

Readers should be aware that only the Dutch version of this Regulation has legal force. This English translation is strictly for reference and cannot be invoked as a legal tool.

Education and Examination Regulation of the University of Antwerp

2011 – 2012 Academic Year

Approved by the Board of Governors on 3 May 2011

Table of Contents

Education and Examination Regulation of the University of Antwerp	1
Preamble.....	3
Article 1 General stipulations	3
1.1 Introductory stipulations	
1.2 Field of application	
1.3 Enactment	
1.4 Amendments	
Education regulation	4
Article 2 The structure of the academic year	4
2.1 Shape of the academic year	
2.2 Deviations	
Article 3 Programme offerings, study paths and study programmes	5
3.1 Programme offerings	
3.2 Study paths	
3.3 Study years	
3.4 Sequentiality of programme components	
Article 4 Enrolments and applications	5
4.1 Enrolments	
4.2 Changes to the contract and termination of enrolment	
4.3 Application and enrolment by a student for one or more study programmes in an academic year	
4.4 Application and enrolment by a student for a study programme composed of programme components from successive study years (programmes that are being phased out)	
4.5 Sequentiality of degree programmes	
4.6 Contestation of the determination of the study programme	
Article 5 Educational organisation	7
5.1 Description of the programme components	
5.2 Special educational facilities for certain students	
Article 6 Master's thesis, final dissertation and internships	8
Article 7 Language of instruction	9
Article 8 Exemptions and diploma based on proofs of ability and previously acquired qualifications.....	10
Article 9 Complaints	10
Article 10 Inventory of training programmes.....	10
Examination regulation	10
Article 11 General stipulations	10
Article 12 Ombuds service	10

12.1 Organisation	
12.2 Faculty ombudspersons	
12.3 Central ombudsperson	
Article 13 Exam formats and organisation	13
13.1 Specification of exam formats	
13.2 Announcement of exam formats and grading of exams	
13.3 Determination of the exam periods	
13.4 Number of exam opportunities	
13.5 Sequentiality of exams	
13.6 Organisation of exams	
13.7 Special exam facilities for certain students	
Article 14 Non-participation in exams	16
Article 15 Non-appearance of the examiner	16
Article 16 Registration with the examination board	16
Article 17 Exam results and credits	17
17.1 Determination and announcement of exam results per programme component	
17.2 Succeeding in a programme component and awarding of credits	
Article 18 Fraud and plagiarism	17
Article 19 Examination boards	18
19.1 Types of examination boards	
19.2 Chairpersons and secretaries of the examination boards	
19.3 Composition of the examination boards for study years (programmes that are being phased out)	
19.4 Composition of the examination boards of the various degree programmes	
19.5 Decisions	
Article 20 Deliberations and determination of grades of merit.....	20
20.1 Deliberations	
20.2 Succeeding in a training, bridging or preparatory programme	
20.3 Succeeding in a study year or part of a study year (programmes that are being phased out)	
20.4 Grade of merit	
Article 21 Announcement of exam and deliberation results	22
Article 22 Measures to monitor study progress.....	22
Article 23 Material errors	23
Article 24 Internal appeal.....	23
Article 25 External appeal	24

Preamble

I. The decree of 4 April 2003 concerning the restructuring of higher education in Flanders, amended by the decree of 30 April 2004 concerning the enhancement of flexibility in higher education and pertaining to urgent measures in higher education, and by the decree of 16 June 2006 regarding a number of measures for restructuring and enhancing the flexibility of higher education in Flanders, sums up the components that an education and examination regulation should contain.

II. This education and examination regulation has 2 annexes which are an integral part of the regulation: the enrolment procedure and the Code of Conduct regarding the language of instruction.

Article 1 General stipulations

1.1 Introductory stipulations

1.1.1 Concepts relating to the academic structures are defined in the Basic Note on the academic structure of the University of Antwerp.

1.1.2 For the purpose of the implementation of this education and examination regulation, the Board of Management shall determine which organising units are to be equated with faculties.

1.1.3 Within the context of this education and examination regulation, the term faculty shall be understood to mean: the competent body or institution within the faculty.

1.1.4 Within the context of this education and examination regulation, the term student shall be understood to mean: any person who is enrolled at the University of Antwerp for a training programme or for one or more programme components.

1.1.5 Within the context of this education and examination regulation, the term study programme shall be understood to mean: all the programme components for which a student enrolls in a specific programme under a diploma or an examination contract in a specific academic year.

1.1.6 Within the context of this education and examination regulation, the term training programme shall be understood to mean: the set of programme components for which the student enrolls to fulfil the conditions to obtain the diploma or the certificate of the programme.

1.2 Field of application

1.2.1 This education and examination regulation applies to the academic Bachelor's, Master's, candidature and licentiate programmes, the specific teacher training programmes and the bridging and preparatory programmes. It also applies to advanced master programmes, the interuniversity training programmes, the doctoral training programmes and the doctorate, insofar as no specific regulation has been approved for such programmes and insofar as there is no interuniversity education and examination regulation registered in an interuniversity agreement. For the postgraduate training programmes, the organising educational unit shall determine which regulation is applicable.

1.3 Enactment

1.3.1 This education and examination regulation comes into force at the beginning of the academic year following its approval.

1.4 Amendments

1.4.1 Any amendments to this education and examination regulation should be approved by the Board of Governors before 1 May of the academic year preceding its coming into force.

1.4.2 In exceptional cases and on the basis of a motivation, the Board of Governors may deviate from the stipulation under Article 1.4.1.

Education regulation

Article 2 The structure of the academic year

2.1 Shape of the academic year

2.1.1 The academic calendar is determined annually by the Board of Management before 1 June and announced at the beginning of the academic year at the latest.

2.1.2 The faculty sees to the implementation.

2.1.3 The structure of the academic year should adhere to the following principles:

I. The academic year begins on the Monday of the thirteenth week before the Christmas Holidays.

The academic year is divided in 6 consecutive periods: the first semester, the semester break, the second semester, the summer recess, the second exam session and a teaching and exam free period. The first and second semester constitute the first exam session.

II. The first semester encompasses 19 weeks: 17 weeks of educational, study and examination activities, and a two-week Christmas Holiday. The Christmas Holiday coincides with that in primary and secondary education.

III. Between the end of the first and the beginning of the second semester, there is a one-week semester break.

IV. The exam results of the first semester are officially recorded and announced no later than during the week after the semester break.

For those students whose first exam session is closed after the 1st semester on the basis of article 16.2, the deliberation results for the complete programme are determined and announced in the week after the semester break.

V. The second semester encompasses 21 weeks: 18 weeks of educational, study and examination activities, a 2-week Easter Holiday and one week for the official recording and announcement of the second semester exam results and for deliberations and the announcement of deliberation results for those who have completed their programme. The Easter Holiday coincides with that in primary and secondary education. Second-semester exams should be finalised by 30 June.

VI. Official exam results and deliberation results of second semester exams are to be announced on 10 July at the latest.

VII. Summer recess begins on 11 July at the latest and lasts at least six weeks; it ends at the beginning of second-session (resit) exams.

VIII. Second-session exams should begin five weeks before the start of the next academic year.

IX. Official recording of second session exam results and second-session deliberations as well as announcement of official exam results and second-session deliberation results should take place one week before the start of the next academic year at the latest.

2.2 Deviations

2.2.1 As far as the programme in medicine (years 6 and 7) and the advanced Master programmes are concerned, the faculties in question may deviate from principles II, III and V under article 2.1

2.2.2 In the case of *force majeure*, the faculty may deviate from principles VI and IX under article 2.1 for exchange students.

2.2.3 The faculty may deviate from principle IX under article 2.1 in the case of internship activities taking place at the end of the academic year.

2.2.4 Deviating from the principles II and V in article 2.1, the faculty may allow that practical training activities continue during holiday periods and that practical trainings continue from one semester to another.

Article 3 Programme offerings, study paths and study programmes

3.1 Programme offerings

3.1.1 Every year, before 1 April, the Board of Governors shall determine which programmes, graduation options and bridging programmes shall be offered in the following academic year.

3.1.2 Before 1 July of the previous academic year, the faculty shall lay down the preparatory programmes that offer access to Master's programmes or advanced Master programmes.

3.1.3 Before 1 July of the previous academic year, the faculty shall determine its offering of programme components and announce which programme components, because of their specific nature, are not eligible for an examinations contract.

3.2 Study paths

3.2.1 For each of the Bachelor's and Master's programmes, as well as the specific teacher training programme, the faculty should provide at least two different model paths, at least one of which should encompass 54 to 66 credits per academic year.

3.2.2 For each bridging programme encompassing no more than 66 credits, the faculty should provide at least one model path that will allow the student to complete the entire bridging programme within a single academic year. For each bridging programme of more than 66 credits, the faculty should provide at least one model path that will allow the student to complete the entire bridging programme within two academic years.

3.2.3 The faculty shall announce each model path before 1 July of the preceding academic year.

3.2.4 Any path whereby a student deviates from the model path shall be known as an individualised path.

3.2.5 A student's study programme for a given academic year, be it under a model path or an individualised path, shall be determined in conformity with the procedure laid down in article 4.3.

3.3 Study years

3.3.1 Before 1 July of the preceding academic year, the faculty shall announce the curricula of the various study years and parts of study years.

3.3.2 For a student enrolling for a study programme consisting of study components from consecutive study years or parts of study years, the curriculum of the academic year in question is determined in accordance with the procedure laid down in article 4.3.

3.4 Sequentiality of programme components

3.4.1 For each programme, the faculty shall determine those programme components for which the student may, without prejudice to the stipulations of article 4.3 and article 8, only register if he/she has, in a previous academic year, obtained credits for a prerequisite programme component or programme components.

3.4.2 The faculty shall announce the sequentiality of programme components before 1 July of the preceding academic year.

Article 4 Enrolments and applications

4.1 Enrolments

4.1.1 When enrolling, prospective students should follow the enrolment procedure.

4.1.2 Students may enrol for one or more programmes, a preparatory or bridging programme and/or individual programme components. Students enrolled under the study year system (i.e. programmes that are being phased out) may enrol for a study year, part of a study year or two consecutive study years.

4.1.3 When enrolling at the University, students shall enter into an agreement whereby they are required to choose between a diploma contract, an examination contract and/or a credit contract. The study programme of the academic year is part and parcel of the agreement. The fees due pursuant to the contract between the University of Antwerp and the student are payable upon signing of the contract.

4.1.4 The Board of Management shall determine the form of the contract.

4.1.5 Students may only take exams for programme components included in their faculty approved study programme for the academic year in question.

4.1.6 Every year, before 1 May, the Board of Management shall set the study fees for the following academic year.

4.2 Changes to the contract and termination of enrolment

4.2.1 Any change to the terms of the contract requires approval from the faculty, without prejudice to article 4.3.

4.2.2. Any switch of contract type should follow the enrolment procedure. The faculty may grant a student permission for a switch of contract type only once and this before the start of the academic year.

4.2.3 Students may terminate their enrolment in accordance with the enrolment procedure.

4.3 Application and enrolment by a student for one or more study programmes in an academic year

4.3.1 The student should submit in writing his/her study programme to the faculty concerned by 1 October. If the student submits several study programmes, then the student should inform the faculties concerned of this fact.

4.3.2 Unless the faculty or faculties invokes/invoke exceptional circumstances or deems/deem that the student is able to achieve the envisaged study progress, the total study load taken on in any academic year may not exceed 66 credits.

4.3.3 In the case of sequential programme components, the faculty shall decide whether a student may include a programme component in his/her study programme if that student has taken the prerequisite programme component(s), albeit unsuccessfully. The faculty can make the permission to include a second semester programme component in a study programme dependent on the student's exam result for one or more prerequisite first-semester programme components.

4.3.4 When a student failed a programme component during the past academic year and there are no teaching activities for this programme component in the new academic year, the faculty may exceptionally allow the student to include this programme component in his/her study programme and to take its exam and this following a written request from the student.

4.3.5 The decision of the faculty with regard to the study programme applied for shall be announced to the student before 22 October. After 31 October, a study programme shall be considered definitive and be regarded as an examinations programme. Should any incompatibilities arise after 31 October with respect to the second semester timetable or should there be specific study advice based on the first semester exam results, the faculty may approve changes up until 28 February. In case of a late enrolment for the second semester, the faculty can confirm the definitive study programme up until 28 February.

4.3.6. The faculty may compose a study programme on the basis of a model study path for any students who have failed to submit a personal study programme by 1 October. In such an event, the faculty shall inform the student of its decision.

4.4 Application and enrolment by a student for a study programme composed of programme components from successive study years (programmes that are being phased out)

4.4.1 A student who has not yet succeeded for a particular (part of a) study year of a programme that is being phased out may, after having followed the procedure described under Article 4.3, obtain permission to enrol for programme components from the next (part of a) study year. In such an event, the student also needs to enrol for the (part of the) study year for which he/she has not yet succeeded.

4.4.2 In order to be able to combine two consecutive study years, a student should, after having obtained permission from the faculty, enrol for those two study years.

4.5 Sequentiality of degree programmes

4.5.1 Without prejudice to the stipulations of article 4.3 the faculty may grant permission to a student to enrol for a contiguous programme, even though the student has yet to take exams for one or several training components of his/her current study programme..

4.6 Contestation of the determination of the study programme

4.6.1 A student who feels that a refusal by the faculty to accept his/her study programme is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the body appointed by the faculty to take it. This request should be submitted within five days after the day on which the student has been notified of the decision. The student is heard orally by the appointed body if he/she has asked for it in the written request to reconsider the decision. Articles 24.3 and 24.4 of this regulation shall subsequently apply.

Article 5 Educational organisation

5.1 Description of the programme components

5.1.1 Members of academic staff with a teaching assignment shall, for each of the programme components assigned to them, outline the prerequisites, the expected learning outcomes, the course content, the teaching method, the assessment method, and the study material used.

5.1.2 The members of academic staff shall describe the programme components assigned to them in the language of instruction of the course in question. If this is a language other than English, an English translation shall also be provided.

5.1.3 The faculty shall make the description of programme components available at the start of the academic year at the latest.

5.2 Special educational facilities for certain students

5.2.1 A student may, on account of exceptional personal circumstances, submit a request with the Rector for special educational facilities. The exceptional personal circumstances refer to amongst others:

- top-level sports,
- top-level arts,
- special needs due to functional impairments.

How to submit such a request is explained in the enrolment procedure. The request can be submitted together with the one for special examination facilities as provided for in article 13.7.

5.2.2 Except in cases of *force majeure*, a student who wishes to request special educational facilities should submit a written application at the moment of his/her enrolment at the University of Antwerp. The rector shall announce his/her decision in writing to the student and the faculty in question.

5.2.3 Pursuant to a favourable decision on the part of the rector, the faculty may grant special educational facilities to the student concerned.

5.2.4 A student combining study with work can register as a working student. The criteria for and the way of registration as well as the type of special educational facilities a working student can get are explained in the enrolment procedure.

5.2.5 A student who feels that an unfavourable decision concerning the granting of special educational facilities is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the rector. This request should be submitted within five days after the day on which the student has been notified of the decision. The student is heard orally by the Rector or his/her representative if he/she has asked for it in the written request to reconsider the decision. Articles 24.3 and 24.4 of this regulation shall subsequently apply.

5.2.6 The faculty may grant special facilities to a student on account of him/her fulfilling a mandate in a body within the academic structure of the University of Antwerp, of the Association University and University Colleges Antwerpen or of the Flemish Interuniversity Board.

Article 6 Master's thesis, final dissertation and internships

6.1 Master's thesis and final dissertation

6.1.1 Faculty regulation

The faculty should, at the very least, lay down the following procedures in a regulation governing the Master's thesis or final dissertation:

- approval of the topic
- progress monitoring
- supervision
- the appointment of assessors
- the assessment criteria
- the formal requirements, including the language used, without prejudice to article 7.

The faculty shall announce its regulation for the Master's thesis or final dissertation by 1 July of the preceding academic year.

6.1.2 Submission, storage and publication

The student submits his/her master's thesis digitally through a platform made available by the university. The final evaluated document of the master's thesis is indefinitely stored in the Institutional Repository of the university for sustainable digital keeping. This storage to which the student agrees does not entitle the student to any remuneration.

The university may only publish the document of the master's thesis after having received written permission from the student. The Board of Management determines the way in which the student gives this permission.

6.2 Internships

The faculty draws up a regulation for internships in which at least the following mutual rights and obligations of the student, the university and the organisation where the internship(s) take(s) place are described:

- the application for, the choice and the assignment of the internship place(s)
- the objectives, the contents, the form and the duration of the internship(s)
- the coaching of the internship(s) from the university and from the internship place(s)
- the internship agreement including the risk analysis of the internship place and the insurance
- the deontological code that applies
- the evaluation of the internship(s)

The faculty shall announce its regulation for internships by 1 July of the preceding academic year.

Article 7 Language of instruction

7.1. The Code of Conduct regarding the Language of Instruction at the University of Antwerp lays down the prevailing rules in relation to the language in which the subject is taught and in which the exam should be taken. This code of conduct has been added as an appendix to this regulation, of which it is an integral part.

7.2 The language of administration at the University of Antwerp is Dutch. In the initial programmes, which lead to the degree of Bachelor or Master, the language of instruction is Dutch, and exams, too, are taken in Dutch, save for the exceptions noted in article 7.3.

7.3 Exceptions to the principle formulated under Article 7.2:

1° programme components where the object of study is a foreign language;

2° programme components which are instructed by foreign-speaking visiting lecturers;

3° foreign-language programme components which, with the permission of the university administration, are taken at another institution of higher education;

4° programme components which are part of a Ba or Ma programme that has been organised entirely for the benefit of foreign students, on condition that there is also an equivalent programme component which is taught in Dutch;

5° programme components that are organised

a. within the framework of the *Erasmus Mundus programme* and the *International Course Programmes* for students from developing countries;

b. in cooperation with one or several foreign institutions as part of an international or a European education programme or within the framework of a cooperation agreement between the institutions involved (so-called *Joint Degrees*);

6° a limited number of programme components for which the university administration has decided that they may be instructed in another language on condition that the following three criteria are met:

a. the value added for the students and the functionality of the programme should be apparent from the explicitly motivated decision;

b. the lecturer should adequately master the foreign language of instruction;

c. the programme component should not be instructed entirely in a foreign language.

7.4 The examination language

Apart from the exceptions specified below under 1° and 2°, exams shall be taken in Dutch. Even if the programme component is instructed in a different language, the student has the right to take the exam in Dutch. In such an event, the student should inform the faculty in advance.

1° The faculty may compel the student to take the exam for programme components specified under 1° and 3° of art. 7.2 in the foreign language of instruction.

2° The faculty may grant permission to exchange students to take exams in a different language.

7.5 Every year, the faculty should report which language is to be used in the programme components specified under articles 7.3 and 7.4.

7.6 The final dissertation or, as the case may be, the Master's thesis should be written in the language of instruction. If the object of study of the final dissertation or Master's thesis is a foreign language, the faculty may stipulate that it should be written in that language. The ability to write a scientifically sound text in the language of instruction is an expected learning outcome of an academic training programme.

If the final dissertation or Master's thesis has been prepared entirely or largely at a foreign-language university, then the faculty may grant permission for it to be written in another language, on condition that a substantial summary is provided in the language of instruction. The criteria regarding the assessment, content and presentation of final dissertations or Master's thesis that have been entirely or partially prepared at a foreign-language university are the same as for those prepared at the University of Antwerp.

7.7 The faculty may grant permission for the final dissertation of an advanced academic training programme or, as the case may be, the Master's thesis for a Master-after-Master programme to be written in a language other than the language of instruction.

Article 8 Exemptions and diploma based on proofs of ability and previously acquired qualifications

8.1 A body appointed by the faculty shall decide on the granting of exemptions on the basis of proof of previously acquired competencies, credits or qualifications. The same body decides about the issuing of a diploma without the requirement of enrolling in the training programme concerned and this based on proofs of ability or previously acquired qualifications.

8.2 The body mentioned under 8.1 respects the following dates regarding the treatment of applications:

- 15 October for applications submitted at the latest on the first day of the academic year;
- 31 October for applications submitted at the latest on 1 October;
- 28 February for applications submitted at the latest on the first day of the second semester.

The stipulations under Article 4.3 concerning the application for and composition of the study programme also apply to students who have obtained exemptions.

8.3 A student who feels that an unfavourable decision concerning the granting of exemptions or concerning the issuing of a diploma without the requirement of enrolling in the training programme concerned is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the competent body appointed by the faculty. This request should be submitted within five days after the day on which the student has been notified of the decision. The student is heard orally by the appointed body if he/she has asked for it in the written request to reconsider the decision. Articles 24.3 and 24.4 of this regulation shall subsequently apply.

Article 9 Complaints

9.1 Complaints concerning educational aspects should be addressed to the chairperson of the education committee or his/her representative. If need be, the faculty ombudsperson may act as a mediator. The chairperson of the education committee should deal with complaints appropriately. He/she should report annually to the education committee, providing an overview of complaints that have been dealt with.

Article 10 Inventory of training programmes

10.1 The legally required information regarding programmes is incorporated into the Higher Education Register, which is publicly accessible. The faculty is responsible for annually checking and adapting the information provided.

Examination regulation

Article 11 General stipulations

The general stipulations apply both to the education regulation and to the examination regulation and are therefore recorded under article 1.

Article 12 Ombuds service

12.1 Organisation

12.1.1 The ombuds service is provided by the faculty ombudspersons and the central ombudsperson.

12.2 Faculty ombudspersons

12.2.1 The faculty ombudspersons act as liaisons and mediators in disputes between students and one or more staff members. The disputes are related to the application of the education and examination regulation.

12.2.2 The faculty ombudspersons should preferably be academic staff members and they should be appointed for at least one academic year by the faculty in consultation with the student representatives. Also ATP-members with a master's diploma may be eligible for this function.

When appointing the ombudsperson the faculty takes into account that he/she:

- is familiar with academic education and with the examination process;
- has insight in the way exam rosters are established and has a thorough knowledge of the examination regulation;
- can act as a confidant both for academic staff and for students;
- can remain independent in disputes between academic staff and students;
- is diplomatic.

12.2.3 The faculty ombudspersons shall not act as mediators in disputes over programme components in which they have a personal involvement.

12.2.4 At the start of the academic year, the faculty shall announce on the student notice board where and when the faculty ombudspersons shall be available. They must, in any case, be available during exam periods and during the periods of appeal procedures.

12.2.5 In order for them to perform their task adequately, the faculty ombudspersons are entitled to information regarding each of the exams that falls under their remit, also before the meeting of the examination board. They are, however, held to secrecy.

12.2.6 After second-session exams, the faculty ombudspersons should compile a report about any issues that have arisen. This report should be submitted to the faculty and the central ombudsperson by 1 November at the latest. The report discusses the cases that have created issues during the past academic year or that have led to specific solutions or that require further discussion. Purely administrative issues such as rescheduling exams based on certified force majeure are not recorded in the report. If there have been no problems at all, the ombudsperson mentions this in his/her yearly report.

12.2.7 Furthermore, the faculty ombudspersons have the following tasks and obligations:

- mediate between student and examiner in order to avoid or solve problems; this role of mediator is mainly related to exam situations, including permanent evaluation;
- for more general educational problems, e.g. in relation to courses, the teaching methods, rosters, refer to the correct points of contact such as the dean, the chairman of the education committee, the education and student admin office, the student counsellors or student services and if necessary, act as mediator;
- give information to students about the examination regulation, after consultation with the department of education, the legal department and/or the central ombudsperson in cases of doubt;
- refer students with a physical disability or with problems such as fear of failure, stress, concentration problems or insomnia to the student medical doctors or to student services;
- attend exams following a motivated request by an examiner or an examinee;
- request information about exams, possibly before the meeting of the examination board in order to guarantee the rights of all parties and in particular the students, taking into account the secrecy towards the student;

- participate in the deliberations of the examination board in an advisory role in order to guarantee the rights of all parties and in particular the students'; this means that the ombudsperson may intervene during the deliberations or may request a vote, secret or not.
- give information in case of an internal appeal before and after the deliberation, whereby it is important to inform students and examiners about the procedure; the ombudsperson advises students and examiners and tries to find a solution to the problem in question but will never represent the students or the examiner;
- advise the relevant bodies in cases of fraud;
- depending on the internal organisation of the faculty, take care of the registration of non-participation in exams and/or intervene in problems when rescheduling exams in cases of force majeure.

12.3 Central ombudsperson

12.3.1 The central ombudsperson acts as a liaison and mediator in disputes between students and one or more staff members that exceed the level of the faculty. The disputes are related to the application of the education and examination regulation.

12.3.2 The central ombudsperson should have the following essential qualities:

- a thorough knowledge of the examination regulation;
- familiarity with academic education and with the education and examination process;
- ability to act as a confidant both for academic staff and for students; the ombudsperson is held to secrecy
- ability to remain independent in disputes between academic staff and students;
- insight in the way exam rosters are established;
- be diplomatic.

12.3.3 For the function of central ombudsperson are eligible

- or a ZAP member
- or an ATP member from grade 9 onwards with a master's diploma.

The mandate of the central ombudsperson represents 0,1 FTE. The mandate does not give a right to additional salary. The central ombudsperson is assigned to the department of education for the execution of the function. The central ombudsperson holds an independent, neutral position and reports directly to the university management in general and to the chairman of the Educational Council and to the rector in particular.

For the selection of the central ombudsperson the Educational Council forms a committee consisting of:

- the chairman of the educational council, chairing the committee;
- one member of the academic staff per science domain and one student per science domain;
- three students to be put forward by the Student Council

The committee evaluates the candidates for the Educational Council which will formulate a recommendation for the Board of Management.

The central ombudsperson is appointed by the Board of Management upon the recommendation of the Educational Council. The mandate of the central ombudsperson lasts 3 years and can be renewed.

12.3.3 At the start of the academic year, the Educational Council shall announce where and when the central ombudsperson shall be available.

12.3.4 In order that he/she could perform his/her task adequately, the central ombudsperson is entitled to information regarding each of the exams, including before the meeting of the examination board. He/she is, however, held to secrecy.

12.3.5 Twice a year, the central ombudsperson organizes a meeting with the faculty ombudspersons. In these meetings the faculty ombudspersons are informed of changes in the education and examination regulation and about common problems and possible solutions. They brief the central ombudsperson about the workings of their examination board and about the general cooperation within the faculty. During these meetings more general student related issues are discussed.

12.3.6 After second-session exams, the central ombudsperson should compile a report about any problems that may have arisen. This report should be submitted to the Rector and the chairperson of the education board by 1 December at the latest. The report may not prejudice the secrecy.

12.3.7 Furthermore the central ombudsperson has the following tasks:

- assist the faculty ombudspersons in case of doubt about the interpretation of the examination regulation
- mediate in case of problems (disputes) between the chairman of the examination board, the faculty ombudsperson and the student concerned;
- if necessary hear all parties concerned in a hearing;
- treat complaints and after investigation suggest a decision to the relevant bodies; the ombudsperson does not issue decisions;
- give information about student's rights and legal advice;
- refer students with a physical disability or with problems such as fear of failure, stress, concentration problems or insomnia to the student medical doctors or to student services;
- mediate in case of problems between PhD students and their promotor;
- formulate suggestions to improve the quality of the education process and the organisation of exams;
- treat complaints in relation to the available facilities and accommodation (e.g. study landscapes)
- external representation as central ombudsperson of the Universiteit Antwerpen.

Article 13 Exam formats and organisation

13.1 Specification of exam formats

13.1.1 Pursuant to the stipulations of Article 5.1, the faculty shall, at the start of the academic year, specify the exam formats for all the programme components on offer, including those involving permanent evaluation.

13.1.2 The exam format of a programme component is the same for all types of contract under which the programme component can be taken.

13.1.3 It is not permitted to change exam formats during an examination session.

13.1.4 Irrespective of the type of examination that is specified beforehand, a student is always entitled to give an additional oral clarification, on condition that an application is filed with the chair of the examination board prior to the announcement of the examination timetable.

13.1.5 If, pursuant to the decision by the faculty, a written exam precedes the oral exam, the examiner may exempt the student from further oral questioning on the same subject matter. Any such student who nevertheless wishes to take the oral examination shall be given an opportunity to do so.

13.1.6 In the case of oral examinations, the student is entitled to a reasonable amount of time to prepare in writing his/her answers to the questions presented to him/her at the start of the exam.

13.1.7 The chair of the examination board may, for serious reasons, grant permission to deviate from the specified exam format, without prejudice to the stipulations of Article 13.7.

13.2 Announcement of exam formats and grading of exams

13.2.1 At the start of the programme component, the lecturer shall inform the students about the manner in which they shall be evaluated and how exams shall be graded.

13.2.2 Should the exam for a programme component consist of two or more exam components, then the lecturer shall inform the students at the start of the course whether the results for individual exam components may be retained for second-session exams or, as the case may be, the next academic year if the student fails for the overall exam.

13.3 Determination of the exam periods

13.3.1 The faculty should fix the dates of the exam periods by 1 July of the preceding academic year. In the absence of such action, the programming of the previous academic year shall be retained.

13.3.2 The faculty should determine by 1 July of the preceding academic year in which exam period of the first examination session the exam for the various programme components shall take place.

13.4 Number of exam opportunities

13.4.1 No student may take the same exam or exam component more than twice in any given academic year.

13.4.2 The faculty should announce by 1 July of the preceding academic year for which programme or exam components, because of its/their specific nature, no opportunity shall be provided for a second-session exam during the same academic year.

13.4.3 The faculty determines for which programme components taught in the 2nd semester a student as mentioned in article 16.2 can take the examen in the 1st semester in order to obtain the diploma at the end of the 1st semester.

13.4.4 No student may take a second exam for a programme component before the examination board has confirmed the first-session exam result.

13.4.5 A student who obtains a credit for a programme component during first-session exams cannot take a second-session exam for that programme component.

13.5 Sequentiality of exams

13.5.1 A student who is enrolled on a study programme in conformity with the stipulations of article 4.3 or article 4.4 and who combines programme components for which, in accordance with article 3.4.1, a particular sequence applies must take the exam for the prerequisite programme component during the same exam session as that for the subsequent programme component or earlier.

13.6 Organisation of exams

13.6.1 The faculty is responsible for organising the exams.

13.6.2 All exams are public.

13.6.3 The exam periods shall be announced at the start of the academic year.

13.6.4 The exams shall take place at the specified times on the specified days and in places that are accessible to all. They shall take place within the university, unless the faculty deems that a different location is required for a particular exam format.

13.6.5 The exam timetables are, in principle, drawn up in such a way that no student should have to take more than one exam on any given day and that no more than 25 examinees should have to take an oral exam in any given morning or afternoon session. Moreover, an effort is made to spread out the exams reasonably over the exam period. Should a student be required to take exams for two programme components on a single day, the faculty shall assess whether one of the two exams can be moved to a different date.

13.6.6 The detailed examination timetables shall be announced as early as possible, i.e. by 1 December for the exam period at the end of the first semester, by 1 April for the exam period at the end of the second semester, and by 1 August for second-session exams.

13.6.7 All exams take place between 8am and 8pm. At the request of students who are taking an evening programme, an examiner may agree for exams to take place after 8pm. A written exam or an oral exam with written preparation should take 4 hours at the most. An oral examination of a student should take no longer than an hour.

13.6.8 In no event should exams be taken on Sundays or holidays. Students may invoke respect for freedom of religion in order not to be examined on particular days. To this end, they should file an application by 1 October at the latest.

13.6.9 The examiner should be available to the examinee during the examination, in case further clarification is unexpectedly required.

13.6.10 After the announcement of the definitive exam results, a student shall be entitled to discuss his/her performance with the lecturer and he/she shall have access to the original copy of his/her written exams.

13.7 Special exam facilities for certain students

13.7.1 A student may, on account of exceptional personal circumstances, submit a request with the Rector for special educational facilities. The exceptional personal circumstances refer to amongst others:

- top-level sports,
- top-level arts,
- special needs due to functional impairments.

How to submit such a request is explained in the enrolment procedure. The application may be submitted together with the application for special educational facilities as provided for under Article 5.2.

13.7.2 Except in cases of *force majeure*, a student who wishes to request special exam facilities should submit a written application before 1 November for the first semester and before 15 February for the second semester. The rector shall announce his/her decision in writing to the student and the faculty in question

13.7.3 Pursuant to a favourable decision on the part of the rector, the faculty may grant special exam facilities to the student concerned. The facilities referred to relate to the rescheduling of the exam. In the case of special needs students with functional impairments, they may also relate to deviations from the specified exam formats as laid down in accordance with Article 13.1.1.

13.7.4 A student combining study with work can register as a working student. The criteria for and the way of registration as well as the type of special examination facilities a working student can get are explained in the enrolment procedure.

13.7.5 A student who feels that an unfavourable decision concerning the granting of special exam facilities is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the rector. This request should be submitted within five days after the day on which the student has been notified of the decision. The student is heard orally by the Rector or his/her representative if he/she has asked for it in the written request to reconsider the decision. Articles 24.3 and 24.4 of this regulation shall subsequently apply.

13.7.6 The faculty may grant special exam facilities to a student on account of him/her fulfilling a mandate in a body within the academic structure of the University of Antwerp, of the Association University and University Colleges Antwerpen or of the Flemish Interuniversity Board. The facilities referred to in this case relate to the rescheduling of the exam.

13.8 Keeping examination documents

13.8.1 The exam papers of written exams, including materials on electronic data carriers, are kept by the examiner at least one year after the official announcement of the exam result of the programme component concerned. The faculty makes arrangements to collect all pieces of evidence in case of an appeal and keeps them in an orderly and accessible fashion.

13.8.2 In case of an appeal the documents are kept 5 years after the announcement.

13.8.3 For portfolio's an exception is made with regard to article 13.8.1: these remain in the possession of the student.

Article 14 Non-participation in exams

14.1 A student who has not participated in all compulsory parts of an exam for a programme component shall receive no grade for that programme component.

14.2 Should a student be unable to participate in one or more exams because of force majeure, he/she should report this to the faculty within three working days and, if possible, provide a valid certificate confirming the reason for non-participation. A medical cert is accepted provided it was written by a medical doctor on the day of illness or accident. A certificate in which only the statement of the student is mentioned (dixit-cert) or a cert that was written after the illness (post-factum cert) is not accepted as a valid certificate. The faculty shall subsequently ascertain whether the student is able to take the exam on a different date.

14.3 A student who is absent from an exam and for whom article 14.2 is not applicable shall be automatically referred to the second-session exam for the programme component concerned.

14.4 A student who does not wish to take part in the exams or who wishes to terminate his/her exams prematurely lets the faculty know without delay.

Article 15 Non-appearance of the examiner

15.1 If an examiner is absent from an exam for a valid reason, the chairman of the examination board shall appoint a different examiner. The dean shall be informed of any such event.

15.2 If an examiner fails to turn up within two hours after the scheduled start of the exam and has not informed the chair, the examinee is entitled to take the exam at a moment that is convenient for both parties.

15.3 An examiner may not examine a spouse or a cohabitant, or any relative or in-law up to the fourth degree.

Article 16 Registration with the examination board

16.1 A student is automatically registered for first-session exams with the examination board of the training programme or study year upon enrolment (article 4.1).

16.2 A student who can succeed for his/her complete programme at the end of the first semester has the option to have his/her first exam session closed after the 1st semester, in line with the stipulations in article 2.1.3 The student has to inform the chairman of the examination board or his/her deputy in writing of this no later than on 1 December. If necessary the student submits a written request to the chairman of the examination board or his deputy to take the exam in the 1st semester of a programme component that is taught in the 2nd semester without prejudice to the stipulations of article 13.4.3. Hereby he forsakes the possibility to attend classes.

16.3 In order to be able to take part in second-session exams, a student should register with the examination board of the training programme or study year by the deadline specified in the academic calendar.

Article 17 Exam results and credits

17.1 Determination and announcement of exam results per programme component

17.1.1 The exam result of a programme component is determined and communicated in integers from 0 to 20. The faculty can make a motivated decision that for certain programme components with a particular specificity the exam result is determined and communicated in a non-numerical form "pass" or "fail".

17.2 Succeeding in a programme component and awarding of credits

17.2.1 A student succeeds in a programme component when he/she has obtained at least 10 out of 20 or the non-numerical result "pass".

17.2.2 Each programme component in which the student succeeds entitles the student to a credit. A credit remains valid indefinitely within the programme where it was obtained. The faculty may however impose an update programme if at least five years have passed since the credit was obtained. This term is calculated from the first day of the academic year following the academic year in which the credit was obtained.

Article 18 Fraud and plagiarism

18.1 Fraud commission

The faculty determines the composition of the fraud commission at the start of each academic year. The chair and the secretary of the examination board with which the student is registered are ex-officio members of the fraud commission.

18.2 Definitions of "fraud" and "plagiarism"

18.2.1 Fraud is understood to mean any deceit during the taking of an exam, as well as any other deliberate irregularities that may influence the result attained by the examinee. Also considered as fraud is the possession with the possibility of use of tools with which fraud may be committed (such as mobile, iPod, etc.), even if such an infringement is recorded after the event.

18.2.2 Plagiarism is considered a form of fraud. Amongst others the following is considered plagiarism:

- a) literally copying, also in translation, a text or the structure of a text, tables, data etc. without crediting the source;
- b) paraphrasing a substantial part of the contents or the tenor of a text (e.g. reasoning, argumentation), without crediting the source;
- c) letting someone else write a text or a substantial part of it ('ghost writing'), which may appear a.o. from the oral explanation or defence by the student.

'Crediting sources' is meant to refer to both published and unpublished sources.

18.3 Precautionary measures

To prevent fraud or plagiarism:

- a) the examiners must take reasonable measures
- b) those giving written assignments or those advising on dissertations or theses should provide sufficient information to the students about correctly crediting sources.

18.4. Reporting fraud and plagiarism

Anyone finding evidence of fraud or plagiarism should inform the chair of examination board and the faculty ombudsperson as soon as possible.

18.5 Decisions with regard to fraud and plagiarism

18.5.1 The fraud commission shall investigate the facts reported and consider whether they constitute an instance of fraud or plagiarism. The fraud commission should announce its

decision to the student and the examination board within five working days after the facts have been reported. If fraud has been committed, then the fraud commission should also propose punitive measures to the examination board and inform the student of the measures proposed.

18.5.2 If the fraud commission finds that fraud has been committed, the examination board shall decide within fifteen calendar days after the finding by the fraud commission on one of the following punitive measures:

- 1° the student is awarded 0 out of 20 for the programme component concerned or for the concerned part of the programme component;
- 2° the student is excluded from all remaining exams of the semester concerned or of the second exam session and obtains no credits for that semester or for the second exam session;
- 3° the student is excluded from all exam sessions of the current academic year and obtains no credits for that academic year.

18.5.3 Pending the decision by the examination board, the student may continue to take exams, including the exam during which the irregularity was observed.

18.5.4 Anyone who has contributed to committing irregularities as meant in article 18.2 exposes him/herself to a disciplinary procedure based on article 37 of the Statute of the UA-student. If the fraud commission finds that a student is an accessory to plagiarism, she asks the dean to file a complaint with the student mediator in accordance with article 37 of the Statute of the UA-student.

18.6 Rights of the student.

18.6.1 The student has the right to be heard by the fraud commission and the examination board and to have himself/herself assisted by a person of his/her choice.

18.6.2 The decisions by the fraud commission and the examination board should be announced to the student by registered mail.

18.6.3 A student who feels that the decision by the fraud commission is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a written appeal with the chair of the examination board or his/her deputy. Such an appeal should be submitted within five days after the day on which the student has been notified of the decision. An appeal which has been declared admissible by the chair of the examination board or his/her deputy shall, in principle, be discussed during a special session of the examination board. If the examination board rejects the appeal, it should at once determine the punishment to be meted out. Articles 24.3 and 24.4 of this regulation shall subsequently apply.

18.6.4 A student who feels that the decision by the examination board is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a written request for a review of that decision with the chair of the examination board or his/her deputy. Such a request should be submitted within five days after the day on which the student has been notified of the decision. A request which has been declared admissible by the chair of the examination board or his/her deputy shall, in principle, be discussed during a special session of the examination board. Articles 24.3 and 24.4 of this regulation shall subsequently apply.

Article 19 Examination boards

19.1 Types of examination boards

19.1.1 The faculty should compose the following examination boards:

- i) one for each training programme within the Bachelor/Master system and one for the teacher training programme; the examination board of the bachelor's programme also acts as the examination board for the first academic year of the bachelor's programme for generation students.

- ii) one for each bridging and preparatory programme in the bachelor-mastersystem. This can coincide with the examination board of the subsequent master's programme or advanced master's programme
- iii) one for each study year in the programmes that are being phased out.

19.2 Chairpersons and secretaries of the examination boards

19.2.1 The faculty appoints the chairpersons and secretaries, as well as their respective deputies, from the members of the examination boards.

19.3 Composition of the examination boards for study years (programmes that are being phased out)

19.3.1 The faculty composes the examination boards for the study years in programmes that are being phased out at the start of the academic year.

19.3.2 For each programme component, and without prejudice to the stipulations below, the faculty appoints a lecturer or co-lecturer as a member of the examination board for the study year in question. Lecturers or co-lecturers who are not appointed as members shall have an advisory vote at the meetings of the examination board. The faculty may also give permission to other academic staff members involved in the evaluation of the students to attend the meetings of the examination board, where they, too, shall have an advisory vote.

19.3.3 Each member of the examination board of a study year holds one vote, even if he/she represents various programme components.

19.3.4 With regard to final dissertations or Master's theses, Bachelor's theses and public lessons, the officially appointed evaluators may be chosen by the faculty as members of the examination board for the study year in question.

19.3.5 Only those members of the examination board who have evaluated the student concerned during that particular study year are entitled to vote.

19.3.6 The examination board is made up of at least five voting members for each student. If, in consequence of the above stipulations, no five voting members can be appointed for a particular student, the chair and/or the secretary of the examination board shall be appointed as a voting member or, if they are already entitled to vote, then one or several other members of academic staff shall be appointed.

19.3.7 The faculty ombudsperson attends the deliberation sessions by the examination boards and has an advisory vote.

19.4 Composition of the examination boards of the various degree programmes

19.4.1 At the start of every academic year, the faculty composes the examination boards for the programmes mentioned in article 19.1.

19.4.2 In appointing the members, the faculty should ensure that the composition of the examination board is representative of the training programme in question. Only academic staff members with a teaching assignment in the programme concerned are eligible for membership of the examination board. The minimum and maximum number of members on the examination board depends on the number of credits involved in the programme in question:

- at least five and no more than ten members for a programme encompassing 60 or fewer credits;
- at least ten and no more than twenty members for a programme encompassing between 61 and 120 credits;
- at least fifteen and no more than thirty members for programmes encompassing more than 120 credits.

19.4.3 Each member of the examination board of a programme holds one vote and is entitled to vote on matters concerning every student registered with the examination board in question.

19.4.4 The faculty ombudsperson and the faculty study progress counsellor attend the meetings of the examination board of the programme concerned and have an advisory vote.

18.4.5 The chairman of the examination board can give permission to other members of staff who are involved in teaching or evaluating students to attend the meetings of the examinations board with an advisory vote.

19.5 Decisions

19.5.1 The examination board's decision-making competency extends to all students registered with that board.

19.5.2 The members of the examination board are required to attend deliberations. If they are unable to attend, they should inform the chair of the examination board beforehand and in writing.

19.5.3 The examination board can only take binding decisions vis-à-vis the students if at least half of the members who are entitled to vote are present. Deliberations are confidential.

19.5.4 If no consensus is reached on whether the student has passed or not, on the definitive exam results or on the grade of merit to be awarded to a student, the examination board shall decide by majority of members present, blank ballots, abstentions, and invalid votes not included. Secret votes may be taken if a board member or the ombudsperson should so request. In case of a tie, the decision taken shall be in favour of the student.

19.5.5 All decisions by the examination board should be adequately motivated and noted in the deliberation report. A full copy of this report, including the list of present, absent and excused members, is to be submitted to the dean and the rector within five days after the announcement of the results.

Article 20 Deliberations and determination of grades of merit

20.1 Deliberations

20.1.1 The examination board with which the student is registered shall determine the definitive exam results at the end of each semester and the second exam session.

20.1.2 At the end of a Bachelor's, Master's, advanced Master or teacher training programme, the examination board shall announce whether or not the student has succeeded in the programme as a whole and, in accordance with article 20.4, it shall also announce the grade of merit with which the degree is to be awarded.

20.1.3 At the end of a study year (programmes that are being phased out), the examination board shall announce whether or not the student has passed for that study year and, in accordance with Article 20.4, it shall also determine the grade of merit with which the study year has been completed.

20.1.4 At the end of a bridging or a preparatory programme, or a part of a study year determined by the faculty (programmes that are being phased out), the examination board of the study year or programme shall announce whether or not the student has passed for the entire programme or part of the study year.

20.1.5 In view of obtaining the diploma, the student has to retake all programme components for which he/she has not obtained a credit in a following exam session unless the examination board decided otherwise.

20.2 Succeeding in a training, bridging or preparatory programme

20.2.1 A student can only succeed in an entire Bachelor's, Master's, advanced Master, bridging, preparatory or specific teacher training programme if he/she is enrolled for the programme in question under a diploma contract or under an exam contract to obtain a

diploma, if he/she has taken all the exams that the programme encompasses, and if he/she previously registered for the programme with the examination board.

20.2.2 A student's final result is a weighted average of all numerical exam results the student has obtained in his/her training programme. In calculating the final result, the credits corresponding to the various programme components are used for weighting the results obtained for those components. The final result is expressed as an integer out of 100. In the calculation the result is rounded up if the first figure after the comma is a 5 or higher. If the student has obtained more than one exam result for the same programme component, then the best result is taken into account in the calculation of the final result. The faculty may allow for a failed programme component to be dropped from the calculation of the end total of the entire programme, the bridging or preparatory programme, without prejudice to the stipulations of articles 20.2.1, 20.2.4 and 20.2.5

20.2.3 A student whose final result is less than 50 out of 100 can never be declared successful.

20.2.4 A student may be declared successful for an entire Bachelor's, Master's, advanced Master, bridging or preparatory programme, or a specific teacher training programme, if he/she has obtained credits for all the programme components in his/her training programme, without prejudice to the stipulations of article 20.2.1.

20.2.5 Contrary to the stipulations in article 20.2.4 and without prejudice to the stipulations in Articles 20.1.5, 20.2.1 and 20.2.3, the examination board may declare a student successful who has not obtained the required credits for all components of his/her Bachelor's, or bridging or preparatory programme if the student meets at least one of the following conditions:

- a) the overall study load, expressed in terms of credits, of the programme components for which the student has not obtained credits, exemptions not included, represents no more than 10 percent of the overall study load of the programme, the bridging or preparatory programme, and does not exceed 18 credits;
- b) the student has failed to obtain credits for just one component of the training programme or bridging or preparatory programme, exemptions not included.

The examination board may only declare a student successful who meets the aforementioned conditions if it feels that the general objectives of the programme have been achieved.

20.2.6 Transitional regulation

Article 20.2.5 exceptionally also applies to students who were enrolled in the academic year 2009-2010 or earlier under a diploma contract or an examination contract in order to obtain a diploma for their teacher training, master's or advanced master's programme and who have obtained one or more credits.

This transitional regulation applies up until and including the academic year 2011-2012. For the master of medicine the transitional regulation applies up until and including the academic year 2013-2014.

20.3 Succeeding in a study year or part of a study year (programmes that are being phased out)

20.3.1 A student under the study-years system (programmes that are being phased out) can only be declared successful for a study year or part of a study year.

20.3.2 The examination board of the study year can only declare a student successful for (part of) the study year if he/she is registered with the examination board under a diploma contract and/or an examinations contract with a view to obtaining a degree.

20.3.3 At the end of first-session exams, a student can only be declared successful for his/her (part of the) study year if he/she has taken first-session exams for all of the programme components included in his/her (part of the) study year.

20.3.4 At the end of second-session exams, a student can only be declared successful for his/her (part of the) study year if he/she was not already declared successful for that

programme after the first-session exams and if he/she has taken all the second-session exams for his/her (part of the) study year for which he/she did not obtain credits in the first-session exams.

20.3.5 A student who has obtained credits for all the training components included in his/her (part of the) study year is successful. Without prejudice to the other stipulations in Article 20.3, a student who has not obtained credits for all the training programme components may be declared successful by the examination board. In such an event, the examination board must substantiate why it believes that the objectives of (part of) the study year have been achieved.

20.3.6 The fact that a student, in accordance with Article 20.3.5, is declared successful does not mean that he/she is entitled to credits for those programme components for which he/she has failed to obtain an exam mark of at least 10 out of 20.

20.3.7 The student's annual total is a weighted average of the numerical exam results which the student has obtained in his/her (part of the) study year. In calculating the final result, the credits corresponding to the various programme components are used for weighing the results obtained for those components. The final result is expressed as an integer out of 100. In the calculation the result is rounded up if the first figure after the comma is a 5 or higher. If the student has obtained more than one exam result for the same programme component, then the best result is taken into account in the calculation of the annual total.

20.3.8 A student whose overall annual result is less than 50 out of 100 can never be declared successful.

20.4 Grade of merit

20.4.1 The examination board shall only grant a grade of merit if a student has obtained credits for at least half of the total number of credits of the degree programme or study year.

20.4.2 The examination board of the degree programme shall award a grade of merit for the degree on the basis of the final overall result attained by the student.

The examination board of the study year shall award a grade of merit for the study year (programmes that are being phased out) on the basis of the overall annual result attained by the student.

The following grades of merit may be awarded:

- satisfaction: final or annual total between 50 and 64 out of 100;
- distinction: final or annual total between 65 and 74 out of 100;
- great distinction: final or annual total between 75 and 84 out of 100;
- greatest distinction: final or annual total of 85 or more out of 100.

20.4.3 The examination board may only deviate in the student's favour from the stipulations in Article 20.4.1 and Article 20.4.2. in very exceptional cases, with unanimity of votes, blank ballots, abstentions and invalid votes not included.

Article 21 Announcement of exam and deliberation results

21.1 The date and the manner of the announcement of the definitive exam and deliberation results shall be communicated at the start of the academic year.

Article 22 Measures to monitor study progress

22.1 A body appointed by the faculty shall impose measures to monitor the study progress of a student who has enrolled under a diploma contract and who, after one academic year, has not acquired at least 50% of the credits to which that diploma contract relates.

22.2 As measures to monitor a student's study progress, the body referred to under Article 22.1 may impose binding conditions for enrolment or it may refuse further enrolment. The latter option can only be used if the aforementioned body has previously imposed binding conditions but to no avail or if it is able to ascertain unequivocally on the basis of the details of the case that imposing such binding conditions shall be to no avail.

22.3 The body referred to under article 22.1 may reject the enrolment of a student under a credit contract or an examinations contract with a view to obtaining individual credits who has enrolled twice before for a specific programme component but failed to obtain credits for it.

22.4 The body referred to under article 22.1 may, in exceptional circumstances and on condition that a thorough motivation is given, deviate from the stipulations under articles 22.1, 22.2 and 22.3.

22.5 Students without or with insufficient learning credit submit a motivated request to enrol to the competent body appointed by the faculty. When deciding, the study record of the (candidate-) student and previously imposed measures to monitor study progress by any institution are taken into account.

22.6 A student who feels that an unfavourable decision concerning his or her study progress is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the body referred to under article 22.1. This request should be submitted within five days after the day on which the student has been notified of the decision. The student is heard orally by the body concerned if he/she has asked for it in the written request to reconsider the decision. Articles 24.3 and 24.4 of this regulation shall subsequently apply.

22.7 On the basis of first-semester exam results, the faculties shall take appropriate measures to monitor the study progress of students who have enrolled for a Bachelor's degree for the first time.

Article 23 Material errors

23.1 If it is observed that a decision of the examination board or another study progress decision is tainted by a material error, this should be reported to the chair of the relevant body within 10 calendar days after which this decision was made. If the chair or his deputy declares the error report admissible, the error shall be rectified within two weeks after it having been reported.

23.2 If it is observed that a material error leads to the learning credit being too low or too high, this has to be reported to the rector within 10 calendar days after the day on which the learning credit was changed. If the rector or his deputy determine the learning credit to be too low or too high, the university executes a learning credit correction or submits a request to do so to the Ministry of the Flemish Community according to the code of conduct of the Higher Education Database and this within 15 calendar days after it was reported.

Article 24 Internal appeal

24.1 In the case of disputes prior to the meeting of the examination board, the chair of the examination board and, as the case may be, the faculty ombudsperson shall be informed of the facts.

24.2 A student who feels that a decision by the examination board is tainted by a violation of his or her rights may, with or without assistance from the faculty ombudsperson, submit a request in writing for a review of that decision by the chair of the examination board or his/her deputy. This request should be submitted within a period of five calendar days which starts on the day after the day on which the exam or deliberation results are announced or on the day after the day on which the student has been notified of the decision in case of a different study progress decision. Any such request which is deemed admissible by the chair of the examination board or his/her deputy shall, in principle, be discussed at a special meeting of the examination board. The student is heard orally by the examination board if he/she has asked for it in the written request to reconsider the decision.

24.3 All internal appeals should lead either to a motivated confirmation of the original decision or to a revision of that decision.

24.4 The decisions referred to under 24.3 shall be announced to the student within fifteen calendar days from the day that the appeal was lodged. The contents of article 25.1 will be

mentioned as well as the point where the student can get more information about the decision made.

Article 25 External appeal

25.1 After exhaustion of the internal appeal the student can appeal a decision of the examination board or another study progress decision to the Board for disputes of study progress decisions (www.ond.vlaanderen.be/hogeronderwijs/raad). The student has to submit the request within a period of five calendar days which starts on the day after the day on which the student has been notified of the decision of the internal appeal procedure. At the same time the student sends a copy of the request by registered mail to the rector (address: Rector Universiteit Antwerpen, Middelheimlaan 1, 2020 Antwerpen).

25.2 After the nullification of a wrongful decision by the Board for disputes of study progress decisions there is no longer an obligation to exhaust the internal appeal procedures when challenging a new unfavourable decision following the verdict of the Board before appealing again to the Board.