



**HOTELSCHOOL  
THE HAGUE**

*Hospitality Business School*

# Generic Education and Examination Regulations 2025–2026

**entering into force on  
1 September 2025  
(Academic Year 2025-2026)**

Qualification BA.HM for the  
HBO Bachelor of Arts programme in Hospitality Management  
(in Dutch: Bachelor Hotel Management) **-number: 34411**

Master of Arts Leading Hotel Transformation MA.LHT **-number: 49151**  
and

MBA Hotel Management MBA.HM **-number: 70177**

The Education and Examination Regulations (EER) is part of the study programme of the Hotelschool The Hague Student Charter. **This generic part applies to all educational programmes at HTH.**

*This EER was approved by the Board of Directors on 1 July 2025, following consent by the Co-Determination Council and the Education Committee.*



# Table of Contents

General regulations.....	5
<b>1. Regulation .....</b>	<b>5</b>
Article 1.1 Definitions.....	5
Article 1.2 Applicability of the regulation .....	11
Article 1.3 Ratification and amendments to the regulation.....	11
Article 1.4 Hardship clause .....	11
<b>2. Students and study-program .....</b>	<b>12</b>
Article 2.1 Selection .....	12
Article 2.2 Students with an impairment .....	12
Article 2.3 Location .....	13
Article 2.4 Placements and excursions .....	13
Article 2.5 Language .....	13
Article 2.6 Students' copyrights .....	13
Article 2.7 Continuous improvement .....	13
Article 2.8 Dis-enrolment and interruption of enrolment.....	14
<b>3. Assessments .....</b>	<b>15</b>
Article 3.1 Assessments.....	15
Article 3.2 Organization of assessments (WHW article 7.10,) .....	15
Article 3.3 Proof of identity.....	15
Article 3.4 Procedure during assessments .....	16
Article 3.5 Public access to oral assessments .....	16
Article 3.6 Assessment form guarantee .....	16
Article 3.7 Assessment content guarantee.....	16
Article 3.8 Transfer to newer curriculum with associated assessments .....	16
Article 3.9 Provisions .....	17
Article 3.10 Irregularities and fraud (WHW article 7.12b, paragraph 2) .....	17
Article 3.11 Role Exam Committee in case of reported irregularities/fraud (WHW article 7.12b, paragraph 2) .....	17
Article 3.12 Exemption from participation in courses or course components .....	18
Article 3.13 Exemptions in connection with board activities.....	19
Article 3.14 Emergency regulation .....	19
Article 3.15 Force majeure .....	19
Article 3.16 Validity of Assessment Results.....	19
<b>4. Exam Committee .....</b>	<b>20</b>
Article 4.1 Appointment of Exam Committee and examiners .....	20
Article 4.2 Duties and authorities of the Exam Committee .....	21

<b>5.</b>	<b>Legal Protection</b>	<b>22</b>
Article 5.1	Request to Exam Committee for reconsideration	22
Article 5.2	Legal Protection possibilities	22
<b>6.</b>	<b>Co-Determination Council (CDC)</b>	<b>23</b>
Article 6.1	Appointment and composition of CDC Rules & Regulations on co determination at HTH	23
<b>7.</b>	<b>Education Committee</b>	<b>25</b>
Article 7.1	Appointment and composition of Education Committee	25
<b>8.</b>	<b>Closing provisions</b>	<b>27</b>
Article 8.1	Other matters	27
Article 8.2	Changes to the Programme	27
<b>Appendix</b>		
Appendix 1	Heartrate Monitor	28
Appendix 2	English Education – Code of Conduct	30
	Article 1 General	31
	Article 2 Additional stipulations	32
Appendix 5	Course Table	33
Appendix 8	Rules pertaining to correct proceedings during written assessments	34

# General regulations

## 1. Regulation

### Article 1.1 Definitions

The definitions below are written in a student friendly manner and may have slightly different wording in the EER text.

<b>Academic year</b>	The academic year starts on 1 September and ends on 31 August of the subsequent year as referred to in article 1.1 under k of the WHW.
<b>Academic year bachelor students</b>	At Hotelschool The Hague, the academic year for bachelor students starts in September, for the September intake and runs from September till September in terms of exam opportunities, whereas the academic year in terms of exam opportunities runs from February to February for the February intake.
<b>Accreditation</b>	The quality mark that expresses that the quality of a programme has been assessed positively as referred to in chapter 5 of the WHW.
<b>Appeal Committee for examinations</b>	A committee of appeal for students appointed by Hotelschool The Hague as referred to in articles 7.60 until 7.63 of the WHW.
<b>Appeals tribunal for higher education</b> <i>(afdeling Rechtspraak van de Raad van State)</i>	An appeals tribunal appointed by the government for the judgment of an appeal against a decision by a body of Hotelschool The Hague based on the WHW and regulations based on the WHW, as referred to in articles 7.64 until 7.67 of the WHW.
<b>Assessment during the bachelor programme</b>	An investigation of the knowledge, understanding and skills of the student, the outcome of which is an appraisal as determined by an examiner and is the (part) conclusion of a course. The appraisal can consist of either one or multiple components, which is expressed as a score between 1 and 100 or a Pass/Fail. Please refer to the assessment policy for further information on assessments.
<b>Assessment, during the MA programme and the MBA programme</b>	An investigation of the knowledge, understanding and skills of the student, the outcome of which is an appraisal as determined by an examiner and is the (part) conclusion of a course. The appraisal can consist of one or multiple exams, interim exams or tests. An assessment can take the following forms: 'final assignment' (written exam), 'final product', 'oral assessment', 'skills assessment', 'final presentation', or 'portfolio'.
<b>Assessment Committee</b>	A committee mandated by the Exam Committee to establish the assignments, exercises, assessment standards and assessment criteria, and provide the bachelor programme with advice in the area of assessments.
<b>AWB</b>	Algemene Wet Bestuursrecht, General Administrative Law.
<b>BA.HM</b>	Bachelor of Arts in Hospitality Management.
<b>Block</b>	A period of 10 weeks during which education is provided and assessments are held. An academic year consists of 4 blocks, plus a Start-Up Week at the beginning of the academic year and a Round-Off Week at the end of the academic year. IFT students will get classes in the RoundOff Week.
<b>BMT</b>	Bachelor Management Team

<b>Board of Directors</b>	Governing body of Hotelschool The Hague, as referred to in article 10.2 of the WHW in conjunction with articles 4 up to and including 15 and articles 17, 19 and 21 of the articles of association of the Foundation Hotelschool The Hague. In the articles of association, the Board of Directors is referred to as Executive Board.
<b>Board of Trustees</b>	The supervision of the policies of the Board of Directors and of the general affairs of the Foundation Hotelschool The Hague is entrusted to the Board of Trustees as referred to in article 10.3d of the WHW in conjunction with articles 16 up to and including 19 of the articles of association of the Foundation Hotelschool The Hague. In the articles of association, the Board of Trustees is referred to as Supervisory Board.
<b>BRON-HO</b> ( <i>"Basis Register Onderwijs HO"</i> )	Central register of higher education enrolment which registers data as referred to in article 7.52 of the WHW. DUO registers details of persons who are enrolled or have been enrolled at an institute of higher education or university within BRON-HO as well as their diplomas.
<b>BRP</b> ( <i>"Basisregistratie Personen"</i> )	The "BRP", the municipal records contain the personal details of everybody who lives or has lived in The Netherlands. It is mandatory for students to register in the BRP.
<b>CDC</b>	Co-Determination Council as stated in art. 10.17 WHW. A council that provides the Management Team and Board of Directors with advice/consent concerning amongst others part of the EER. The CDC exercise co-determination rights at Hotelschool The Hague.
<b>Certificate</b>	Document, as referred to in article 7.11, paragraphs 1 and 2 WHW.
<b>Certificate supplement</b> ( <i>"Diploma supplement"</i> )	A supplement as referred to in article 7.11, paragraph 4 of the WHW that is supplemented to the degree certificate, which has the objective of providing insight into the nature and the content of the completed course, also in view of the international recognition of courses. The supplement is drawn up in English and complies with the European standard format.
<b>Course</b>	A part of the educational programme that is concluded with an assessment, as referred to in article 7.3, WHW and to which ECs are linked.
<b>Course component</b>	A part of a course that is concluded with an assessment, either consisting of one or multiple course components, as referred to in article 7.3 WHW.
<b>Course syllabus</b>	A syllabus containing detailed information concerning a specific part of the educational process (course). Also referred to as syllabus.
<b>Course table</b>	An overview of all courses at Hotelschool The Hague, including course components, the appraisal method and ECs.
<b>Course team</b>	A group of lecturers and instructors who are responsible for the content, planning and monitoring of a specific course.
<b>Curriculum</b>	A study programme of the Hotelschool. A cohesive group of courses through which a student can acquire the Professional Duty Categories and Professional Excellence Categories (MBA) or acquire the Programme Learning Outcomes (BA and MA).
<b>Curriculum BA programme</b>	The study programme of the Hotelschool The Hague's Bachelor programme. A cohesive group of courses through which a student can acquire the Programme Learning Outcomes.
<b>Curriculum MA programme</b>	The study programme of the Hotelschool The Hague's MA.LHT programme. A cohesive group of courses through which a student can acquire a master level of Programme Learning Outcomes.
<b>Curriculum MBA programme</b>	The study programme of the Hotelschool The Hague's MBA.HM programme. A cohesive group of courses through which a student can acquire an MBA.HM level of Professional Duty Categories and Professional Excellence Categories.
<b>Curriculum Committee</b>	The Curriculum Committee safeguards the consistency and cohesion of the curricula, education programmes and the examination programmes. The Curriculum Committee advises on the development and improvement of the curricula and the examination programmes. In addition, they monitor the currency of the programme by staying upto-date on the developments within the industry. The Curriculum Committee formulates improvement proposals for parts of the curricula and checks the changes against amongst others the didactic concept, assessment policy, the Education and Examination Regulations (EER), internal regulations and the quality cycle.

<b>DBR</b>	Design Based Research; the research model used for applied research at Hotelschool The Hague.
<b>Decision</b>	The outcome of a decision is generally communicated to all stakeholders within five business days unless indicated differently.
<b>Didactic concept</b>	A framework of rules within which the study programme is developed and offered which forms part of the educational framework.
<b>DUO</b> ( <i>"Dienst Uitvoering Onderwijs"</i> )	Education Executive Agency that finances and informs educational institutes and those who participate in education.
<b>European Credit (EC)</b>	The system for measuring study load as referred to in article 7.4 of the WHW, in which 1 credit (EC) represents 28 hours of study. Credits are awarded when an assessment is passed successfully.
<b>Educational framework</b>	This framework explains the didactic approach and models adopted by HTH. See EER appendices.
<b>ECTS</b>	European Credit Transfer System.
<b>Education Committee</b>	The council as referred to in article 10.3c of the WHW that provides the Management Team and/or Board of Directors with advice/consent concerning the EER. In addition, the Education Committee conducts an annual review of the implementation of the EER and gives requested or unrequested advice on all other matters related to education. Also, the Education Committee reviews the accreditation (visitation) report with the BoD.
<b>EER</b>	Education and Examination Regulations as determined by the governing body of the school as referred to in article 7.13 under 1 and 2 of the WHW.
<b>Exam</b>	The whole of the successfully completed assessments for the courses belonging to the Propaedeutic Phase and/or the Post Propaedeutic Phase of the study programme.
<b>Exam Committee</b>	The body as referred to in article 7.12, paragraphs 1 and 2 of the WHW.
<b>Examiner</b>	Person appointed by the Exam Committee as an assessor and is entitled to take assessments or parts thereof as referred to in article 7.12c paragraph 1 of the WHW.
<b>Exemption</b>	The Exam Committee may grant exemption from participating in one or more assessments on the grounds of a certificate, diploma or degree in higher education, or other statement that shows that the student has already fulfilled the completion requirements of the assessment.
<b>Faculty</b>	Lectures and instructors form the faculty of Hotelschool The Hague.
<b>Final Exam</b>	The conclusion of the study programme, as referred to in articles 7.3, paragraph 3 and 7.10, paragraph 2 of the WHW.
<b>Fraud</b>	Conscious or unconscious acts, omissions, attempts or instigations to behave in a way that makes it completely or partly impossible to correctly and honestly assess someone's knowledge, insight, skills or (professional) attitude. Plagiarism is a form of fraud.
<b>Full-time programme</b>	Programme that does not take any other activities into consideration other than those related to education as described in WHW 7.7
<b>HBO Bachelor programme</b>	A higher professional education (HBO) programme, as referred to in article 7.3a, paragraph 2 of the WHW.
<b>HBO Master course</b>	A higher professional education (HBO) programme, as referred to in article 7.3a, paragraph 2 of the WHW.
<b>HBO MBA.HM course</b>	A higher professional education (HBO) programme, as referred to in article 7.3a, paragraph 2 of the WHW.
<b>Hotelschool The Hague Legal Protection</b>	Service as referred to in article 7.59a of the WHW where all appeals, objections and complaints by students are submitted with the exception of a request for reconsideration by the Exam Committee.

<b>http://MyHotelschool.nl</b>	Digital work environment for students and staff of Hotelschool The Hague.
<b>Impairment</b>	All disorders of a chronic nature that may lead to a study delay. This can be a physical disability, a sensory handicap, psychiatric impediment, a speech impediment, dyscalculia, autism spectrum disorder, AD(H)D and chronic illness.
<b>International Fast Track (IFT)</b>	A 2.5-year programme for graduates of the Dutch MBO programme "HORECA ondernemer/manager, level 4" or students with similar qualifications and experience.
<b>Institutional tuition fees</b>	Tuition fees, as referred to in article 7.46 of the WHW which are generally applicable to students from outside the European Economic Area
<b>Instructor</b>	Employee who provides instruction and supervises the practical skills training and learning process, in combination with general education duties for the benefit of Hotelschool The Hague and the students.
<b>Intermezzo week</b>	Week in between blocks during which no regular education takes place. In the week between block B and block C, additional resit assessments are offered for year 1. Students in some courses may be required to start their courses during an intermezzo week. This information can be found in the respective course syllabi.
<b>Intra.hotelschool.nl</b>	Digital information platform for students and staff.
<b>Irregularities</b>	Non-compliance by the student with the rules for a correct process during assessments or the commitment of fraud.
<b>Lecturer</b>	Employee who is encumbered with the autonomous provision of education and supervision of the educational process, in combination with general teaching duties for the benefit of Hotelschool The Hague and the students.
<b>Minor</b>	A minor is a block of courses in year 4 of the bachelor programme that a student can choose to broaden or deepen their knowledge and skills in a specific area.
<b>Osiris</b>	Student Information System (SIS) for the registration of study progress.
<b>Outlet</b>	Practical learning environment (Zinq, La Mangerie, Le Début, Skotel, Reception, Les Saveurs, Bakery, Room Service, Housekeeping).
<b>Phase</b>	A part of the programme during the bachelor programme that is associated with a specific learning concept. The programme consists of a coherent whole of three Phases. The three phases in the Bachelor curriculum have been replaced by four academic years as part of the curriculum renewal as of academic year 2021/2022.
<b>PLOs</b>	Programme Learning Outcomes. Final attainment level: A combination of profession-specific duties, knowledge, skills and behaviour describing a certain responsibility or task within the professional practice as defined by the Educational Framework Bachelor Programme Policy Document.
<b>Post-Propaedeutic Phase (year 2,3 and 4 of the BA.HM)</b>	The second part of the bachelor programme that follows the Propaedeutic phase as referred to in article 7.30 of the WHW with a study load of 180 ECs.
<b>Pre-master track</b>	An educational track within the bachelor programme to prepare selected students for participation in Masters of Business and Management offered at University of Amsterdam, Erasmus University & Nyenrode University; programmes Master of Business Administration offered by the University of Amsterdam.
<b>Professional Commitment</b>	An academic attitude is demonstrated through consistent preparation, regular attendance, and active participation in class, all of which contribute to a deeper understanding of course content, preparing students for hospitality business careers.
<b>Professional and Educational Profile (PEP)</b>	Final attainment level consisting of a combination of knowledge, skills and attitude describing a certain responsibility or task within the professional practice as taught by Hotelschool The Hague to students
<b>Professional Duty Category (PDC) in MBA programme</b>	Final attainment level; a combination of profession-specific duties, knowledge, skills and behaviour describing a certain responsibility or task within the professional practice as taught by Hotelschool The Hague to students. The study programme consists of 9 PDCs and 2 PECs.



<b>Professional Excellence Category (PEC) in MBA programme</b>	Final attainment level; competences in the area of social skills and communication skills in which the students of Hotelschool The Hague's bachelor programme are trained. A combination of duties, knowledge, skills and behaviour describing a specific responsibility or task within the professional practice in which Hotelschool The Hague educates students. The educational programme consists of 9 PDCs and 2 PECs.
<b>Propaedeutic Phase (year one BA.HM)</b>	The first part of the bachelor programme as referred to in article 7.8, paragraph 2 of the WHW with a study load of 60 ECs.
<b>Recommendation to Discontinue the Programme (RDP)</b>	Study advice as referred to in article 7.8b, of the WHW, which is linked to a binding advice, as referred to in article 7.8b, paragraph 3 of the WHW.
<b>Registratie Instellingen en Opleidingen (RIO)</b>	Dutch registry of institutions of education and educational programs.
<b>Round-Off week</b>	Week during which lecturers and instructors can round off their work and classes.
<b>RPL</b>	Recognition of prior learning or recognition of acquired competencies as referred to in article 7.16 of the WHW.
<b>RPL procedure</b>	Procedure implemented by an organization approved by Hotelschool The Hague, not the Hotelschool The Hague Exam Committee itself, to, through thorough research, identify, assess and give official recognition to knowledge and competencies acquired elsewhere by a person who is not enrolled at Hotelschool The Hague.
<b>Selection</b>	The determination of the choice by Hotelschool The Hague in the acceptance of students. In addition to the normal requirements regarding previous education, Hotelschool The Hague selects according to motivation and suitability to the profession. In addition, Hotelschool The Hague imposes extra requirements in the area of competency in the English language and cognitive abilities.
<b>Semester</b>	The academic year consists of four blocks. The first two blocks starting from September can be also referred to as first semester. The remaining two blocks starting from February can be referred to as second semester.
<b>Service desk</b>	A communications centre that provides a single point of contact (SPOC) between HTH departments and its students, alumni, prospective students and other external parties.
<b>SIS</b>	Student Information System. Hotelschool The Hague uses the Osiris student information system.
<b>Smartcard</b>	Identification card issued by Hotelschool The Hague; also used as an instrument of payment by employees as well as students.
<b>Statutory tuition fees</b>	Tuition fees as referred to in the articles 7.45 to 7.45b WHW. Please also refer to institutional tuition fees.
<b>Student</b>	Person who is enrolled at Hotelschool The Hague as a student, as referred to in article 7.32 of the WHW. In this document, students will be referred to as they/them/their instead of he/she, his/her, her/him in order to improve legibility.
<b>Student Charter</b>	The Student Charter as referred to in article 7.59 of the WHW comprises a description of the rights and obligations of students as well as the institute of higher education. The Student Charter consists of a general part (specific to the institute) and an education-specific part.
<b>Student Counsellor</b>	The Student Counsellor is responsible for guiding students with complex individual requests for help in the field of education, career, personal or social medical affairs and promoting the study climate for students. The Student Counsellor performs the work for students from a position of trust and an independent position.
<b>Student Residency</b>	Students are expected to be available to attend classes in person on campus based on their individual student schedules. Students are an essential component of the learning environment we aim to create and are co-responsible for fostering a participatory learning environment.
<b>Studielink</b>	Internet platform for registration and enrolment, changes in personal details registered at institutes of higher education and universities as well as with the Agency for the Administration of Education (DUO).

<b>Study advice Post Propaedeutic Phase</b>	Hotelschool The Hague will periodically inform students of their academic progress. Students enrolled in the post propaedeutic phase are responsible for monitoring their academic progress. Please refer to the progress requirements of the graduation phase to ensure a timely progression.
<b>Study advice Propaedeutic Phase</b>	Study advice as referred to in article 7.8b, paragraphs 1 and 2 of the WHW given to the student concerning the continuation of their studies with the Bachelor programme or elsewhere no later than at the end of the term of enrolment for the Propaedeutic Phase of the programme. In addition to the advice at the end of the first year of enrolment The Hotelschool can give advice as long as the student has not passed the Propaedeutic Exam. This advice may be linked to a rejection (a Recommendation to Discontinue the Programme), as referred to in article 7.8b, paragraph 3 of the WHW.
<b>Study coach</b>	Employee of Hotelschool The Hague who mentors students during their programme until the enrolment in LYCar.
<b>Study Guide Bachelor programme</b>	Guide that is published by Hotelschool The Hague once per academic year containing information about general school matters, activities and organization of the school, student facilities and course content of the Bachelor programme.
<b>Study Guide Master programme</b>	Guide that is published by Hotelschool The Hague once per academic year containing information about general school matters, activities and organization of the school, student facilities and course content of the Master Programme.
<b>Study Guide MBA in International Hospitality Management programme</b>	Guide that is published by Hotelschool The Hague once per academic year containing information about general school matters, activities and organization of the school, student facilities and course content of the MBA.HM of Business Administration in International Hospitality Programme.
<b>Study load</b>	Study load expressed in ECs as referred to in article 7.4, paragraph 1 of the WHW.
<b>Study programme</b>	Educational programme as referred to in article 7.3 in conjunction with article 7.3a of the WHW.
<b>Study Progress Coordinator (SPC)</b>	Employee of Hotelschool The Hague who, in case of a deviation in study progress, provides information specifically about alternative courses, assessments, re-sits, study planning and exemptions. The SPC is responsible for checking study progress in accordance with article 7.13 paragraph 2 section u WHW. During the bachelor programme they are responsible for the coordination of the activities of the study coaches in year 1 (Phase 1) and years 2 & 3 (Phase 2) (in Phase 3 the LYCar career coach takes on the role of study coach); for the supervision of the study advice procedure in the Propaedeutic Phase; advising students about study progress and signalling problems related to the study progress of students.
<b>Syllabus</b>	A study guide containing detailed information concerning a specific part of the educational process (course). Also referred to as course guide or course syllabus.
<b>Testimonial</b>	Document if specified in Section 7.11 paragraph 1 and 2 WHW.
<b>Tuition fees</b>	Tuition fees as referred to in article 7.43 of the WHW. Hotelschool The Hague has higher statutory tuition fees due to the distinctive feature small scale and intense education awarded by the NVAO.
<b>WHW</b> ("Wet op het hoger onderwijs en wetenschappelijk onderzoek")	Higher Education and Research Act; an inspection copy is available in the Media Centre. An online version can be consulted <a href="https://wetten.overheid.nl/BWBR0005682/2025-01-01">https://wetten.overheid.nl/BWBR0005682/2025-01-01</a>
<b>Working days</b>	All days of the week except the weekend, school holidays, Intermezzo weeks and public holidays.

### **Article 1.2 Applicability of the regulation**

The Education and Examination Regulations, General Part, is applicable to all students who are enrolled at Hotelschool The Hague and enters into force from 1 September 2025 unless stated otherwise.

### **Article 1.3 Ratification and amendments to the regulation**

1. The provisions specific to the educational programme are determined by the Board of Directors prior to the start of the academic year. The Bachelor Management Team is responsible for the formulation of provisions specific to the educational programme. Ratification occurs only after the Co-Determination Council and the Education Committee have given their advice/consent, as far as this is required. It is not allowed to amend the institute-specific provisions, unless the Board of Directors approves a well-founded request from the Bachelor Management Team.
2. Amendments during the academic year occur on the condition that the interests of the students concerned are in all fairness not damaged as a result of the amendment.
3. The procedure as referred to in the first paragraph of this article must be followed if amendments to this regulation are made.
4. If the interests of an individual student are prejudiced as a result of a preliminary amendment, the student in question may submit a substantiated appeal to the Exam Committee against the application of the amendment in question. After the Exam Committee has conducted an investigation, it will subsequently give its well-reasoned decision in which the individual interests of the student and the interests of the quality of the educational programme as well as the professional possibilities for the student are weighed.

### **Article 1.4 Hardship clause**

The Board of Directors will decide in unforeseen cases and in cases in which the application of these regulations result in clear unfairness. In highly exceptional individual circumstances where application of these regulations would result in evidently unreasonable and/or unfair situations, the Exam Committee or Board of Directors can, on the basis of a written and reasoned request from the individual concerned, deviate from said regulations.

# 2. Students and study-program

## Article 2.1 Selection

Hotelschool The Hague entry policy is based on selecting students who want to enrol for the first year of the Bachelor programme or the International Fast Track (IFT) programme, which is part of the Bachelor programme. The application and selection procedure and criteria for all programmes (Bachelor, IFT, MBA and MA) are described in the Application and Selection regulation of Hotelschool The Hague.

## Article 2.2 Students with an impairment

1. Students with an impairment are legally entitled to effective provisions, unless they claim an undue proportion of the organisation or resources of the programme or institute of higher education.
2. Provisions must serve to remove or reduce obstacles, so the student has the opportunity to successfully complete the programme. Provisions must help the student to be independent and participate as fully as possible. The provisions may involve adaptations in the educational programme (including placements), study rosters, different format or duration of assessments, educational tools and other educational facilities.
3. The Exam Committee decides on requests for provisions related to taking part in assessments considering the requirements the school poses regarding knowledge, understanding and skills necessary to obtain the degree as referred to in article 14.4. In all cases, the student must meet the end terms of the programme.
4. A student wishing to qualify for specific provisions referred to in the second paragraph, must apply to the student counsellor. Within 10 working days after the application is received, the student will receive an invitation for an interview, which will take place no later than 20 working days after receipt of the application. In the interview the impairment of the student will be charted and the provisions discussed that could support the student during their study. The student makes sure that they bring the necessary written proof by an independent expert that documents the impairment. On the basis of the interview, the student counsellor and the student compile a document that will contain a request for provisions and the student counsellor's recommendations. This document is signed by both parties. Depending on the nature of the provisions, the student also submits the document as a request to the Exam Committee. This applies for instance for dyslexia, ADD, ADHD, and other learning impairments.
5. The Exam Committee decides on a request as referred to in paragraph 4, within four weeks after receipt of the request, unless a request necessitates further investigation. In that case, the student will be given a definite answer when a decision on their request will be made.

6. If a student submits the request to the wrong party, that party sends the request as quickly as possible to the correct party.

### **Article 2.3 Location**

The student is enrolled in the Bachelor Programme or International Fast Track Programme on the Amsterdam Campus or The Hague Campus. The bachelor programme, exam programme and assessments on both locations are identical to each other. In some cases, a certain course in programme year 4 might only be offered at one location whilst students from both locations participate in said course. The MA and MBA programmes are offered on the Amsterdam campus.

### **Article 2.4 Placements and excursions**

1. Information about placements followed by students outside Hotelschool The Hague and that are part of the school's programme, is incorporated in the Practical Placement Course Syllabus and Launching Your Career (LYCar) Course Syllabus. Other relevant documents will be placed on the worksite of the Placement Office.
2. The rights and duties of the student vis-à-vis Hotelschool The Hague and professional practice are recorded in writing in a placement agreement.
3. Excursions are only mandatory when they are included as such in the course syllabus of the respective course.
4. A student who is unable to participate in a mandatory excursion due to circumstances beyond their control and/or personal circumstances, is given the opportunity of compensating this excursion with a substitute assignment.
5. During the placements, the student remains enrolled as a student of Hotelschool The Hague and must therefore pay tuition fees.

### **Article 2.5 Language**

All educational programmes at HTH are taught in English; the assessments are administered in English, with the exception of the courses for second foreign languages. Where the use of the English language is concerned, a code of conduct is in effect. See appendix 2.

### **Article 2.6 Students' copyrights**

1. The copyrights of products produced by students as part of the educational programme are the property of the students, unless agreed otherwise.
2. The Hotelschool may agree with the student that the Hotelschool is exempted from the duties arising from either the obligations arising from the copyrights or that the name of the Hotelschool is mentioned on the products.

### **Article 2.7 Continuous improvement**

1. Hotelschool The Hague aims at reaching the highest possible (personal and professional) level, so that students are optimally prepared for a career in management of the international hospitality industry. This is achieved by setting high quality requirements for students, lecturers and instructors, content and implementation of the curricula and supporting processes.  
The systematic Quality Assurance & Improvement method chosen, the Heartrate Monitor which can be found in Appendix 1, by Hotelschool The Hague contributes to further establishing the formal quality management system. The aim is to continuously improve the quality of education, research and the organization.

2. An important part of the Quality Assurance system are the course evaluations, which are conducted in a cycle time of at least once per year per course (see appendix 5). These evaluations provide input for the improvement of the courses. Changes in the learning outcomes, assessment structure and course setup take place once per year. However, changes in the way of delivering content in these set classes can happen every block.

#### **Article 2.8 Dis-enrolment and interruption of enrolment**

1. Each student has the right to terminate their studies in the course of the academic year and disenroll.
2. Re-enrolment in the same academic year is only possible per first September or first February.

# 3. Assessments

## Article 3.1 Assessments

1. Each course is concluded by means of an assessment. An assessment can consist of one or several components.
2. If all assessment components of the course have been successfully completed, the ECs for the corresponding course are awarded in the study progress monitoring system Osiris.
3. All forms of assessment include an assessment of the knowledge, the understanding and the skills of the student, as well as the results of that assessment.
4. An assessment can take place as an oral or written assessment or in some other form. The assessment form for each assessment component is indicated per course in the course syllabus of the specific courses.
5. In special cases, the Exam Committee is authorized, on the basis of a written and motivated request, to determine whether to deviate from the course syllabus and in what way/how an assessment will be taken. The Exam Committee has a period of four weeks after receipt of the request in which to make its decision. It is the responsibility of the applicant to submit the request at least 5 weeks prior to the exam.
6. In subsequent academic years, the name and form of an assessment of a course may be amended, provided that the content is not changed and the content is specified in the course syllabus. If the content of the course is changed, the student is given two opportunities in the academic year following the change to take the assessment in the manner prescribed prior to the change, see also article 3.7 below.
7. Written and oral assessments must be taken according to the scheduled time and place as indicated in the assessment schedule. Students have to take the assessment on the campus they are enrolled at.

## Article 3.2 Organization of assessments (WHW article 7.10,)

At the beginning of each course, the examiners/lecturers must inform the students with regard to the assessments that belong to that particular course, and in particular about the following:

- a. The content (subject matter) of the assessment;
- b. The requirements the student must fulfil in order to pass;
- c. The number of ECs for the course for which the assessment is the conclusion;
- d. The form of the assessment;
- e. Any materials that students are permitted to use during the assessment;
- f. Whether participation in taught activities is mandatory or not;
- g. Deadlines for submitting reports and assignments.

## Article 3.3 Proof of identity

During assessments it is obligatory to provide proof of identity via the student 'Smartcard' or other photo identity card. If the student is unable to show a smartcard or other form of official identification (ID card, Passport or Dutch driver's license), the assessment is declared invalid by the Exam Committee.

### **Article 3.4 Procedure during assessments**

1. A written assessment occurs under the supervision of at least two invigilators.
2. An oral assessment, which focusses on knowledge, is administered by at least two examiners. This is also the case for a final report/research project.
3. The student must comply with all instructions given by the examiner or invigilator. The permitted assessment aids are stated on the front page of the assessment in question. Invigilation rules for assessments are published on the site of the Exam Committee on Myhotelschool. Please also refer to appendix 8.
4. The assessment proceedings of a written assessment are recorded in a report. In this report, the time of commencement and termination are noted, as are the names and signatures of the students participating in the assessment, and any irregularities are recorded.
5. The student is not allowed to take the assessment questions with them after the assessment.
6. For rules and regulations post-assessment, please refer to the Exam Review Policy on the Exam Committee worksite.

### **Article 3.5 Public access to oral assessments**

1. Oral (partial) assessments are generally not public. Selected stakeholders can be invited to graduation phase assessments. Please refer to the course syllabi for further information.
2. Oral assessments, including the thesis defence are in principle not public for others than the required official attendees such as examiners.

### **Article 3.6 Assessment form guarantee**

The assessment form of a second or subsequent assessment during the same academic year of the first assessment should cover the same learning goals as the first assessment. If an assessment cannot be retaken in a comparable assessment with the same areas of knowledge, skills or attitude in another block, the student must, in the event of a fail, be offered an opportunity to retake the assessment. This opportunity as determined by the Exam Committee at the request of the examiner concerned may be in the form of an additional or substitute assignment and/or other form of assessment, provided that the same assessment criteria and learning goals are assessed. The last achieved result counts.

### **Article 3.7 Assessment content guarantee**

The assessment content of a second or subsequent assessment during the same academic year of the first attempt must be identical to that of the first assessment. If the content of the course is changed, the student is given two opportunities in the academic year following the change to take the assessment in the manner described prior to the change. It is the responsibility of the student to inform themselves of the changes to the course and subsequent assessment(s). In case of special circumstances with regard to a certain course, the Bachelor Management Team may decide that there will be more re-sit chances available.

### **Article 3.8 Transfer to newer curriculum with associated assessments**

Should changes occur in the assessment programme in consecutive years the Exam Committee will determine a transition regulation.



### **Article 3.9 Provisions**

The Exam Committee is authorized in special cases (for example for students with an impairment) to stipulate a different form of assessment or additional aids than those determined by the examiner, see article 2.2. The exam committee can deviate from a rule if applying that rule is unreasonably disadvantageous for the student.

### **Article 3.10 Irregularities and fraud (WHW article 7.12b, paragraph 2)**

1. If there is a suspicion that a student is guilty of an irregularity or fraud, the examiner or invigilator takes note of this in the exam report and sends it as soon as possible to the Exam Committee via Student Affairs.
2. Fraud is defined as conscious or unconscious acts, omissions, attempts or instigations to behave in a way that makes it completely or partly impossible to correctly and honestly assess someone's knowledge, insight, skills or (professional) attitude. Plagiarism is a form of fraud.
3. An irregularity occurs when a (partial) assessment does not take place in accordance with the Regulations for examinations and no proper assessment can be made of the student's acquired knowledge, insight and skills.
4. Fraud includes:
  - a. borrowing from or copying from the work of other students who have taken or are taking part in the assessment and subsequently presenting this work as their own authentic work;
  - b. plagiarism: borrowing from or copying of text without acknowledgement of sources from articles or other written work, either by "copying and pasting" from digital documents, or by retyping the passages verbatim;
  - c. consulting sources that are not allowed during the assessment;
  - d. intentional incorrect representation of research results in a research report;
  - e. consciously giving others the opportunity to commit fraud;
  - f. an attempt to commit fraud;
  - g. data falsification in research projects;
  - h. use of AI such as Chat GPT to generate reports or for help with other assignments unless explicitly permitted.

### **Article 3.11 Role Exam Committee in case of reported irregularities/ fraud (WHW article 7.12b, paragraph 2)**

1. The Exam Committee determines if there has been a fraud or an irregularity.
2. After receipt of the official report about a detected irregularity or fraud, the student is informed by the Exam Committee that the assessment will not be appraised until the Exam Committee has decided what consequences it will attach to their findings.
3. At the first meeting of the Exam Committee, not later than 10 working days after an exam report of irregularity or fraud is received, the report will be discussed. At this meeting the method of investigation of the reported act is decided.
4. Before the Exam Committee decides on an appropriate measure, the Exam Committee sends the student and any other parties involved the documents related to the incident. The student and any other parties involved are given the opportunity to be heard. A report will be made of the hearing.
5. The Exam Committee takes a decision within four weeks after receipt of the assessment report describing an irregularity or fraud.
6. If the Exam Committee determines that fraud or an irregularity has taken place, it may impose the following sanction(s):

- a. warning;
  - b. void the result of the assessment in question;
  - c. exclude the student from participation in upcoming assessments for the maximum duration of 12 months;
  - d. in the case of serious or repeated acts of fraud or irregularities, the Exam Committee can recommend the Board of Directors to permanently terminate enrolment in the educational programme.
7. If the Exam Committee decides that there was no irregularity and no fraud was committed, the assessment will be examined or, if that is not possible, the Exam Committee will make a special provision.
  8. If the irregularity or fraud is discovered after the exam is finished, the student can be refused a certificate or the student can be required to return their certificate and the Exam Committee can determine that the student in question will receive the certificate only after they have retaken the assessment or exam in the components as designated by and in a manner determined by the Exam Committee;
    - a. in case of data falsification, no part of the collected data and any work derived from these data can be submitted or used as such.
  9. A combination of measures is also possible, as stated in the sanction policy Exam Committee.
  10. The student concerned receives the decision of the Exam Committee in writing.

### **Article 3.12 Exemption from participation in courses or course components**

1. The Exam Committee may grant exemption from specific assessments.
2. In addition to that which is stated in paragraph 1, the Exam Committee may grant a student, at their written request, exemption from participation in one or more assessments on the grounds of a certificate, diploma or degree, or other official documents that show that the student has already fulfilled the end qualifications of the assessment in question.
3. The procedure for requesting and granting exemptions is as follows.
  - a. The student has to submit a well-founded written request for exemption from an assessment or multiple assessments to the chair of the Exam Committee. The request must be accompanied by:
    - a copy of the certificate, diploma or degree in question;
    - a certificate or an overview of relevant qualifications gained by the student and written proof that supports this overview.
    - a list of studied literature, lecture notes, readers, etc.;
    - if the content of the component for which exemption is requested was not subject to an assessment, the student must submit evidence showing that they followed the component in question successfully.
  - b. The Exam Committee decides as soon as possible and within 20 working days after the request was submitted – whether or not to grant the request, possibly in consultation with the examiners involved, and informs the student of its decision. A copy of the decision will be filed in the student's file.
  - c. If an exemption is granted, it is registered as an assessment pass in the student records system as EXEMPT on the date the exemption is granted.
4. If the Exam Committee grants an exemption, the student concerned receives confirmation in writing.
5. The student may lodge an appeal against the decision of the Exam Committee with the Appeal Committee within six weeks after the date of the decision.

### **Article 3.13 Exemptions in connection with board activities**

1. Hotelschool The Hague does not grant exemptions on the basis of board activities.
2. A student who falls behind in their studies due to their board activities, may appeal to the Regulation for financial support from the Profiling Fund as described in the Hotelschool The Hague Student Charter.

### **Article 3.14 Emergency regulation**

An emergency is a situation in which all persons present are required to immediately vacate the building during an assessment due to an alarm sounding. In an emergency situation, the assessment is declared invalid and work that has already been handed in is not graded. A new assessment opportunity is offered as soon as possible and students are informed about the location, date and time of the new assessment.

### **Article 3.15 Force majeure**

Under circumstances beyond HTH's control in which it is impossible for Hotelschool The Hague to uphold the Education and Examination Regulations, the EER or certain particular articles or duties may not be executed or might be adjusted during the running academic year. In force majeure situations the Board of Directors will have the right to decide to deviate from the EER.

### **Article 3.16 Validity of Assessment Results**

Passed exams are valid for 10 years. After 10 years, it is assumed that the knowledge, insight or skills tested are demonstrably outdated. The Exam Committee is authorised, at the request of the student or the person applying for re-enrolment, to extend the period of validity in an individual case. The Exam Committee is authorised to set further additional requirements before the bachelor's examination can be taken. The Exam Committee shall reasonably take into account the special circumstances as referred to in article 7.51, second paragraph HRA. The student who has been granted financial support as referred to in section 7.51, second paragraph HRA due to special circumstances, shall be entitled to an extension of the period of validity for at least that period of grant. The 10-year term continues in the event of interim deregistration.

# 4. Exam Committee

## **Article 4.1 Appointment of Exam Committee and examiners**

1. The Board of Directors appoints an Exam Committee, in conformity with article 7.12 of the WHW.
2. The Exam Committee is the body that in an objective, professional and independent manner, determines whether a student fulfils the requirements stipulated in this regulation regarding the knowledge, understanding and skills necessary for the award of the degree referred to in article 14.4 of the EER.
3. The Board of Directors determines how many members sit on the Exam Committee.
4. The Board of Directors appoints a member of the Exam Committee for a period of four years; a member is eligible for reappointment once only.
5. At least one member is linked to the school as a lecturer. An external member may also sit on the Exam Committee or an external expert may be consulted. By external member or external expert is meant a person who is not linked to Hotelschool The Hague. Members of the Management Team of Hotelschool The Hague are not allowed to be a (advisory) member of the Exam Committee.
6. When the Exam Committee is set up, a chairperson, secretary and their deputies are appointed.
7. The chairperson has the authority to summon a meeting of the Exam Committee.
8. The meetings are led by the chair of the Exam Committee. If they are absent and not attending the meeting, the vice will chair the meeting. If they are absent, the meeting names a chairperson itself.
9. The duties of the secretary of the Exam Committee include the following: prepares for the meetings, determines the urgency of the submitted requests, writing of the reports and putting the reports for inspection, safeguarding the decisions taken in the meetings and is responsible for archiving the requests and topics that are dealt with.
10. The Exam Committee meets in plenary sessions according to a previously set schedule to deal with current matters. An extra meeting can be scheduled for urgent matters.
11. The Exam Committee decides by majority vote. The Exam Committee strives to reach decisions on the basis of consensus. If the vote is tied, the opinion of the chairperson is decisive.
12. The Exam Committee can make a decision only if at least two-thirds of the members attend the meeting. The Exam Committee makes decisions by normal majority vote.
13. After a meeting of the Exam Committee the student concerned must be informed immediately by a member of the Exam Committee. The written decision is sent to the student concerned within 10 working days.
14. The student may appeal to the Appeal Committee against the decisions of the Exam Committee or an examiner within six weeks after the decision of the Exam Committee. In its decision the Exam Committee informs the student of this possibility.

15. In extremely pressing or urgent cases the chair of the Exam Committee or in their absence their deputy is authorised to make a decision. In these cases, the chairperson must report this directly to the full Exam Committee. In the next meeting of the Exam Committee the chairperson or their deputy submit responsibility to the Exam Committee.
16. If a student submits a request or a complaint to the Exam Committee involving an examiner who is a member of the Exam Committee, then the examiner in question will take no part in the handling of the request or the complaint.
17. The Board of Directors ensures that independent and professional functioning of the Exam Committee is sufficiently guaranteed.
18. A member of the Exam Committee may terminate their membership at any time via a letter of termination to the Board of Directors.

#### **Article 4.2 Duties and authorities of the Exam Committee**

1. The statutory duties and authorities of the Exam Committee are:
  - a. awarding diplomas to students who have passed the final assessment (LYCar);
  - b. establishing, in an objective and competent manner, whether a student fulfils the conditions as outlined in the Education and Examination Regulations, with regard to the knowledge, understanding and skills required to earn a degree;
  - c. monitoring and safeguarding the quality of assessments. The Exam Committee has set up the Assessment Committee for the implementation;
  - d. establishing rules and guidelines within the framework of the Education and Examination Regulations to assess and determine the results of assessments;
  - e. granting exemption from one or more assessments and/or a shortened study programme;
  - f. the handling of reported irregularities/fraud according to article 3.10 above. The Exam Committee has the right to deprive a student who has committed fraud of the right to take part in one or more assessments for a period stipulated by the Exam Committee with a maximum duration of 12 months. In the case of serious fraud and at the suggestion of the Exam Committee, the Board of Directors may decide to terminate the enrolment of the student concerned permanently.
  - g. appointing examiners for the purpose of the administration of assessments and the results thereof, as referred to in article 7.12 of the WHW. Only members of staff who are encumbered with the autonomous provision of education in the relevant course and experts from outside the Hotelschool may be appointed as examiner. Examiners provide the Exam Committee with the requested information;
  - h. approving the assessment policy;
  - i. approving rules with regard to the duties and authorities, as referred to in this regulation, and with regard to the measures it can take in that respect;
  - j. acting as a party on behalf of the school when a student lodges an appeal with the Appeal Committee.
2. The Exam Committee accounts for its activities in an annual report at the end of the calendar year. This report is sent to the Board of Directors.

# 5. Legal Protection

## **Article 5.1 Request to Exam Committee for reconsideration**

1. A student who disagrees with a decision made by an examiner may submit a request for reconsideration of this decision to the Exam Committee. The student still retains the right to lodge an appeal directly via Hotelschool The Hague Legal Protection (see article 5.2).
2. Within three weeks after notification of the decision the student must submit a substantiated request for reconsideration accompanied by the necessary evidence to the Exam Committee.
3. Before the Exam Committee makes a decision about the request for reconsideration, it gives the student the opportunity of being heard, unless the request for reconsideration is submitted either too late or is evidently unfounded.
4. Within four weeks after submission of the request for reconsideration the Exam Committee will make a decision. If the student has an urgent interest they can request that a decision be made within a shorter term, providing the student provides reasons for the urgency.
5. It is not possible to submit a request for reconsideration of an RDP. In that case the student must lodge an appeal directly via Hotelschool The Hague Legal Protection.

## **Article 5.2 Legal Protection possibilities**

1. In addition to the request for reconsideration, as referred to in article 5.1, the student has the right, within six weeks after notification of a decision by the Exam Committee or the examiner, to lodge an appeal via Hotelschool The Hague Legal Protection.
2. An appeal must be sent to: [legalprotection@hotelschool.nl](mailto:legalprotection@hotelschool.nl)
3. The Hotelschool The Hague Appeal Committee for Examinations (CoBEx) deals with the submitted appeals, as referred to in the first paragraph.
4. An appeal or objection can be submitted by the parent(s) / legal representative(s) of the student, if the appeal or objection is accompanied by a written power of attorney signed by the student.
5. In Chapter 9 of the Hotelschool The Hague Student Charter the procedure for the Hotelschool The Hague Appeal Committee for Examinations is regulated in more detail. Additionally, in Chapter 9 of the Student Charter the other Legal Protection procedures are regulated. The Student Charter is published on the student intranet under Important Documents.

# 6. Co-Determination Council (CDC)

## **Article 6.1 Appointment and composition of CDC Rules & Regulations on co determination at HTH**

1. The Co-Determination Council exercises co-determination rights together with the Board of Directors and has its legal basis in WHW article 10.17.
2. The CDC represents the interest of all students and employees within Hotelschool The Hague. It executes tasks and duties related to the educational programme and all relevant matters regarding the institute and well-being of students and employees.
3. The CDC consist of six students and six employees. The members are elected via the election procedure as laid down in Rules & Regulations on co determination at Hotelschool The Hague.
4. The CDC appoints a board for day-to-day business. The CDC drafts its bylaws in which matters like meetings, procedures, decision-making process and organisation structure are laid down.
5. The tasks and duties of CDC are:
  - a. issuing recommendations on the Education and Examination Regulations to the Board of Directors before it is approved by the Board of Directors; the aforesaid recommendations are submitted to the Co-Determination Council for their information as soon as possible;
  - b. annual evaluation of the way in which the Education and Examination Regulations is implemented;
  - c. CDC has the right to invite the Exam Committee at least twice a year to discuss educational programmes and future changes.
  - d. issuing recommendations, either on request or on its own initiative, to the Board of Directors and Bachelor Management Team on all other matters pertaining to education in the study programme;
  - e. institutional level matters, such as a renovation or crisis management;
  - f. matters related to well-being of students and employees.
  - g. the Board of Trustees meets with the CDC at least twice a year.
6. Consent rights: the Board of Directors might require consent from the CDC prior to any decision or change regarding the following matters:
  - Institutional plan
  - The Student Charter
  - Quality assurance system
  - Education and Examination Regulations
  - Rules regarding working conditions
  - Profiling Fund (public student fund offering financial support to students who incur a study delay due to a number of specific causes)
  - Other matters mentioned in article 16 Rules & Regulations Co-Determination Council (CDC)

6.1 Advisory right: the Board of Directors is obliged to request the CDC for written advice before making any decisions on the following matters:

- General matters that secure the continuity of Hotelschool The Hague
- Budget planning
- EER related matters

6.2 The Board of Directors must ask written advice from the student delegation of CDC on the following matters:

- Policy on institutional tuition fee
- General employment policy
- Other matters stated in Rules & Regulations Co-Determination Council HTH.

6.3 The Board of Trustees must seek written advice from CDC on the following matters:

- The profiles of members of Board of Trustees
- The appointment or dismissal of the members of Board of Directors
- Other matters stated in Rules & Regulations Co-Determination Council HTH



# 7. Education Committee

## **Article 7.1 Appointment and composition of Education Committee**

Article 10.3c of the Dutch Higher Education and Scientific Research Act requires every programme or group of programmes within the Hotelschool to have an Education Committee. The Hotelschool has regulated in the Management and Administrative Regulation that there will be a Joint Education Committee for the Bachelor Programme and for the Master Programmes: Master in International Hospitality Management and Master Leading Hotel Transformation. The following is an English translation of the details of this article.

1. The Board of Directors appoints the members of the Education Committee. The number of members of the Education Committee is set at 8 members. Half of the members of the Committee are bachelor and/or master students. The other members are lecturers and instructors associated with the bachelor and/or master programmes. Members of the Education Committee cannot be a member of the Co-Determination Council at the same time, just as members of the Co-Determination Council cannot be a member of the Education Committee at the same time. Members of the management, including Team Leads, and Board of Directors of Hotelschool The Hague may not become a member of the Committee.
2. For the appointment process of the staff and student members, please refer to the Regulations of the Education Committee.
3. The Education Committee has the right of consent on the following topics:
  - a. The way in which the education in the relevant programme is evaluated;
  - b. The content of the graduation courses within a programme;
  - c. The qualities in relation to knowledge, understanding and skills, which the student needs to have acquired by the end of the programme;
  - d. Where applicable, the organisation of practical exercises;
  - e. The study load of the programme and of each course unit which forms part of this;
  - f. In relation to which programmes article 13.5 has been applied;
  - g. Where applicable: the way in which the selection of students for a special project within a programme, as intended in WHW article 7.9.b, takes place.
4. The Education Committee has the right of advice on the following topics:
  - a. The content of the programme and any associated exams;
  - b. The detailed rules, as intended in WHW article 7.8b, sixth paragraph and 7.9, fifth paragraph;
  - c. The number and sequence of exams, as well as the times when these can be taken;
  - d. The full-time, part-time or dual organisation of the programme;
  - e. Where applicable, the order, the time periods and the number of times per academic year the opportunity is offered to take assessments and (final) exams, as well as the manner of enrolment and the regular timeline of enrolment that applies;

- f. The further rules referred to in WHW article 7.10 under paragraph 4;
- g. Whether the exams are taken in an oral, written or other manner, subject to the Exam Committee's authority to make alternative arrangements in special cases;
- h. The way in which students with a disability or chronic condition are given a reasonable opportunity to take the exams;
- i. The public nature of the oral exams to be taken, subject to the Exam Committee's authority to make alternative arrangements in special cases;
- j. The period of time within which the results of an exam are announced, as well as whether and how this timeframe can be deviated from;
- k. The manner in which and the period during which those who have taken a written or oral exam will be given an insight into their assessed work;
- l. The manner in which and the period during which the questions and assignments asked or set within the context of a written exam, as well as the standards used for the assessment, can be examined;
- m. The grounds on which the Exam Committee can grant exemptions for the taking of one or several exams for previously successfully passed exams or (final) exams in higher education, or knowledge or skills acquired outside of higher education;
- n. Where applicable, that the successful passing of exams is a condition for admission to taking other exams;
- o. Where applicable, the obligation to take part in practical exercises with a view to being admitted to taking the exam in question, subject to the Exam Committee's authority to waive this obligation, whether or not by imposing alternative requirements;
- p. The monitoring of student progress and the individual student counselling;
- q. The actual education design, including in any case the offer to premasters;
- r. Where applicable, the regulation referred to in WHW Article 7.5B and 7.5D.

# 8. Closing provisions

## **Article 8.1 Other matters**


In situations not provided for by these regulations the Exam Committee decides, unless it concerns matters that come under the authority of the Board of Directors.

## **Article 8.2 Changes to the Programme**

If fundamental changes are made to the educational programme the following transitional regulation applies: After the part of the 'old' programme and accompanying assessment has been offered for the last time, the assessment in question is offered twice as a re-sit assessment. After that, it is decided which assessment from the 'new' programme a student must sit as replacement for the 'old' assessment part.

Appendix 1

# Heartrate Monitor

	Institutional	Programme (education&research )	Department	Course	People	
P L A N	Institutional plan					4 year
	Policies	Policies	Policies			3 year
	Multi-annual budget	Project overview	Project overview		Career develop. plan	3 year
	Regulations/procedures	Regulations/procedures (e.g. Education & Examination Regulation - EER)	Regulations/procedures	Regulations/procedures	Regulations/procedures	yearly
	Framework letter & HTH year plan		Year plan (incl. budget)	Course set-up, budget and syllabus	Planning meeting	yearly
D O	Hotelschool The Hague fulfilling its promises to the student and the professional field.					
C H E C K	Student Voice Risk heat map Corporate dashboard Progress multi-annual budget Ranking / Accreditation	Vertical & horizontal alignment and achievement intended learning goals Benchmarks /mid-term audits/Accreditations / NSE Study success report	Departmental surveys /internal process audits Departm. dashboard Progress year plan	Course surveys/focus groups Assessment evaluation Course dashboard	Class visits Peer feedback Faculty eval. Intervision (peer group coaching)	various
A C T	Improvement/development plans	Improvement/development plans	Improvement/project plans	Course improvement plan	Personal development Plan	<3 year
C & A	Progress meeting BoD with BoT	Education Committee and Bachelor Man. Team, Masters Man. Team	Progress meeting managers with BoD/Man. Information letter	Core team meetings	Dialogue and performance meetings	Quarterly
C H E C K	Impact of forces driving change on Hotelschool The Hague and its stakeholders 'What is happening outside Hotelschool The Hague?' (Opportunities & Threats)					Yearly
	Snapshot Governance (S&W)	Quality Programmes (S&W) Quality Research (S&W)	Snapshot Organization Snapshot Compliance	Quality Courses (S&W)	Snapshot Staff (S&W) Snapshot Culture (S&W)	Yearly
	Management Review (ACT)					yearly
						
HTH Business & Quality Management Cycle						Version 2.0 10 November 2021
Information available at the QMS worksite						

Appendix 2

# English Education – Code of Conduct

## Article 1 General

1. This Code of Conduct applies to the provision of educational programmes in another language, in this case English, within the Dutch educational system, including the use of instructional aids and methods.
2. The Board of Directors, after consultation with the parties involved at the Hotelschool, decided that from the 2008/2009 academic year onwards, the official language of the educational programme would be English, taking into consideration the following factors:
  - a. The necessity and desirability of the use of the English language as language of instruction lies in the specific nature, the organization and the quality of the educational programme and origin of Hotelschool The Hague's students; The Bachelor programme has a particular international orientation; the labour market for which our students are being prepared has an international orientation; the Bachelor programme includes an intercultural exchange which is necessary for students to gain the proposed knowledge, insights and skills and the educational programme is provided in close cooperation with businesses with an international orientation;
  - b. The use of the English language as language of instruction does not lead to an unreasonable increase of the study load of the theory part of the programme;
  - c. The quality of the educational programme is not negatively affected by the use of the English language as language of instruction;
  - d. Students are informed about the fact that the programme or parts thereof are offered in a language other than Dutch (English). This obligation to inform does not apply if it concerns course components which are occasionally given in a foreign language.
3. Lecturers who teach in a language other than Dutch, have a good command of the language of instruction. Hotelschool The Hague guarantees that lecturers are skilled at teaching in the other language.
4. A good command of the language of instruction is important for effective participation in course components taught in another language. In the admission requirements for the programme, the necessary entry level is clearly stated, in compliance with the Hotelschool's guidelines regarding language level as an admission requirement. In those cases where no additional requirements may be imposed, the entry level is included as a recommendation.
5. Non-compliance with this decision may lead to the imposition of sanctions.

## **Article 2 Additional stipulations**

1. If the educational programme is offered exclusively in English, then the use of English by teaching staff and students is mandatory in the following situations and publications.
  - a. In official documents relating to the educational programme (such as EER and Course Syllabus);
  - b. In de provided teaching materials (such as – lecture – notes and readers);
  - c. During the following educational activities:
    - Lectures
    - Tutorials / Workshops
    - Instruction
    - Practical lessons
    - Examinations / Assessments
    - Project consultations
    - Study career interview
    - Presentations
    - Reports
    - Placement
  - d. In principle, English is spoken at all gatherings and all types of meetings.



## Appendix 5

# Course Table

Course table; see separate document.

## Appendix 8

# Rules pertaining to correct proceedings during written assessments

(For additional information please refer to the worksite of the Exam Committee on Myhotelschool.nl)

- Make sure to be present in the exam room 20 MINUTES IN ADVANCE, before the official exam start time, allowing yourself ample preparation time. The exam room opens 20 min. before the official start time and closes 10. minutes prior the official start time. To ensure the timely commencement of all assessments, students are not allowed to enter the exam room 10. minutes before the official start time.
- (please make sure to be present 20 minutes in advance).
- Make sure you have installed THE LATEST VERSION OF ANS (you can do this any time before the exam by starting the Onboarding Test (on Demo Tests & Quizzes / Onboarding worksite).
- Make sure you are connected to the Wi-Fi network Eduroam. Please use: your full email address: (student number)@hotelschool.nl + your usual (HTH network) password.

PLEASE NOTE:

- Per 50 minutes exam time, +5 minutes are added to the exam time to cover for solving potential (technical) issues
- Toilet breaks are not allowed during 50 or 100 minutes exams.

SUPPORT BEFORE/DURING/AFTER THE EXAM

If you experience any technical issues during the exam, please use the integrated chat function in ANS. If that doesn't resolve the issue, please raise your hand and you will be helped.

During the exam (IT) support is available on location

If you experience a network connection speed issue, run the Ookla connection speed test on <https://www.speedtest.net/> and take a screenshot of the results. Notify the invigilator. You will be escorted to the helpdesk. If the issue can't be solved in time, you can claim your exam chance back with the Exam Committee.

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