Welcome

Welcome to University College Maastricht (UCM). Whether you just started as a freshman, came back after summer break, or are here on exchange, this Student Handbook is a valuable resource for your time at UCM and contains an Academic guide and a Practical guide.

This guide is your best friend. It will help you find your way at UCM. Please also make sure to access all digital information available like the Student Portal and MyUCM. It is particularly important to be aware of the Rules and Regulations governing your studies at UCM, in Chapter 4. Please read this chapter carefully, so that you can plan your curriculum effectively and make informed choices.

Every effort has been made to ensure that the information contained in this Handbook is accurate as of the date of publication (July, 2017). However, UCM reserves the right to correct errors and to make changes in policies, procedures and/or activities without prior notice. Changes and amendments made after publication will be posted on the Student Portal.

If you still have questions or need more detailed information, the colleagues at the Office of Student Affairs will be happy to assist you.

On behalf of everyone in our academic community, I wish you all the best for your time at UCM,

Mathieu Segers
Dean of University College Maastricht
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1 Maastricht University and University College Maastricht

Established in 1976, Maastricht University (UM) is the youngest university in the Netherlands, located in the country’s oldest city, with capitals such as Brussels, London and Paris only a short train ride away.

Maastricht University currently has over 16,500 students and employs 4,000 people. UM is known for its innovative Problem-Based Learning system, its multidisciplinary research and its international orientation. Maastricht University consists of six faculties that offer a broad range of Bachelor’s, Master’s and postgraduate programmes.

University College Maastricht is part of the Faculty of Humanities and Sciences and is a Liberal Arts & Sciences honours programme of Maastricht University. Fully taught in English and with students from about 50 different nationalities, the international atmosphere is a hallmark of UCM. Staff from all six UM faculties offer courses within their field of expertise at UCM ensuring high quality education.
2 Practical Matters

Introduction
This Student Handbook provides the most relevant information you need for your studies at University College Maastricht (UCM). The first part of the handbook consists of the Academic Guide. Chapter 4 contains the Rules and Regulations governing your studies at UCM. Please read this chapter carefully. You will also find the academic calendar for 2017–2018 containing all important dates and deadlines for this academic year. In the second part of this handbook you will find the Practical Guide containing information on studying and living in Maastricht; like administration, student organisations, money matters, public transport, etc.

Stay informed
It is important to stay informed while studying at UCM. Please note that for the duration of your studies UCM will only use your UM student e-mail account for all e-mail correspondence. Furthermore, you are expected to check your pigeon-hole, UM student e-mail account, the notice board and the Student Portal every day.

Office of Student Affairs
The Office of Student Affairs (OSA) provides logistical planning, educational administration and course organisation. It is also responsible for exam administration, as well as maintaining students’ records and transcripts. The office functions as your central information point for all educational and study matters. If you need any study related information your first stop should be the Office of Student Affairs. The Office of Student Affairs is located on the ground floor in room 0.008 and has daily office hours: 10.15 - 11.00 a.m. (not on Mondays), 01.00 - 01.45 p.m. and 03.15 - 04.00 p.m. (not on Fridays).

You can also reach the Office of Student Affairs by e-mail: ucm-studentaffairs@maastrichtuniversity.nl

The mailbox of the Office of Student Affairs can be used by all students to leave messages for staff members of the College or academic committees. You can find the mailbox in the green area at the main entrance hall of the UCM building. The mailbox can also be used to hand in hardcopies of assignments as it is not allowed to hand in assignments directly via staff pigeon-holes.

The Office of Student Affairs is the starting point for all questions concerning your studies.

Student Portal & MyUCM
The Student Portal is your one-stop location for accessing and managing your personal university information. Here you will find personal data, schedules, results, deadlines, etc. Via the Student Portal you can also access ‘MyUCM’. MyUCM is the UCM student intranet where you will find all important information concerning your studies at UCM like the Course Catalogue, the academic rules & regulations but also the electronic request forms, UCM Compass, etc.
The Student Portal also provides information and materials on courses and is used for important announcements from the Office of Student Affairs as well as handing in assignments electronically through Safe Assignment.

To log on to the Student Portal go to: [http://studentportal.maastrichtuniversity.nl](http://studentportal.maastrichtuniversity.nl)

Please add MyUCM and UCM Compass to the Student Portal by following these steps:
• In the menu on the left choose ‘UM Launchpad’
• Click on the green button ‘Add/remove links’
• Scroll down to ‘UCM/MyUCM’ and click add
• Follow the same procedure for the UCM Compass

MyUCM is the starting point for all information concerning the UCM organisation and procedures.

**Access to UCM building**
The UCM building is open from Monday to Friday from 08.00 a.m. until 11.30 p.m. Classes are scheduled between Mondays 08.30 a.m. till Fridays 06.00 p.m. and students are expected to be available during these times. As a UCM student, your UM-card gives you access to the UCM building through the backdoor after office hours. During the weekends before exam week (4 times/year) the building is open from 09.00 a.m. until 09.00 p.m. All other weekends the building is closed.

**Locations Maastricht University:**
In principal all classes take place in the classrooms within the UCM building. If classes take place at a different location this will be clearly indicated on the course schedule. If you are not sure about the abbreviation of an address that refers to another building, contact the Office of Student Affairs. The most commonly used abbreviations are:
- BOU (Bouillonstraat),
- GG (Grote Gracht),
- GL (Grote Looiersstraat),
- KAP (Kapoenstraat),
- LEN (Lenculenstraat),
- MBB (Minderbroedersberg),
- TAPX (Tapijn Building X),
- TAPZ (Tapijn Building Z),
- TS (Tongersestraat) and
- UNS (Universiteitssingel).

**MyMaastricht**
MyMaastricht is your online guide to the city of Maastricht. The website covers all the information that you need to live, study and work in Maastricht. For more information visit: [www.mymaastricht.nl](http://www.mymaastricht.nl)
3 Student Support

Starting your studies and making the transition from high school to university probably is quite a step. Also being a second or third year student you might encounter academic and/or personal challenges. Therefore, UCM and Maastricht University offer student support in different ways as indicated below.

Student Counsellor
The first task of the student counsellor, Tessa Vanheeswijck, is to support students on a personal level. The student counsellor can be your first contact person in case of personal circumstances. She aims to be a confidential, low-threshold, go-to person of trust within UCM. You can come see the student counsellor on your own initiative, without any obligation. The student counsellor does not offer psycho-therapeutic treatments, nor can she always provide students with a readymade solution. However, she will offer a listening ear and support in times of trouble. The student counsellor always departs from the students’ own responsibility and strengths and is there to support students in finding solutions to their problems or strengthen and stimulate problem-solving skills and coping strategies for their specific question, problem or situation.

Talk to your Student Counsellor
For personal matters like student-life related matters; personal, family or situational issues; psychological and social matters; any other personal questions or concerns.
For study related matters like being at risk of a Negative Binding Study Advice; extra support in the case of personal circumstances, illness or a chronic condition or disability; study delay and financial matters; any other questions, doubts or struggles regarding your study @ UCM.

Other support @ UCM
For curriculum-related matters: contact your Academic Advisor or the Office of Academic Advising
For rules & regulations: contact the Board of Examiners
For all course and schedule-related matters: go to the Office of Student Affairs
For all your writing-related questions: go to the Writing Center
For all your IT questions and/or problems: contact the UCM Helpdesk

For more information please check the ‘Support’ section on MyUCM.
Support @ Student Services Center, Bonnefantenstraat 2
For psychological support: make an appointment with the UM Student Psychologists
For career-related questions: contact the UM Career Services
For financial matters: contact the Student Deans
For international student issues: the International Student Desk can help with questions
For extra facilities: contact the Disability Support Office

Visit the Support section on www.maastrichtuniversity.nl

More info & contact?
Make an appointment by e-mail: Tessa.vanheeswijck@maastrichtuniversity.nl
Come to the Open Office Hour: Tue + Thu 10.00 a.m. - 11.00 a.m. in room 1.042

Emergency?
During office hours: contact your doctor
Outside office hours: GP Medical Post - www.hapmaastricht.nl
All academic rules and procedures with regard to teaching and examinations at the Maastricht School of Liberal Arts and Sciences (MSoLAS) are laid down in two documents:
• The Regulations on Education and Examinations;
• The Rules and Regulations concerning the Bachelor’s Examination.
Every student enrolled at University College Maastricht (UCM), LAS/Maastricht Science Programme (LAS/MSP) or University College Venlo (UCV) is responsible for knowing and complying with the rules and procedures as laid out in these documents and is thus expected to comply with their content.

We advise you to carefully read through these documents as this might save you a lot of time, disappointments and problems later. If you have any questions with regard to these rules and regulations do not hesitate to contact the UCM, LAS/MSP or UCV chamber of the MSoLAS Board of Examiners to ask for an explanation.

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Regulations on Education and Examinations

1 - General provisions

Art. 1.1 - Applicability of the regulations
These regulations apply to the education and examinations of the bachelor’s degree programme Liberal Arts and Sciences, hereinafter called: the degree programme. The regulations have been laid down by the Dean of the Faculty of Humanities and Sciences (FHS), having obtained the advice and consent of the Faculty Council and the advice and consent of the Education Programme Committee. The regulations take effect on September 1st 2017 and apply to the academic year 2017-2018.

Art. 1.2 - Definitions
In these regulations the following terms have the following meanings:
1. WHW: Wet op het Hoger Onderwijs en Wetenschappelijk Onderzoek: the Dutch Higher Education and Research Act;
2. Student: person enrolled at the university for the purpose of receiving education and/or taking the interim examinations and examinations of the degree programme;
3. UM: Maastricht University;
4. FHS: Faculty of Humanities and Sciences of Maastricht University;
5. Dean: Dean of the Faculty of Humanities and Sciences as referred to in art. 9.12 WHW;
6. Maastricht School of Liberal Arts and Sciences, hereinafter called MSoLAS, is the organisational unit of the Faculty of Humanities and Sciences, responsible for the degree programme Liberal Arts and Sciences (LAS);
7. UCM: University College Maastricht;
8. LAS/MSP: Liberal Arts and Sciences/Maastricht Science Programme;
9. UCV: University College Venlo;
10. Programme director: the person responsible for the daily management of the UCM-Programme, the person responsible for the daily management of the LAS/MSP-Programme and the person responsible for the daily management of the UCV-Programme. These programme directors can use the title Dean UCM, Dean LAS/MSP or Dean UCV resp. on internal and external communications;
11. UCM-Programme: the degree programme as offered by UCM;
12. MS-Programme: the degree programme as offered by LAS/MSP;
13. UCV-Programme: the degree programme as offered by UCV;
14. Academic year: the period from 1 September of the year until 31 August of the next year;
15. Semester: period of 20 weeks, each academic year consists of 2 semesters;
16. Module: unit of education in the degree programme, as defined in the WHW, including any examination that forms part of it;
17. Practical exercise: a practical training or other activity combining teaching and learning, which is aimed at acquiring specific skills;
18. Core: part of the degree programme consisting of modules compulsory for all students;
19. General education: part of the degree programme in which the student acquires the required breadth in the programme;
20. Concentration: part of the degree programme in which the student gains in-depth knowledge of a cluster of academic areas;
21. Electives/elective curriculum: part of the degree programme that is the result of individual choice;
22. Course: module in which regular teaching takes place;
23. Skills training: module in which, practical work, skills trainings and workshops take place;
24. Project: module in which education takes place by means of projects;
25. Capstone: the concluding educational module/project of the UCM-Programme and UCV-Programme;
26. Bachelor thesis research: the concluding module/project of the MS-Programme;
27. Course Catalogue: register, kept under the responsibility of the programme directors, of the modules offered by UCM, by LAS/MSP or by UCV;
28. Transfer credit: credit obtained elsewhere that is accepted by UCM, LAS/MSP or UCV, prior to enrollment in the degree programme;
29. Grade point average: weighted average of all overall grades obtained by the student;
30. Progress rate: the amount of ECTS obtained divided by the total amount of ECTS that could have been obtained;
31. Bachelor’s examination: final examination of the degree programme;
32. 1 Credit: study load of 28 hours of study, in conformity with Art. 7.4 WHW (This concerns a credit in accordance with the European Credit Transfer System (ECTS);
33. Examination: unit of assessment as defined in Art. 7.10 of the WHW;
34. Board of Examiners: board as referred to in Art. 7.12 WHW. The Board of Examiners of LAS has three chambers: Chamber UCM, Chamber LAS/MSP and Chamber UCV;
35. Examiner: person appointed by the Board of Examiners, who is charged with setting the examinations and determining their results;
36. Committee of academic advisors: consultative body of academic advisors;
37. C.B.E. College van Beroep voor de Examens: Board of Appeal for Examinations;
38. Double degree programme: approved combined study programme leading to two degrees from two universities;
39. UCF: University College Freiburg, the Liberal Arts and Sciences programme of the Albert-Ludwigs University of Freiburg, Germany.
Other terms possess the meaning which the WHW confers on them.

Art. 1.3 - Aim of the degree programme
1. The aim of the degree programme is that, on graduation, the student possesses or has the ability to:
   a. A broad perspective and a high level of academic and intellectual development, as well as profound understanding of a selection of subjects;
   b. Considerable fundamental knowledge of several disciplines, as well as knowledge and understanding of a number of essential social and academic issues;
   c. More profound academic expertise in one or more disciplines;
   d. An understanding of the nature of academic knowledge and the process of scientific development;
   e. Insight in academic and social developments and the attitude and skills required for life-long learning and professional growth;
   f. Practical skills (for instance computer and laboratory skills) at a level minimally required by a starting professional in the professional areas to which the degree programme gives access; especially highly developed writing skills, knowledge of languages and experimental skills;
   g. An overall attitude of professional responsibility and social interest.
2. Preparation for further studies, in particular the degree of Master of Arts or Master of Science.

Art. 1.4 - Form of the degree programme
The degree programme is taught fulltime.
Art. 1.5 - Communication
The Deans of UCM, LAS/MSP and UCV; the Board of Examiners and the Examiners can, in communicating about teaching, exams, or decisions use the Student Portal or e-mail using the UM e-mail account.

2 - Admissions

Art. 2.1 - Board of admissions
The Dean of FHS appoints a Board of Admissions, which is responsible for the admissions procedure and admissions decisions.

Art. 2.2 - Eligibility
In order to be eligible for admission a prospective student needs a VWO diploma or an equivalent thereof.

Art. 2.3 - Language proficiency
1. Since English is the working language of the degree programme non-native speakers are required to demonstrate proof of their English language proficiency. Students with an International Baccalaureate (IB) or European Baccalaureate (EB) diploma are exempted. Dutch students who in 5 VWO have a grade of 7 or higher, and students in the final two years of the German Zeugnis der Allgemeine Hochschulreife who have a 8 (befriedigend) or higher are also exempted.
2. All other prospective students must present one of the following: a TOEFL (Test of English as a Foreign Language), an IELTS (International English Testing System) test, the Cambridge Proficiency English or the Cambridge Advanced Certificate before s/he can be registered.
3. The score of the TOEFL has to be at least 575 points (paper based version) or 232 points (computer based version) or 90 points (internet based version). The score of the IELTS test has to be at least 6.5. The Cambridge Proficiency English will be accepted if it has been obtained with a grade A, B or C and the Cambridge Advanced Certificate will be accepted if it has been obtained with a grade A or B.
4. The test must be passed before the student is enrolled in the degree programme.

Art. 2.4 - Admissions procedure
1. Prospective students are required to submit their application via Studielink and to upload a copy of their diploma and/or latest grade list and a personal statement in which a student motivates his/her choice for the UCM-, MS- or UCV-Programme via MyUM.
2. The Board of Admissions reviews all complete applications and assesses academic performance and motivation.
3. By means of this assessment, the Board of Admissions decides whether a student will be invited for an interview or not.
4. The evaluation of the interview and the personal statement aim at assessing the match between a student and the UCM-, MS- or UCV-Programme.
5. After the interview the Board of Admissions makes an overall assessment of the file of each student and decides whether or not to invite a student to the UCM-, MS- or UCV-Programme.
6. The Board of Admissions LAS decides to invite a student either for the UCM-, MS- or UCV-Programme. In case the student has requested to follow the UCM-Programme the Dean UCM will designate the Board of Examiners LAS (Chamber UCM) as the appropriate Board of Examiners, in case the student has requested to follow the
MS-Programme the Dean LAS/MSP will designate the Board of Examiners LAS (Chamber LAS/MSP) as the appropriate Board of Examiners and in case the student has requested to follow the UCV-Programme the Dean UCV will designate the Board of Examiners LAS (Chamber UCV) as the appropriate Board of Examiners.

Art. 2.5 - Colloquium doctum
1. The colloquium doctum examination as referred to in Article 7.29 of the WHW has the form of an assessment by the colloquium doctum committee of the complete record of relevant activities.
2. Purpose of the assessment is to assess if a prospective student can be expected to be able to successfully participate in the degree programme, on the basis of his/her previous education, job experience or elsewhere obtained academic background.
3. The colloquium doctum committee further uses the same procedure and assessment criteria as articulated in Art. 2.3 and 2.4.

Art. 2.6 - Credit transfer
1. At a student’s request the Board of Examiners can exempt a student from modules to an overall study load of a maximum of 60 credits, on condition that the student:
a. either has similar module or modules completed in content and level of a degree programme at a university;
b. or demonstrates satisfactory knowledge and skills with regard to the module concerned as a result of his/her work or professional experience.
2. The Board of Examiners decides upon credit transfer prior to the enrollment of the student in the degree programme.
3. The Board of Examiners decides on the credit value of the transferred education and its relation to the modules (courses, skills trainings and projects) in the degree programme.
4. The MS-Programme allows a maximum of 30 ECTS for credit transfer.

Art. 2.7 - Right of appeal
A party concerned may appeal the decision of the Board of Admissions within six weeks of its announcement. The appeal can be submitted to Maastricht University, Student Services Centre, attn. Complaints Service Point (CSP), PO Box 616, 6200 MD Maastricht. The appeal must be signed, dated and include the name and address of the petitioner. It should also include the grounds on which the appeal is based and, if possible, a copy of the decision being appealed.

3 - Structure of the degree programme

Table 3.1a: Structure of the UCM-Programme

<table>
<thead>
<tr>
<th></th>
<th>Courses (5 credits each)</th>
<th>Skills trainings (2,5 credits each)</th>
<th>Projects (5 credits each)</th>
<th>Total (credits)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>4 compulsory courses</td>
<td>max 4 introductory</td>
<td>max 2 introductory</td>
<td>40</td>
</tr>
<tr>
<td>General education</td>
<td>2x2 courses outside chosen concentration</td>
<td></td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Concentration</td>
<td>16 courses; max 4 introductory min 4 advanced</td>
<td>6 skills trainings; intermediate or advanced</td>
<td>3 projects; max 2 intermediate min 1 advanced</td>
<td>110</td>
</tr>
<tr>
<td>Capstone</td>
<td>1 advanced level last semester Bachelor thesis</td>
<td>10 credits</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Total credits</td>
<td>24 courses</td>
<td>10 skills trainings &amp; Capstone 25+5</td>
<td>5 projects &amp; Capstone 25+5</td>
<td>180</td>
</tr>
</tbody>
</table>
Table 3.1b: Structure of the MS-Programme

<table>
<thead>
<tr>
<th>Courses (5 credits each)</th>
<th>Skills trainings (2.5 credits each)</th>
<th>Projects (5 credits each, bachelor thesis research 30 credits)</th>
<th>Total (credits)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>4 compulsory courses</td>
<td>2 compulsory skills trainings</td>
<td>30</td>
</tr>
<tr>
<td>Elective curriculum</td>
<td>16 courses; max 4 introductory min 4 advanced</td>
<td>8 skills trainings; max 2 introductory min 2 advanced</td>
<td>120</td>
</tr>
<tr>
<td>Bachelor thesis research</td>
<td>1 bachelor thesis research</td>
<td></td>
<td>30</td>
</tr>
<tr>
<td>Total credits</td>
<td>20 courses; 100</td>
<td>10 skills trainings</td>
<td>180</td>
</tr>
</tbody>
</table>

Table 3.1c: Structure of the UCV-Programme

<table>
<thead>
<tr>
<th>Courses (5 credits each)</th>
<th>Skills trainings (2.5 credits each)</th>
<th>Projects (5 credits each)</th>
<th>Total (credits)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td>4 compulsory courses</td>
<td>2 introductory</td>
<td>40</td>
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<tr>
<td>General education</td>
<td>2 courses outside chosen concentration</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Concentration</td>
<td>16 courses; max 4 introductory min 4 advanced</td>
<td>6 skills trainings; intermediate or advanced</td>
<td>110</td>
</tr>
<tr>
<td>Capstone</td>
<td>1 Capstone</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>Total credits</td>
<td>22 courses</td>
<td>10 skills trainings</td>
<td>180</td>
</tr>
</tbody>
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Table 3.2: Regular programme and study load for a semester

<table>
<thead>
<tr>
<th>Period 1</th>
<th>Period 2</th>
<th>Period 3</th>
<th>Total for a semester</th>
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</thead>
<tbody>
<tr>
<td>2 courses</td>
<td>2 courses</td>
<td>1 project</td>
<td></td>
</tr>
<tr>
<td>12.5 credits</td>
<td>12.5 credits</td>
<td>5 credits</td>
<td>30 credits</td>
</tr>
</tbody>
</table>

1 One Academic Year consists of 2 semesters.

Art. 3.1 - Study load
1. The study load of the degree programme is 180 credits; one credit is equivalent to 28 hours of study.
2. A minimum of 120 credits of the UCM-Programme have to be courses, skills and projects out of the UCM Course Catalogue.
3. A minimum of 120 credits of the MS-Programme have to be courses, skills and projects out of the MSP Course Catalogue.
4. A minimum of 120 credits of the UCV-Programme have to be courses, skills and projects out of the UCV Course Catalogue.
5. The regular study load per semester is 30 credits.

Art. 3.2 - Core and general education
1. As part of the UCM-Programme, the core consists of 4 courses listed in the appendix with a total study load of 20 credits, 4 skills trainings at introductory level with a total study load of 10 credits and 2 projects at introductory level with a total study load of 10 credits.
2. As part of the MS-Programme, the core consists of 4 courses listed in the appendix with a total study load of 20 credits, 2 skills trainings listed in the...
appendix with a total study load of 5 credits and 1 project listed in the appendix with a total study load of 5 credits.

3. As part of the UCV-Programme, the core consists of 4 courses listed in the appendix with a total study load of 20 credits, 4 skills trainings listed in the appendix with a total study load of 10 credits and 2 projects listed in the appendix with a total study load of 10 credits.

4. As part of the UCM-Programme, the 4 courses of the general education consist of a total study load of 20 credits, equally divided over both concentrations outside the concentration chosen by the student. The student chooses these courses from the courses listed in the appendix of the Regulations on Education and Examination of UCM under the relevant concentrations.

5. As part of the UCV-Programme, the 2 courses of the general education consist of a total study load of 10 credits outside the concentration chosen by the student. The student chooses these courses from the courses listed in the appendix of the Regulations on Education and Examination of UCV under the relevant concentrations.

Art. 3.3 - Concentration (UCM-Programme)
1. Part of the UCM-Programme, the concentration, comprises 16 courses with a total study load of 80 credits. These courses relate to Humanities, Social Sciences or Sciences.
2. The student chooses the 16 courses of the concentration from the courses listed in the appendix that are part of the relevant concentration.
3. The courses of the concentration have to be at an advanced level to a credit value of at least 20 ECTS (four courses) and at introductory level to a credit value of at most 20 ECTS (four courses).
4. The requirement concerning the minimum amount of advanced level courses (4 courses) in cases where students follow courses that are more than 5 ECTS is as follows: students need a minimum of 20 ECTS and a minimum of three courses.
5. Courses can be part of more than one concentration.
6. The concentration comprises six skills trainings at intermediate or advanced level, with a total study load of 15 ECTS.
7. The concentration comprises two projects at intermediate level and one project at advanced level, with a total study load of 15 ECTS.
8. A student can replace two skills trainings at intermediate level with language courses offered by the UM language centre as listed on the language registration form up to a maximum credit value of 5 ECTS. Courses in your native language are not allowed.
9. Language training during a semester abroad is included in the maximum of 5 ECTS language training.
10. Capstone is the concluding educational unit of the UCM-Programme at advanced level to be followed in the student’s last semester, with a total credit value of 10 credits. A student needs at least 140 ECTS before s/he is allowed to start Capstone.
11. Subject to approval of the Board of Examiners, a student may compose a programme from the courses, skills trainings and projects of more than one concentration; the interdisciplinary concentration.

Art. 3.4 - Elective curriculum and bachelor thesis research (MS-Programme)
1. Part of the MS-Programme, the elective curriculum comprises 16 courses with a total study load of 80 credits.
2. The courses of the elective curriculum have to be at an advanced level to a credit value of at least 20 ECTS (four courses) and at introductory level to a credit value of at most 20 ECTS (four courses).
3. The requirement concerning the minimum amount of 3000-level courses
(4 courses) in cases where students follow courses that are more than 5 ECTS is as follows: students need a minimum of 20 ECTS and a minimum of three courses.

4. Part of the elective curriculum comprises 8 skills trainings with a total study load of 20 ECTS.

5. The skills trainings of the elective curriculum have to be at an advanced level to a credit value of at least 5 ECTS (two skills trainings) and at introductory level to a credit value of at most 5 ECTS (two skills trainings).

6. Part of the elective curriculum comprises 4 projects with a total study load of 20 ECTS.

7. The projects of the elective curriculum have to be at an advanced level to a credit value of at least 5 ECTS (one project) and at introductory level to a credit value of at most 5 ECTS (one project).

8. The bachelor thesis research is the concluding educational unit of the MS-Programme at advanced level to be followed in the student’s last semester, with a total credit value of 30 ECTS. A student needs at least 140 ECTS before being allowed to start the bachelor thesis.

Art. 3.5 - Concentration (UCV-Programme)

1. Part of the UCV-Programme, the concentration, comprises 16 courses with a total study load of 80 credits. These courses relate to Social Sciences or Sciences.

2. The student chooses 16 courses within their concentration from the courses listed in the appendix.

3. The courses of the concentration have to be at an advanced level to a credit value of at least 20 ECTS (four courses) and at introductory level to a credit value of at most 20 ECTS (four courses).

4. The requirement concerning the minimum amount of advanced level courses (4 courses) in cases where students follow courses that are more than 5 ECTS is as follows: students need a minimum of 20 ECTS and a minimum of three courses.

5. Courses can be part of more than one concentration.

6. The concentration comprises six skills trainings at intermediate or advanced level, with a total study load of 15 ECTS.

7. The concentration comprises two projects at intermediate level and one project at advanced level, with a study load of 15 ECTS in total.

8. A student can replace two skills trainings at intermediate level with language courses up to a maximum credit value of 5 ECTS. Courses in a student’s native language are not allowed.

9. Language training during a semester abroad is included in the maximum of 5 ECTS language training.

10. Capstone is the concluding educational unit of the UCV-Programme at advanced level to be followed in the student’s last semester, with a total credit value of 20 credits. A student needs at least 140 ECTS before s/he is allowed to start Capstone.

11. Subject to approval of the Board of Examiners, a student may compose a programme from the courses, skills trainings and projects of more than one concentration; the interdisciplinary concentration.

Art. 3.6 - External education

1. Subject to the prior approval of the Board of Examiners, a student may follow modules that are provided by another faculty of Maastricht University at 3000-level, another Dutch university or a university abroad (the semester abroad).

2. For the UCM-Programme, the maximum overall study load of the modules as referred to in section 1 is 60 ECTS.

3. For the MS-Programme, the maximum overall study load of the modules as referred to in section 1 is 60 ECTS.
4. For the UCV-Programme, the maximum overall study load of the modules as referred to in section 1 is 60 ECTS.
5. A student is allowed to go abroad for one semester if the requirements to participate in the semester abroad programme are met.
6. For the UCM-Programme, the semester abroad has to take place in the fourth or fifth semester of the degree programme.
7. For the MS-Programme, the semester abroad has to take place in the fourth or fifth semester of the degree programme.
8. For the UCV-Programme, the semester abroad has to take place in the fourth or fifth semester of the degree programme.
9. A student has to submit a motivated proposal of his external education programme to the Board of Examiners in advance.
10. For the UCM-Programme, an approved semester abroad programme can replace up to one semester or 30 ECTS of courses, two skills trainings and a project.
11. For the MS-Programme, an approved external education programme can replace up to one semester or 30 ECTS of courses, two skills trainings and a project.
12. For the UCV-Programme, an approved semester abroad programme can replace up to one semester or 30 ECTS of courses, two skills trainings and a project.
13. The Board of Examiners determines before the start of the external education how the results obtained shall be translated into ECTS and which part of the degree programme is replaced by the external education programme.

Art. 3.7 - Double degree programme
1. UCM, in cooperation with the University College of the Albert-Ludwigs University of Freiburg (hereafter called UCF), offers a double degree programme.
2. The double degree programme is only accessible to students already matriculated at UCM or UCF, and who have been admitted to this programme by the Dean UCM or by a designated official of UCF.
3. Students with a GPA of 8.0 or higher and a PR of 0.9 or higher are eligible for participation in the double degree programme.
4. Students who are eligible for participation in this programme will be informed about this prior to the course registration deadline of the relevant semesters, and additional information about the application procedure will be provided to students that have expressed interest in the programme.
5. The guiding principle of the double degree programme is that students must meet the graduation requirements of both programs through mutual recognition of credits.
6. Students are subject to all the regular Examination Regulations of the degree programme of the College at which they are studying at that time, except where the notes of guidance pertaining to the double degree provide otherwise.
7. Students registered at UCM will have to meet its graduation requirements during their time at UCM (their first, second, and fourth year) and complete 60 ECTS of additional modules during their year at UCF (their third year or semesters 5 and 6), to meet the graduation requirements of UCF.
8. Notes of guidance will be issued to students participating in the double degree programme, specifying the precise requirements concerning course selection and other matters relating to the Double Degree. Students must present a plan of studies before they leave for their year at UCF, indicating how these additional modules will enable them to meet the graduation requirements of UCF. This plan is considered by the Board of Examiners of UCF.
9. Obtaining a UCF degree is contingent upon receiving a UCM degree.
4 - Education

Art. 4.1 - Module
1. The degree programme has five different kinds of modules:
   I. courses
   II. skills trainings
   III. projects
   IV. Capstone (UCM-Programme & UCV-Programme)
   V. bachelor thesis research (MS-Programme)
2. Each module includes all the education and assessments of the relevant module.
3. One or more practical exercises are included in each module. They are listed in the course manual.

Art. 4.2 - Level
There are three levels at which a module can be offered:
1. introductory (1000)
2. intermediate (2000)
3. advanced (3000)

Art. 4.3 - Prerequisites
1. The Course Catalogue states for those modules that have prerequisites, the specific prerequisites for entry in those modules.
2. A student can only start with a module if s/he complies with the prerequisites.
3. A student can be exempted from the prerequisites after written consent from the course coordinator.
4. All advanced 3000-level courses have prerequisites.

Art. 4.4 - Co-requisites
1. The Course Catalogue states for those modules that have co-requisites, the specific co-requisites for entry in those modules.
2. Co-requisites require the student to take two or more modules in the same period.
3. A student can only start with these modules if s/he complies with the co-requisites.
4. A student can be exempted from co-requisites after written consent from the course coordinator.
5. A student can be exempted from co-requisites if the student has been granted a pass for these co-requisites in a previous period.

Art. 4.5 - Official language
The degree programme is taught in English.

Art. 4.6 - Registration
The student may participate in courses after s/he has registered for it in a timely manner through filling out a course registration form, having the course registration form signed by an academic advisor and handing it in at the Office of Student Affairs. If a student fails to meet the course registration deadline s/he will not be registered for courses, skills trainings, projects, Capstone or Bachelor Thesis Research.

Art. 4.7 - Exceptional circumstances for missing the registration deadline
If a student misses the deadline, registration for the courses of choice may no longer be possible. If a student can prove exceptional circumstances prevented him/her from registering, some form of registration may still be possible. Please take the following
into consideration:

- Invalid exceptional circumstances are:
  - Being unfamiliar with the registration deadlines and the accompanying rules and regulations;
  - Reporting technical or other registration difficulties after the deadline has passed;
  - Absence due to study abroad, travel, vacation, internships etcetera.

If the reasons for missing the deadline are not valid, this may result in no registration for the semester concerned.

5 - Assessment

Art. 5.1 - General
1. Part of each module is an examination to determine whether the student has achieved the educational objectives set for the module in a satisfactory manner. This includes advice about the student’s participation in the module and the progress in his or her studies.
2. The Dutch grading system, used from elementary through university education is the 1 to 10 scale given in the following table, wherein 10 is the highest grade. At MSoLAS a module has been completed successfully if it is graded with a final grade of 5.5 or higher.
3. Partial grades are not rounded off for the calculation of the final grade. In order to complete a module successfully and obtain the credits, the final grade has to be at least 5.5 without rounding.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Outstanding</td>
</tr>
<tr>
<td>9</td>
<td>Very good</td>
</tr>
<tr>
<td>8</td>
<td>Good</td>
</tr>
<tr>
<td>7</td>
<td>More than satisfactory</td>
</tr>
<tr>
<td>6</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>5</td>
<td>Almost satisfactory</td>
</tr>
<tr>
<td>4</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>3</td>
<td>Very unsatisfactory</td>
</tr>
<tr>
<td>2</td>
<td>Poor</td>
</tr>
<tr>
<td>1</td>
<td>Very poor</td>
</tr>
</tbody>
</table>

4. The assessment of an examination is graded with one decimal place.
5. In case the student has made all the required efforts during the module but nevertheless has not been granted a pass, s/he is given the opportunity to take a resit examination.
6. In case a grade of 5.0-5.4 is awarded as final assessment, and a student does not indicate s/he wants to compensate the module, no credits are given for the module concerned.
7. In case a grade lower than 5.0 is awarded as final assessment no credits are given for the module concerned.

Art. 5.2 - Nature of the examination
1. The assessment of courses consists of at least two moments of assessment.
2. The overall assessment of a module takes place in the way as described in the course manual.
3. The assessment as described in the course manual cannot be changed during a course, skills training or project.
4. At the student’s request the Board of Examiners may allow an examination to be made in a way other than the one laid down pursuant to the provision set out in the second section.
5. During exams it is not allowed to have mobile telephones or PDA’s (personal digital assistant) of any kind within reach even if they are turned off. The exam will be declared invalid if students do not comply with this rule. For particular courses a
course coordinator can authorize the use of specific electronic equipment (for example a calculator).

**Art. 5.3 - Oral examinations**
1. No more than one person is examined at an oral examination, unless the examiner has decided otherwise.
2. An oral examination is open to the public, unless the Board of Examiners has decided otherwise in a special case or the student has raised objections against this.
3. A second examiner has to be present at an oral examination.

**Art. 5.4 - Time limit for assessment**
1. Immediately after an oral examination has taken place, the examiner decides on the grade and issues a written statement to the student confirming this grade.
2. The examiner decides on the grade for a written or any other examination within 10 working days after the day the examination took place, and provides the UCM, LAS/MSP, UCV Office of Student Affairs with the details required for issuing a written or electronic proof of the assessment to the student.
3. The written statement with the assessment of an examination contains information on the right of inspection for the student as referred to in art. 5.6.
4. The inspection hours will be published at the same time as the grades. This will be in the Student Portal.

**Art. 5.5 - Period of validity**
1. The period of validity for passed modules is unlimited.
2. Notwithstanding the above provision, the Board of Examiners may impose a supplementary or replacement examination for a module passed more than ten years ago if the knowledge, insights and/or skills assessed are demonstrably outdated.

**Art. 5.6 - Right of inspection**
1. Within a maximum of ten working days after the results of a written examination were published, the course coordinator organises an opportunity for inspection of the student’s assessed work.
2. On this occasion the student can take note of the standards, if possible, applied for the assessment.

**Art. 5.7 - Archiving exams**
1. Assignments, elaborations and graded work will be archived for a period of 2 years after the grade has been established.
2. The Capstone thesis of UCM and the bachelor thesis of LAS/MSP and its grade will be archived for a period of 7 years in a digital version as well as on paper. The UCV Capstone thesis is stored digitally for a period of 7 years.

**Art. 5.8 - Fraud**
1. Fraud, including plagiarism, is understood as a student’s act or failure to act that makes it partially or fully impossible to correctly assess his/her knowledge, insight and skills.
2. Plagiarism is understood as the presentation of one’s own or other people’s ideas or words without adequate reference to and proper acknowledgement of the source(s).
3. If the Board of Examiners establishes that a student has committed fraud in an
exam or exam component, it can take appropriate measures.

4. In serious cases of fraud, the Board of Examiners can propose to UM’s Executive Board to permanently deregister the student(s) concerned from the programme.
5. The Rules and Regulations include further provisions about what constitutes fraud and which disciplinary measures the Board of Examiners can impose.
6. Students who committed fraud are not awarded a distinction. The Board of Examiners can decide on exceptions to this provision.

Art. 5.9 - Grade point average (GPA)
1. The grade point average is calculated on the basis of all overall assessments of modules a student passed and that are registered in the student’s progress record up to the moment the calculation is made.
2. The grade point average is calculated by dividing the ‘sum of weighted grades’ by the ‘sum of credits’. The sum of weighted grades is calculated by adding the overall assessments for modules passed multiplied by the credit value of these modules. The sum of credits is calculated by adding the number of credits of the modules the student has passed and thus received credit for.
3. Modules that have been compensated according to the Rules and Regulations concerning the Bachelor’s Examination of the degree programme laid down by the Board of Examiners are included in the GPA. A student has to indicate in case s/he wants to compensate a module.
4. Excluded from the GPA are:
   - credits obtained on the basis of credit transfer;
   - modules that are not graded, but are given a pass or fail;
   - modules from which the student has withdrawn within one week after the start.
5. All modules that a student has been registered for remain on the student’s progress record and transcript.
6. The grade list contains only the credits that count for graduation.

Art. 5.10 - Progress rate (PR)
1. The progress rate indicates the progress a student has made up to the moment the calculation is made.
2. The progress rate is calculated by dividing the total number of credits a student has obtained by the total of credits the programme enabled the student to obtain up to the moment the calculation is made.
3. The progress rate is included in the student’s progress record and transcript.

Art. 5.11 - Bachelor’s examination
1. The Board of Examiners decides on the result of the Bachelor’s Examination as soon as the student has fulfilled all graduation requirements.
2. Prior to deciding on the result of the Bachelor’s Examination, the Board of Examiners has the power to examine the student’s knowledge with regard to one or more modules or aspects of the degree programme, if and insofar as the results of the examinations concerned give cause to do so.

Art. 5.12 - Degree
1. UCM students with a concentration in Humanities or Social Sciences who successfully passed the Bachelor’s Examination are awarded the degree of ‘Bachelor of Arts’.
2. UCM students with a concentration in Sciences who successfully passed the Bachelor’s Examination are awarded the degree of ‘Bachelor of Science’.
3. UCM students with an interdisciplinary concentration, who successfully passed the
Bachelor’s Examination are awarded the degree of ‘Bachelor of Arts’ or ‘Bachelor of Science’ depending on the profile of the interdisciplinary concentration.

4. MS-Programme students who successfully passed the Bachelor’s Examination are awarded the degree of ‘Bachelor of Science’.

5. UCV students with a concentration in Social Sciences who successfully passed the Bachelor’s Examination are awarded the degree of ‘Bachelor of Arts’.

6. UCV students with a concentration in Sciences who successfully passed the Bachelor’s Examination are awarded the degree of ‘Bachelor of Science’.

7. UCV students with an interdisciplinary concentration who successfully passed the Bachelor’s Examination are awarded the degree of ‘Bachelor of Arts’ or ‘Bachelor of Science’ depending on the profile of the interdisciplinary concentration.

8. The degree certificate of the Bachelor’s Examination passed successfully states:
   a. the name of the institution;
   b. the name of the degree programme;
   c. the modules examined;
   d. the degree awarded;
   e. the date on which the degree programme was last accredited or the assessment that the new degree programme has undergone or the most recent regular assessment;
   f. the distinction awarded to the degree, depending on the cumulative grade point average:
      • honors: 7.4–7.9 grade point average
      • cum laude: 8.0–8.5 grade point average
      • summa cum laude: 8.6–10.0 grade point average

Students who committed fraud are not awarded a distinction. The Board of Examiners can decide on exceptions to this provision.

9. The degree certificate is signed by the chair of the Board of Examiners and the Dean of FHS.

10. The person entitled to receive a degree certificate can request the Board of Examiners to postpone the awarding of the degree certificate stating one’s reasons for doing so.

11. The degree certificate is awarded in public unless the Board of Examiners decides otherwise in special cases.

12. A record of the student’s progress is issued with the degree certificate as a separate document.

13. Accompanying the degree certificate a 'diploma supplement' will be issued. The diploma supplement will be in agreement with the model as proposed by the University Board and conform to the European standard model.

Art. 5.13 - Special examinations for students with a disability and athletes
1. The Board of Examiners may decide to apply special regulations to the following categories of students:
   - Students with a disability;
   - NOC-NSF recognized top athletes.

2. These students might be given the opportunity to take examinations in a way adjusted to individual circumstances.

3. A student can submit a request in writing to the Board of Examiners.

4. The Board of Examiners will consult an expert before taking a decision.

Art. 5.14 - Right of appeal
1. A party concerned may appeal the decision - made by the examiner and the Board of Examiners within six weeks of its announcement. The appeal can be submitted...
to Maastricht University, Student Services Centre, attn. Complaints Service Point (CSP), PO Box 616, 6200 MD Maastricht. The appeal must be signed, dated and include the name and address of the petitioner. It should also include the grounds on which the appeal is based and, if possible, a copy of the decision being appealed.

2. A party concerned may appeal the grade published in the Student Portal within 6 weeks. The period of appeal starts on the date of publication in the Student Portal. The appeal can be submitted to Maastricht University, Student Services Centre, attn. Complaints Service Point (CSP), PO Box 616, 6200 MD Maastricht. The appeal must be signed, dated and include the name and address of the petitioner. It should also include a motivation of why the student does not agree on the grade. If a grade changes during the inspection hour the change of grade has to be registered in the Student Portal within the six weeks following to the first registration date. A new period of appeal of six weeks starts upon the registration of the new grade.

6 - Academic Advising

Art. 6.1 - Student progress records
MSolAS keeps records of the results of each individual student. Each overall assessment is listed in the student progress record, together with the date of the overall assessment, the credits obtained and the name and credit value of the relevant module. All results are available online in the Student Portal. Each first year student receives a list of the results after the first and the second semester.

Art. 6.2 - Academic advising
MSolAS undertakes the introduction and Academic Advising for students enrolled in the degree programme.

Art. 6.3 - Study advice
In the first year of enrollment in the degree programme, each student is given an advice on the planning of his or her studies, at least twice.

Art. 6.4 - Binding study advice
1. At the end of two semesters of enrollment in the degree programme, the Board of Examiners, on behalf of the Dean of FHS, gives each student a study advice.
2. A positive binding study advice is given on behalf of the Dean of FHS by the Board of Examiners.
3. A negative study advice is binding.
4. A negative Binding Study Advice (BSA) leads to exclusion from assignments and examinations that are part of the degree programme for a period of 6 years.
5. A negative BSA is given on behalf of the Dean of FHS by the Board of Examiners.
6. Prior to a negative BSA being issued the student is given a chance to be heard by the Board of Examiners. A student counselor or an academic advisor can be present as observer during the hearing.
7. The student shall be provided a written notice of the negative BSA that is signed by the Board of Examiners.
8. An appeal against a negative BSA may be lodged within six weeks from the day on which the decision was taken. The appeal should be lodged with the Complaints Service Point (CSP); see Art. 5.14. For information about the CSP see the UM website. The ‘College van Beroep voor de Examens’ (CBE) will process the appeal and decide about it. An appeal against this decision must be lodged at the
‘College van Beroep voor het Hoger Onderwijs’ (CBHO).

9. Each student to whom this article applies shall receive a warning advice from the Board of Examiners after every semester.

Art. 6.5 - Standards for the negative binding study advice
Any student who has obtained at least 45 ECTS with a grade point average of 6.0 (grade point) or higher (see article 5.1.2) after two semesters of enrolment in the degree programme shall not receive a negative BSA. In all other cases a negative BSA shall be given. Compensation rules do not apply to the modules on which a BSA is based. In the case of the MS-Programme, in addition to 45 ECTS, the courses that belong to the core also have to be completed within the first two semesters. In case the core courses have not been completed a student will receive a negative BSA.

Art. 6.6 - Personal circumstances
1. If the student’s personal circumstances have resulted in failure to meet the BSA standards, this may be ground for the decision not to attach a rejection to the advice as referred to in article 6.4.

2. The following personal circumstances qualify for recognition:
   2.1 illness of the person concerned;
   2.2 special circumstances in the family;
   2.3 physical, sensory or other disability of the person concerned;
   2.4 pregnancy of the person concerned;
   2.5 administrative activities of the person concerned.

2.1 A student’s illness is recognized as a personal circumstance if:
   a. the period of illness either has lasted for a minimum of 8 days, or the examination date(s) fall(s) within this period;
   b. the student notifies the UCM, LAS/MSP or UCV Office of Student Affairs in writing during the period of illness or within 5 working days after the period of illness, stating that s/he did not take or may not have passed the examination(s) due to illness; and
   c. in addition to reporting the illness, the student forwards a medical certificate issued by the attending physician, which states the period of illness. In case no medical certificate can be produced, the student must contact his or her academic advisor, a student’s counsellor or a student dean.

2.2 Special circumstances in the family are recognized as a personal circumstance if:
   a. the student can demonstrate that the alleged special circumstances in the family have taken place; and
   b. the student notifies the UCM, LAS/MSP or UCV Office of Student Affairs within a period of 5 working days before to 5 working days after the date(s) of the examination(s) about the fact that special family circumstances are the reason for not taking or possibly not passing the examination(s);
   c. if the student is unable to demonstrate that the special family circumstances have taken place, s/he is to contact his/her academic advisor, a student’s counsellor or a student dean.

2.3 Students suffering from a physical, sensory or other disability must inform their academic advisor or the student counsellor at the start of their studies or as soon as possible after the disability has developed.
   a. At the request of the student with a physical or sensory disability, an academic
advisor or the UCM /UCV study advisor may draw up a plan of study containing more detailed provisions with regard to the Binding Study Advice.
b. The plan mentioned above must be presented to the Board of Examiners for approval.

2.4 Pregnancy of a student is recognized as a personal circumstance if:
a. the UCM, LAS/MSP or UCV Office of Student Affairs was notified about the pregnancy; and;
b. the notification was accompanied by a medical certificate;
c. in case no medical certificate from an attending physician can be produced, the person concerned must contact her academic advisor, a student counsellor or a student dean.

2.5 Administrative activities of a student are recognized as a personal circumstance if the administrative activity is recognized as such either by law or by the Executive Board, in conformity with the regulations of the UM (‘Profileringsfonds UM’).

7 - Transitional and final provisions

Art. 7.1 - Amendment
1. Amendments to these regulations are laid down by the Dean of FHS by separate decision, after consultation with the Faculty Council and the MSoLAS Education Programme Committees.
2. Any amendment to these regulations does not take effect during the current academic year, as long as this does not reasonably prejudice the interests of the students.
3. Furthermore, an amendment cannot have detrimental consequences for the students if it affects:
   - an approval granted pursuant to art. 2.4;
   - any other decision the Board of Examiners has taken with respect to a student in accordance with these regulations.
Art. 7.2 - Publication
1. The Dean of FHS undertakes the appropriate publication of these regulations, the rules and regulations laid down by the Board of Examiners, as well as any amendment to these documents. This includes their publication on My UCM and in the student handbook of UCM and LAS/MSP.
2. Each student of UCM and LAS/MSP will receive a copy of the documents referred to in the first section from the UCM or LAS/MSP Office of Student Affairs.
3. UCV makes an electronic version available to students.

Art. 7.3 - Leave of absence
Students can request a leave of absence. A request for a leave of absence will have to be handed in to the Board of Examiners at least 20 working days prior to the leave of absence taking effect, and a leave of absence shall not extend beyond a predetermined date. A student who comes back from a leave of absence shall be reinstated to pre-leave status.

Art. 7.4 - Unforeseen cases
In cases not provided for by these regulations, the Board of Examiners shall decide upon the issue.

Art. 7.5 - Hardship clause
The Board of Examiners is authorized to deviate from these regulations in individual cases, in case it is the Board of Examiners’s opinion that full application shall lead to unfairness of a decisive nature in view of the special circumstances.

Art. 7.6 - Participation in courses by students from other UM departments
Courses of the degree programme are open to students from other departments within Maastricht University only if the Board of Examiners of the other department and the Board of Examiners Chamber UCM, the Board of Examiners Chamber LAS/MSP or the Board of Examiners Chamber UCV give the student permission to follow the chosen course. A student should in principle fulfill the criteria that UCM, LAS/MSP or UCV uses to select its regular students (see paragraph 2 of these R&R). Motivation, grades and progress rate are taken into account. The number of students that can participate in courses offered by UCM, LAS/MSP and UCV is limited and additional provisions can be laid down.

Art. 7.7 - Evaluation
The Faculty Board will ensure that the education of the programme is regularly evaluated, assessing at least – for the purpose of monitoring and if necessary adapting the student workload – the amount of time students need to complete their duties as set out therein.

Art. 7.8 - Date of commencement
These Regulations on Teaching and Examinations come into force on 1 September 2017.
Appendix - Modules UCM

a - Courses
Core Courses (COR) at 1000-level (introductory):

- COR1002 Philosophy of Science study load 5 ECTS
- COR1003 Contemporary World History study load 5 ECTS
- COR1004 Political Philosophy study load 5 ECTS
- COR1005 Modeling Nature study load 5 ECTS

Courses Humanities (HUM)
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

Courses Social Sciences (SSC)
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

Courses Sciences (SCI)
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

b - Skills trainings (SKI)
- Core skills training at 1000-level (introductory):
  - SKI1008: Introduction to Academic Skills I
  - SKI1009: Introduction to Academic Skills II
  - SKI1004: Research Methods I
  - SKI1005: Research Methods II
- intermediate: see Course Catalogue
- advanced: see Course Catalogue
- language courses: see language course manual

c - Projects (PRO)
- Core projects at 1000 level (introductory):
  - PRO1010: Introducing Academic Communication:
    - A Writing Project study load 5 ECTS
  - PRO1012 Research Project study load 5 ECTS
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

d - Capstone (CAP)
Advanced: topic decided in interaction with Capstone reviewer
Appendix - Modules LAS/MSP

a - Courses
Core Courses at 1000-level (introductory):

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Study Load</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHE1001</td>
<td>Introduction to Natural Sciences: Chemistry</td>
<td>5 ECTS</td>
</tr>
<tr>
<td>BIO1001</td>
<td>Introduction to Natural Sciences: Biology</td>
<td>5 ECTS</td>
</tr>
<tr>
<td>PHY1002</td>
<td>Introduction to Natural Sciences: Mathematical Foundations of Physics</td>
<td>5 ECTS</td>
</tr>
<tr>
<td>INT1001</td>
<td>Introduction to Liberal Arts and Sciences</td>
<td>5 ECTS</td>
</tr>
</tbody>
</table>

Courses elective curriculum
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

b - Skills trainings (PRA)
Core skills training at 1000-level (introductory):

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Study Load</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRA1001</td>
<td>Research Methods</td>
<td>2.5 ECTS</td>
</tr>
<tr>
<td>PRA1002</td>
<td>Research, Data Analysis and Presentation Academic Skills</td>
<td>2.5 ECTS</td>
</tr>
</tbody>
</table>

Skills elective curriculum
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

c - Projects (PRO)
Core project at 1000-level (introductory):

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Study Load</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRO1001</td>
<td>Philosophy of Science</td>
<td>5 ECTS</td>
</tr>
</tbody>
</table>

Projects elective curriculum
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

d - Bachelor thesis research
Advanced: topic decided in interaction with research advisor
Appendix - Modules UCV

### a - Courses
Core Courses (VCO) at 1000-level (introductory):
- **VCO1001** Modeling Nature  study load 5 ECTS
- **VCO1002** Philosophy of Science  study load 5 ECTS
- **VCO1003** World Orientation: an introduction to cultural studies  study load 5 ECTS
- **VCO1004** Globalisation: World politics and economics  study load 5 ECTS

Courses Social Sciences (VSS)
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

Courses Sciences (VSC)
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

### b - Skills trainings (VSK)
Core skills training at 1000-level (introductory):
- **VSK1001** Introduction to Academic Skills  study load 2.5 ECTS
- **VSK1002** Research Methods I  study load 2.5 ECTS
- **VSK1000** The Applied Researcher I  study load 2.5 ECTS
- **VSK1004** The Applied Researcher II  study load 2.5 ECTS

Skills elective curriculum
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue
- language courses: see language course manual

### c - Projects (VPR)
Core project at 1000-level (introductory):
- **VPR1003** Research Methods II or
- **VPR1004** Research Methods II: Lab Skills  study load 5 credits
- **VPR1002** The Applied Researcher III  study load 5 credits

Projects elective curriculum
- introductory: see Course Catalogue
- intermediate: see Course Catalogue
- advanced: see Course Catalogue

### d - Capstone (VCA)
Advanced: topic decided in interaction with Capstone reviewer
Art. 1: Board of Examiners
The Board of Examiners is responsible for the execution of the regulations of the Bachelor’s Examination and its components, taking into consideration the Regulations on Education and Examinations regarding the setup and scope of the examinations of the Bachelor’s programme of UCM, LAS/MSP and UCV. The Board of Examiners shall appoint examiners, who are authorized to take examinations on behalf of the Board of Examiners. In cases in which such is deemed necessary, the Board of Examiners may reverse an examiner’s decision and take a new decision. This applies in particular to those cases in which students have failed to comply with the admission requirements for the examination component concerned. The requirements, procedures and rules for examinations are described in the Appendix on page 45 named “Rules of Procedure for Examinations”.

Art. 2: Examiners
1. Members of the scientific staff tasked with the design and teaching of the educational units are - as examiners - responsible for the examination of the educational unit. The Board of Examiners can appoint other members of the scientific staff or experts from outside the university as examiners for educational units.
2. The Board of Examiners can proceed to withdraw the appointment as examiner when the examiner does not comply with the rules and regulations or with guidelines of the Board of Examiners or if the competency of the examiner with respect to design, assessment, or administering exams has proven insufficient on repeated occasions.

Art. 3a: Composition of the Bachelor’s Examination of UCM
The Bachelor’s Examination consists of the following components:
1. a pass for the modules of the core programme and general education programme, as stated in article 3.2–1 of the Regulations on Education and Examinations;
2. a pass for the modules of the “Concentration” programme, as stated in article 3.3 of the Regulations on Education and Examinations;
3. participation in practicals, projects and related assignments that are part of the modules as meant under 1. and 2. above;
4. participation in tutorial group meetings.

Art. 3b: Composition of the Bachelor’s Examination of LAS/MSP
The Bachelor’s Examination consists of the following components:
1. a pass for the modules of the core programme, as stated in article 3.2–2 of the Regulations on Education and Examinations;
2. a pass for the modules of the elective curriculum, as stated in article 3.4 of the Regulations on Education and Examinations;
3. participation in practicals, projects and related assignments that are part of the modules as meant under 1. and 2. above;
4. participation in tutorial group meetings.
Art. 3c: Composition of the Bachelor’s Examination of UCV
The Bachelor’s Examination consists of the following components:
1. a pass for the modules of the core programme and general education programme, as stated in article 3.2–3 of the Regulations on Education and Examinations;
2. a pass for the modules of the “Concentration” programme, as stated in article 3.5 of the Regulations on Education and Examinations;
3. participation in practicals, projects and related assignments that are part of the modules as meant under 1. and 2. above;
4. participation in tutorial group meetings.

Art. 4: Passes
Section 1: Courses
For each of the courses, students receive a pass if each of the following requirements has been met:

a. Students must have attended at least 85% of all tutorial group meetings to be allowed to take the final test of the course. Students who have not met the attendance requirement and who have not missed more than 30% of all meetings, will be given a provisional overall grade point for the course. To qualify for an additional assignment and thus to meet the attendance requirement, students must submit to the UCM, LAS/MSP or UCV Office of Student Affairs a completed request form for an additional assignment because of insufficient attendance, within 10 working days after completion of the course. Request for additional assignments can be submitted online via the portal of UCM, LAS/MSP or UCV. The course coordinator shall decide on the validity of the reasons given. If the course coordinator decides that a student has had valid reasons for not complying with the attendance percentage, s/he will be given an additional assignment within 10 working days after receipt of the online request. The nature and volume of the assignment will be proportional to the number of tutorials that were missed more than the attendance requirement allowed for. The assignment must be completed and submitted to the course coordinator concerned within 20 working days after the student has received the assignment. The result of the additional assignment has to be available before the end of the running academic year. Students, who receive a pass for the additional assignment, will be regarded as having met the attendance requirement and their provisional overall grade point will be declared valid. If the course coordinator decides that the reasons for absence were not valid and/or if more than 30% of the meetings have been missed, no additional assignment will be given and the provisional overall grade point will be annulled.

b. Students must have obtained at least a pass for the overall assessment of the course.

c. Each assessment will result in a grade point on the scale mentioned in article 5.1 of the Regulations on Education and Examinations. A grade of 5.0–5.4 can be compensated. Compensation is possible for up to 20 ECTS in the category Courses, of which up to 5 ECTS can be used in the first year. Two conditions need to be met for compensation. The first one is that the student concerned must have obtained a grade point average of 6.5 for all courses. The second one is that for every grade of 5.0–5.4 the student wants to compensate there should be an 8.0 or higher on the list of obtained course results.

d. A pass by means of compensation for courses that have been awarded a ‘fail but can be compensated’ can only be achieved if the compulsory attendance requirement has been met. A signed and submitted request for compensation cannot be recalled. A request for compensation is handed in together with the request to graduate at the end of a students’ study at UCM, LAS/MSP or UCV.
Section 2: Skills trainings
For each of the skills trainings, students receive a pass if each of the following requirements has been met:

a. Students must have attended at least 85% of all group meetings to be allowed to take the final test of the skills training. Students who have not met the attendance requirement and who have not missed more than 30% of all meetings will be given a provisional overall grade point for the skills training. To qualify for an additional assignment and thus to meet the attendance requirement, students must submit to the UCM, LAS/MSP or UCV Office of Student Affairs a completed request form for an additional assignment because of insufficient attendance, within 10 working days after completion of the skills training. Request for additional assignments can be submitted online via the portal of UCM, LAS/MSP or UCV. The skills training coordinator shall decide on the validity of the reasons given. If the skills training coordinator decides that a student has had valid reasons for not complying with the attendance percentage, s/he will be given an additional assignment. The nature and volume of the assignment will be proportional to the number of tutorials that were missed more than the attendance requirement allowed for. The assignment must be completed and submitted to the skills training coordinator concerned within 20 working days. The result of the additional assignment has to be available before the end of the running academic year. Students, who receive a pass for the additional assignment, will be regarded as having met the attendance requirement and their provisional overall grade point will be declared valid. If the skills training coordinator decides that the reasons for absence were not valid and/or if additional meetings have been missed, no additional assignment will be given and the provisional overall grade point will be annulled.

b. Students must have obtained at least a pass for the overall assessment of the skills training.

c. Each assessment will result in a grade point on the scale mentioned in article 5.1 of the Regulations on Education and Examinations. A grade point of 5.0–5.4 can be compensated. Compensation is possible for up to 5 ECTS in the category skills trainings. Two conditions need to be met for compensation. The first one is that the student concerned must have obtained a grade point average of 6.5 (grade point) for all skills trainings. The second one is that for every 5.0–5.4 the student wants to compensate there should be an 8.0 or higher on the list of obtained skills training results.

d. A pass by means of compensation for skills trainings that have been awarded a ‘fail but can be compensated’ can only be achieved if the compulsory attendance requirement has been met. A signed and submitted request for compensation cannot be recalled. A request for compensation is handed in together with the request to graduate at the end of a student’s study at UCM, LAS/MSP or UCV.

Section 3: Projects
Students receive a pass for each project if they have met each of the following requirements:

a. Students must have attended at least 85% of all project meetings in order to have the grade point for the project assignment declared valid. Students who have not met the attendance requirement and who have not missed more than 30% of all meetings will be given a provisional overall grade point for the project. To qualify for an additional assignment and thus to meet the attendance requirement, students must submit to the UCM, LAS/MSP or UCV Office of Student Affairs a completed request form for an additional assignment because
of insufficient attendance, within 10 working days after completion of the project. Request for additional assignments can be submitted online via the portal of UCM, LAS/MSP or UCV. The project coordinator shall decide on the validity of the reasons given. If the project coordinator decides that a student has had valid reasons for not complying with the attendance percentage, s/he will be given an additional assignment. The nature and volume of the assignment will be proportional to the number of tutorials that were missed more than the attendance requirement allowed for. The assignment must be completed and submitted to the skills training coordinator concerned within 20 working days. The result of the additional assignment has to be available before the end of the running academic year. Students, who receive a pass for the additional assignment, will be regarded as having met the attendance requirement and their provisional overall grade point will be declared valid. If the project coordinator decides that the reasons for absence were not valid and/or if additional meetings have been missed, no additional assignment will be given and the provisional overall grade point will be annulled.

b. Students must have obtained at least a pass for the overall assessment of the project.

c. Each assessment will result in a grade on the scale mentioned in article 5.1 of the Regulations on Education and Examinations. A grade of 5.0–5.4 can be compensated. Compensation is possible for up to 5 ECTS in the category Projects. Two conditions need to be met for compensation. The first one is that the student concerned must have obtained a grade point average of 6.5 (grade point) for all projects. The second one is that for every 5.0–5.4 the student wants to compensate there should be an 8.0 or higher on the list of obtained project results. A signed and submitted request for compensation cannot be recalled. A request for compensation is handed in together with the request to graduate at the end of a student’s study at UCM, LAS/MSP or UCV.

Section 4: Capstone (at UCM)

For Capstone, students receive a pass if each of the following requirements has been met:

a. Students must have attended at least 85% of all Capstone group meetings to be allowed to take the final test of the course. Students who have not met the attendance requirement and who have not missed more than 30% of all meetings will be given a provisional overall grade point for the course but will not receive any credits. In order to receive the credits a student needs to request, and be permitted to make, an additional assignment. Students must submit to the UCM Office of Student Affairs a completed request form for an additional assignment because of insufficient attendance, within 10 working days after the last meeting that takes place. This electronic form is to be found on the online portal of UCM. The Capstone coordinator shall decide on the validity of the reasons given. If the Capstone coordinator decides that a student has had valid reasons for not complying with the attendance percentage, s/he will be given an additional assignment. The nature and volume of the assignment will be proportional to the number of Capstone group meetings missed, and the assignment must be completed and submitted to the course coordinator concerned within 10 working days after the student has received the assignment. Students, who receive a pass for the additional assignment, will be regarded as having met the attendance requirement and their provisional overall grade point will be declared valid. If the Capstone coordinator decides that the reasons for absence were not valid and/or if more than 30% of the meetings have been missed, no additional assignment will be given and the provisional overall grade point will be annulled.

b. Students must have obtained at least a pass for the overall assessment of Capstone.
c. Each assessment within Capstone will result in a grade point on the scale mentioned in article 5.1 of the Regulations on Education and Examinations. Compensation for a failed Capstone project is not possible.

Section 5: Bachelor thesis research (only at LAS/MSP)
For the bachelor thesis research, students receive a pass if each of the following requirements has been met:

a. During the bachelor thesis research compulsory attendance is 100%. Students who have not met the attendance requirement and who have not missed more than 10% of the thesis research period will be given a provisional overall grade point for the course but will not receive any credits. In order to receive the credits a student needs to request, and be permitted to make, an additional assignment. Students must submit to the LAS/MSP Office of Student Affairs a completed request form for an additional assignment because of insufficient attendance, within 10 working days after the last meeting that takes place. This electronic form is to be found on the online portal of LAS/MSP. The bachelor thesis research coordinator shall decide on the validity of the reasons given. If the bachelor thesis research coordinator decides that a student has had valid reasons for not complying with the attendance percentage, s/he will be given an additional assignment. The nature and volume of the assignment will be proportional to the number of days missed, and the assignment must be completed and submitted to the bachelor thesis research coordinator concerned within 10 working days after the student has received the assignment. Students, who receive a pass for the additional assignment, will be regarded as having met the attendance requirement and their provisional overall grade point will be declared valid. If the bachelor thesis research coordinator decides that the reasons for absence were not valid and/or if more than 10% of the meetings have been missed, no additional assignment will be given and the provisional overall grade point will be annulled.

b. Students must have obtained at least a pass for the bachelor thesis research.

c. Each assessment within the bachelor thesis research will result in a grade point on the scale mentioned in article 5.1 of the Regulations on Education and Examinations. Compensation for failed bachelor thesis research is not possible.

Section 6: Capstone (at UCV)
For capstone, students receive a pass if each of the following requirements has been met:

a. Students who have not met the attendance requirement will be given a provisional overall grade point for the course but will not receive any credits. In order to receive the credits a student needs to request, and be permitted to make, an additional assignment. Students must submit to the UCV Office of Student Affairs a completed request form to be found online on the portal for an additional assignment because of insufficient attendance, within 10 working days after the last meeting that takes place. The capstone coordinator shall decide on the validity of the reasons given. If the capstone coordinator decides that a student has had valid reasons for not complying with the attendance percentage, s/he will be given an additional assignment. The assignment must be completed and submitted to the course coordinator concerned within 10 working days after the student has received the assignment. Students, who receive a pass for the additional assignment, will be regarded as having met the attendance requirement and their provisional overall grade point will be declared valid. If the capstone coordinator decides that the reasons for absence were not valid, no additional assignment will be given and the provisional overall grade point will be annulled.
b. Students must have obtained at least a pass for the overall assessment of capstone.
c. Each assessment within capstone will result in a grade point on the scale mentioned in article 5.1 of the Regulations on Education and Examinations. Compensation for a failed capstone project is not possible.

Art. 5: Compulsory attendance
1. In the case of tutorial group meetings, compulsory attendance is 85% per course or skills training or project:
   • for a total of 16 meetings: at least 13 meetings;
   • for a total of 15 meetings: at least 13 meetings;
   • for a total of 14 meetings: at least 12 meetings;
   • for a total of 13 meetings: at least 11 meetings;
   • for a total of 12 meetings: at least 10 meetings;
   • for a total of 11 meetings: at least 9 meetings;
   • for a total of 10 meetings: at least 8 meetings;
   • for a total of 9 meetings: at least 7 meetings;
   • for a total of 8 meetings: at least 6 meetings;
   • for a total of 7 meetings: at least 6 meetings;
   • for a total of 6 meetings: at least 5 meetings;
   • for a total of 5 meetings: at least 4 meetings;
   • for a total of 4 meetings: at least 4 meetings.

2. Participation in (tutorial) group meetings is recorded on a form for each (tutorial) group.
3. Students who have not met the compulsory attendance requirement and whose absence the coordinator has marked as inexcusable, will not receive a pass for the course, skills training or project concerned.
4. For module related practicals, compulsory attendance is 100%.
5. Lectures that are part of a module can have an attendance requirement.

Art. 6: Withdrawal from modules
1. A student that wants to withdraw from a module should inform the UCM, LAS/MSP or UCV Office of Student Affairs via the online request form.
2. A student who has withdrawn from a course within one week after the start of a course can choose an alternative course out of the other courses on offer in that course period.
3. The alternative choice of a student who has withdrawn from a module and wants to be reassigned to another module can be restricted because of the capacity of other modules on offer in that course period. This is a decision that is up to the Office of Student Affairs.
4. Modules that have been registered as withdrawn will be excluded from the grade point average and transcript.
5. Time limits for withdrawal:
   a. Courses: within one week after the start of the course;
   b. Skills training: one week after the start of the skills training;
   c. Project: within one week after the start of the project;
   d. Capstone: within four weeks after the start of capstone;
   e. Bachelor thesis research: within four weeks after the start of bachelor thesis research.

Students should be aware of schedule clash due to late enrolment or withdrawal or switching courses.
Art. 7: Additional modules
1. A student that wants to register for modules in addition to the regular study load has to submit a motivated request to the Board of Examiners no later than three weeks before the module starts.
2. A student needs written approval of the Board of Examiners before s/he can register for an additional course. Without the approval of the Board of Examiners, no ECTS will be granted upon successful completion of the course.

Art. 8: Requirements of the UCM, LAS/MSP and UCV Bachelor’s Examination
1. The UCM Bachelor’s Examination will be passed and the certificate belonging to this examination will be awarded, when passes have been obtained for all components of the degree programme as listed in Table 3.1.a, and at least a weighted pass mark has been obtained for all modules.
2. The LAS/MSP Bachelor’s Examination will be passed and the certificate belonging to this examination will be awarded, when passes have been obtained for all components of the degree programme as listed in Table 3.1.b, and at least a weighted pass mark has been obtained for all modules.
3. The UCV Bachelor’s Examination will be passed and the certificate belonging to this examination will be awarded, when passes have been obtained for all components of the degree programme as listed in article Table 3.1.c, and at least a weighted pass mark has been obtained for all modules.

Art. 9: Declaration of concentration (only at UCM and UCV)
A student has to declare his or her concentration before the last day of his or her second semester at UCM or UCV respectively.

Art. 10: Resit-examinations
For students who initially fail a module of the Bachelor’s Examination, the following resit-examination regulations apply:
1. the resit-examination concerned is only available for students who have complied with the compulsory attendance requirement and took part in all of the assessments during the module and if the students made a reasonable attempt of participating in the assessment;
2. students who failed a module and complied with the requirements as described in section 1 will be granted one resit-examination;
3. students, who have obtained a pass, cannot take part in resit-examinations;
4. after a resit-examination, the highest grade point will stand;
5. the course coordinator decides upon content and form of the resit-examination.

Art. 11: Complaints on (components of) examinations
1. A complaint against (components) of an examination must be submitted to the Board of Examiners in writing.
2. The Board of Examiners shall take a reasoned decision within 15 working days after receipt of the request. The Board of Examiners may decide to extend. Students will be notified of the decision in writing.

Art. 12: Directive on fraud
The Board of Examiners has drawn up the following directive on examination fraud, as further specification of article 5.8 of the Regulations on Education and Examinations.
Section 1
The term ‘fraud’ as meant in Article 5.8 of the Regulations on Education and Examinations, covers at least the following:

a. action or failure to act on the part of the examinee that makes it completely or partially impossible to obtain proper insight in his/her knowledge, insights or skills;

b. action or failure to act on the part of the examinee that makes it completely or partially impossible to obtain proper insight in the knowledge, insights or skills of another examinee.

Section 2
The term ‘fraud’ as meant in article 5.8 of the Regulations on Education and Examinations, also includes ‘attempted fraud’.

Section 3
Action or failure to act, as meant in Section 1 of the present directive, includes the following:

a. with respect to writing papers:
   • has used or copied from his/her own or someone else’s texts, information, ideas or thoughts without adequate referencing or proper acknowledgment of sources;
   • has presented the structure or main ideas from third-party sources as his/her own work or ideas;
   • has not clearly indicated in the text, for example, through quotation marks or a specific design, that verbatim or nearly verbatim quotes have been used;
   • has paraphrased the substance of his/her own or someone else’s texts without proper acknowledgment of sources;
   • has copied visual, sound or test materials, software or programme codes from others without adequate referencing or proper acknowledgment of sources, thereby giving the impression that these are his/her own work;
   • has copied work from other students and passed this off as his/her own work;
   • has submitted work or papers which have been obtained from third parties or which have been written for payment or not for someone else, and has passed these off as his/her own work.

b. with respect to taking official tests and comparable examinations:
   • has possessed impermissible resources, texts or notes or has utilised impermissible electronic resources and/or communications;
   • has communicated or attempted to communicate with another student verbally or through gestures without permission from an invigilator, examiner or Board of Examiners member;
   • has copied or attempted to copy from another student, or has provided the opportunity to copy;
   • has posed as someone else or allowed this to occur;
   • has deliberately misled, or at least attempted to mislead or provided the opportunity to mislead, the Board of Examiners, marker, examiner or invigilator with respect to the exam.

c. If the Board of Examiners establishes that a student has fabricated and/or falsified research data, the Board of Examiners may impose one of the disciplinary measures referred to in this directive.

d. In case of fraud/plagiarism in group assignments, the whole group is responsible for the fraud/plagiarism.

e. If the Board of Examiners determines that a student has otherwise committed
fraud with respect to an exam or exam component, the Board of Examiners may impose one of the disciplinary measures referred to in this directive.

**Section 4**

If an examiner believes that s/he has detected a case of (possible) fraud, s/he shall in principle take the following action:

a. if the (alleged) fraud has been detected during the examination:
   • the examiner informs the examinee that (possible) fraud has been detected;
   • any texts that the examinee may wrongfully have available for usage, shall be confiscated;
   • the examinee shall be given the opportunity to complete the test, unless the examiner decides otherwise;
   • the examiner shall exclude the examinee from further participation in the test if the examinee objects to confiscation of any texts wrongfully available for usage and/or the examinee is a disturbance to other examinees;
   • any confiscated texts shall not be returned to the examinee after the test, unless the examiner decides otherwise;
   • the examiner shall report in writing any findings relating to the detected fraud, and shall submit this report to the Board of Examiners immediately, enclosing any confiscated texts.

b. if the (alleged) fraud is detected during or after correction of a test or examination:
   • the examiner shall notify the Board of Examiners immediately of the (possible) fraud, enclosing any relevant documents;
   • the Board of Examiners shall inform the examinee of the (possible) detection of fraud.

c. if the (alleged) fraud is detected during or after correction of written papers that are part of a test or which constitute the complementation of a course component:
   • the examiner shall notify the Board of Examiners immediately of the (possible) fraud, enclosing any relevant documents;
   • the Board of Examiners shall inform the examinee of the (possible) detection of fraud.

**Section 5**

In principle, the Board of Examiners shall treat cases of possible fraud as follows:

a. the student suspected of fraud is invited to a meeting; on behalf of the Board of Examiners, the meeting will be attended by its chair and official secretary, or their replacements, and - if possible - another member of the Board of Examiners;

b. partly on the basis of the results of the meeting referred to under a. above, the Board of Examiners will decide whether or not there is sufficient evidence for a case of fraud;

c. in each case of fraud as meant in Section 1, the test concerned will be declared null and void;

d. in each case of fraud as meant in Section 1, the Board of Examiners will impose a sanction, considering - among other things - the nature and seriousness of the fraud committed
   a. a reprimand;
   b. exclusion from any (further) participation in one or more examinations of the degree programme for a period not exceeding one year;
   c. a student is no longer eligible for receiving distinction even though the cumulative GPA criterion is met.

e. in serious cases of fraud, the Board of Examiners can propose to UM’s Executive
Board that the student(s) concerned be permanently deregistered from the programme;
f. the student involved shall be notified of the decision of the Board of Examiners as soon as possible;
g. after a request to this effect, confiscated texts will be returned by the Board of Examiners to the student involved, if the Board of Examiners decides that these need no longer remain available in connection with the case;
h. the Board of Examiners may decide to make its decision and the facts on which it was based available to the public after having removed any identifiable data;
i. the established fraud will be noted in the student’s file;
j. if, after investigation, it is ultimately determined that the student concerned did not commit fraud, the names will be removed from the correspondence about the alleged fraud and the correspondence will not be included in the student’s dossier.

Section 6
The Board of Examiners does not recognize credits obtained elsewhere during the period a student was excluded from participating in the programmes exams due to the fraud committed.

Section 7
An appeal against a decision taken by the Board of Examiners with regard to a case of fraud must be submitted to the Examinations Appeals Board within 20 working days after publication of such decision.

Art. 13: Execution and Date of Commencement
In all cases for which the present Rules and Regulations do not provide, the Board of Examiners will decide. These Rules and Regulations will take effect on 1 September 2017.
Appendix - Rules of Procedure for Examinations

Rules of Procedure for Examinations shall apply to provide students equal opportunities and proper conditions for taking examinations.

Section 1 General provisions

Art. 1: Applicability
These Rules of Procedure shall apply to all written examinations given at locations designated by the Board of Examiners offering the examination.

Art. 2: Definitions
a. Board of Examiners: board as referred to in Art. 7.12 WHW;
b. Scheduler: the person responsible on the Board of Examiners behalf for scheduling and organising a written examination;
c. Course Coordinator: the person monitoring compliance with the Rules of Procedure at the examination location on the Board of Examiners behalf;
d. Examiner: the person appointed by the Board of Examiners, who is charged with setting the examinations and determining their results.

Section 2 Participation in the examination

Art. 3: Proof of enrolment and Proof of identity
• Only students who possess a valid registration at UM at the time the examination is given, may participate in the examination. The student must be able to provide the proof of enrolment.
• Furthermore, a student must be able to proof his/her identity during the examination through a valid passport, driving licence or ID card.

Art. 4: Right to participate
• The student may only participate in the examination if he/she is entitled to participate in it under the specific rules and regulations as set by the Board of Examiners. The right to participate will be checked by means of the attendance sheet as provided before the start by the scheduler.
• After the official start of the examination, no students will be admitted to the examination, regardless of the reason.

Art. 5: Student behaviour
• The student must be present 15 minutes in advance for the examination to start on time.
• Coats and bags must be placed under the table.
• Unless explicitly indicated by the Course Coordinator, the use of auxiliary aids* – except for paper and a pen – is forbidden and all items must be switched off in the bag under the table. * Examples: all communication devices (tablets, laptops, etc.); electronic equipment (like mobile phones, smart watches, etc.) and other information carriers (like calculators, palmtops, etc.).
• Fraud shall be suspected if, for example, the student:
  a. exchanges information with another student or other persons in any manner whatsoever before, during or after the examination is given;
  b. exchanges information with another student or other persons in any manner
whatsoever before, during or after the student goes to the toilet;
c. has impermissible auxiliary aids within his/her reach;
d. takes something out of his/her bag without the Course Coordinator’s permission.

• The student may not create any disturbance whatsoever for the other students.
• The student cannot leave the location in the first nor in the last 30 minutes of the examination.
• The student may consume food or drinks which he/she has brought with him/her during the examination, provided this does not create a disturbance or mess.
• The student is not allowed to go to the toilet during the examination.

Art. 6: Instruction and warning
• The student must always follow the instructions of the Course Coordinator.
• If, in the Course Coordinator’s judgement, a student uses impermissible auxiliary aids, disturbs, misbehaves or commits fraud during the examination; he/she will be informed by the Course Coordinator of the observed potential irregularity. In addition, the Course Coordinator will report the irregularity to the Board of Examiners which will take the necessary measures.
• In any serious case, the Course Coordinator may exclude the student from further participation in the examination.

Art. 7: Emergencies in the examination location
• During emergencies, students must follow the instructions of the Course Coordinator, emergency services (such as the fire brigade) and company emergency response workers.

Section 3 Turning in the examination

Art. 8: Procedure
• Beginning 30 minutes after the start of the examination, the student may turn in the examination to the Course Coordinator by walking to him/her.
• Upon turning in the examination the identity of the student will be checked by the Course Coordinator either by knowing the student or by checking his/her ID card.
• After the student has turned in the examination, the student shall leave the room as fast and as quietly as possible. After the student has turned in the examination and left the room, he/she may not enter the room again.
• The examination must be turned in no later than the official end time or as indicated by the Course Coordinator.

Section 4 Unforeseen cases

Art. 9: Consultation
• In cases not provided for in these regulations, the Course Coordinator shall decide the matter in consultation with the Board of Examiners.

These Rules of Procedure were adopted by the Board of Examiners and shall take effect on 1 September 2017.
Academic Calendar 2017-2018

Inkom Maastricht University
21 - 25 August 2017

Introduction Days
September Enrolment: 28 - 30 August 2017
February Enrolment: 29 - 31 January 2018

Education periods
Fall Semester
Period 1: 4 September - 20 October 2017
Period 2: 30 October - 15 December 2017
Period 3: 8 January - 2 February 2018
Spring Semester
Period 4: 5 February - 30 March 2018
Period 5: 9 April - 1 June 2018
Period 6: 11 June - 6 July 2018

Resit Weeks
Fall Semester: 29 January - 2 February 2018
Spring Semester: 2 July - 6 July 2018

Graduation
Fall Semester: 2 February 2018
Spring Semester: 6 July 2018

Reflection Weeks
Fall Semester
Period 1: 23 - 27 October 2017
Period 2: 18 - 22 December 2017
Spring Semester
Period 4: 2 April - 6 April 2018
Period 5: 4 June - 8 June 2018

Deadline Course Registration
Freshmen period 2 and 3:
15 September 2017
Spring Semester: 1 December 2017
Freshmen period 5 and 6:
23 February 2018
Fall Semester: 25 May 2018

(Public) Holiday, no courses
Christmas: 25 December 2017 - 5 January 2018
Carnival break: 12 - 16 February 2018
Good Friday: 30 March 2018
Easter Monday: 2 April 2018
Dutch King’s Day: 27 April 2018
Liberation Day: 5 May 2018
Ascension Day: 10 May 2018
(+ 11 May 2018 bridging day)
Whit Monday: 21 May 2018
1 Student Services Centre (SSC)

We are...
The information centre for (prospective) students. SSC has a number of specialised service units for student-related issues.

We offer...
Answers and solutions to your issues concerning Student Administration, Student Life, Student Support and the Center for European Studies.

Visit SSC
There is a central information desk in our Visitors’ Centre at Bonnefantenstraat 2 where (prospective) bachelor’s and master’s students can address their questions. Visiting hours are Monday - Friday, 08.30 - 18.00 hrs.

1.1 Student Administration

Admission & Registration Office
The Admission & Registration Office assists (prospective) bachelor’s and master’s students with their application and registration procedure. They provide information on diploma evaluation, admission procedures, admission requirements such as sufficiency tests for courses and languages and deregistration and graduation. For any questions regarding admission or registration, please contact us via email: study@maastrichtuniversity.nl or contact our call centre via tel.: +31(0)43-388 53 88. You can reach us Monday - Friday, 08.30 - 17.00 hrs.

Visa Office
The Visa Office obtains, changes and extends visa and residence permits for the purpose of study for prospective and current students.
Email: visa@maastrichtuniversity.nl
For any questions on visas, residence permits and related items, please visit our website: www.maastrichtuniversity.nl/visa

Scholarship Office
Prospective and current students can obtain information about scholarships (UM High Potential scholarships, UFL Scholarships, OTS scholarships, the Erasmus programme, Cultural Agreements, NFP, Financial Aid: CONTACYT, Colfuturo, Jean Monnet, FSA US Loans Programme, Veterans Affairs, PCDL).
Email: scholarships@maastrichtuniversity.nl
For any questions on scholarships or financial aid, please visit our website: www.maastrichtuniversity.nl/scholarships
International Service Desk (ISD)
International students can come to the office for off-line practical help with issues that are both academic and non-academic in nature. Common questions about Dutch society, such as housing benefits, municipal taxes, DigiD, student loans, work permits, and housing issues include: What type of health insurance do I need? How many hours can I work in the Netherlands? How can I contact my landlord? And of course: Who can I contact at UM or the municipality for questions.
www.facebook.com/isdmaastrichtuniversity
Opening hours: Every working day, Room B0.25 SSC 13:00 - 17:00 hrs.

ISAP- Buddy Programme (ISAP)
UM’s Buddy programme (the International Student Ambassador Programme, or ISAP for short) connects new international students with a buddy. When you arrive at the University you will have to adapt to a new environment and you will face a lot of cultural differences. Your buddy will be able to show you all typical Dutch traditions. He or she will explain why things are the way they are in Maastricht. Your buddy will help out with practical issues which are quite simple to them while they can be a huge challenge for a newbie. Most important, ISAP is fun! We organise many events. You’ll make friends and get to know the Dutch culture from inside out!
www.facebook.com/internationalstudentambassadorprogramme
1.2 **Student Life**

**Studium Generale**

Studium Generale covers a broad spectrum of scientific, social and cultural topics. The programme consists of lectures, debates, lectures series and movies. Studium Generale aims to broaden your horizon and gives insight in current topics. Most of the activities are for free or with a student discount.

Which activities does Studium Generale organise?

- Lectures and debates: on current topics concerning politics, philosophy, health, art, Europe, history, economics, social media, nature, etc. Free admission!

- Monday movie night at Lumière Cinema. Great ambiance, interesting movies and for a sweet student price!

- Short lecture series: in 4 to 6 lectures topics are addressed that contribute to the academic education of students, for example on psychology, human rights, the brain, economics, politics and philosophy.

- PAS Festival: once a year Studium generale organises a Parcours of Art & Science festival in several UM buildings in the inner city. During this festival you can enjoy short lectures, music, art, performances, nice food and good music.

  [www.pasmaastricht.nl](http://www.pasmaastricht.nl)

The activities of Studium Generale are announced in the Studium Generale Agenda, which is distributed within Maastricht University and in various public places, bars, etc. For more information and to subscribe to the newsletter:

[www.maastrichtuniversity.nl/studiumgenerale](http://www.maastrichtuniversity.nl/studiumgenerale)

[www.facebook.com/studiumgenerale](http://www.facebook.com/studiumgenerale)

**The Innbetween**

The Innbetween (formerly Tafelstraat 13), part of SSC, is the ecumenical chaplaincy in Maastricht. It is open to students of all faiths and offers them many activities concerning ideology, religion, philosophy, ethics, cultural and social developments and personal topics. It is a place where students can broaden their horizon, explore talents and make friends. Activities includes: meditation, cooking, philosophy, city trips, walks and spending a weekend at a convent. Every Thursday there is an international dinner. It is possible to have sessions with a psychologist, and the door is open for everyone who seeks contact with one of the pastors.

Capucijnenstraat 122, Maastricht.

[www.innbetween.nl](http://www.innbetween.nl) or [www.facebook.com/intheinnbetween](http://www.facebook.com/intheinnbetween)

**UM SPORTS**

Student sports = UM SPORTS. University sports at their best: affordable, relaxing, open, challenging and international.

More information [www.maastrichtuniversity.nl/sport](http://www.maastrichtuniversity.nl/sport)
1.3 **Student Support**

**Student Guidance**
Maastricht University has a range of resources and services available for you in times of need. Please find an overview of the services available to you at the Student Services Centre below:

**Psychological support**
We have certified psychologists available who specialise in student needs, for example:

- Study related problems like study stress and fear of failure
- Psychological complaints, such as anxiety, depression, eating disorders, stress-related complaints, lack of confidence or dealing with traumatic experiences.

The student psychologists can help you by means of individual guidance and/or group training/workshops (in Dutch and English). Training courses like Fear of failure, Study Efficacy, Loss and mourning, Assertiveness. Workshops like Stress management, Time management and Mindfulness.

For more information: [www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)
Tel.: +31(0)43-388 53 88, email: studentenpsychologen@maastrichtuniversity.nl

**Undesirable behaviour (confidential advisor for students)**
For advice, support and mediation in case of undesirable behaviour, unequal treatment or conflicts you can contact the confidential advisor for UM students.

For more information: [www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)
Tel.: +31(0)6 28 03 50 33, email: wendy.geijen@maastrichtuniversity.nl

**Study related legal support (student deans)**
Student deans can help you if you have questions about:

- Your rights in case of a study delay because of illness, pregnancy, family circumstances or top sports
- Student grants
- Studying with a functional impairment
- Membership of a council, board, committee or membership of the board of a student organisation
- Other questions concerning your rights as a student

For more information: [www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)
Tel.: +31(0)43-388 53 88, email: studentendecanen@maastrichtuniversity.nl

**Complaints Service Point (CSP)**
Do you disagree with, or feel unduly disadvantaged by a decision taken by Maastricht University (e.g. a decision taken by the Board of Examiners)? The Complaints Service Point (CSP) can help you. The CSP is the central place within Maastricht University where students can submit an objection, appeal or a formal complaint.

For more information and the form for submitting an objection, appeal or a complaint: [www.maastrichtuniversity.nl/studentguidance](http://www.maastrichtuniversity.nl/studentguidance)
email: complaintsservice@maastrichtuniversity.nl

**Disability Support Office**
It is important to Maastricht University that students with a functional impairment can successfully complete their studies with as little hindrances as possible. UM’s definition of a functional impairment incorporates all disorders that are of a permanent or temporary character. Amongst these are all motor, sensory or psychological disorders, such as dyslexia, chronic illness, physical complaints, depression and so forth. The Disability Support Office is
available to students (with a functional impairment), prospective students, student counsellors, teachers, parents and others who are interested, and offers:

- Information about studying with an impairment, legal entitlements, (UM-) regulations and external organisations;
- Advice;
- Support (for example, by advising study facilities);
- Help with requesting (education) facilities;
- Assistance addressing complaints and problems with regard to this topic.

If you have a functional impairment or if you sustain an impairment during your study, this could mean that adjustments and facilities are needed in order to reduce study hindrances and delays. If you need specific study facilities, please request them in time via the Disability Support Office. The Disability Support Office closely cooperates with student deans, study advisors, student psychologists and career counsellors. For more information: www.maastrichtuniversity.nl/disability
Tel.: +31(0)43-388 52 72, email: disability@maastrichtuniversity.nl
Open visiting hours: Monday-Thursday from 11.00-13.00 hrs, Bonnefantenstraat 2.

UM Career Services
UM Career Services helps students to prepare for their future careers and to make considered study choices. The services include workshops, information, advice, counselling and career events.

All these services are free of charge, with the exception of workshops and the job interview simulation (€15). UM Career Services assists UM students until half a year after graduation. For more information: www.maastrichtuniversity.nl/careerservices
Tel.: +31(0)43-388 53 88, email: careerservices@maastrichtuniversity.nl
www.facebook.com/maastricht.university.career.services
www.linkedin.com/company/um-career-services

Student & Staff Housing
Contrary to many Dutch cities, Maastricht does not have a long waiting list for student and staff housing, making it easier for you to find suitable accommodation.

Maastrichthousing.com is the (only) non-commercial and official mediator in long and short stay accommodation for Maastricht University, Zuyd University of Applied Sciences and the Jan van Eyck Academy. It offers one platform that combines the most comprehensive offer of student and staff housing in Maastricht and surrounding areas. Maastricht Housing has a unique partnership with the Housing Corporations: Woonpunt, Maasvallei and Servatius. The most important goal of Maastricht Housing is to help students and employees find affordable and safe housing via one platform accessible from anywhere in the world!

In addition to the offer by the housing corporations, Maastricht Housing is a platform for private landlords and brokers (The private market offers a variety of housing types, both furnished and unfurnished.)
Website www.maastrichthousing.com
email: info@maastrichthousing.com
Tel +31(0)43 -388 53 00
**Guesthouse/Maastricht Housing (short stay)**

Guesthouse is the ideal location for students and staff who search for a furnished place to stay for min 3 up to 12 months. Guesthouse offers single and double rooms and studios at several locations in Maastricht and online reservations. The Guesthouse is ideal for exchange students, but regular bachelor, master students and staff are more than welcome as well. The guesthouse can be reserved from all over the world and works via a first-come-first-serve basis. It’s the perfect solution if you want to secure housing well in advance of your stay in Maastricht.

Website [www.maastrichthousing.com](http://www.maastrichthousing.com)

e-mail: guesthouse@maastrichtuniversity.nl

Tel: +31(0)43 388 59 70

**Sublet**

If students want to look for housing on their own they could also refer to ‘Housing-Anywhere’. The main concept of this platform is that outgoing students sublet their room for a short period of time to incoming students. This website is free to use and it operates on a student-to-student basis. [www.housinganywhere.nl](http://www.housinganywhere.nl)

### 1.4 Visitors’ Centre and Information Desk

The Information Desk at the UM Visitors’ Centre in the Student Services Centre (SSC) is the first point of contact for current and new students. We provide the following services:

- Help with admission and (re)registration
- Deregistration
- Changing of address
- Payment of tuition fees
- Reimbursement of tuition fees
- Providing proof of payment and proof of enrollment
- Help with Studielink application
- UM cards
- Housing services
- Information on and help with visas, scholarships, bank accounts and (health) insurances
- UM gifts

But the Visitor’s Centre is not only open for questions, it is also a place where students gather to have a coffee, read a magazine, enjoy lunch or study. And for the real fans we have the UM gift shop. Sweaters, pens, caps, T-shirts and coffee mugs; you will find the best items! In short: a convenient, friendly and dynamic point with free WiFi, just for you. Come and enjoy it!

You can find the Visitors’ Centre in the city centre of Maastricht, Bonnefantenstraat 2. The opening hours are from Monday - Friday 8.30 - 18.00 hrs. You can also contact our call centre: +31(0)43 388 53 88. You can reach us from Monday - Friday 8.30 - 17.00 hrs. You can also contact us via e-mail: study@maastrichtuniversity.nl or consult our FAQ via [www.maastrichtuniversity.nl/studentinfo](http://www.maastrichtuniversity.nl/studentinfo)
2 Money Matters

2.1 The Euro

The Netherlands is one of the European Union member countries that changed its currency to Euro on 1 January 2002. For an overview of countries that have converted to the Euro, please check: ec.europa.eu/euro

2.2 Changing money

The exchange rate (wisselkoers) is updated every day and will be shown wherever you change money. The rate does not vary from one bank to the next, although the charges for changing money may differ. The most common place to change money is a bank or a so-called Grenswisselkantoor (GWK). In Maastricht, you will find a GWK at the central railway station.

2.3 Opening a Dutch bank account

Having a Dutch bank account is convenient for a lot of monetary transactions in the Netherlands. If you would like to open a Dutch bank account, ING bank has accounts that cater specifically to students. However, students are free to open an account at any bank in the Netherlands. Each bank has its own requirements and features. Provided you get a so-called ‘World Pass’, you will be able to withdraw money from any ATM machine in Europe (so not only in the Netherlands). This service is free in all the Euro countries. You can use your Dutch debit card to pay in stores and supermarkets in the Netherlands and even in an increasing number of stores abroad.

2.4 Paying for things

There are basically four ways to pay for things:
• In cash
• With a debit card
• With a credit card
• Through electronic banking

Paying in cash is common, although the use of bank cards is increasingly replacing cash payments.
2.5 **UM Card**

Your Maastricht University ID card (UM card) can be used to pay on campus. No surcharges apply when paying with your UM card. You can use it:

- at a Quick Service Point to pay for printing, copying, scanning and office supplies
- at any of the student restaurants (Mensa), coffee corners or mini markets to pay for food and drinks
- to pay for purchases from candy, coffee and soft drink dispensers on campus

And also:

- at the University Library to lend books
- to park your car at a UM car park
- to access UM buildings outside normal opening hours and to specific areas
- to identify yourself, e.g. at regular printing/copying machines, in combination with your UM SPORTS card or your UM Identity card (during exams)

You can load your UM card in one of the loading units at different locations. There are clear instructions in Dutch and English. You can use a Dutch debit card (pin pas), credit card or Euro’s (only at Mensa TS53/UNS40 - they don’t accept small change).

Locations where you can charge your UM card:

- BOU1-3 (Bouillonstraat 1-3) Ground Floor
- BON2 (Bonnefantenstraat 2) Ground Floor, next to the elevator
- TS53 (Tongersestraat 53) Reception and Mensa
- GG90-92 (Grote Gracht 90-92) Near reception
- GL17 (Grote Looiersstraat 17) Ground floor, entrance and printer area
- DEB1 (Peter De byeplein 1) Reception
- UNS40 (Universiteitssingel 40) Level 1, near reception, entrance Mensa and level 1 near east elevators
- UNS50 (Universiteitssingel 50) Opposite reception on level 1
- UL (University Library) on Level 2
- ZW4 (Zwingelput 4) Ground floor

For more detailed information, please go to: [www.maastrichtuniversity.nl/umcard](http://www.maastrichtuniversity.nl/umcard)
3 Student Life

Maastricht is known for its vibrant student life. There are dozens of student associations and organisations devoted to everything from sustainability to sports, and from drama, to music, volunteering, study and partying. Joining one of the many student organisations is a good way to make new friends and a great start to making Maastricht your own. The town itself is the perfect setting for these activities. The many festivals and events held in Maastricht reflect a diversity of cultural influences, from Maastricht’s famous annual Carnival to experimental theatre, and from thought-provoking lectures to lively music concerts. People from Maastricht love their city and local culture is rooted in the locals’ joie de vivre (a zest for living). Going out to eat or having a drink at one of the many out-door seating areas is a favourite pastime of both students and locals. The city is set against a backdrop of hills, trails and open countryside for sports lovers and nature lovers alike. In the following section you can read all about the many student organisations, initiatives, activities, places-to-be, good and cheap restaurants, cinemas, museums and everything else. In short: your guide to student life in Maastricht.

3.1 Getting started

When you are new in Maastricht, it takes time to get settled in. The Student Services Centre (SSC) plays an integral role in providing the services and support that (international) students need to get used to living in Maastricht. Please see Chapter 2 for more information or go to the SSC website: www.maastrichtuniversity.nl/ssc. In Appendix 2 you will find more online and offline information sources for (international) students.

INKOM | Amazing introduction week open to all freshmen of Maastricht University and Zuyd University. In four days you will get familiar with the city that will be your home for the time to come.
www.inkom.nl or www.facebook.com/inkommaastricht

Get Involved! Information Market | Information market where interested students connect with (student) organisations so they can get involved in Maastricht’s student life and local community. www.maastrichtuniversity.nl/getinvolved

3.2 Student organisations

Below is a list of student organisations for you to join. The SSC supports students who want to start their own student organisation. Contact the Student Initiative Helpdesk (SIH) for more information.

Dutch Student Organisations
There are six big Dutch student organisations in Maastricht whose membership is open to all students: SV Circumflex, MSV Tragos, SV Koko, MSRV Saurus (rowing), CSV Lux ad Mosam (Christian student association) and Onafhankelijk Maastricht (collaboration of independent sororities and fraternities). Their main focus is on organizing social events and activities for their own members. For more information see: www.maastrichtuniversity.nl/ssc
International Student Organisations

ISN Maastricht | ISN Maastricht represents international students and provides opportunities for cultural understanding and self-development under the principle of Students Helping Students. Also hosts great parties, cultural trips and more.
www.isn-maastricht.nl

AEGEE | European student association, focused on cultural integration & exchange, with a relaxed, open and international atmosphere. If you love to travel, this is the place to be. www.aegee-maastricht.org or www.facebook.com/groups/aegeemaastricht

Study Associations
Study associations are linked to specific faculties, schools or study programmes. They organise lectures and field trips, offer study book discounts, invite prospective employers and monitor the quality of education. They also organise many fun activities such as city trips, parties and more. For a complete overview see: www.maastrichtuniversity.nl/ssc

Student representation
At Maastricht University, students have a say in the decision making process. Via annual elections, student representatives get into the University Council and the different Faculty Councils. These councils are advisory boards to the executive board of this University or the Faculties. Dope and NovUM are the largest student representation parties at UM. For more information see: www.maastrichtuniversity.nl/ssc

Make a difference
Amnesty International Maastricht Students (AIMS) | Students who organise actions and activities in Maastricht to create awareness on Human Rights issues.
aims.amnesty.nl or www.facebook.com/joinaims

Unicef Student Team Maastricht (USTM) | Students who organise events to increase awareness about the rights of children and raise money for charity.
www.facebook.com/unicefstudententeam

United Nations Student Association (UNSA) | Student organisation, which aims to distribute information on the structure and workings of the United Nations. Well known for its own annual Euro-Mun conference.
unsamaastricht.org or www.facebook.com/UNSAMaastricht

Enactus | Entrepreneurial, Action, Us is an international, nonprofit organisation which brings together the leaders of today and tomorrow to create a better and more sustainable world. enactusmaastricht.nl

Green Office Maastricht | The Green Office initiates and coordinates sustainability projects at Maastricht University. The department is run by students and has won several awards in the past years.
greenofficemaastricht.nl or www.facebook.com/greenofficemaastricht

Oikos | Oikos Maastricht is one of the leading international student organisations regarding the topic of sustainable business.
oikos-international.org/maastricht or www.facebook.com/oikosmaastricht
**Mandril Cultural & Political Centre (MCPC)** | The Mandril is a non-profit and donation based student initiative that is run by volunteers. Jam-sessions, theater, dance, yoga, workshops, movies, presentations and discussion rounds. Cabergerweg 45, Maastricht. [www.facebook.com/MCCMaastricht](http://www.facebook.com/MCCMaastricht)

**Landbouwbelang (LBB)** | Cultural Freezone in Maastricht for music, arts and culture. It is a collective of spaces, entrepreneurship and creative people. It creates space for experimenting, exchanging knowledge and developing sustainable and creative lifestyles. [www.lbbm.nl](http://www.lbbm.nl) or [www.facebook.com/lbbmaastricht](http://www.facebook.com/lbbmaastricht)

**Student Workforce for Sustainability and Development** | Student organisation that focuses on empowerment, environmental sustainability, development, human rights and democracy, creativity, and love for life. Landbouwbelang (Biesenwal 3). [www.facebook.com/studentworkforce.maastricht](http://www.facebook.com/studentworkforce.maastricht)

**Ragweek** | Weeklong event, involving all UM student organisations, that aims at raising money for national and international charities. [www.ragweekmaastricht.nl](http://www.ragweekmaastricht.nl)


**Serve The City (STC)** | STC Maastricht connects student volunteers with meaningful opportunities to get involved. [www.stcmaastricht.nl](http://www.stcmaastricht.nl) or [www.facebook.com/stcmaastricht](http://www.facebook.com/stcmaastricht)

**Student & Society Initiative (SSI)** | SSI organises various events that break down the wall between university and society in order to stimulate students’ civic engagement, social integration, increase understanding between student and citizen, and stimulate the employability of students in this region. [www.facebook.com/studentandsociety](http://www.facebook.com/studentandsociety)

**Refugee Project Maastricht** | The Student and Society Initiative and the InnBetween organise a volunteering project to help refugees in Maastricht. [www.facebook.com/refugeeprojectmaastricht](http://www.facebook.com/refugeeprojectmaastricht)

**LGBT Community**

**LGBT Student Community Maastricht** | A community of LGBTQI (Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex ) students who live/study in Maastricht. They organise various social events, a mentoring program for new students and other activities. [www.lgbtmaastricht.nl](http://www.lgbtmaastricht.nl) or [www.facebook.com/lgbtmaastricht](http://www.facebook.com/lgbtmaastricht)

**COC - Gay and Lesbian Association** | Organisation run by volunteers that promotes lesbian and gay interests, organizes support groups and provide venues where gays and lesbians can meet. [www.coc-limburg.nl](http://www.coc-limburg.nl)

**Religion**

For more information about (student) groups of different faith and local religious events. >> See chapter 7 (Religion)

**Sports**

For more information about (student) sports opportunities and associations >> See chapter 6 (Sports)
**Culture & Arts**

**Studium Generale** | Maastricht University department, which offers a broad programme of lectures and debates, besides all sorts of cultural activities: theatre, pop concerts, world music concerts, comedy shows, student performances etc.

>>> See chapter 1 (SSC)

[www.maastrichtuniversity.nl/studiumgenerale](http://www.maastrichtuniversity.nl/studiumgenerale)

**Kumulus** | Kumulus is a private arts school that offers affordable courses in music, art, theatre and dance. [www.kumulus.nl](http://www.kumulus.nl)

**Music**

**Tuna Universitaria de Maastricht** | The Tuna de Maastricht is a student association that plays traditional Spanish music. They rehearse, perform and travel around the world. [www.tunademastricht.com](http://www.tunademastricht.com) or [www.facebook.com/tuna.demastricht](http://www.facebook.com/tuna.demastricht)

**Maastricht University Orchestra** | Amateur symphonic orchestra made up primarily of (international) students and staff of Maastricht University and Zuyd University of Applied Science. [www.um-orkest.nl](http://www.um-orkest.nl) or [www.facebook.com/universiteitsorkest.maastricht](http://www.facebook.com/universiteitsorkest.maastricht)

**University Choir Maastricht** | Choir consisting of approximately 60 to 70 members of all ages, including a diverse group of (non)students and academics. [www.umchoir.com](http://www.umchoir.com) or [www.facebook.com/umkoor](http://www.facebook.com/umkoor)

**Theatre**

**Alles Is Drama** | student theatre association that combines passion for theater with the community atmosphere of an association. Every year they organise two till three productions and many different courses in Dutch and English. [www.allesisdrama.com](http://www.allesisdrama.com) or [www.facebook.com/allesisdrama](http://www.facebook.com/allesisdrama)

**Theatre group IMPRO CITIZENS** | For anyone who loves to try out acting. The group is supported by professional actors and people who like the little drama-scenes in life. Landhuis, Biesenwal 3, Maastricht. [hetlandhuis.org/wordpress/172-2/vr-theatre-impro-citizen](http://hetlandhuis.org/wordpress/172-2/vr-theatre-impro-citizen)

**Parties**

**Mix and Mingle** | Famous theme parties organised specifically for international students at Maastricht University. [www.facebook.com/mixandmingle](http://www.facebook.com/mixandmingle)

**News & Media**

**Breaking Maas** | Student TV. [www.breakingmaas.nl](http://www.breakingmaas.nl) or [www.facebook.com/breakingmaas](http://www.facebook.com/breakingmaas)

**Public speaking**

**Pecha Kucha** | PechaKucha (Japanese for chit-chat) enables you to spread ideas with 20 slides, 20 seconds each, in an informal and inspiring atmosphere. [www.pechakuchamaastricht.eu](http://www.pechakuchamaastricht.eu)

**Rhetorica** | Inter-faculty debating society. [www.rhetorica-maastricht.nl](http://www.rhetorica-maastricht.nl)
new in town? visit mymaastricht.nl!

As the official information portal for Maastricht’s international student population, we provide students with reliable and up-to-date information about life in Maastricht. We cover housing, health care, finances, transport, sports, communal activities, events and news - all the information you need in one place!

Browse to www.mymaastricht.nl and start making Maastricht yours, today.
Languages
Maastricht University Language Centre | Our languages, your choice!

You can join all sorts of interesting courses at the Language Centre, from Cambridge English to B@sic Dutch and from Spanish to Effective Presentation Skills. The UM Language Centre serves UM students and staff. All language courses are offered at different levels. For 1st year UM bachelor’s and master’s students the B@sic Dutch courses are free of charge!

• All courses use a practical, communicative approach.
• The focus is on active participation and real-world exercises.
• Attention is paid to cultural aspects.
• Special Summer School Courses for prospective students.

For a full overview of the courses and their levels, content, fees, starting dates and our special Summer school offer please see [www.maastrichtuniversity.nl/languages](http://www.maastrichtuniversity.nl/languages)
4 Shopping

Generally, all stores have the following opening hours:

Monday: 13.00 hrs. - 18.00 hrs.
Tue. - Wed.: 09.00 hrs. - 18.00 hrs.
Thursday: 09.00 hrs. - 21.00 hrs.
Friday: 09.00 hrs. - 18.00 hrs.
Saturday: 09.00 hrs. - 17.00 hrs.
Sunday: 12.00 hrs. - 17.00 hrs.

4.1 Supermarkets

Most supermarkets are open Monday through Saturday from 08.00-21.00 hrs. There are usually limited hours on Sundays (12.00 -18.00 hrs) and some are closed. Alternative opening hours apply during public holidays. Cash and PIN cards are accepted for payment; credit cards usually are not. Most mid-range to high-end grocery stores have special gluten-free sections and organic/fair trade products and produce.


ALDI | Very low-cost supermarket with quality B-brand foods as well as non-food products. Volksplein 34, Roserije 321 and Malbergsingel 54. A new Aldi just opened at François de Veyestraat 3.

Jan Linders | Comparable to Jumbo. Tongerseweg 57.

Jumbo | Mid-range supermarket with a large assortment of products. Cheaper than AH. Brusselse Poort, Market square/Mosae Forum and Franciscus Romanusweg.

LIDL | German low-cost supermarket comparable to Aldi. Herculeshof and Baron van Hövelstraat.


Yildiz Plaza | Affordable Turkish supermarket best visited for bulk spices, rice, coffee, tea, nuts, fresh fruits and vegetables, delicious olives, cheese, halal meat, fresh bread and more. Holsteinbastion 49, Maastricht (near Brusselse Poort).


Estafette | Eco Supermarket with a large assortment of products and produce. Rechtstraat 48A, Maastricht.
4.2 Open air markets

**Weekly city market** | Fresh fruit and vegetables, meats, cheeses, fabrics, fresh fish, flowers, olives, nuts and more. Market Square, Maastricht. Wednesday and Friday 08.00 to 15.00 hrs.

**Organic market** | Organic breads, vegetables, meats, and other sustainable regional products. ‘t Percée, the little square under the clock on the Stationsstraat, Maastricht. Thursday 13.30 to 18.30 hrs.

4.3 Bookstores

**Studystore.nl** | Discounted textbooks, dictionaries, second hand books as well as study materials. Online or via the study associations at each faculty and school. Tongersestraat 12A [www.studystore.nl](http://www.studystore.nl)

**Dominicanen Maastricht** | The Guardian pronounced Dominicanen “the fairest bookshop of the world, a bookshop made in heaven” and we have to agree. Set in a 13th century gothic church, it offers a wide selection of books and the biggest stock of books in English in Maastricht. Dominikanerkerkstraat 1, Maastricht. [www.libris.nl/dominicanen](http://www.libris.nl/dominicanen)

**De Tribune** | Voted the best literary bookstore in the Netherlands. Not just for literature though, you can order your textbooks here. Kapoenstraat 8-10, Maastricht. [www.detribune.nl](http://www.detribune.nl)


**Marketstuff.nl** | Online platform that offers students the possibility to sell and buy all kinds of student related second hand products. From books, to beds, washing machines to bikes and sport equipment. [www.marketstuff.nl](http://www.marketstuff.nl)

4.4 Dutch department stores

**De Bijenkorf** | Premium department store with high-quality products and brand names. Achter het Vleeshuis 26. [www.bijenkorf.nl](http://www.bijenkorf.nl)

**HEMA** | Quality, hip own brand goods at affordable prices. Wide variety of products incl. food. Grote staat 10. [wwwHEMA.nl](http://wwwHEMA.nl)

4.5 Shopping Centres

In addition to the many shops in the city centre of Maastricht you will also find two shopping centres: Entre Deux (behind the historic city hall on the Market Square) and Mosae Forum (just off the Vrijthof, next to Dominikanen bookstore).
Voltage Transformer

European voltage is standardised at 230V (although it is mostly delivered at 220V). Most laptops and cell phones come with a power converter that accepts input voltage of 120-240V. They can be safely used with a simple plug adapter. Small devices such electric shavers, toothbrushes and sometimes battery chargers require a separate voltage converter (or ‘transformer’). Hairdryers require massive amounts of energy and can therefore only be used with a heavy duty power converter - our advice is to leave them at home and buy a new one upon arrival.

Plug adapters and power converters can be purchased at electronic stores in downtown Maastricht, such as HandyMan in the Nieuwstraat 17, Grootaers Electronics at the Mariastraat 23B or MediaMarkt at the Franciscus Romanusweg 2.
5  Communication

5.1  Dutch Language

Even though most Dutch people speak English, you will find an overview of some key words and phrases in Dutch below. See also: [www.smartphrase.com](http://www.smartphrase.com)

1, 2, 3, 4, 5  
6, 7, 8, 9, 10  
allergic to  
beer, wine, liquor  
bread  
butter  
bus stop  
could you tell me..  
dentist  
doctor  
enjoy your meal  
good  
good afternoon  
good evening  
good morning  
goodbye  
hospital  
il  
I am sorry  
I love you  
magazine  
may i have the bill please?  
may i order?  
milk  
newspaper  
no  
no entry  
no parking  
open, closed  
pharmacy  
pepper  
police, fire department  
post office, bank  
salt  
see you later  
sick  
station  
sugar  
te, coffee  
thanks  
tasty  
there you are/please  
what, where, when  
yes  
één, twee, drie, vier, vijf  
zes, zeven, acht, negen, tien  
allergisch voor  
bier, wijn, likeur  
brood  
boter  
bushalte  
kunt u mij vertellen  
tandarts  
dokter  
eet smakelijk  
goed (about food “lekker”)  
goedemiddag  
goedenavond  
goedemorgen  
tot ziens  
zekenhuis  
ziek  
neemt u mij niet kwalijk / ‘sorry’ / pardon  
ik hou van jou  
tijdschrift  
mag ik de rekening alstublieft?  
mag ik bestellen?  
melk  
krant  
nee  
verboden toegang  
niet parkeren  
open, gesloten  
apotheek  
peper  
politie, brandweer  
postkantoor, bank  
zout  
tot straks  
misselijk  
station  
suiker  
thee, koffie  
bedankt  
lekker  
alstublieft  
wat, waar, wanneer  
ja
5.2 Phones

Making a phone call in or to the Netherlands is quite simple. Here are the basic rules for recognising phone numbers. A typical phone number in Maastricht looks like this: +31(0)43-329 17 82
Country code: +31 (the Netherlands), Area code: (0)43 (Maastricht), Number: 329 17 82.

In order to dial this number from WITHIN the Netherlands, you would leave out the country code (+31) and include the zero: 043-329 17 82. To dial this number from OUTSIDE the Netherlands, start with two zeros, and then dial the country code, and SKIP the zero in brackets: 0031 43-329 17 82. These rules are the same for mobile phones, where a number would read: +31(0)6-2435 86 36.

Decoding phone numbers
+31 Any number starting with 0031 is a phone number in the Netherlands.
+32 Any number starting with 0032 is a phone number in Belgium.
043 All numbers with a 043 area code is a Maastricht land line.
06 All numbers starting with a 06 are mobile phone numbers.
0900 These numbers will sometimes charge you extra for calling.
A recording will tell you before you are connected how much you will be charged each minute for calling that number.
0800 These numbers are free, but if you call from a mobile it may still cost you minutes, so be careful.

Note: All phone calls (including local calls) cost money. Moreover, local calls, regional calls or calls to mobile phones and international calls all have different rates.

If you are abroad and make a call with your Dutch mobile phone, you will have to pay additional roaming charges (also for data usage in case you go online), so please be careful!

Providers
There are many different providers. KPN, Vodafone and T-Mobile are among the biggest. For the best international deals, we recommend getting Lebara.

Simcards
You can get free Lebara simcards via student organisation ISN.
Calling credit
In case you have a prepaid or sim-only plan (so just the Dutch phone number and no set monthly expenses) you will have to purchase calling credit (‘top-up’). You can buy credit online, at the check-out lane of most supermarkets and at any tobacco shop.

5.3 Email/Internet

Free WiFi
There are ten free WiFi hotspots in the city centre, meaning that a large proportion of the main squares (Vrijthof, Markt, OLV-Plein, Amorsplein) and surrounding streets offer free wireless internet. Stationsplein (the square in front of the station), part of the City Park, and the square outside restaurant D’n Awwe Stiene also have free WiFi. In Randwyck, the public areas around the Health Campus and the Maastricht University Medical Centre, as well as the Forum side of the MECC also have free WiFi. Free WiFi Maastricht is accessible for everyone, with no charge and no password.

Maastricht University and the Guesthouse offer free internet; Maastricht city library Centre Céramique also offers free use of a high speed wireless internet connection. Bring your own laptop to enjoy the benefits of access to the library’s database and working at a quiet work station. You do not have to be a member of the library. Many bars and café’s offer free WiFi. You can check your email at the university or via webmail: [https://webmail.maastrichtuniversity.nl](https://webmail.maastrichtuniversity.nl)

5.4 Post packages

If you would like to send mail, packages or luggage you can use various postal and delivery services, from PostNL (the original Dutch postal services, now privatised) to other companies such as DHL, DPD, GLS and Kiala. PostNL and DHL will actually pick up packages at home (you pay €2.50 extra).

**Post NL Service Points**
Spar Eussen, Ruttensingel 160-A, Maastricht
Primera Kalimero, Brusselse Poort 26, Maastricht
Ako, Muntstraat 17, Maastricht
Jumbo Maastricht, Mosae Forum, Laag Mosae Forum 5, Maastricht
The Readshop, Stationsstraat 60, Maastricht
Albert Heijn, Scharnerweg 110, Maastricht
Albert Heijn, Brusselse Poort 45, Maastricht

Sending international mail with PostNL is divided according to destination: within Europe or the rest of the world. It is possible to send your packages with a Standard Service, a Priority Service or an Extra Fast or Extra Secure Service. The cost and time for your package to arrive depends on the destination and on the chosen service. There are special low rates if you would like to send your books (2-5 kg). Please refer to PostNL for more information.
### Important phone numbers

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>112</td>
<td>General emergency number for alerting police, fire department and ambulance</td>
</tr>
<tr>
<td>0900-8844</td>
<td>General police number (not urgent)</td>
</tr>
<tr>
<td>0900-9292</td>
<td>Information on public transport in the Netherlands, including door-to-door itineraries</td>
</tr>
<tr>
<td>0900-9296</td>
<td>Information on international train travel</td>
</tr>
<tr>
<td>1888</td>
<td>Directory enquiry</td>
</tr>
<tr>
<td>1889</td>
<td>International directory enquiries</td>
</tr>
<tr>
<td>0800-0101</td>
<td>Request collect call from the Netherlands to a phone number abroad</td>
</tr>
</tbody>
</table>
6 Sports

For those of you who do not get enough exercise riding your bicycles to and from the university, UM SPORTS organises a comprehensive sports programme to suit the needs and wishes of all students. Whether you want to exercise for recreation, relaxation or to train for an event this university offers numerous possibilities for active participation in team or individual sports. Through UM SPORTS you can involve yourself in as much physical activity as you would like for very reasonable fees.

The best place to start is at the UM SPORTS website (www.maastrichtuniversity.nl/sport) or at the UM SPORTS desk at University Sports Centre, where you can get more in-depth information about the sports facilities and activities available to students.

6.1 University Sports Organisation

To best understand which sports programmes are offered by the University, it is good to have an understanding of how the sports organisation is structured. There are three levels: UM SPORTS, the Student Sports Associations (SSA) and Sports council MUSST.

Student sports = UM SPORTS

UM SPORTS is the central university department and responsible for the sports programme at UM. Yearly, about 6,500 (among which 5,500 students) members workout or play sports on a regular basis. Activities are spread throughout the Maastricht area, but you will find a lot of them at University Sports Centre in Randwyck. The indoor sports facility opened it’s doors in 2017. Showcasing a Gym, Major Sports Hall, Spinning Studio, Climbing Wall, Squash courts, Exercise Hall, Exercise Studio and a Body & Mind studio. You can also study in the Learning Spaces or have a drink or quick meal in Sports café Time Out. The office as well as the service desk is also located at University Sports Centre, P. Debyeplein 15 in Maastricht. Please check the website for opening hours: www.maastrichtuniversity.nl/sport

All activities of UM SPORTS require a UM SPORTS membership which you can buy at the UM SPORTS desk or at the UM SPORTS web shop. You can also follow UM SPORTS on Facebook: www.facebook.com/umsport

Student Sports Associations (SSA)

There are 26 Student Sports Associations (SSA) with sports varying from Lacrosse to Soccer and Dancing to Swimming. The total number of members for all these associations is around 1700. These associations, along with sporting events, also organise activities and parties to build their sporting community. They also organise all kind of activities and parties.

The various UM Students Sports Associations organise their own hours. These time slots are for their members only. In September most Students Sports Associations organise introduction weeks, so interested students can get acquainted with the various programmes. To become a member of a Student Sport Association, students first need a Sports membership.
MUSST
Sports council MUSST (Maastricht University Student Sports Trust) is the umbrella organisation for all Students Sports Associations (SSAs) in Maastricht. MUSST supports these associations with subsidies, counsel and promotional efforts. In addition, MUSST organises all sorts of events, either in Maastricht or on a national level. Examples are the Sportsweek, the Maascup, the Student Wintersport, the Batavierenrace and the Great Dutch Student Championships.

Members of the student sport associations can apply at MUSST for subsidies with respect to the participation in (international) tournaments. Individual athletes (non-members of one of the 23 associations) can apply for subsidies concerning NSK’s and GNSK’s (Dutch Students Championships and Great Dutch Student Championships). MUSST can help you with any questions you might have about any Student Sports Association: www.musst.nl

6.2 Sports Programmes

University Sports and membership UM SPORTS
You are a member once you have a UM SPORTS membership: ‘Sign-Up’, ‘Sports’, or ‘Gym’. The ‘Sports’ membership gives you access to several sports activities; all ‘walk in’ activities are free of charge. Some of the ‘walk-in’ activities included in this membership are: badminton, spinning, basketball, aerobics, circuit training, floorball, volleyball, clubpower (body pump), indoor soccer, handball and zumba. To use the gym - unlimited access - at University Sports Centre you need a ‘Gym’ membership.

Other activities are available for a limited number of participants and therefore are offered as a sign-up activity. These activities last 7 or 14 weeks and you have to sign-up and pay an extra fee. Examples are: boxing, fencing, judo, tennis, martial arts, modern dance, pilates and yoga. Depending on the time of purchase, you have two options for the duration of your membership:
• A regular membership: for the (rest of the) academic year (valid until 31 August)
• A semester membership (September-January)

Note that at UM SPORTS there is no entrance fee and no notice period at the end of your contract. For the most up-to-date prices, please check the website: www.maastrichtuniversity.nl/sport

Memberships are for sale at both the UM SPORTS web shop and at the UM SPORTS desk, where you can register for a course as well. Information on all sports activities offered and organised by UM SPORTS can be found on the website www.maastrichtuniversity.nl/sport Follow UM SPORTS on Facebook: www.facebook.com/umsport

Private Sports Clubs
There are many other gyms and/or sport associations. As a general rule such gyms and/or sport associations are more expensive than UM SPORTS, but they are open to students and eager for new members. Other gyms and/or sport associations are too numerous to name here. If you are looking for a specific sport, ask at the UM SPORTS desk or search online, and keep your eyes open for posters and promotions. Most activities are also offered through the UM SPORTS programme.
Sports Facilities
Swimming Pool
With a UM SPORTS membership you can obtain a special deal for 10 entries at the Geusseltbad swimming pool. Please check the UM SPORTS website or contact the swimming pool for more information on lessons and other activities.
Geusseltbad, Discusworp 4, 6225 XP Maastricht www.geusseltbad.nl

UM SPORT activities
Aerobics  Cycling  Mindfulness  Streetdance
Aikido  Fencing  Modern Dance  Swimming
Athletics  Field Hockey  Mountain biking  Tai Chi
Badminton  Fitness/Gym  Outdoor Soccer  Tennis
Ballroom Dance  Floor ball  Pilates  Triathlon
Basketball  Frisbee  Power Kick  Volleyball
Bootcamp  Gymnastics  Rowing  Workout Mix
Boxing  Handball  Rugby  Wu Shu
Capoeira  Horse back riding  Running Training  Yoga
Circuit training  Indoor Soccer  Sailing  Zumba
Climbing  Judo  Slacklining  Club Power/Body Pump
Korfball  Karate  Spinning  Table tennis
Conditioning Training  Lacrosse  Squash

6.3 Competitive Sports

Students who compete as professional athletes are sometimes eligible for Top Sports benefits. This generally means that these students will have the opportunity to arrange their academic schedule around their training schedule to some extent, as well as get access to some extra sports facilities.

For more information, visit www.maastrichtuniversity.nl/sport and follow the link: Top sport and study. Even if you are NOT a professional athlete, any student entering a sporting tournament can apply for subsidy through MUSST (www.musst.nl) to help with registration and transportation costs.
7 Religion

Maastricht is historically a Catholic city and many of the UM buildings (hello, former convent UCM) and religious traditions are rooted in that past. Nowadays, there are many different religious communities and places for worship. If you would like to have more information about where to go in Maastricht for religions of any kind, you can contact:

The Innbetween | The Innbetween, part of SSC, is the ecumenical chaplaincy in Maastricht. It is open to all students of all faiths and offers them many activities concerning ideology, religion, philosophy, ethics, cultural and social developments and personal topics. It is a place where students can broaden their horizon, explore talents and find friendship. Activities includes: meditation, cooking, philosophy, city trip, walks and spending a weekend at a convent. Every Thursday there is an international dinner. Sessions in collaboration with a student-psychologist are possible, and the door is open for everyone who seeks contact with one of the pastors. Capucijnenstraat 122, Maastricht. >> See chapter 2 (SSC) innbetween.nl or www.facebook.com/intheinnbetween

7.1 Christianity

Onze Lieve Vrouw Kerk (OLV square) | Roman Catholic Mass in English at 5pm every Saturday in the crypt (entrance is via the altar at the church).

Sint Servaas Procession | Maastricht honours its patron saint St. Servatius on the first Sunday after the 13th of May with a religious procession that starts at the Saint Servatius Basilica and ends at the Onze Lieve Vrouwe ‘Sterre der Zee’ chapel.

All Saints Maastricht | Christian community, part of the Diocese in Europe (Church of England), and comprised of Christians from a variety of national and denominational backgrounds. www.allsaintsmaastricht.nl

Damascus Road International Church | English-language international church in Maastricht experiencing life in relationship with Jesus and each other. www.damascusradadic.com or www.facebook.com/damascusradinternationalchurch

C.S.V. Lux ad Mosam | Christian student organisation. www.luxadmosam.nl or www.facebook.com/luxadmosam

Innbetween Prayer Room | Capucijnenstraat 122, Maastricht

Innbetween Evening Prayer | Every first Monday of the Month. 18.30 hrs. at the Onze Lieve Vrouwekerk.
7.2 Judaism

IJAR-Maastricht | Jewish student organisation.
www.facebook.com/pages/ijar-maastricht/596195043789252

Synagogue Maastricht | The website (in Dutch and English) for Jews living in Maastricht is filled with calendars of classes, synagogue services, festivals and holidays and current news. Capucijnengang 2, Maastricht. You can contact Rabbi Schapiro via the website. www.joodsmaastricht.nl

7.3 Islam

el-Fath Mosque | Mosque with services in Arab and Moroccan Arab. Sint Lucassingel 70, Maastricht (close to the Brusselse Poort mall).

Tevhid Cultural Centre & Mosque | Cultural centre, prayer room, small shop with Turkish products, fresh produce and halal meat and kebab take-away. Weustenraadstraat 24, Maastricht (next to the El Fath Mosque).

Muslim Prayer Rooms | Within the UM, we have three prayer rooms open to all students. UM Health Campus (Randwyck): UNS60: room M1.11 (for men), UNS60: room M2.09 (for women) and DEP25 AzM: ground floor, next to the Nuclear Medicine Department.
8 Health Care

8.1 General Practitioners (‘huisarts’)

In case of minor or non-urgent medical problems in the Netherlands, you first go to a General Practitioner (‘huisarts’). General Practitioners can be visited during consultation hours, mostly between 08.00 and 17.00 hrs., after making an appointment by telephone. We strongly advise you to register with a General Practitioner close to where you live as soon as you can. There is no registration fee and you are free to choose your own General Practitioner. The advantage of registration is that you have your own doctor who knows and manages your medical file (health problems and medicine). In the Netherlands you are not permitted to go directly to the hospital (unless it is an emergency). If treatment by a specialist is needed, you should first consult a your General Practitioner, who will give you a referral letter. If you don’t have a Dutch health insurance, you will need to pay directly at the reception desk of your Doctor’s practice. You will get a receipt of payment to declare these costs at your own health insurance in your home country. This also applies if you are registered with a General Practitioner. For more information or to find a General Practitioner in Maastricht, please visit www.zio.nl/informatie-voor-studenten

This also applies if you are registered with a General Practitioner.

After-hours General Practitioner service: only for urgent medical attention

Do you need emergency attention outside of regular office hours? General Practitioners in Maastricht and surroundings share duties after working hours at the central ‘After-hours General Practitioner service’ (Huisartsenpost) in Maastricht. The costs are higher if you go to the After-hours General Practitioner service and you might have to wait for quite a while (depending on the urgency and the care you need). The Huisartsenpost Maastricht & Heuvelland is located next to the Emergency Room (Spoedeisende Hulp) of Maastricht University Hospital (azM). Follow the traffic signs to ‘azM Spoedeisende Hulp’.

Opening hours: Monday to Friday from 17.00 to 08.00 hrs. Holidays: open 24 hours.
P. Debyelaan 25, 6229 HX Maastricht, Tel.: +31 (0)43-387 77 77
More information: www.hapmaastricht.nl or www.zio.nl/informatie-voor-studenten

General Practitioners (near Guesthouse locations):

C. Wijnands and Th. van der Waart (Maastricht East)
Marconistraat 1, Maastricht, Tel.: +31(0)43-363 74 33

Huisartsenpraktijk Nijst & Haesen (near Guesthouse Annadal)
Annadal Becanusstraat 15, Maastricht, Tel.: +31(0)43-328 52 85

Huisartsenpraktijk De Poort (near Guesthouse Annadal)
Becanusstraat 15, Maastricht, Tel.:+31(0)43-347 55 50

Huisartspraktijk Céramique Bastiaens (near Guesthouse Heugemerweg)
Avenue Céramique 155, Maastricht, Tel.: +31(0)43-321 62 68
Huisartsenpraktijk Wyck-Céramique (near Guesthouse Heugemerweg)
PJM van de Berg: Clermontlunet 3a, Maastricht, Tel.: +31(0)43-321 28 79

Medisch Centrum Mosae Forum (near Mosae Forum)
Heg, Reitz: Gubbelstraat 6B, Maastricht, Tel.: +31(0)43-321 23 09

Swijgman huisartsenpraktijk (near Vrijthof)
H. Swijgman: Kapoenstraat 23, Maastricht, Tel.: +31(0)43-321 10 21

REMEMBER
• Always call first to make an appointment.
• Take a copy of your European Health Insurance Card (EHIC) (or other proof of Health Insurance) with you, when you go to see a doctor.
• Take money with you to pay for the consultation. Sometimes the proof of insurance is not sufficient.
• If you have to pay for the consultation right away, you can claim it from your health insurance afterwards.
• Always make sure that you get a receipt of payment!

EMERGENCIES
In case of an emergency, call the national EMERGENCY NUMBER 112. Here they will inquire whether you need an ambulance, the police or the fire department and will connect you to the right department. If you need the police but it is not an emergency, please call 0900 8844.

8.2 Medication

Pharmacy (apotheek)
The family doctor can recommend medication and give you a prescription (in Dutch: recept). Prescription drugs are bought at a pharmacy. In addition, pharmacies also sell over the counter (non-prescription) drugs, vitamins, medical supplies etc.

Pharmacies:
Mediq Apotheek Annadal (near the Guesthouse)
Becanusstraat 15, Maastricht, Tel.: +31(0)43-310 01 62 (Mon-Fri 08.00-17.30 hrs.)

Apotheek Wijck (near Heugemerweg)
Wyckerbrugstraat 10, Maastricht, Tel.: +31(0)43-321 36 25 (Mon-Fri: 08.30-18.00 hrs. and Sat: 10.00-14.00 hrs)

Mediq Apotheek Straver (near Majellastraat)
Akersteenweg 88, Maastricht, Tel.: +31(0)43-361 28 29 (Mon-Fri: 08.00-22.00 hrs. and Sat: 08.30-17.00 hrs.)

Apotheek Schoepp Mosae Forum (city centre)
Gubbelstraat 4, Maastricht, Tel.: +31(0)43-310 03 70 (Mon-Fri: 08.30-18.00 hrs. and Sat 09.00-17.00 hrs.)

Apotheek Maastricht UMC+ (at the hospital, near the main entrance)
P. Debyelaan 255, Maastricht, Tel.: +31(0)43-387 17 50 (24 hours/7 days a week)
Drugstore (drogisterij)
A drugstore does not sell prescription drugs but handles over the counter remedies such as throat lozenges, syrups, homeopathic medicines and pain relievers, as well as toiletries, cosmetics, cleaning supplies etc. Dutch drugstore chains are Kruidvat and Etos. You can find them in the centre of Maastricht and at the Brusselse Poort mall.

8.3 Hospital (‘ziekenhuis’)

There are many good hospitals in the Netherlands, all with the latest technologies. Eight of them are university hospitals. The difference between university hospitals and other hospitals is that on the whole, more research is carried out at university hospitals so that they can be more up-to-date on recent medical developments. The hospital in Maastricht is a university hospital (Academic Hospital Maastricht), also called Maastricht UMC+:

Maastricht UMC+
P. Debeyelaan 25 (near MECC), Maastricht, Tel.: +31(0)43-387 65 43

8.4 Dentist (‘tandarts’)

If you have dental problems, you can contact one of the following dentists, or look in the phone book or online for other suggestions:

Bolwerk Tandartsen (City centre)
Sint Servaasbolwerk 2, Maastricht, Tel: +31(0)43-321 81 62

Dental Clinics Maastricht
Emmaplein 10, Maastricht, Tel.: +31(0)43-325 15 45

Tandartsenpraktijk O.T. Menger (near the Central Station)
Stationsstraat 46, Maastricht, Tel.: +31(0)43-321 34 76

If you need to see a dentist after opening hours (Mon-Thu from 17.00-08.00 hrs. or in the weekend from Fri 12.00 hrs. onwards), please call: 0900-424 34 34. You will have to pay cash for these emergency visits.

Please note: Not all medical insurances cover dental costs, so please check this before you make an appointment.

8.5 Physiotherapist

You do not need a referral from a General Practitioner to see a physiotherapist. You can just call for an appointment. Please check with your health insurance if they reimburse the costs, if you have the receipt.
You can find a list of all the physiotherapists in Maastricht online.

8.6 Psychologists and psychiatric help

Student psychologists
May be consulted in case of personal problems. >> See chapter 1 (SSC)

RIAGG Maastricht
Regional Institute for Ambulatory Mental Health
Parallelweg 45-47, Maastricht, Tel.: +31(0)43-329 96 99

8.7 Studying with a disability, chronic illness or dyslexia

It is important to Maastricht University that students with a functional impairment can successfully complete their studies without too much delay. >> See chapter 1 (SSC)

8.8 Confidential advisor

The Executive Board of Maastricht University actively pursues a policy against undesirable behaviour at the workplace and in the study environment. Undesirable behaviour includes matters such as sexual harassment, aggression, violence and bullying, and discrimination. The confidential advisor is there to provide assistance and support to people who are troubled by undesirable behaviour of others. The individual who reports such should have the opportunity to end it, if necessary with external help. The confidential advisor is the person who gives guidance to a complainant who wishes to take her/his complaint further. The confidential advisor acts only with the consent of the complainant.

Wendy Geijen
Confidential advisor for students
Bonnefantenstraat 2, room B1.23, Tel.: +31(0)6-2803 50 33
Email: vertrouwenspersoon@maastrichtuniversity.nl

8.9 Alcohol and drug addictions

CAD (Centre for Alcohol and other Drugs)
Offers help with addictions
Stationsstraat 33, Maastricht, Tel.: +31(0)43-321 32 15
9 Drugs

9.1 Drug policy

Coffee shops
The government is terminating the ‘open door’ policy that has been pursued by coffee shops. The objective is to combat the nuisance and crime associated with coffee shops and the sale of drugs. Coffee shops must become smaller and focus on the local market. This policy is also aimed at making Dutch coffee shops less attractive to drug users from abroad.

New rules on cannabis and coffee shops
To combat drug-related crime and nuisance, a new toleration rule was introduced on 1 January 2013: only ‘residents of the Netherlands’ are permitted to visit coffee shops and purchase cannabis there. A resident of the Netherlands is someone who lives in a Dutch municipality and is registered there.

Coffee shop owner responsible for checks
Coffee shop owners are required to check that all those admitted to the shop, and allowed to purchase cannabis there, are residents of the Netherlands aged 18 years or older. They should check these facts, for instance, by asking the person to produce a valid identity document or residence permit, in combination with an extract from the municipal population register.

Please note: the above information is subject to change. For the most up-to-date policy including possession charges, please always refer to www.government.nl/issues/drugs

Please also take into account the drug policy of the Guesthouse UM: Dealing in and possession of soft drugs and hard drugs is forbidden and shall lead to immediate eviction of the guests and an end to their contract. The Guesthouse UM will also notify the police.

9.2 Smoking Ban

Smoking of tobacco (cigarettes, cigars and pipes) is prohibited in bars, restaurants and public areas all over the Netherlands.
10 On the move

10.1 The bicycle

If you really want to sample Dutch life and get around quickly and easily, make sure you buy a bicycle. Get one just like the Dutch use as a serious form of transport: a sturdy, no-nonsense bicycle, preferably not too expensive so that if it gets stolen you won’t be too heartbroken. Be sure to buy a good solid lock and fix your bicycle to an immovable object, in order to discourage bicycle-thieves. In fact, most Dutch students spend more money on the locks than on the bicycle itself.

Buying a second hand bicycle
Most students buy second hand bicycles; prices vary greatly. Although second hand bicycles are not easy to get, you can try one of these addresses in Maastricht:

- Courtens Bike Sports: www.courtensbikesports.nl
- De Fietsedokter: www.defietsedokter.nl
- Quaaden Rijwiel- en Bromfietsenhandel: www.quaadenrijwielhandel.nl
- Rijwielhandel George Walstock: www.walstock.nl
- Aon de Stasie Tweewielerspecialist: www.aondestasie.nl

You can also ask your fellow students if they happen to have any spare bicycles, which is not uncommon.

A word of advice: if you have to leave your bicycle at the station overnight do not park it on the premises, since this is the most common place for it to get stolen. Instead, park it indoors at the bicycle garage “Aon de Stasie Tweewielerspecialist”, which is near the central railway station, and simply pick up your bicycle upon return. Check: www.aondestasie.nl for rates and opening hours.

Bicycle theft
If your bicycle gets stolen, you should report it to the police. Once you have the official police report you can visit the police station every last Saturday of the month to see if they have found your bicycle. If the police do not retrieve your bicycle, you have the opportunity to buy one of the other bicycles that were stolen, retrieved by the police but not picked up by the owner. These bicycles can be bought at a very low price.

Bicycle laws
General bicycle laws: Please note that the laws for cyclists in the Netherlands are quite strict. Although there are many bicycle facilities such as bicycle lanes on the streets and bicycle parkings, you are advised to pay attention to the road signs.
Do not drive against traffic on one way streets; you will get a fine (one-way streets that are nevertheless accessible for bicycles are clearly labeled as such). Make sure your brakes and lights work to avoid a fine.

Specific regulations for Maastricht: In the city centre and at the central railway station you are only permitted to park your bicycle in the provided racks. There are more than 5000 public racks throughout the city centre as well as five supervised bicycle parks where you can park your bicycle for 50 cents a day. If you park your bicycle anywhere else there is a risk that it will be removed and confiscated. If you want to check whether your bicycle is confiscated you can contact Gemeente Maastricht. Also please note that it is not allowed to cycle in the pedestrian area of the city centre.
10.2 Public Transportation

Trains
The Netherlands has a dense railway network that offers frequent service as well as the quickest way to travel between city centres. The carriages are modern and clean and the trains usually run on time. On the train you have a choice of carriages: first or second class, which is indicated with a large 1 or 2 painted on the outside of each wagon. First class costs about 50% more and gives you a slightly larger seat in a compartment that is less likely to be full. Smoking is not allowed on any train, and is also prohibited in the station and on the platforms, although there are special zones on the platform where smoking is permitted; these zones are indicated by a tall pillar, containing ash trays and the words “rookzone”. Anyone caught smoking outside these zones will get a fine. There are several silence compartments on the train where you are not allowed to talk loudly or make phone calls. These are indicated by signs on the windows and are easily recognisable.

Travel information
Transportation companies provide frequent bus and tram services. Amsterdam and Rotterdam also have subways (called: ‘metro’). From Maastricht you can go by train to practically any destination in the Netherlands. Some destinations can be reached directly from Maastricht; for other destinations you have to transfer to another train at a station. Information about departure times of the public transportation can be found on the website: www.9292.nl/en. Information about departure times of trains going to and leaving from Maastricht and ticket prices can also be found on the website of the Dutch Railway (‘NS’): www.ns.nl/en you can also download the apps for NS reis and 9292. On the website www.holland.com/global you can find tips for interesting places to go in the Netherlands.

OV-chipkaart
The ‘OV-chipkaart’ is a new means of payment for the public transport system. The smart card is the size of a bank card and contains an invisible chip. The OV-chipkaart can be loaded with credit in Euros with which you can travel anywhere within the Netherlands. There are personal, anonymous, and disposable cards. The disposable card can be purchased at the station vending machine. The anonymous OV-chipkaart can be bought at the ticket office and vending machines at the station. These cards allow the holder to travel immediately. The personal OV-chipkaart can be purchased from your public transport company or the OV-chipkaart Customer service department 0900-0980. For more information: www.ov-chipkaart.nl
10.3 Travelling abroad

International Trains
If you want to explore the rest of Europe, there are several opportunities to do so in an economical way: if you want to travel in several countries within Europe ask for Interrail (www.ns.nl/en) or Eurail (www.eurail.com). Both websites have interesting offers for travelling through Europe.

One specific ticket that deserves mentioning is the Belgian Go Pass for people under the age of 26, which is a very cheap and efficient way to travel through Belgium. The Go Pass is valid for trips between any two Belgian train stations (except border stations). The Go Pass can only be purchased at Belgian train stations, so from Maastricht take the train to Liège and buy it there.

Extra note concerning travelling abroad: once you have obtained your residence permit (if you need one) you can travel freely in the Schengen countries (Belgium, the Netherlands, Luxembourg, Greece, France, Germany, Spain, Portugal, Austria, Italy, Denmark, Finland, Iceland, Norway and Sweden). However, as long as you do not have your residence permit, it is wise to check whether you might need a visa before you want to travel.

Airlines
When travelling around Europe by airplane you can fly from a number of nearby airports. In the Netherlands: Maastricht-Aachen Airport, Eindhoven, and a bit further away Amsterdam and Rotterdam; in Belgium: Liege, Brussels-Charleroi and Brussels; in Germany: Cologne, Düsseldorf and Düsseldorf-Weeze. There are several budget airline companies that offer cheap flights, for example:

Budget airlines
Air Berlin: www.airberlin.com
Brussels Airlines: www.brusselsairlines.com
Easyjet: www.easyjet.com
German Wings: www.germanwings.com
Jetairfly: www.jetairfly.com
Ryanair: www.ryanair.com
Transavia: www.transavia.com
Tuifly: www.tuifly.com
Vueling: www.vueling.com
Wizzair: www.wizzair.com

Popular search engines
Skyscanner: www.skyscanner.net
Drungli: www.drungli.com
Low cost Airlines: www.lowcostairlines.nl
Google Flights: www.google.com/flights

ISIC Card
If you travel outside of the Netherlands and want to be eligible for certain student discounts your UM card will often not be enough to identify you as a student, and an International Student Identity Card is often required. For more information on how to apply for an ISIC card go to www.isic.org
10.4 Renting a car

When travelling through Europe it is also possible to rent a car. Some car rentals in Maastricht:

Adrem: www.adremlimburg.nl
Hertz: www.hertz.nl
Avis: www.avis.nl
Sixt: www.sixt.nl
Europcar: www.europcar.nl

10.5 Driving your car

Some points of advice:
• Drive on the right hand side of the road;
• Parking violations are punished rather severely: look for signs that say “betaal parkeren” (paid parking) or a blue sign with a white P in the middle;
• All occupants of a vehicle car MUST wear a seatbelt;
• Using your cell phone in the car while driving is only allowed as long as it’s hands-free;
• There is no ‘turn on red’!

Traffic Signs
In general, blue signs tell you what is OK and red signs warn you of a restriction. A red circle indicates that something is forbidden and a red triangle tells you something about the road conditions. A yellow or orange diamond indicates that you are on a road with priority.

License
To drive a car in the Netherlands you must have a valid license - recognised by Dutch law -, be aged 18 or older, have third party insurance and drive a registered vehicle. Once you are a resident of the Netherlands, after a certain period of time you cannot drive a car (in the Netherlands) registered in another country anymore. You then need to exchange your current driving license or apply for a new Dutch driving license. ‘Drivers in international traffic’, which are essentially tourists or short-term visitors (e.g. exchange students), are non-residents on the Dutch roads and do not need a Dutch driving license. Car insurance and service can be arranged through:

ANWB Wycker Brugstraat 24, Maastricht (Wijck), Tel.: +31(0)88-269 34 50, www.anwb.nl

10.6 Taxis

All regular Dutch taxis use meters and all charge roughly the same rate. When you get into the taxi to start your journey, the meter will already show a balance of several euros. This ensures the driver of a minimum fare. Only for very long distances it is sometimes possible to negotiate a fare. Otherwise you pay what the meter indicates. It is customary to give taxi drivers a tip, by rounding up the amount payable. If you need a taxi you either call (see numbers of Maastricht Taxi-services below) or go to a taxi stand where taxis wait. Taxi stands can be found for example at the market, the Vrijthof or at the train station in Maastricht.

Taxi Centrale Frenske: Tel.: +31(0)43-363 63 62, www.taxi-frenske.nl
Taxi Brull: Tel.: +31(0)43-343 00 00, www.brull.nl
11 Legal Matters

Student Law Office Maastricht
The Student Law Office Maastricht is an organisation meant for students and run by students. If you need legal assistance, they can help you for free:
Bonnefantenstraat 2 (Room C-1.07), 6211 KL Maastricht
Tel.: +31(0)43-388 53 46, email: srb@maastrichtuniversity.nl
For more information: www.studentenrechtshulp.nl/srhen

Housing Helpdesk
Problems with your deposit or renting contract? Paying too much rent or service costs? Or is your student house badly maintained? Students with questions about their rights and responsibilities as a tenant can receive advice and guidance from the Housing Helpdesk. www.housinghelpdesk.com or www.facebook.com/housinghelpdesk
Email: info@housinghelpdesk.nl

12 Working in The Netherlands

If you are going to be staying in the Netherlands for more than a few months, you may want to get a job to support your activities and make some money. Although the Dutch system for applying for work is complicated, it is not impenetrable if you understand some of the basics.

12.1 Who is allowed to work?

If you are from the EU/EEA (but not from Croatia) or from Switzerland, you are free to work without restrictions. If you are from Croatia, or from a country outside the EU/EEA or Switzerland, there are some restrictions if you want to take a job next to your studies. You need a permit and you can only work for a maximum of ten hours a week or, instead, you can work full-time during the summer months of June, July and August. For more information about working in the Netherlands please visit: www.studyinholland.nl

12.2 Insurance

Under the Health Insurance Act (“Zorgverzekeringswet”) all residents and/or employees in the Netherlands are obliged to take out health insurance. Every health insurance company in the Netherlands has a legal obligation to accept anybody who applies for insurance. For the so-called Basic Insurance (“Basis Verzekering”) you will have to pay a premium to the insurer. This is known as the nominal premium. Whether a foreign student is obliged to take out the Basic (health) Insurance under the Health Insurance Act depends on the residence purpose and/or employment situation. The flow chart gives you an indication. Note that according to the law temporary residence is seen as a period of less than three years; this means that e.g. exchange students do not have to take out this Basic Insurance, even if they are over 30 years of age.
Healthcare insurance for international students in the Netherlands
This factsheet explains what international students in the Netherlands must do to be properly insured. For some students, this means that they are obliged to take out a public healthcare insurance policy (in Dutch: Basisverzekering). For the others, there are alternative, less expensive options.

1) Employment (i.e. part-time job or internship): If you have a part-time job alongside your studies or a paid internship, your stay in the Netherlands is classified as not being solely for study purposes. As an employee/intern, you are required to take out Dutch public healthcare insurance. Whether or not you pay taxes is irrelevant.

2) People under the age of 30, who are in the Netherlands solely for study purposes do not need to take out Dutch public healthcare insurance.

3) If you are due to stay in the Netherlands for less than one year, your stay is generally classified as temporary and you will not need to take out Dutch public healthcare insurance. If your stay in the Netherlands is due to last longer than one year, you will generally be classified as a permanent resident and will need to take out Dutch public healthcare insurance, unless the Dutch Sociale Verzekeringsbank (SVB) decides that your individual situation qualifies as being temporary.

4) If you are a non-EU/EEA resident and you are staying for longer than three months, you are required to apply for a residence permit. Once you are issued this permit, you are obliged to take out Dutch public healthcare insurance. For the time between applying for the permit and the permit actually being issued you will need to arrange an alternative form of insurance.

5) If you have an EU Health Insurance Card, you will continue to be covered by your insurance policy in your home country. You can only get an EU Health Insurance Card if you are insured under the public healthcare scheme in your home country and your stay abroad is temporary. The health insurance provider in your home country decides what constitutes a temporary stay.
The ONLY exception to the rule is if you get a temporary job as an exchange student: in that case you HAVE to take out the Basic Insurance (Dutch law requires all residents to have health insurance). Even if you decide to keep your private insurance policy, as a part-time employee you must pay into the national scheme. The size of the monthly contribution depends on your income. As an employee you will also be insured against the consequences of an accident while at work. Other contributions that will be deducted from your gross wages support the systems that provide disability pay and unemployment benefits. In principle, the employer is obliged to deduct these ‘social security contributions’ from your pay before you get it. When in doubt on whether the new Health Insurance Act applies to you, please contact the Dutch Health Care Insurance Board, Tel.: +31(0)20-797 85 55.

12.3 BSN

BSN is short for Burger Service Nummer, which translates as ‘citizen service number’. The BSN is equivalent to a social security number: a unique registration number for every citizen, used in contacts with any government service.

Various people may ask for your BSN. If you have a job, your employer will need to know your BSN. Insurance companies may also ask for your BSN-number. When registering with your local municipality, you are automatically issued a BSN. Your local town hall will most likely send you a letter to confirm all your personal details listed in their administration. This letter will also mention your BSN.
12.4 Finding a Job

Due to a relatively high unemployment rate, the competition for jobs in the Netherlands is somewhat tight. However, foreign students often have distinct advantages in certain areas, particularly in language capacity, that make them desirable workers. There are basically two ways to search for a job. The first and most obvious is to approach companies personally and offer them your CV. This direct search method works well for large companies, such as the Mercedes-Benz Customer Assistance Center, which hires many UM students.

The second way is through an ‘uitzendbureau’ (temporary job agency). These companies are in the business of connecting workers with employers searching for their particular skills. Maastricht has over a dozen uitzendbureaus. Many of them are concentrated on Grote Gracht, a street between the Vrijthof and the Markt. Also, the UM uitzendbureau InterUM specialises in finding students jobs in and around the University.

The first step to getting a good job is having a good CV. You can have your CV checked by booking an appointment for a Quick Career Advice at the Career Services of Maastricht University. UM Career Services also offers a vacancy database where you can search for different kinds of jobs (Internships, graduate jobs, student jobs, voluntary work, vacancies for alumni). For these and other career related services such as workshops, career events, individual guidance or the Online Career Library, please surf to the website of UM Career Services, www.maastrichtuniversity.nl/careerservices. You can also visit an uitzendbureau or check out the advice on www.expatica.com.

12.5 Contact Information

InterUM BV | University employment agency
Tongersestraat 22A, Maastricht, Tel.: +31(0)43-388 26 88, www.interum.eu

Randstad Callflex | Specialised in temporary jobs in native languages
Wycker Brugstraat 28, Maastricht, Tel.: +31(0)43-329 17 00, www.randstad.nl

Mise en Place | Job agency for students working in the service industry specialised in hospitality and event jobs. Spoorweglaan 7, Maastricht, Tel.: +31(0)43-350 01 44, www.miseenplace.eu

UM Career Services | Student Services Centre
Bonnefantenstraat 2, Maastricht, Tel.: +31(0)43-388 53 88, www.maastrichtuniversity.nl/careerservices

Creyf’s Uitzendbureau | Stationsstraat 31, Maastricht, Tel.: +31(0)43-325 66 27, www.creyfs.nl
Appendix

Official Institutions

In order to make your way safely through Dutch bureaucracy, here are a few places and definitions that could prove useful.

**Aliens Police**
The Aliens Police deal with Immigration procedures and controls. Although they used to distribute residence permits and work permits, they are now primarily focused on immigration controls. The Aliens police are not involved in registration, or other licenses or permits. For registration with the city, you must go to the Gemeente Maastricht. For residence permit issues and visas please check UM’s visa office via visa@maastrichtuniversity.nl

**ANWB**
ANWB is a nationwide organisation that offers technical assistance to car drivers. If you plan to drive in The Netherlands or own a Dutch car, you must buy a membership before receiving services. ANWB does NOT deal with licenses or driving permits for internationals. This is done by the Gemeente Maastricht (City Hall Maastricht). [www.anwb.nl](http://www.anwb.nl)

**Dutch Tax Office (“Belastingdienst”)**
Information about Dutch Taxes. Address: Terra Nigrastraat 10, Maastricht. Tel.: +31(0)800-05 43.

**City Hall Maastricht (“Gemeente Maastricht”)**
City Hall Maastricht deals with a wide variety of legal and bureaucratic issues. The most common for students are registration at the city and driver’s licenses. They do not issue residence permits! Address: Mosae Forum 10 (at the market), Maastricht. Tel.: +31(0)43-350 49 40. [www.gemeentemaastricht.nl](http://www.gemeentemaastricht.nl)

**Tourist Office (“VVV”)**
The VVV provides tourist information and some travel advice. They will be able to help in finding your way around Maastricht, onto busses, to cultural events or with anything tourist-related. Kleine staat 1 (Het Dinghuis) and Wycker Brugstraat 24, Maastricht. [www.vvvmaastricht.nl](http://www.vvvmaastricht.nl)
2 Appendix

Information Sources

Our university is committed to support its (international) students both inside and outside the classroom. Below you can find a list of online and offline information sources that will help make your stay in Maastricht a great one.

**Student Services Centre** | The SSC offers a number of services and support with regard to admission and registration, visa and scholarships, student guidance, student housing, sports, culture and spiritual guidance. Bonnefantenstraat 2, Maastricht. Tel.: +31(0)43-388 53 88, email: study@maastrichtuniversity.nl
www.maastrichtuniversity.nl/ssc

**International Service Desk (ISD)** | The ISD at the SSC offers off-line help for international students with finding a job, housing, (healthcare) insurance, benefits from the Dutch governance, reading Dutch documents, filling out forms and many other issues.
www.facebook.com/ISDmaastrichtuniversity

**MyMaastricht.nl** | Online portal designed by students for international students divided into two useful sections: ‘Get settled’ (with information about finances, health care, housing and transportation) and ‘Go Explore’ (with current events and sports & activities).
www.mymaastricht.nl or www.facebook.com/mymaastricht

**MaastrichtStudents.com** | A website for current and prospective students to get an idea of how it is to study in Maastricht. It includes blogs by current students, upcoming events, news, a list of student organisations and more.
www.maastrichtstudents.com or www.facebook.com/maastrichtstudents

**International Student Ambassador Programme (ISAP)** | ISAP pairs current UM students with newcomers to help them navigate their immersion into Dutch society and Maastricht university life.
www.facebook.com/internationalstudentambassadprogramme

**Information Desk** | Each Faculty and School has its own information desk (Bureau Onderwijs) where you can ask about Faculty related issues. Questions about course schedules, departments, rules and regulations within the Faculty can be asked at the information desk or online.

**Student Portal** | Student Portal is your one-stop location for accessing and managing your personal university information (e.g. grades, schedules, etc.).
www.newstudentportal.maastrichtuniversity.nl/
Colofon Student handbook 2017–2018

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**Important note on this handbook**
The UCM Student Handbook 2017–2018 is a condensed guide providing you with essential information on academic rules and regulations. Please be informed that additional information and updates on the information provided in this handbook will be made available to students during the academic year through the Student Portal.

**Please note** that every student enrolled in the UCM Bachelor’s programme is responsible for knowing and complying with the academic rules and procedures as provided in this handbook and is thus expected to know its content.

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www.ucm.nl