software.
- 10.2** ***Measures against violators***
Measures to be taken against violators of the standards of academic conduct are at the discretion of the Exam Committee. Possible measures include a warning, a formal reprimand, a null grade for the exam, or the exclusion of participation in the program and/or assessment for a period up to one year. In case of serious and/or repeated academic misconduct, the University Board, after consultation with the Exam Committee, or those acting on its behalf, may take the decision to remove the student from the course/program in question.
- 10.3** ***Late discovery of the violation***
In cases where the discovery of academic misconduct does not occur until after the test or assignment has taken place, the Exam Committee may still decide to take measures as given in Article 10.2.
- 10.4** ***Hearing***
Before a decision is made, the student will receive the opportunity to be heard by the Exam Committee.
- 10.5** ***Communication of the decision***
The Exam Committee involved is responsible for informing the student, in writing, of the measures taken.

<p>10.6 Examples of academic misconduct include but are not limited to the following definitions:</p>
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A. Cheating: using or attempting to use unauthorized assistance, material, or study aids in examinations or other academic work. Example: using a cheat sheet in a quiz or exam, altering a graded exam and resubmitting it for a better grade, etc.

B. Plagiarism:

1. Using the ideas, data, or language of another without specific or proper acknowledgment. Example: copying another person's or the student's earlier own work, such as a paper, an article, or computer work and submitting it for an assignment, cloning someone else's ideas without attribution, failing to use quotation marks where appropriate, etc. To avoid plagiarizing, you must give credit whenever you use:

- Another person's idea, opinion, or theory
- Any facts, statistics, graphs, drawings – any pieces of information – that are not common knowledge
- Quotations of another person's actual spoken or written words
- Paraphrase of another person's spoken or written words

2. Incorrect referencing to one's own work; use for a second time ideas or text in the same wording for different assignments without reference to the earlier work. In these cases a correct reference to one's own ideas and/or texts are required. An incorrect reference is considered to be Academic misconduct.

C. Fabrication: submitting contrived or altered information in any academic exercise. Example: making up data for an experiment, fudging data, citing nonexistent articles, contriving sources, etc.

D. Multiple submission: submitting, without prior permission, any work submitted to fulfill another academic requirement.

E. Misrepresentation of academic records: misrepresenting or tampering with or attempting to tamper with any portion of a student's transcripts or academic record, either before or after coming to Universiteit Nyenrode B.V. Example: forging a change of grade slip, tampering with computer records, falsifying academic information on one's resume, etc.

F. Facilitating academic dishonesty: knowingly helping or attempting to help another violate any standards of academic conduct. Examples are: signing an attendance sheet for fellow students, the working together on a take-home exam.

G. Unfair advantage: attempting to gain unauthorized advantage over fellow students in an academic exercise. Example: gaining or providing unauthorized access to examination materials, obstructing or interfering with another student's efforts in an

academic exercise, lying about a need for an extension for an exam or paper, continuing to write even when time is up during an exam, destroying or keeping library materials for one's own use, the use of internet to communicate with others during the exam.

10.7 Social misbehavior

Misbehavior on campus (see also the Nyenrode Code of Conduct) may lead to a penalty being imposed by the University Board. Part of this penalty may be a probation period or even the (temporary) denial of access to the estate and campus.

10.8 Probation period

Not applicable

Section 5 – ASSESSMENTS

Article 11 – Exam regulations

11.1 *General*

Students are deemed to have successfully completed the components of a study phase or program if they have passed all the components of the program concerned or have been granted an exemption (see Article 7). Regarding the exams to be taken within a study phase or program, the Exam Committee may set conditions involving the minimum number of exams that are to be passed.

11.2 *Weighting and assessment components*

Each course needs to have sufficient individual work to enable the assessment as to whether the student has individually fulfilled the course requirements. This individual component in general is to be a substantial part of the course grade and preferably at least 50%. Other components, such as team assignments, presentations, and classroom attendance account for the remaining percentage of the whole course grade.

11.3 *Adjustment of grades*

The Exam Committee, in consultation with the lecturer/kerngroep, reserves the right to adjust grades up to the graduation of the student.

11.4 *Replacement exams*

The Exam Committee is authorized to set a replacement exam.

11.5 *Sequence of exams*

The Exam Committee is authorized to lay down rules regarding the sequence of the exams to be taken. In general, the defense of the thesis can only be conducted when all other exams have been passed successfully.

11.6 ***Conditions for participation***

As a rule, students can participate in an exam if they are enlisted for the course. However, for some components, additional requirements may apply regarding participation in the exam. Refer to the relevant course outline for specific exam rules and regulations.

11.7 ***Exam frequency***

Not applicable

11.8 ***Thesis***

Rules and regulations pertaining to the Master of Science in Management (part-time) Thesis are outlined in the Theses Outline issued by Program Management. This document is an addendum to these Rules and Regulations and therefore legally binding.

If a student is unable to meet the final defense deadline, an extension period may be requested in writing through Program Management at ptmscteam@nyenrode.nl. In such cases the student will be required to pay an additional tuition fee (see Thesis Outline).

11.9.1 ***Retakes in the Pre-Master's Program***

If a student does not meet the threshold grade for the assessment of a course component, other than the final exam, a student will be offered only one opportunity to retake this course component. If, following the retake, the grade remains insufficient, the whole course will be considered as a failed course. Absence during both the initial assessment and retake will also be considered as a failed course.

If a student does not meet the threshold grade for the final exam, a student will be offered two opportunities to retake this course component. If, following the first retake opportunity of the final exam, the exam grade remains insufficient, the examiner will carry out a final investigation into the knowledge and understanding of the student regarding the learning objectives as covered in the final exam. This exam is called a Second Retake. If, following the Second Retake, the grade remains insufficient, the whole course will be considered as a failed course. Absence during both the initial assessment and retake(s) will also be considered as a failed course.

A request to the Exam Committee General Management for extra retakes will be inadmissible in all cases regardless of extenuating circumstances, including the fit to sit policy.

11.9.2 ***Retakes in the Master's Program***

If a student does not meet the threshold grade for the assessment of a course component, a student will be offered only one opportunity to retake the course component. If, following the retake, the grade remains insufficient, the whole course will be considered as a failed course. Absence during both the initial assessment and the retake will also be considered as a failed course.

11.10 ***Absence during exams in Master of Science in Management (part-time) Master's program***

If a student in the Part time MSc Master's Program is unable to participate in a final exam or a retake exam, the reason thereof must be reported in writing to Program Management in advance. In case of extenuating circumstances (described in the illness protocol) the Exam Committee General Management may decide to allow the student an extra opportunity to take the exam. If a student fails to notify Program Management prior to the exam, a request for an extra opportunity will not be taken into consideration, unless the student can prove that he/she was unable to inform Program Management in time.

11.11 ***Redo courses in Part-Time MSc in Management***

A student who failed courses may request permission from the Exam Committee to take the course(s), and all related exams and course assignments, in the next program. This rule applies only to courses of the Master of Science in Management (part-time) program and up to a maximum of three different courses. If the request is granted, the student has to enroll at the university and meet all ensuing financial requirements and responsibilities. Program Management will determine the fee for the course. If a student fails more than three courses, he/she cannot graduate from the program. A redo course can only be followed once.

If a student fails the redo, he/she will receive a certificate and an overview (if applicable with grades) of the courses passed. If there are extenuating circumstances for failing the redo course, the student can request the Exam Committee General Management to allow him/her a second redo opportunity in an attempt to complete the program.

11.12 ***Replacement exams for courses no longer part of the curriculum or for redesigned courses***

If a course is removed and not replaced with an alternative course, students are still expected to pass the course involved, as long as the course was part of the program at the time of enrollment. Program Management will ensure, within reason, that students are provided with opportunities for replacement exams.

11.13 ***Voluntary retakes***

Students have the opportunity to retake a final exam to improve their grade for their GPA score and/or with the Cum Laude rules (see Article 17.3) Students are allowed to do this once per course, for a maximum of three different courses in the program. Students wishing to make use of this opportunity should file an official request with Program Management no later than five working days before the scheduled date of the retake. The grade of this voluntary retake will replace the grade obtained in the previous exam, this is also the case if the grade is lower than the previous one.

The initial grade will be registered by Program Management in case the student is eligible for Cum Laude.

If the final exam is an individual assignment (such as a paper or report) a new assignment will be handed out by the lecturer at the request of the student, no new assignments are handed for group assignments or the thesis based on a request by a student.

This rule does not apply to the Thesis and to group assignments which are considered a final exam.

11.14 ***Permission for a fourth exam***

Not applicable

11.15 ***Announcement of exam dates***

Exam dates are announced via Canvas, the Program Portal/Learning Management System.

Article 12 – Oral Exams

12.1 ***Oral exams***

In principle oral exams will be conducted by two examiners. Only one candidate can be assessed at the same time, unless the Exam Committee decides otherwise. The oral exam can be recorded; if only one examiner is present at the exam, a recording is required. The recording made is stored in accordance with the Dutch privacy and archive laws.

Defense of the thesis is an oral exam; the defense can only proceed when two examiners are present.

Article 13 – Special Circumstances

13.1 *Special exam facilities*

In exceptional circumstances (for example a physical handicap, a sensory handicap or a chronic illness) the Exam Committee may, following a request by the student concerned, permit a student to take an exam in another appropriate form or manner. Please refer to the Illness Protocol. Students can submit their request by email to ptmscteam@nyenrode.nl. The request needs to be (if possible) accompanied by evidence of the exceptional circumstances

13.2 *Dyslexia*

If a student has dyslexia, extra time may be granted for written tests or exams for the duration of their studies at Universiteit Nyenrode B.V. To qualify for this a student must submit an original statement from an officially acknowledged professional based on the criteria formulated by the Stichting Dyslexia Nederland – www.stichtingdyslexianederland.nl. Students with dyslexia will be given additional time for written tests (10 minutes for every hour of the exam). Students can submit their request by email to ptmscteam@nyenrode.nl.

Article 14 – Publication of results

14.1 In the case of an oral exam (with exception of the thesis defense) the examiner concerned will inform the student of the grade no later than one day after the exam.

14.2 Results of written tests and other components making up the final grade will be published within a period of four weeks after the completion of the final part of the course has taken place. Any deviation from the above-mentioned periods requires the express consent of Program Management.

14.3 The results of the thesis defense are published not later than one (1) day after the event. When a third reader needs to be involved, it is clearly stated when the results will be published.

Article 15 – Exam reviews

15.1***Exam reviews***

Students are allowed to inspect all course components making up the overall grade of a course (cases, midterms, exams, etc.), within a period of six weeks of the publication of the exam results, on the date/time set by Program Management. The student can sign up online for this review moment. An Answer Model and Assessment Matrix will be available. In special circumstances this deadline may be extended or shortened by the Exam Committee. Exam reviews will take place at Nyenrode Business Universiteit. Questions can be posed in written form to the examiner, objections to the final grade can be submitted to the Exam Committee within a period of 10 working days after the date of the review. Please refer to Section 7 for the applicable procedures for submitting objections and appeals.

15.2**Individual arranged exam review**

Within certain circumstances an individual review of the exam can be arranged. A request can be submitted by e-mail to the e-mail address of the applicable Program Management. Questions can be posed in written form to the examiner, objections can be submitted to the Exam Committee. Please refer to Section 7 for the applicable procedures for submitting objections and appeals.

Article 16 –Allotted study time, extension of duration, validity of grades and progression rules**16.1*****Allotted time for study***

For the Part time MSc in Management program the nominal duration is 1 year and 9 months.

A request for an extension of the nominal study time can be submitted to Program Management. A maximum of four periods of 6 months may be granted; the allotted study time for the Master's is 45 months. In such cases the student will be required to pay an additional tuition fee.

The details of the fee can be found on the Program Portal/Learning Management System. Successful completion of the program must occur during the allotted time.

16.2**Termination/extension of the allotted studytime**

When the study is not finished within the allotted time a request for an extension of the study time can be submitted to the Exam Committee General Management. Concerning an exam or an assignment, the Exam Committee can require an extra assessment before the student is allowed to finish the program with a diploma.

When the request is granted, an extra tuition fee is required. The details of the fee can be found on the Program Portal/Learning Management System.

When the request is not granted the enrollment of the student will be ended

16.3 ***Validity of results in case the study is not finished within the allotted time***

If a student is unable to complete the program within the allotted time, the validity of their results for completed courses will be reviewed. The Exam committee asks information for the Program Management and faculty involved. In those cases where it can be demonstrated that previously obtained knowledge is no longer sufficient to fulfill the current learning objectives, the Exam Committee makes a decision regarding any additional assessment requirements upgrade test/hersteltoets.

16.4 **Admittance on the basis of obligatory (Pre-Master) courses**

The Program Director decides on basis of the previous education of a student which courses the student has to complete successfully to be able to complete the Master phase of the program. (Often these courses will be part of a Pre-Master program). For the Part time MSc in Management program the following rules apply:

- a) Universal courses and courses that prepare the student for the academic level of the Master all must be completed successfully before it is allowed to start with the Master program.
- b) Courses with a corresponding course in the Master phase need to be completed successfully before taking the corresponding course in the Master phase.
- c) Other courses (broadening courses without a corresponding course in the Master phase) have to be completed successfully before defense of the thesis is allowed.
- d) A student can start the Master phase with a maximum of 3 ECTS from the categories b and c mentioned above that still have to be completed successfully. If at the start of the Master phase it is not yet known how many ECTS are still missing, the student can start with the Master phase at his/her own risk. When, after all grades have been established, it becomes clear that there are more than 3 ECTS that have not been fulfilled, the student has to stop with the program.

The division of the (Pre-Master) courses over the categories a, b and c in relation to the master's tracks is according to the table below. This information is approved by the Exam Committee General Management.

Category	Course	ECTS	Corresponds with
a.	Analytical Business Tools	2	
a.	Foundations of Research	3	
a.	Business Statistics	3	
b.	Marketing Strategy	3	Marketing Technology
b.	Foundations of Finance	3	Finance
c.	Managerial Economics	3	
c.	Management Communications Skills	1	
c.	Accounting for Managers	3	

Details concerning the division of the (Pre-Master) courses over the categories a, b and c can be found on the Program Portal, this information is approved by the Exam Committee General Management.

Article 17 – Diplomas and statements

17.1 *Diploma and academic transcript*

A diploma is awarded by the Exam Committee as proof that the Program has been successfully completed. The courses which the degree covers, together with their grades, are listed on an academic transcript. In order to receive the diploma and academic transcript the student needs to have fulfilled all his/her financial and other obligations to Universiteit Nyenrode B.V.

17.2 *Transcript*

Students who pass one or more of the exams of a program but cannot be awarded a diploma receive (if so desired) a transcript listing the exams that were passed and the grades that were awarded.

17.3 *Cum Laude*

In order to graduate with distinction (cum laude), the student has to meet each of the following criteria:

- 1) pass all course components that contribute to the final result at the first attempt, achieving a minimum of 7.00 before rounding. If the first attempt resulted in a 7.00 or higher the student is allowed, within the cum laude framework, to attempt to achieve a higher grade (see art. 11.13);
- 2) a final grade for the Thesis of at least 8.00 before rounding;
- 3) a weighted average overall grade of at least 8.00 before rounding in all courses of the program. Results that are not expressed in numbers are not taken into account when calculating the weighted average.

If a student has been found guilty of academic misconduct at a Nyenrode educational program the possibility to graduate cum laude is no longer applicable. The Exam Committee is notified of all cum laude judicia.

17.4 *Graduation*

Degrees will be granted on Graduation Day, or, when applicable, on the date that the student passed their last exam. If the student has not met all of the requirements by this date the degree will be granted as soon as these have been met.

Section 6 – STUDENT COUNSELLING DURING THE STUDY

Article 18 – Student counseling and progress

Program Management deals with the counseling of individual students and acts as or appoints study coaches to this end. It is the responsibility of the student to make the study coach/program management aware – in good time – of any circumstances that could lead to a study delay or other study-related problems.

Section 7 – OBJECTIONS AND APPEALS (duplicated from the General Statute)

Article 19 – General

A student can lodge an objection concerning decisions taken by the Exam Committee, the Complaints Desk or on decisions of behalf of Nyenrode (for example by the University Board or the Program Director) with the committee or person, that took the decision (see Article 20 and 21).

A student can lodge an appeal concerning decisions taken by the Exam Committee, the Complaints Desk or on decisions of behalf of Nyenrode (for example by the University Board or the Program Director) with the committee or person that made the decision, after an objection to the original decision has been rejected (see Article 22).

When a student cannot have all the information needed he/she can submit a proforma appeal. The Appeal Committee will define an adjusted date for submission of the information.

Article 20 – Lodging an objection with the Exam Committee

20.1 In order to object to a decision concerning academic testing (assessments) it is possible to register a written objection with the Exam Committee within 15 working days following the publication of the assessment result. The Exam Committee has the possibility to declare the appeal not admissible due to late submission and/or insufficient or the lack of well-grounded argumentation.

20.2 In order to complain against a decision made by the Exam Committee, it is possible to register a written objection with the Exam Committee within 15 working days following the announcement of the Committee's decision.

The Exam Committee has the possibility to declare the appeal not admissible due to late submission and/or insufficient or the lack of well-grounded argumentation.

- 20.3** Objections must include:
- a) name, address (this includes postal code, city, country) of the appellant;
 - b) name of the body or the official responsible for the decision against which the objection is lodged;
 - c) a clear description of the decision or, as the case may be, of the treatment against which the objection is directed. A copy of the decision in question should, if possible, also be submitted. If the objection concerns a refusal to comply with a decision, a clear description must be given of the decision that should have been taken in the eyes of the appellant;
 - d) the grounds on which the objection is based.
- 20.4** All documents pertaining to the objection should be addressed to the coordinator of the relevant Exam Committee.
- 20.5** The Exam Committee will act on the objection within 15 working days and takes its decision with the time frame mentioned in the Exam Committee's internal regulations. The Exam Committee has the possibility to declare the appeal not admissible due insufficient or the lack of well-grounded argumentation. When the Exam Committee will accept the objection and a second independent assessor is appointed, the exam will be reviewed in its entirety.
- 20.6** To appeal against a decision made by the Exam Committee, a written appeal can be filed with the Appeal Committee.
- 20.7** The participant can (at his/her own risk) continue with the educational program while the objection is under consideration.
- 20.8** Not applicable for PTMScM.

Article 21 – Lodging an objection with the Complaints Desk

- 21.1** In order to complain against a decision concerning other issues than academic testing (assessments), it is possible to register a written objection with the Complaints Desk within 15 working days following the decision.
- 21.2** The objection must include:
- a) name, address (this includes postal code, city, country) of the appellant;
 - b) name of the body or the official responsible for the decision against which the objection is lodged;

- c) a clear description of the decision or, as the case may be, of the treatment against which the objection is directed. A copy of the decision in question should, if possible, also be submitted. If the objection concerns a refusal to comply with a decision, a clear description must be given of the decision that should have been taken in the eyes of the appellant;
 - d) the grounds on which the objection is based.
- 21.3** All documents pertaining to the objection should be addressed to the Complaints Desk.
- 21.4** The Complaints Desk strives to act on the objection within 15 working days.
- 21.5** To appeal against the outcome of the Complaints Desk procedure, a written appeal can be filed with the Appeal Committee.

Article 22 – Lodging an appeal with the Appeal Committee

- 22.1** To appeal against a decision made by the Exam Committee or by Nyenrode and its representatives, or to the outcome of a Complaints Desk procedure, a written appeal can be filed with the Appeal Committee within 15 working days following the announcement of the decision against which the appeal is being made. The procedure to be followed is described in the Nyenrode Appeal Procedure.
- 22.2** The appeal will, in all cases, be lodged in the form of a written statement outlining the reasons, within 15 working days following the announcement of the decision against which the appeal is being made. If this time-period is exceeded as a consequence of circumstances beyond the control of the person involved, the Appeal Committee will disregard those grounds for a non-admissible declaration.
- 22.3** The appeal must include:
- a) name, address (this includes postal code, city, country) of the appellant;
 - b) name of the body or the official responsible for the decision against which the appeal is lodged;
 - c) a clear description of the decision or, as the case may be, of the treatment against which the appeal is directed. A copy of the decision in question should, if possible, also be submitted. If the appeal concerns a refusal to comply with a decision, a clear description must be given of the decision that should have been taken in the eyes of the appellant;
 - d) the grounds on which the appeal is based.
- 22.4** All documents pertaining to the appeal should be addressed to the secretary of the Appeal Committee and have Nyenrode's address as the place of residence (AppealCommittee@Nyenrode.nl).
- 22.5** The fee set for the lodging of an appeal is € 100. If the Appeal Committee decides in favor of the appellant, this fee will be refunded.

- 22.6** The chairperson of the Appeal Committee will inform the appellant of possible deficiencies in the appellant's case and will invite him/her to rectify or resolve these within a period of time determined by the chair. Where the appellant fails to do so, the appeal can be declared non-admissible on these grounds.
- 22.7** The Appeal Committee will act on the appeal within 18 weeks. The chairman of the Appeal Committee can make a provisional ruling should problems arise because of this time frame.
- 22.8** The participant can (at his/her own risk and within the ruse of the educational program) continue with the educational program while the appeal is under consideration.

Section 8 – FINAL CONDITIONS AND PROVISIONS

Article 23 – Final conditions

- 23.1** If required the University Board will determine amendments to the rules and regulations after consultation with Program Management and, when concerning assessment issues, with the relevant Exam Committee.
- 23.2** Changes affecting enrolled students can only be implemented if it can be reasonably assumed that the students' interests will not be harmed by said changes.
- 23.3** A copy of these regulations, together with any amendments made by the relevant Exam Committee or Program Management, is available to all students and can be obtained from the Program Administration.

Article 24 – Unforeseen circumstances

- 24.1** In all cases concerning assessment matters not covered by these rules and regulations the Exam Committee, in consultation with the Associate Dean Degree Programs and the Program Director, has the authority to make a final decision.
In all cases concerning educational matters not covered by these rules and regulations the Associate Dean Degree Programs, where applicable in consultation with the relevant Exam Committee, has the authority to make a final decision.

Article 25 – Hardship Clause

- 25.1** In any circumstance where the Decision-making Authority (such as the Exam Committee or the University Board) has the conviction that it would not be suitable to execute a decision (or a proposed decision) it can

decide otherwise. Please note, that this is a possibility that the Decision-making Authority has, but it can in no way be obliged to do so. The Decision-making Authority may apply additional conditions to the new or adjusted decision. Whatever the latter decision is, it has to fit in with the spirit of the original decision (or proposed decision) and creating precedents should be avoided.

Article 26 –Validity

These Rules and Regulations are valid for students of the Master of Science in Management (part-time) program cohort 22, 23 and 24 during the academic year 2019-2020 starting 1 September 2019.

In this form determined by the University Board of Universiteit Nyenrode B.V. at: 17-06-2019.

Mitigating circumstances, Illness and pre-existing conditions protocol.

April 2018

- 1. Cases in which students can invoke the illness protocol**
 - a. A request for an additional exam opportunity when a new exam opportunity is not offered in a reasonable time frame or if the exam is offered less than two times a year.
Please note that in case of exceedance of allotted study time (when applicable) the illness protocol cannot be invoked, but the usual procedure for objection is to be followed;
 - b. A request for postponement of dead lines
 - c. Establish that mitigating circumstances exist, that might influence study progress and/or require additional arrangements

- 2. 'Fit to sit' policy and mitigating circumstances**
 - a. The University operates a 'fit to sit' policy, which means that if you submit a piece of coursework or sit an exam and/or in-class test etc. you have deemed yourself fit to do so. It is your responsibility to determine if you are fit to participate in assessment or if a mitigating circumstances claim should be submitted. You cannot submit a mitigating circumstances claim for poor performance in assessment(s).
 - b. Where a student is unfit to make reasonable judgement on their ability to undertake assessment, due to mental illness or other exceptional circumstances, or is taken ill during an examination, a mitigating circumstances claim may be submitted where this can be supported by original medical evidence.
 - c. Mitigating Circumstances are serious unforeseen, unpreventable circumstances that significantly disrupt student performance in assessment. As a student, you are expected to plan your work so you can meet assessment deadlines at the same time as other obligations you may have both inside and outside the University. The mitigating circumstances process should only be used if you experience significant disruption to your studies due to circumstances that were unforeseen and out of your control.
 - d. A mitigating circumstances claim should be submitted if valid detrimental circumstances result in:
 - a) the late or non-submission of coursework; or
 - b) non-participation in assessment and/or non-attendance of examination(s);
 - e. There are four absolute conditions for a migrating circumstances claim to be taken into consideration by the Exam Committee, and failure to meet

one or more of these will mean your claim is rejected. Your original, independent documentary evidence must be submitted as soon as possible and demonstrate that the circumstances:

1. were unforeseen
2. were out of your control and could not have been prevented
3. relate directly to the timing of the assessment
4. meet the relevant specific conditions relating to documentary evidence (see articles 2b and 4 below) It is the student's responsibility to ensure that their application meets all of the absolute conditions above.

- f. The confidential nature of information provided by students in support of an application for consideration of mitigating circumstances will be respected by the University in compliance with data protection law. Confidential information will only be shared with the relevant individuals within the University on a 'need to know' basis, all of whom are required to keep applications securely to avoid unauthorized access or other breaches of information security. All claims and evidence will be kept by the University for the duration of time as stated in the University's Records Retention Policy after which the evidence shall be destroyed.
- g. In all cases, claims must be substantiated by original independent documentary evidence. This must be an official document, e.g. a letter signed on official headed paper, and must include the dates during which the circumstances applied. A digitized version of an original is acceptable. Documentary evidence must be presented in Dutch or in English and, where required, translations must be provided using an authorized translator. Copies of documentary evidence, other than officially certified copies of death certificates, will not be accepted. The University reserves the right to check the authenticity of all documentation submitted as part of a mitigating circumstances claim. Please note: Any student who submits documentation that is not authentic will be investigated in accordance with the Academic Misconduct regulations.
- h. A student may seek a supporting statement from their Personal Tutor (or other suitably qualified member of University staff), in order to help them to articulate their claim, if that individual is aware of the circumstances and their effects, although this cannot, in itself, constitute independent documentary evidence.

3. Illness

A student claiming that illness will interfere or has interfered with his/her study and/or exam results is obliged to notify Program Management and the Exam Committee about this as soon as possible. A doctor's statement, or

documentation that provides equivalent information, needs to be submitted to the Exam Committee.

- a. A doctor's statement should:
 - i. Contain a written statement in words (so for instance not the results of a blood test) signed by a general practitioner (huisarts) or medical specialist;
 - ii. describe the medical condition (i.e., name of the disease, condition or disability);
 - iii. state the period during which the medical situation applies;
 - iv. provide a link between the medical situation and the disability to study and/or participate in an exam. (see also article 4 below)
- b. The Exam Committee can decide that other ways of establishing the illness are acceptable if the circumstances indicate this.
- c. If illness prevents a student of attending the exam he/she should notify Program Management as soon as possible. Request to the Exam Committee for another exam opportunity will only be taken into consideration if proof is submitted that Program Management was notified in a timely fashion.
- d. If illness occurs at the start of or during an exam the student is obliged to notify the proctor/invigilator at once. The proctor/invigilator will make a note of this and afterwards will inform Program Management and the Exam Committee of the situation. Please note that due to the 'fit-to-sit' policy (article 1a above) this situation is only applicable to very sudden, drastic circumstances preventing the student to finish his/her exam.
- e. The student who wants to claim that he/she was ill at the start of or during an exam must send a request to the Exam Committee as soon as possible (i.e., at the first possible opportunity; and, extraordinary circumstances excepted, not later than a week after the occurrence of the situation) and ask the Exam Committee to evaluate the circumstances and decide upon the actions to be taken. If the student has specific requests, these should be stated as well.
- f. The Exam Committee will, as a rule, not consider cases:
 - i. In which the student has not notified the proctor/invigilator before the start of or during the exam about the interfering illness.
 - ii. in which the student claims that illness has interfered with their exam results, when this claim is made after the exam is finished and has been submitted by the student.
 - iii. in which the student claims that illness has interfered with their exam results when this claim is made after the publication of

the results of the exam concerned.

- g. The Exam Committee will notify the student and Program Management about its decisions as soon as possible, but not later than 15 working days after receiving the students claim that illness has interfered with his/her ability to study or to make an exam, as stated in article 33 of the General Statute/NNBS procedure guide.

4. Pre-existing conditions, such as chronic illness

- a. The University is sympathetic to students with pre-existing conditions, such as chronic illnesses (i.e. conditions already existing at enrollment in the program). However, students must determine for themselves whether they can comply with the requirements of their chosen program. The integrity of the University's academic awards is established through the validation of the assessment requirements for the program and these cannot be varied to suit the circumstances of individual students.
- b. Within the scope of this protocol a pre-existing condition is either an illness that is a more or less a lifelong condition (such as Diabetes Mellitus) or a condition which takes a long time to recover from (such as most forms of the illness of Pfeiffer).
- c. Students with pre-existing conditions (such as chronic illness) are required (strongly advised) to notify both Program Management and the Exam Committee concerning their condition in a timely fashion (Of course, in adherence to the prevalent Dutch and European privacy laws, all personal information is handled as confidential):
 - If a student already suffers from a pre-existing condition at the start of the program, he/she is required to inform Program Management and Exam Committee at enrolment. A doctor's statement (or equivalent documentation) concerning the illness needs to be submitted by the student.
 - If a student is of the opinion that his/her pre-existing condition will not interfere with his/her ability to follow and successful complete the program, the student is strongly advised to notify both Program Management and the Exam Committee of the existing condition beforehand, in case that things prove to be otherwise.
 - If a student develops a chronic illness or comparable condition while enrolled in the program he/she is required to notify Program Management and the Exam Committee as soon as the illness has been established. A doctor's statement (or equivalent documentation) concerning the illness needs to be

submitted by the student.

The Exam Committee has the possibility to decide beforehand on specific conditions for the student concerning assignments and exams. The Exam Committee notifies the student and Program Management about its decision(s); Program Management is responsible for implementing the conditions specified. Please note that suffering from a pre-existing condition *as a rule* does not automatically lead to adjustments in exam conditions for the student involved.

- d. If the pre-existing condition interferes directly with the exam performance (for instance a black out due to diabetic conditions) the Exam Committee will take into consideration to give the student involved an extra opportunity for the exam, provided the following conditions are met:
 - a. The student has indicated in a timely fashion that he/she suffers from a pre-existing condition (see art. 3c above)
 - b. The student has indicated during the exam to the proctor/invigilator that his/her pre-existing condition is causing problems. The student then preferably should stop working on the exam and leave the room.
- e. If a student claims that a pre-existing condition has interfered with his/her exam results, but the student did not notify Program Management and Exam Committee in a timely fashion about the pre-existing condition (see art. 3c above), the Exam Committee will review the case as it would do in cases of non-pre-existing condition (see art. 2a-g above).

5. Independent documentary evidence

- a. Medical conditions
 - o Circumstances relating to illness or injury must be independently verified by the person, practice or institution that diagnosed or assessed the illness/injury at the time it occurred. Statements that a student reported that they were ill, or which do not include a clear diagnosis, will not be accepted.
 - o In the case of evidence relating to medical conditions, this must take the form of a medical certificate or doctor's letter that is either obtained at the time of the illness or evidence that makes it clear that the student was unwell at the time. The evidence must state the time and duration of the illness and include a clear medical opinion
 - o A note from the doctor indicating that the student told them they were unwell will not normally be accepted; and
 - o Self-certification cannot be accepted;
 - o Counsellors and Psychiatrists with a recognized professional qualification may be asked to provide a confidential statement.

- Medical conditions which prevent attendance must be supported by written evidence from a Medical Practitioner.
 - Written evidence from Complementary Therapists will only be considered where the University is satisfied that the therapist is a member of a recognized professional body.
 - Pregnancy. Whilst pregnancy itself is not considered to be a mitigating circumstance, there may be circumstances where pregnancy-related issues (e.g. medical conditions associated with the pregnancy) impact on a student's studies/assessment. In these cases, the student must use the mitigating circumstances procedure to report them to the university (and provide appropriate supporting evidence, which can be submitted in confidence, if necessary).
- b. Bereavement
- Where the mitigating circumstances relate to the death of someone related to or known to the student, the University normally requires an (digitized) authentic funeral card (i.e. not a copy) to be presented in a timely fashion. If there is any doubt a death certificate or an officially certified copy of a death certificate, or equivalent official document needs to be provided.
 - Where a student has been affected by a death of someone other than a partner, parent, child or close family member, the University requires the student to explain the relationship to the deceased and the impact upon their studies.
 - Bereavement will normally be considered to cover assessments from the moment the student has been notified of the death up to and including the week in which the funeral has taken place. If a student feels they have been affected by a death beyond this period they will need to provide additional evidence to indicate how the death has significantly disrupted their performance in assessment e.g. a doctor's certificate.