



STUDENT CHARTER 2023/2024

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Introduction

The Student Charter describes the rights and obligations of Leiden University and its students. These rights and obligations are laid down in laws and regulations. The descriptions provided in the Student Charter do not diminish or add to these laws and regulations in any way.

The Student Charter consists of two sections.

- The [institutional section](#), which is identical for all students;
- The [study programme section](#), which is intended for students on a particular study programme. This section is provided in the form of [Course and Examination Regulations](#) and the [Prospectus](#) for each study programme.

Scope

The Student Charter only applies to students of Leiden University who are registered on a government-funded study programme. However, some topics also apply to external students.

Ratification and publication

The Student Charter is ratified annually by the Executive Board (CvB), following approval by the University Council (UR). Thereafter the Charter is published by the CvB. The CvB is also responsible for announcing any changes to the Charter.

Students are expected to keep up to date with information relating to the annual ratification of the Student Charter and the relevant changes via the University website and by reading announcements in the University (digital) newsletter.

Legal provisions and University regulations

The Student Charter describes all the rights and obligations of Leiden University and its students, as referred to in article 7.59 of the Higher Education and Research Act (hereafter referred to as the WHW). In addition to these statutory provisions, the Charter also comprises rights and obligations laid down in University regulations. In the event of conflicting information, the Act and the University regulations always prevail.

Compliance with the Student Charter

Students may [submit an objection or \(administrative\) appeal](#) if they believe that the University is not complying with its obligations as stated in the law and regulations.



1. General stipulations

1.1 Definitions

WHW	: The Higher Education and Research Act (Bulletin of Acts and Decrees 1992, 593 and all subsequent amendments). In Dutch: Wet op het hoger onderwijs en wetenschappelijk onderzoek
University	: Leiden University
Study programme	: Bachelor's or master's programme, as referred to in article 7.3 of the WHW
Propaedeutic phase	: First academic year of a bachelor's degree programme, consisting of general and introductory course units with a total study load of 60 credits
Academic year	: The period that starts on 1 September and ends on 31 August of the following calendar year
Student	: An individual who is registered at Leiden University, pursuant to the WHW, for a full-time, part-time or dual study programme
External student	: An individual who is registered at Leiden University and is only entitled to sit examinations (<i>tentamens</i>) and final examinations (<i>examens</i>), pursuant to article 7.63 of the WHW; an external student does not have the right to follow an educational programme or to use the University facilities, with the exception of library facilities
Course and Examination Regulations (OER)	: Regulations in which the rights and obligations of students and of a study programme, or a group of study programmes, concerning the education, final examinations (<i>examens</i>), examinations (<i>tentamens</i>) and assessments of that study programme, as referred to in article 7.13 of the WHW, are set down by the relevant Faculty Board. In Dutch: Onderwijs- en Examenregeling
Rules and Regulations	: The regulations in which procedures are laid down that the Board of Examiners follow in cases of requests from students and fraud, as referred to in article 7.12b of the WHW. Also see paragraph 7.2.
Board of Governors (RvT)	: Board of Governors of Leiden University. In Dutch: Raad van Toezicht
Executive Board (CvB)	: Executive Board of Leiden University. In Dutch: College van Bestuur
University Council (UR)	: University Council of Leiden University. In Dutch: Universiteitsraad
Higher Education	: University and higher professional education
Statutory tuition fee	: The tuition fee as referred to in article 7.45a of the WHW
Institutional tuition fee	: The tuition fee as referred to in article 7.46 of the WHW



Post-initial master's degrees	:	Study programmes as referred to in article 7.3b of the WHW
Studielink	:	Studielink is the shared application and enrolment system on the internet for all universities of applied sciences and research universities, as well as the Education Executive Agency (DUO). Students must use Studielink to submit a request for registration or termination of registration at the University, and at the same time to register or terminate registration with DUO.
Prospectus	:	The (digital) prospectus containing specific and binding information about the study programme. The Prospectus is an appendix of the OER.
ULCN account	:	The unique, personal student account that allows access to University ICT facilities and applications.
uMail	:	The personal University mailbox for the receipt of up to date information and CvB decisions and for sending messages within the University.

1.2 University regulations

The list below contains all the [University regulations](#) that form the basis of the Student Charter.

Student registration and termination of registration

[Regulations for student registration, tuition fees and examination fees 2023-2024](#)

[Institutional tuition fee tariffs 2023-2024](#)

[Iudicium abeundi protocol](#) (in Dutch)

Admission

[Regulations on binding study advice](#)

[Regulations for admission to master's programmes](#)

[Regulations relating to the selection and placement procedure](#) (in Dutch)

[Framework for compulsory matching](#)

Education

[Course and examination regulations \(OER\)](#)

[Rules and regulations of the Board of Examiners](#)

[Enrolment protocol for programme components and examinations](#)

[Campus protocol in relation to Coronavirus](#)

[Online Proctoring Protocol Leiden University](#)

[Code of conduct remote teaching](#)

[Regulations on postponing graduation](#)

[Regulations on plagiarism](#)

[Code of conduct on the language of instruction](#)

[Protocol on studying with a disability](#)

[Regulations on studying abroad](#)



[Coronavirus campus protocol](#)

Financial

[Regulations on financial support for students](#) (in Dutch)

[Regulations on remuneration of board and committee members](#) (in Dutch)

[Conditions and procedures for subsidising socially formative student activities](#)

Participation and co-participation

[Management and administration regulations](#) (in Dutch)

[Regulations of the University Council](#)

[Facility regulations of the University Council, Faculty Councils and Employee Councils](#)

[Rules of procedure for the University Council](#) (in Dutch)

[Electoral regulations for the University Council](#)

[Electoral regulations on Faculty and Employee Councils](#)

[Faculty regulations](#)

[Regulations for the LUMC student council](#) (in Dutch)

[Programme Committees regulations per faculty](#)

[Regulations relating to allowances for organisation and election programme costs](#)

[Institution regulations](#)

Legal protection

[Regulations of the Examination Appeals Board](#)

[Regulations of the Appeals and Objections Committee](#)

[Regulations relating to the ombudsperson](#)

[Regulation on reporting malpractice](#)

[Regulations on unacceptable behaviour, \(sexual\) harassment, bullying, aggression, violence and discrimination](#)

[Other complaints regulation](#)

[Code of conduct on standards of behaviour for lecturers and students of Leiden University](#)

[Code of conduct for international students in higher education](#)

Privacy notices for students

[Privacy Notice – Students](#)

[Privacy Notice – Prospective Students](#)

[Privacy statement Leiden Matching prospective students](#)

[Privacy Notice – Alumni](#)

Other regulations

[Leiden University register of study programmes](#)

[Overlap agreements](#)

[Regulations on the use of university buildings, grounds and other facilities](#)

[Regulations on academic integrity](#)



1.3 Abbreviations

Arbowet	: Working Conditions Act (Arbeidsomstandighedenwet)
Art	: Article
AVG/GDPR	: General Data Protection Regulation (Algemene Verordening Gegevensbescherming) 2018
Awb	: General Administrative Law Act (Algemene wet bestuursrecht (Bulletin of Acts and Decrees 1992, 315 and all subsequent amendments))
BSA	: Binding Study Advice (Bindend studieadvies)
CvB	: Executive Board (College van Bestuur)
DUO	: Education Executive Agency (Dienst Uitvoering Onderwijs, Ministerie van Onderwijs, Cultuur en Wetenschap)
EER	: European Economic Area (Europese Economische Ruimte)
FR	: Faculty Council (Faculteitsraad)
HBO	: Higher Professional Education (Hoger Beroepsonderwijs)
ICLON	: Graduate School of Teaching (Interfacultair centrum voor lerarenopleiding, onderwijsontwikkeling en nascholing)
IND	: Immigration and Naturalisation Services (Immigratie- en Naturalisatiedienst)
LASSO	: Leiden Assessors' Committee (Leids assessorenoverleg)
OER	: Course and Examination Regulations (Onderwijs- en Examenregeling)
OLC	: Programme Committee (Opleidingscommissie)
PKvV	: Local Chamber of Student Associations (Plaatselijke Kamer van Verenigingen)
RvT	: Board of Governors (Raad van Toezicht)
SOZ/SEA	: Expertise Centre for Student and Educational Affairs (Expertisecentrum Studenten- en Onderwijszaken)
ULCN	: Leiden University Community Network (Universiteit Leiden Community Network)
UR	: University Council (Universiteitsraad)
uSis	: University Student Information System (Universitair Studenteninformatiesysteem)
VWO	: Pre-university Education (Voorbereidend Wetenschappelijk Onderwijs)
WHW	: Higher Education and Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek (Bulletin of Acts and Decrees 1992, 593 and all subsequent amendments))
WO	: University Education (Wetenschappelijk Onderwijs)



2. Entry and admission

2.1 Admission to the propaedeutic phase

2.1.1 Prior education requirements

All university bachelor's degree programmes at Leiden University have [admission requirements](#). Individuals wishing to register as a student on the propaedeutic phase of a university bachelor's degree programme must meet one or more of the following prior education requirements:

- A pre-university education (VWO) diploma with the appropriate profile;
- An 'old-style' pre-university education (VWO) diploma with the correct subject combination or profile;
- A Higher Professional Education (HBO) or University bachelor's diploma and, if an individual does not have a pre-university education (VWO) diploma with the correct subject combination or profile and wishes to follow a study programme in Greek and Latin Languages and Culture or a study programme offered by the Faculty of Science or LUMC, a statement of admission issued by the faculty, showing that the Board of Admissions judges the individual to have sufficient knowledge, understanding and skills to be able to successfully complete the study programme in question;
- A Higher Professional Education (HBO) or University propaedeutic (first year) diploma (individuals who do not have a pre-university education (VWO) diploma), accompanied by a statement of admission issued by the faculty, showing that the Board of Admissions judges the individual to have sufficient knowledge, understanding and skills to be able to successfully complete the study programme in question. For certain study programmes it has been decided that no additional requirements will be prescribed and a statement of admission is not required.
- Another diploma, obtained in the Netherlands or another country, accompanied by a statement of admission issued by the faculty, showing that the Board of Admissions judges the individual to have sufficient knowledge, understanding and skills to be able to successfully complete the study programme in question;
- A colloquium doctum statement;
- For Dutch-taught study programmes, Dutch language requirements apply and, subject to the individual's prior educational qualifications, English language requirements may also apply. These requirements are stated in the OER of the study programme in question;
- For English-taught study programmes, English language requirements apply unless the individual has an English-taught International Baccalaureate diploma with English A. Certain other educational qualifications may also entitle the holder to an exemption. See this [diploma list](#) for details.
- Further information on application procedures, admission procedures and student registration deadlines can be found on the [website](#).



2.1.2 Deficiencies

The Minister of Education, Culture and Science (OCW) determines whether any additional requirements must be applied for admission to a particular study programme, in addition to the specified pre-university education (VWO) profile. For admission to the programme in question, these requirements must be met prior to commencement of the programme.

A number of degree programmes, designated by the Minister of OCW, may allow the student to remedy deficiencies during the propaedeutic phase (first year) of the programme. It is left to the discretion of the educational institution as to whether this option should be exercised. If so, this will be stated in the OER of the relevant study programme.

2.1.3 Entrance examinations

Colloquium doctum (entrance examination) is a specific admission procedure for individuals who:

- are not directly admissible to a university study programme on the grounds of their diploma, and
- are aged 21 or above.

The faculty or study programme determines the tests to be taken. The requirements for the colloquium doctum are laid down in the (OER) of the relevant study programme. [Detailed information](#) and a description of the requirements for each faculty/study programme can be found on the University website.

2.1.4 Compulsory matching procedure

A number of study programmes have an extensive, [compulsory matching procedure](#). In order to be registered as a student on one of these study programmes, individuals must first complete a compulsory matching module. See [Matching](#). All student data collected during the matching procedure is processed in accordance with the GDPR. Information on how the (compulsory) matching procedure takes place can be found on the websites of the study programmes in question.

2.1.5 Selection and placement procedure

As certain bachelor's programme are very popular, Leiden University offers a number of programmes with a *selection and placement* procedure. This means that applicants must take part in a selection procedure.

Information on how the selection and placement procedure is implemented can be found on the [website](#).

Numerus fixus

Certain study programmes have a restricted number of places for first-year students. This is known as *numerus fixus*. When applying for a *numerus fixus* study programme, individuals must also take part in a *selection and placement procedure*. By way of this selection and placement procedure, study programmes can gain a clearer picture of a student's abilities, while prospective students have the opportunity to demonstrate their abilities and gain a clearer picture of whether this is the right study programme for them. The way in which the selection procedure is implemented varies from programme to programme.



For the following bachelor's programmes, a numerus fixus is in place and selection and placement procedures apply:

- Biomedical Sciences (selection and placement via Leiden University)
- Criminology (selection and placement via Leiden University)
- Clinical Technology (selection and placement via TU Delft)
- Medicine (selection and placement via Leiden University)
- Political Science (selection and placement via Leiden University)
- Psychology (selection and placement via Leiden University)

2.1.6 Binding study advice

At the end of a student's first academic year, the Board of Examiners, on behalf of the Faculty Board, issues students with binding study advice (BSA) concerning their continuation on the study programme. Students must obtain the minimum required number of academic credits and meet any additional requirements as specified in the OER of the study programme. The Board of Examiners is permitted to postpone the issuance of study advice if it has insufficient information on a student's personal circumstances during the first year of study. A [detailed description of BSA](#) is available on the University website.

2.2 Admission to the post-propaedeutic phase

2.2.1 Admission to the second year of a bachelor's programme

Students will be admitted to the second year of the bachelor's programme after they have completed the propaedeutic phase. For a number of study programmes with a numerus fixus, such as Medicine, only students who were registered during the propaedeutic phase may proceed to the second year, due to limited capacity (article 7.54 WHW).

Students may ask the Board of Examiners to grant them permission to sit examinations in the second year of the bachelor's programme before they have completed the propaedeutic phase (passed the final first-year examination). Information on this arrangement can be found in the [OER of the study programme](#).

2.2.2 Admission to minors

Students have the opportunity to use their elective credits to follow a minor. All minors are accessible to bachelor's students. Some minors have a selection procedure or additional entry requirements. Most minors have a maximum number of participants. Further information about [minors](#) and the relevant application, registration and placement procedures can be found in the [Guidelines for Elective Credits and Minors](#).

Admission requirements – education minor

As students are required to have sufficient prior knowledge, the [education minor](#) is only accessible to students on a related programme who can produce a statement from the study coordinator concerned, stating that all first and second-year course units have been successfully completed or are expected to have been completed before the start of the



education minor.

2.2.3 Admission to master's programmes

Students who meet the admission requirements of the programme in question will receive a statement of admission to a master's programme (with conditions if applicable) from the Faculty Board. In certain cases, the successful completion of a pre-master's programme grants admission to the programme. All admission requirements are stated in the OER of the programme. In addition, some master's programmes have limited places, therefore a capacity restriction is in place.

In 2023/2024, a capacity restriction is in place for the following master's programmes:

- Asian Studies: for the two-year master's programme with the specialisations Chinese Studies, Japanese Studies and Korean Studies
- Biomedical Sciences
- Child Law
- History: for the Europaeum specialisation
- International Relations: for the specialisations Global Conflict in the Modern Era, Global Order in Historical Perspective, Global Political Economy, Culture and Politics and European Union Studies
- Law and Society
- Media Studies: for the specialisations Journalism and New Media
- Medicine
- Pharmacy
- Psychology: for the specialisation Clinical Psychology
- Vitality and Ageing

Admission to a Leiden University master's programme depends on an individual's prior education. Information on admission requirements can be found on the [webpage of the study programme](#), in the left-hand column under Toelatingseisen/Admission requirements.

Information about application procedure and deadlines can be found on the [webpage of the study programme](#), in the left-hand column under Toelating en Aanmelding (Admission and Application).

Request for admission

Upon the submission of a request for admission, if an individual is found not to meet the admission requirements as stated in the OER of the programme, it will be decided whether admission could be granted after, for example, following a pre-master's programme.

2.2.4 Iudicium Abeundi

The Executive Board can terminate or refuse the registration of a student on the grounds of behaviour or remarks that demonstrate unsuitability to practise the profession of doctor, education specialist, psychologist or teacher in as much as this concerns the study programmes in Medicine, Education and Child Studies, Psychology and university teacher training. This is set down in the [Iudicium Abeundi Protocol](#) (section 7.42a WHW).



3. Student registration

3.1 Student registration

The procedures for student registration are determined by the CvB and published in the [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#). More [information](#) can be found on the website.

3.1.1 Student registration procedure

Student registration takes place per individual study programme and generally remains valid for an entire academic year. The academic year runs from 1 September up to and including 31 August of the following calendar year.

Students must submit a request for student registration via Studielink no later than 23.59 hours on 31 August preceding the academic year in question. For study programmes with a selection and placement procedure, the application deadline is 15 January 23.59 hours. Students who are commencing a bachelor's programme for the first time are required to submit a request for registration before 1 May of the preceding academic year. A digital student card (i.e. proof of student registration) will be issued within three weeks of the student registration being finalised, from the middle of July onwards. A statement of student registration for general purposes will be available immediately after confirmation that student registration has been finalised. However, this is only on condition that all requirements for registration have been met.

Upon registration, students are issued with a ULCN account, which is coupled to a uMail account. Each ULCN account and password is unique to that particular student. ULCN accounts allow students to access the digital learning environment and also serve as a means of identification when a student digitally submits an objection or appeal. Decisions issued by or on behalf of the Executive Board, such as binding study advice, are sent to students via uMail, as is the latest University information.

Commencing studies in February

In principle, there is a second permitted commencement date for student registration for all (master's) programmes, namely 1 February. Students wishing to register as of 1 February must submit a request for student registration via Studielink by 31 January at the latest. The [OER](#) of each study programme states whether permission to commence student registration in February must be requested in advance from the study programme. Prior to student registration in that academic year no courses may be attended, there is no right to be supervised or to sit examinations and/or a final examination, no papers may be submitted for grading and no use may be made of student facilities. In the period that a student is not registered as a full-time student, he or she is not entitled to Dutch student finance nor the accompanying public transport card (OV card).

3.1.2 Conditions for student registration

The conditions that an individual must meet in order to qualify for student registration can be found in chapter 1, article 2 of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#).



3.1.3 Types of student registration

The Act distinguishes two types of student registration:

- as a student, or
- as an external student.

A student can be registered at the University on:

- a full-time study programme;
- a part-time study programme, or
- a dual study programme.

More information can be found in the [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#).

3.1.4 Rights ensuing from student registration

Students who are registered at the University have the right to follow courses, receive study guidance and take examinations (*tentamens*) and final examinations (*examens*) for the study programme for which they are registered. This also applies to any elective courses that form part of the chosen curriculum. Students also have the right to use the educational facilities, examination facilities and other facilities that are essential for their studies. Registration as an external student only grants the right to make use of examination facilities. More information about these rights can be found in the [OER of the particular study programme](#).

The student has access to and may make use of the University buildings and grounds, collections, study facilities and the student services, unless this is not in the interest of teaching and research and provided the available capacity is not exceeded.

If the Executive Board terminates a study programme, students are entitled to complete that programme at the same or another university within a reasonable period of time.

When exercising any of the rights stated above, students are obliged to carry with them their digital student card (i.e. proof of student registration) and a University ID card ([LU-card](#)), and to state their name and address if asked to do so by the Executive Board or persons designated by the Executive Board.

When taking examinations, students may be required to provide additional proof of identity, such as a passport or driving license.

During lectures, tutorials and other classes within University buildings, students and teaching staff are not allowed to wear garments that cover the face and/or other attributes that seriously limit non-verbal communication. During final examinations and examinations, the wearing of garments and/or other attributes that cover the face is forbidden inasmuch as these seriously impede establishing the identity of the person involved.



3.1.5 Student registration and termination of registration during the academic year

Student registration on a study programme is valid for a whole academic year. A student is registered from September, or in some cases from February, provided that all requirements for student registration have been fulfilled within that month.

Changing type of student registration

During the academic year, students may change their registration status to full-time, part-time or dual provided they have permission from the study programme in question. This is not possible with retroactive effect.

Termination of registration within the academic year

During the academic year, student registration can be terminated at the request of the student or on behalf of the CvB. The situations in which this can be permitted are stated in the [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#), chapter 4, article 4.3.

3.2 Tuition fees and examination fees

3.2.1 Payment; tariffs

Registration as a student or external student can only be finalised once all requirements, including financial obligations, have been met. All requirements and obligations can be found in chapter III of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#). Information on how tuition and examination fees must be paid can be found in chapter IV, article 16. The tariffs for tuition and examination fees can be found in the [overview of institutional tuition fees and other educational tariffs](#).

3.2.2 Tuition fee reductions and exemptions

For students whose registration begins on 1 February, five twelfths (5/12) of the tuition fees will be deducted. Students who have registered for several programmes at the University pay the tuition fee for the programme with the highest fee. This is not applicable to post-initial master's degree programmes.

Students who are registered at another educational institution may be entitled to an exemption from payment of the tuition fee. Information concerning the circumstances under which a student may be entitled to a reduction of, or exemption from, tuition fees can be found in chapter 5 article 5.6 of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#). This article is not applicable to examination fees.

3.2.3 Restitution following termination of student registration

Students may be entitled to restitution of tuition fees upon termination of student registration. The conditions and exceptions for restitution of tuition fees, as stated in chapter 5, article 5.9 [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#) are applicable. Restitution of examination fees is not possible.



3.2.4 Compensation

The amount of compensation applicable for the use of educational or examination facilities without being registered as a student of the University can be found in chapter 10 of the [Regulations for Student Registration, Tuition Fees and Examination Fees 2023-2024](#).

3.2.5 Legal protection

All students are entitled to lodge an objection or (administrative) appeal against a decision concerning student (de)registration, if they believe that insufficient consideration has been given to their interests or that regulations and legislation have been applied incorrectly or for improper purposes. Refer to chapter 11 of the Student Charter for further information.

Student registration data are processed in accordance with the [General Data Protection Regulation](#).



4. Education

The quality of education is guaranteed by the requirements laid down in the [Framework Document – Leiden Register of Study Programmes](#). All rights and obligations pertaining to education and study guidance can be found in the [OER of the study programme](#).

4.1 Quality of education

The [Leiden Register of Study Programmes](#) describes the quality standards that must be met by a study programme. The Faculty Board periodically checks whether a programme meets these standards. In addition, the programme is periodically accredited following an external assessment. Internal quality checks, including student evaluations of the education provided, mid-term reviews and study programme annual reports, form the basis of these external reviews.

4.2 Organisation of the programmes

Study programmes at Leiden University may be full-time, part-time or dual. The faculty is responsible for specifying the organisation, academic curriculum and teaching facilities of its programmes within the [OER](#).

4.3 Manageable curriculum

Study programmes must be organised in such a way that full-time students can reasonably be expected to obtain 60 ECTS in an academic year. The organisation of the education provided and the way it is structured is laid down in the [OER](#) of the study programme. The [Prospectus](#) is an appendix to the OER. The Faculty Board and Programme Board, advised by the Programme Committee, regularly verifies that students have an appropriate workload. This verification requirement is set down in the Act.

4.4 Affordable education

The costs for all study essentials (books, materials and practical-session necessities), as required for participation in education, examinations or final examinations for a study programme are, in principle, the responsibility of the student or external student. The costs incurred for excursions, work experience and internships are also the responsibility of the student¹. Prior to commencing the education in question, the student must be informed about the necessary study materials and the cost of the study materials, excursion etc. for that educational element.

4.5 Study guidance

All students are entitled to [study guidance](#). At Leiden University, particular attention is given to providing support to students whose special circumstances make this necessary, for example first-generation students or students with a disability. Final responsibility for meeting the student's entitlement to study guidance lies with the faculty. Methods of guidance are partially determined by the nature of the education provided. The [OER](#) of the study programme contains information on the monitoring of academic progress and individual study guidance, as well as information on the ways in which students with a

¹ [Regeling andere bijdragen van studenten in het hoger onderwijs](#)



Universiteit
Leiden

disability can take examinations.



4.6 Code of Conduct on the Language of Instruction

The Code of Conduct on the Language of Instruction prescribes for each study programme the language of instruction and the language in which tests and examinations are conducted. The Code of Conduct applies to all study programmes, except those in which a particular language is the object of study. The [OER](#) of a given programme specifies the language of instruction of the programme; this is indicated for each course in the [Prospectus](#).

4.7 Programme Committee

In addition to the University Council, Faculty Councils (FR) and the LUMC Student Council, there are also Programme Committees and Programme Boards. The role of the Programme Committee is to advise about the maintenance and improvement of the quality of the study programme, the OER and all matters concerning the education provided by the study programme. For a number of elements within the OER, the Programme Committee has the right of consent.

The Faculty Board and/or the Programme Board are legally required to react to advice or proposals from the Programme Committee within two months. Meetings take place between the Programme Committee and the Programme Board and/or Faculty Board at least twice a year, upon the request of the Programme Committee. The Faculty Board and Programme Board have a duty to provide information: that is to say, they must provide the Programme Committee, in a timely manner, with the information it requires to fulfil its role (including information requested by the Committee to fulfil its role), in all reasonableness and fairness. The Programme Committee consists of students and teaching staff from the study programme(s) in question, half of the members being students and half being teaching staff. The way in which the Programme Committee is formed (election, nomination) is laid down in the [Faculty regulations](#). The procedures of the Programme Committee are laid down in the Rules of Procedure of the Programme Committee.

4.8 Academic integrity, examination fraud and plagiarism

Every Leiden University study programme focuses attention on ensuring the integrity of academic research. This is done partially on the basis of the [Netherlands Code of Conduct for Research Integrity](#) and the [Academic Integrity Complaints Regulation](#).

In the event of a violation of the rules set out in this context (examination fraud and plagiarism) by the student, the Board of Examiners may take measures on the grounds of article 7.12b(2) of the WHW. In the event of fraud committed by a student, the Board of Examiners may choose to set a period of a maximum of one year in which the student in question is not entitled to take one or more examinations or final examinations at the University. In case of extremely serious fraud, the Board of Examiners may advise the Executive Board to permanently terminate the student's registration on the programme in question.



4.9 Regulations on studying abroad

The University can have a duty of care to support students who find themselves in situations of catastrophe or imminent catastrophe whilst abroad for their studies. The [Regulations on studying abroad](#) detail all the requirements and obligations concerning travel insurance, providing itinerary and residence information, catastrophes and possible liability.

Students who go abroad or are already staying in a foreign country as part of their study programme must follow all instructions issued by the University and adhere strictly to the [Regulations on studying abroad](#) in order for the University's duty of care to remain applicable.



5. The Leiden Study System with binding study advice

5.1 Leiden Study System

The Leiden Study System with binding study advice (BSA) gives students the right to good guidance by way of the study guidance plan.

Students who fail to meet the BSA requirements receive a negative binding study advice and may not register as a student of Leiden University on the same study programme, or another programme that has the same propaedeutic phase (first year), for a period of four years.

5.1.1 Study guidance plan

The Leiden Study System consists of [eight steps](#) which are intended to facilitate academic success. These steps begin with the initial orientation phase and lead up to the study plan.

More information, and a detailed explanation of the study guidance plan and study advice, can be found in the [Regulation on Binding Study Advice](#). Each [OER](#) also includes a section on study guidance.

Provided below is short explanation of the elements of a study guidance plan.

Introductory interview

Every student is entitled to an introductory interview with a study advisor or mentor. Introductory interviews take place before the end of September (or in exceptional cases in October). Matters such as the student's expectation of, and reasons for selecting, the study programme are discussed, as is concrete information on the programme and the study guidance plan.

Students also have the opportunity to discuss any [personal circumstances](#) that may affect their academic progress. If necessary, an adjusted study plan can be drawn up that takes account of these personal circumstances. A definition of what is meant by the term personal circumstances can be found in the [Regulation on Binding Study Advice](#), article 5.8.

Mentors

All study programmes offer guidance in the form of designated mentors (teaching staff). Mentors are responsible for structuring the study environment and for offering support in learning to study. In collaboration with the study advisor, mentors are the first point of contact for students within their study programme. Certain study programmes offer other forms of mentoring, for example mentor groups or student mentors. More information can be found in the OER of the study programme.

Study advice

The [Regulation on Binding Study Advice](#) provides information on the occasions when study advice is issued and what it means for students. The student receives this study advice via uMail.



Examinations and re-sits

The periods in which examinations and re-sits take place are stated in the study schedule. It is important that these periods correlate with the four occasions when study advice is issued to students. Study programmes are expected to start assessing the progress of their students at an early point in the academic year (early October to mid-November). This assists students in determining whether a good study choice has been made as early as possible.

5.2 Binding study advice

The Faculty Board issues a definitive binding study advice to students about their continuation on the study programme at the end of the first academic year. Students must obtain the minimum number of study credits required and meet any additional requirements as specified in the [OER](#) of the study programme. Additional requirements are courses which the students must complete as part of their required number of study credits. An [explanation of the BSA](#) can be found on the University website. For full-time students the norm is 45 study credits (ECTS) and for part-time students 30 study credits (ECTS).

5.3 Personal circumstances

If a student is experiencing personal circumstances which may lead to negative study advice, they must make this known to the study programme as soon as possible and no later than 15 July in the academic year in question. To do so, the student must contact the study advisor of the study programme. The student and study adviser will discuss academic progress and draw up an adjusted study plan.

Once the student's academic delay has been recorded, the student can request that the Board of Examiners take their personal circumstances into consideration when drawing up definitive study advice. This request must be submitted to the BSA Committee at SEA as soon as possible and no later than 15 July of the academic year in question. The request must be accompanied by the necessary supporting documents. These may take the form of, for example, a doctor's statement concerning illness or disability, or a student counsellor's statement concerning exceptional family circumstances.

The Board of Examiners will take recorded personal circumstances into consideration when drawing up binding study advice. It can occur that in the event of personal circumstances, the Board of Examiners has insufficient information at the end of the first year of study to issue BSA. In such situations, it can postpone issuing BSA until the end of the second year of study at the latest.

The 'Procedure regarding personal circumstances' is included in the [Regulation on Binding Study Advice](#). Here can be found information on the basic procedure, the procedure per category, postponement or discontinuation of studies, the hardship clause and an explanation of this procedure.



5.4 Hardship clause

If a student does not meet the set norms, the Board of Examiners can, in exceptional circumstances, nevertheless decide to deviate from the regulations on BSA. If the student's academic results, attitude to study and level of motivation convince the Board that they will be able to successfully complete the study programme, the Board may choose not to issue negative study advice. The Board can also decide not to issue binding study advice on the basis of inequities of a serious nature.

5.5 Student file

In the context of the Leiden Study System with BSA, a file is created and processed in accordance with the [General Data Protection Regulation \(GDPR\)](#) for every student who registers for the first time on the propaedeutic phase of a study programme. In accordance with the GDPR, all students have the right to view the contents of the file and to add an objection to it. Student wishing to exercise this right should contact the Privacy Officer via privacy@bb.leidenuniv.nl. Information on privacy protection can be found in chapter 11.8 of this charter.

5.6 Legal protection

Students have the right to lodge an administrative appeal with the [Examination Appeals Board](#) within six weeks of the date of issuance of the definitive binding study advice (BSA). If a student submits an appeal within 6 weeks of the date of issue of the BSA, they will receive a decision on their appeal within no more than 16 weeks. Students are permitted to continue following the study programme during the period in which the appeal is being processed by the Examination Appeals Board. During this appeal period, a student may take examinations but these will not be graded pending the appeal. The examinations will only be graded if the decision of the Examination Appeals Board determines that the student can continue on the study programme. The grade will then be released and the student can register on the study programme. The student is not registered on the study programme during the period in which the appeal is being processed.



6. Monitoring academic progress of international students

In accordance with the [Code of Conduct for International Students in Higher Education](#), Leiden University is required to monitor the academic progress of all its students who have a residence permit issued for the purpose of 'study'. Each academic year, this group of students must obtain at least 50% of the annually required study credits, and pre-master's students must complete their programme within the timeframe officially designated for it. The Board of Examiners of each study programme determines whether a student has met the academic progress requirement. The Board of Examiners reports its findings to SEA, which in turn notifies the IND of any students who have not met the requirement. The IND will then begin procedures to revoke the residence permit of the students in question.

If an international student fails to make sufficient academic progress due to personal circumstances as referred to in the WHW (article 7.51) and the WHW Implementation Decree (article 2.1), binding agreements will be made with the student to prevent timely graduation being jeopardised. In such cases, for students with a residence permit, the IND will not be notified of the student's failure to meet academic progress requirements. It is only possible to withhold notification to the IND of failure to meet academic progress requirements on one occasion per reference period, per student, for the same type of personal circumstances.

Information concerning what the University offers international students and the guidance made available to them can be found in chapter 5, article 5.5, of the [Code of Conduct](#).

6.1 Personal circumstances

If it is established that the student's academic progress has been hindered by personal circumstances, SEA can withhold notification to the IND. The student may only make use of each category of personal circumstances on one occasion during their period of residency as a student.

Study delay

If a student is experiencing personal circumstances that may lead to academic delay, they must make this known to the study programme as soon as possible. To do so, the student must contact the study advisor of the study programme in order to discuss their academic progress and – if necessary – draw up an adjusted study plan in which binding agreements are made concerning how the student can graduate as soon as possible.

Students can [submit a request](#) to the Board of Examiners, via a student counsellor, for their personal circumstances to be taken into consideration when deciding whether the academic progress requirement has been met. This request must be submitted no later than 15 July of the academic year in question. The request must be accompanied by the necessary supporting documents. These may take the form of, for example, a doctor's statement concerning illness or disability, or a student counsellor's statement concerning exceptional family circumstances.



The Board of Examiners can only take correctly registered personal circumstances into consideration. Arrangements made with study advisors will then also be taken into consideration.

6.2 Hardship clause

In exceptional circumstances, the Board of Examiners may apply the hardship clause. If a student does not meet the set norms, the Board of Examiners can choose to deviate from the standard procedure. On the basis of a well-substantiated decision, the Board of Examiners can instruct SEA to withhold notification of insufficient academic progress to the IND. In such cases, the decision is issued on the basis of inequities of a serious nature.



7. Examinations (*tentamens*) and final examinations (*examens*)

Each component of a study programme (course) involves an examination. Information about examinations and final examinations can be found in the [OER](#) and [Prospectus](#). This information states the periods in which examinations may be taken, how the examinations are administered, how students can inspect their examinations, and the order in which examinations must be taken. Students can enrol on a programme component in My Studymap. An exception applies to first-year bachelor's students who will be automatically assigned and enrolled on all programme components in their first semester or first academic year by their study programme's Education Administration Office. Enrolment on programme components takes place per semester. By enrolling on a programme component, the student simultaneously registers for all activities within this component (lecture, tutorial, practical and examination). For participation in the examination, the student must confirm their enrolment at a later time in order to participate in the examination.²

7.1 Evaluation and inspection of examinations

An examination is an inquiry into the student's knowledge, understanding and skills. The results of this inquiry are assessed by the examiner (lecturer); students can either pass or fail an examination. Students have the right to inspect the work after assessment and, if they wish, receive an explanation of the grade. The Board of Examiners draws up rules on examination procedures and on the measures to be taken in this respect. The Board of Examiners also draws up rules for the assessment and recording of examination and final examination results.

7.2 Fraud

In the event of fraud (examination fraud and plagiarism) by a student, the Board of Examiners of the faculty/study programme in question decides what action should be taken. The Board may set a period of maximum one year during which the student will be barred from taking one or more examinations or final examinations at the University. In the event of extremely serious fraud, the Board of Examiners may advise the Executive Board to permanently terminate the student's registration on the programme in question.

7.3 Final examinations

The University offers bachelor's and master's study programmes. Bachelor's programmes have a propaedeutic phase and a final bachelor's examination. Most bachelor's programmes have a final propaedeutic examination as part of the propaedeutic phase. Master's programmes have a final master's examination. As a rule, students are considered to have passed a final examination once they have successfully completed all the examinations for a particular study programme.

Students who pass a final examination are awarded a diploma accompanied by a diploma supplement. These specify the title/degree awarded and the final examination components, as well as any rights and qualifications that may be granted.

² [Enrolment protocol for programme components and examinations at Leiden University](#)



7.4 Regulations on postponing graduation

The WHW specifies that the Board of Examiners must issue the diploma as soon as the final examination has been successfully completed. However students may want to postpone graduation, for example in order to complete an additional course which can then be included on their diploma. There are certain circumstances under which this is possible. A detailed explanation can be found in the [Regulations on postponing graduation](#).

7.5 Diploma dossier

Students who have not met all the requirements for a final examination but have passed one or more examinations may request the Board of Examiners to provide a statement specifying the programme components that have been passed.

7.6 Course and Examination Regulations

Every programme or group of programmes is subject to Course and Examination Regulations (OER). The Course and Examination Regulations are adopted by the Faculty Board with prior consent from the Faculty Council and, for certain elements, from the Programme Committee. The Faculty Board also supervises the implementation of the regulations and is responsible for their frequent review. Responsibility for the latter is also shared by the Programme Committee and the Executive Board. The [Prospectus](#) is an appendix of the OER.

The OER should at least include the following:

- the content of the programme and any related final examinations;
- the content of the specialisations within the programme;
- the qualities in terms of knowledge, understanding and skills that students must have acquired by the end of the programme;
- where applicable, the organisation of practicals, and the compulsory attendance of practicals in order to be allowed to take certain examinations. In this context, the Board of Examiners retains the right to grant exemption from practicals or to formulate alternative requirements
- the workload of the programme and of all the individual course components;
- the number and order of examinations, as well as the moments at which they can be taken;
- the full-time, part-time or dual organisation of the programme;
- if necessary, the order and the periods in which, and the number of times per year that examinations and final examinations are offered;
- if necessary, the duration of the validity of examination results. In principle, examination results have unlimited validity unless the OER states otherwise;
- the manner in which examinations are taken. In special cases, the Board of Examiners may deviate from these regulations;
- the manner in which students with a disability can take examinations;
- the public nature of oral examinations. In some cases, the Board of Examiners may deviate from these regulations;
- the term within which the examination results must have been determined; and, if applicable, when it is possible to deviate from this term;
- the method by which students may inspect a written examination and its assessment



criteria;

- the grounds on which the Board of Examiners may grant exemption from one or more examinations on the basis of higher education examinations or final examinations previously passed or knowledge or skills acquired elsewhere; where necessary, that having passed certain examinations is a prerequisite for taking subsequent examinations;
- the monitoring of academic progress, individual study guidance and the implementation of the Leiden Study System with binding study advice;
- the degree to be awarded by the Executive Board on successful completion of a programme;
- the manner in which deficiencies in previous education may be corrected;
- the requirements to be set for colloquium doctum admission;
- for master's programmes: the entry requirements for the master's programme and the manner in which admission to the programme is organised;
- if relevant for the study programme, whether a pre-master can be offered;
- the language in which education is given and examinations are conducted;
- the manner and extent to which the students' Dutch communication skills are fostered;
- the selection criteria for bachelor's programmes with a numerus fixus;
- the manner in which students are selected for honours education;
- the manner in which students are selected for study programmes or specialisations that take the form of a free programme.
- the design of the programme, including the provision of pre-masters.



8. Financial support

Within the University it is possible, in certain situations, for students to be granted financial support.

8.1 Regulations on financial support

The WHW (article 7. 51) stipulates that the University must offer financial support to students who experience study delay as a result of exceptional circumstances, if the student meets certain conditions. The [Regulations on financial support for students](#) are based upon this Act. The regulations describe under what circumstances and conditions, and in what way, students may request financial support of this nature.

8.2 Support in financial emergencies

Students who are in acute, incidental financial need can request support from the University. Support can take the form of short-term interest-free loans or (incidental) gifts. It should be stressed that this is not structural support. In addition, there is a cap on the sum that can be given. More information can be requested from a student counsellor.

8.3 Trustee Funds (Curatorenfondsen)

Trustee Funds (Curatorenfondsen) are intended to contribute towards the study costs of good students who are unable to obtain other forms of financial support or loans. Grants for one-off study-related trips abroad can be requested. Requests for travel grants are evaluated on the basis of the quality of the project, the academic results achieved and the financial situation of the student. If a grant is awarded, the student must submit a report to the administrator of the fund upon completion of the project.

8.4 Other scholarships for study abroad

There are a number of scholarships available for study, research and internships abroad. There are also scholarships for students who want to study abroad after completing their studies in the Netherlands, for example, by following a master's programme abroad. Further information can be found on the [University website](#) or by contacting an [international exchange coordinator](#).



9. Management and co-participation

There are several councils within the University that contribute to policy making and provide advice to administrative bodies. Students wishing to participate on one of these councils may do so by exercising their active and passive electoral rights.

9.1 Central management

The central management (authority) of the University falls under the responsibility of the [Executive Board \(CvB\)](#). The CvB is accountable to the [Board of Governors \(RvT\)](#). Co-participation is exercised by the [University Council \(UR\)](#). An outline of the management structure of the University can be found in the [Management and Administration Regulations](#).

9.2 Co-participation

The University has a system of undivided co-participation; that is to say, a structure consisting of a University Council, Faculty Councils and Programme Committees, on which both staff and students hold seats, with the same number of seats for staff and for students. The Faculty of Medicine/LUMC is an exception in that it has a system of divided co-participation.

In addition, the Leiden University Student Platform (LUS) plays a role in advising the Executive Board on the basis of the insights and ideas of Leiden University students and other relevant bodies. The LUS is a student-run think tank with representatives from each faculty. The LUS provides independent advice on university-wide policy matters concerning students. It also awards the annual LUS Education Prize for the best Leiden University teacher.

9.2.1 Passive electoral rights

Every student at the University is entitled to stand for election to a co-participation body.

University level

Students wishing to exercise co-participation at a University level can stand for election to the University Council. The rights of student members of the University Council can be found in the [Regulations of the University Council](#).

Faculty level

Every faculty has its own [Faculty Council](#) with both student and staff representatives. The rights and obligations of members can be found in the corresponding [Faculty regulations](#). The Faculty of Medicine/LUMC is an exception in that this faculty is governed by the LUMC Executive Board. Within this faculty, students can stand for election to the [LUMC Student Council](#).

Study programme level

In addition to the University Council, Faculty Councils and LUMC Student Council, there are also Programme Committees and Programme Boards. More information on the management of study programmes and the contribution of the Programme Committees can



be found in the [Faculty regulations](#).

9.2.2 Active electoral rights

Students have the right to exercise their active electoral rights each year. This consists of voting for a co-participation body.

University elections

Students may vote digitally for student members of the University Council, Faculty Councils and LUMC Student Council. Information about elections is provided in the [Mare university newspaper](#), the (digital) University newsletter, and on the website. [Information about the parties](#), as well as Electoral Regulations, results and candidate lists can be found on the website. Elections for Programme Committees are only organised by the Faculty Board if this is stipulated in the Faculty regulations.

9.2.3 Legal protection

Special rules for (administrative) appeals apply to University elections. The term within which an appeal may be lodged is limited to only a few days in order to guarantee a fast and legally incontestable election result. A detailed explanation can be found in the [Electoral Regulations](#) and the [Regulations of the Appeals and Objections Committee](#). More information about the legal procedure may be obtained from the Central Electoral Committee.



10. University facilities

The University offers a wide range of guidance, support, educational, cultural and sporting facilities.

10.1 Administration and information

10.1.1 Student Affairs Front Office

The [Student Affairs Front Office](#) answers general questions about studying at Leiden University. The Front Office also assists with questions about admission to the university, student registration and deregistration, tuition fees, student cards/LU-cards and ULCN accounts.

10.1.2 Education Administration

Students can contact their faculty or study programme's [Education Administration Office](#) with questions about schedules, grades, study results, etc. At some faculties, the Education Administration Office is called the Education Service Centre.

10.1.3 My Studymap

Students can enrol on a programme component via [My Studymap](#). An exception applies to first-year bachelor's students who will be automatically assigned and enrolled on all programme components in their first semester or first academic year by their study programme's Education Administration Office. Enrolment on programme components takes place per semester. By enrolling on a programme component, the student simultaneously registers for all activities within this component (lecture, tutorial, practical and examination). For participation in the examination, the student must confirm their enrolment at a later time in order to participate in the examination.

10.2 Education

In addition to regular education, Leiden University also offers other opportunities to broaden and deepen your knowledge.

10.2.1 Honours College

Do you want to get more out of your bachelor studies? Do you have the time and ability to follow an additional programme? If so, the [Honours College](#) is for you. The Honours College is an additional programme for ambitious and inquisitive bachelor's students who are looking for more challenge alongside their regular studies. You can follow a faculty track at your own or another faculty. Or if you want to put together your own programme, you can choose an individual track. Students who are taking two simultaneous Bachelor's programmes can opt for the Double Bachelor Plus.

10.2.2 Study abroad

At Leiden University, there are countless opportunities to [study or do an internship abroad](#). Studying abroad is a great way to broaden your horizons. As well as being beneficial for your academic and personal development, it also increases your chances on the job market.



Your faculty's [International Exchange Coordinator](#) can tell you more about the opportunities to study abroad.

10.2.3 Academic Language Centre

The [Academic Language Centre](#) offers language instruction in a wide range of languages, from beginners and advanced. As cultural aspects are also an integral part of language teaching, students can take also language and culture courses. The Academic Language Centre employs experienced teachers who specialise in language and cultural education for higher education students.

10.2.4 Studium Generale

[Studium Generale](#) organises broad, academic activities such as lectures, symposia, film screenings and debates. Studium Generale's programme is intended for students, staff and all other interested parties.

10.3 Leiden University libraries and prospectus

10.3.1 Leiden University libraries (UBL)

The core business of the [UBL](#) is providing information to staff and students of Leiden University and the Leiden University Medical Center (LUMC) for their education and research. Leiden University has several libraries: the [University Library](#), the [Social Sciences Library](#), the [Law Library](#), the [Science Library](#), the [Asian Library](#), the [NINO Library](#), the [Walaeus Library](#) (LUMC) and the [Wijnhaven Library](#) in The Hague. The [Academic Historical Museum](#) is also part of the UBL. In addition, the UBL has offices in [Jakarta](#), Indonesia and [Rabat](#), Morocco.

The [Bibliotheca Thysiana](#) was founded in 1653 by the young jurist Joannes Thysius (1622-1653). It is the only Dutch book collection from the seventeenth century housed in the original purpose-built library.

The university's libraries also offer nearly 2,000 [study areas](#).

10.3.2 Prospectus

Information on all study programmes can be found in the [online prospectus](#). Here you can also find an overview of all available elective courses, minors and the courses offered via the Honours Education programme.

10.4 Study spaces, quiet & lactation rooms and student centres

10.4.1 Study spaces

Are you looking for a quiet place to study, with or without a computer? Or do you need a place to work together with fellow students? [Individual study spaces and co-working spaces](#) can be found in faculty buildings, university libraries and Plexus and Beehive student



centres. At Plexus and Beehive you can also hire rooms for various activities.

10.4.2 Quiet and lactation rooms

Would you like to make use of a lactation room, or a quiet room for meditation or prayer? Many university buildings have lactation and/or quiet rooms. You can find lactation (nursing mother) rooms and quiet rooms via [the webpage](#). Looking for a little peace and quiet? You could also visit Leiden University's [Hortus Botanicus](#).

10.4.3 Plexus Student Centre Leiden

At Plexus Student Centre, you can find study and computer rooms (including a low-stimulus study room), the [Student Affairs Front Office](#), a [gym](#), the [university shop, facilities for study associations/organisations](#) and the [Meeting Point](#) for students with a refugee background, first-generation students and students from the Caribbean Netherlands and Suriname. You can also hire rooms and attend appointments with student counsellors, student psychologists and the ombuds officer. Appointments with the Career Services may also take place at Plexus or at your faculty.

10.4.4 Beehive Student Centre The Hague

At Beehive Student Centre, you can find study and computer rooms, a [sports centre, facilities for study associations/organisations](#), and the [Meeting Point](#) for students with a refugee background, first-generation students and students from the Caribbean Netherlands and Suriname. You can also hire rooms and attend appointments with student counsellors, student psychologists, the Career Services and the ombuds officer. The Beehive is also home to [POPcorner The Hague](#).

10.5 Study skills workshops and study tips website

10.5.1 Study skills workshops

Want to work on your approach to your studies? Check out the range of [study skills workshops and training courses](#). The university offers workshops, training course and groups in a number of areas including exam taking (multiple choice or otherwise), exam confidence, time management, (thesis) writing skills, presentation skills, dealing with procrastination, relaxation and mindfulness, grief counselling, dealing with fear of failure and study confidence. There is also a group for gifted students.

10.5.2 Study tips website

On the [study tips webpages](#) you can find solutions to common study problems, as well as advice and useful suggestions to support you in your studies. By mapping your study approach, you can learn how to study more effectively.

10.6 Student well-being and student guidance

10.6.1 Student well-being

During your time as a student you will probably encounter a variety of challenges. Both in terms of studying and personal development, you might need a little help from time to time. On the [student well-being pages](#) you can find tips and tricks to boost your well-being and



learn who you can turn to for support.

Good mental health provides a strong foundation for study and work. It is important to seek help as soon as possible if you are not doing well. There are a range of ways in which you can work on your mental well-being. You can also turn to others for help and guidance. Take a look at the [various options available](#).

Staying in contact with other students might not always be easy but it is very important. Find out about the different ways in which you can [meet other students](#).

10.6.2 Study Adviser or Coordinator

Your [study adviser or coordinator](#) is an expert on all aspects of your study programme. If you have any questions or concerns about your programme, whether they be of a practical or academic nature, you can contact your study adviser.

10.6.3 Student Counsellors

The [student counsellors](#) are experts on the legal position of students within Leiden University. Student counsellors can help with problems involving regulations and legal provisions. Students can contact the student counsellors with questions concerning the student finance system and other funding options, financial support for [student board members](#), requests for special educational facilities, [Binding Study Advice \(BSA\)](#) in relation to exceptional or personal circumstances, and questions regarding laws and regulations in general. Students can also turn to the student counsellors for advice on [studying with a disability](#), studying and [pregnancy or parenthood](#), and combining studying with [top-level sports](#).

10.6.4 Student Psychologists

The [student psychologists](#) can help with both study-related and [personal problems](#). During a first consultation, you will look together into the best course of action. In some cases, that might be a workshop or training course in [study skills](#) or [personal development](#). In other cases, the psychologist might offer short-term individual guidance.

10.6.5 Study-choice and Career Advisers

The Study-choice and Career Advisers at the [Career Services](#) advise students and recent graduates on the transition from university to first job and offer guidance on undergraduate and graduate study and career questions. Throughout the year, students can attend a range of [career workshops and events](#). The Career Services can advise on study-choices, career preparations, internships, choosing a master's programme and career options. They also offer career tests, information on career orientation and job applications, workshops, and resume and cover letter checks. You can also find [job vacancies](#) on the Career Services site.

10.6.6 POPcorners



A number of faculties, namely the Faculty of Social Sciences (FSW), the Faculty of Humanities, and the Faculty of Governance and Global Affairs in The Hague, offer additional support via their POPcorners. This support includes individual tutoring and coaching, buddy systems, and workshops and training courses. Everyone is welcome at the POPcorners. Extra attention is given to the mentoring of first-generation students. The POPcorners also organise lectures, support in learning the Dutch language and a range of other activities.

For more information see [POPcorner FSW](#), [POPcorner Humanities](#), [POPcorner The Hague](#).

10.6.7 Internship and Research Coordinators

In order to help you with your internship or research, some faculties and study programmes have appointed special [internship and/or research coordinators](#). Your internship or research coordinator can help you to find and organise an internship or research project in the Netherlands or abroad.

10.7 Diversity, inclusion and support for specific target groups

10.7.1 Diversity and Inclusion Expertise Office

Diversity and inclusion are core values of Leiden University. Leiden University is committed to becoming an inclusive community which enables all students and staff to feel valued and respected and to develop their full potential. Achieving this goal requires a collective effort. The [Diversity & Inclusion Expertise Office](#) advises faculties, institutes and programs on their approaches to diversity and inclusion. They provide training programmes, guidelines, and information to enable staff and students to contribute to an inclusive learning and working environment. [D&I staff and student networks](#) provide community and form an important sounding board for the D&I Expertise Office and the Executive Board on diversity and inclusion related issues. The [Leiden Inclusion Blog](#) is a forum for sharing experiences and discussing current issues related to diversity in our academic community.

10.7.2 Studying with a disability

For questions about [studying with a disability](#), please contact Fenestra Disability Centre. Fenestra is Leiden University's expertise centre on studying with a disability. It provides advice on all matters related to your disability. Fenestra can help you to request additional facilities as well as providing [financial advice](#) and general information to help you find your way both within and outside the university. The staff of Fenestra are Leiden University [student counsellors](#).

Would you like to make use of a quiet room? You can find [quiet rooms](#) in many university buildings. Or if you need a little peace and quiet, you could also visit Leiden University's [Hortus Botanicus](#).



At Plexus Student Centre you can make use of a [low-stimulus study room](#).

The [Access & Support Platform](#) is a network of Leiden University staff and students who are disability experts 'by experience'. The platform aims to improve the situation of Leiden University's staff and students with a disability. This begins by providing a platform via which student and staff disability experts 'by experience' can speak for themselves, and by efficiently relaying anonymised feedback to relevant stakeholders within the Leiden University organisation.

10.7.3 Combining studying with top-level sport

[Combining studying with top-level sport](#) requires dedication and careful academic planning. If you are doing top-level sports, Leiden University can offer personal guidance and help you to maximise your talent. Are you competing at national or international level, and do you have A, B, High Potential or NTC status from the national sports organisation NOC*NSF? If so the university will do its utmost to be supportive. For information and advice, contact the student counsellor for top-level sports.

10.7.4 Studying and children

Are you studying whilst pregnant or combining your studies with taking care of children? This can involve a lot of organisation. The university can offer help and also refer you to other sources of support. Get in touch with the Student Counsellor mentioned on the [pregnancy and parenthood web page](#). Here you can also find information on lactation rooms at Leiden University.

10.7.5 Studying and caring responsibilities

[Acting as a carer](#) takes a lot of time and energy. If this causes you to fall behind in your studies, the university can offer support. Make an appointment with your study adviser. Together you can discuss whether you need to make adjustments to your study programme and whether you might be eligible for financial support.

10.7.6 Meeting Point

Leiden University offers various forms of support to students who are (or have been) refugees and encourages them to connect with fellow students and staff. At the [Meeting Point](#), students with a refugee background can meet fellow students and staff. They can also request advice and support. The Meeting Point is also a meeting place for first-generation students and students from the Caribbean region of the Netherlands and Suriname.

10.8 Complaints, mediation and a safe working environment

10.8.1 Ombuds Officer

The [Ombuds Officer](#) deals with complaints from students who believe they have been improperly treated by a university staff member or administrative body. By improper



treatment is meant treatment that is unfair, contravenes regulations, shows a lack of respect, or is experienced as unpleasant or detrimental in some way. The Ombuds Officer has a fully independent position within the university and a duty of confidentiality.

10.8.2 Confidential Counsellors

If you experience unacceptable behavior such as (sexual) harassment, discrimination, bullying or violence, if you suspect a violation of academic integrity, or if you wish to report malpractice, you can contact [various confidential counsellors](#) at Leiden University. You can also submit a complaint to the Complaints Committee for unacceptable behavior. The procedure is described in the [Regulations on complaints relating to unacceptable behaviour, \(sexual\) intimidation, aggression, violence and discrimination](#).

10.8.3 Advisory Team Concerning or Threatening Behaviour

Have you been subjected to concerning or threatening behaviour? Are you worried that a fellow student might pose a danger to others? Or do you have concerns about abusive behaviour in the home? If so, you can turn to the [Advisory Team for Concerning or Threatening Behaviour](#).

10.8.4 Health, Safety and Environment Expertise Centre

The [Health, Safety and Environment Expertise Centre](#) is committed to a safe, healthy and sustainable environment for employees and students. Prevention officers work in the various faculties and departments. They form the first points of contact for questions about working conditions and the environment. For radiation healthcare, radiation experts have been appointed in faculties where radioactive substances or X-ray equipment is used.

10.9 Student participation

10.9.1 University Council

As the university's co-participation body, it is the role of the [University Council](#) to keep a critical eye on and advise the Executive Board, and in some cases to participate in decisions regarding important matters. The Council has sixteen members, half of whom are elected by and from among the students and half by and from among the staff.

10.9.2 Leiden University Student Platform (LUS)

The [Leiden University Student Platform \(LUS\)](#) is a student-led 'think-tank'. It consists of eight members: one representative from each of the seven faculties plus one chair. The LUS provides independent advice on university-wide policies that concern all topics of relevance to students. It also awards the LUS Teaching Prize for Leiden's teacher of the year.

10.9.3 Assessors

Every Faculty Board has a student member, known as an assessor. The assessor is responsible for the student affairs portfolio and represents the interests of students in decision-making and policy matters within the Faculty Board. All assessors come together



in the [Leiden Assessors Council](#) (abbreviated to LAssO in Dutch). They also meet every six weeks with the Rector Magnificus, the head of the department Student Support Services (SEA) and the Education Policy Adviser (SAZ) during the Student Affairs Consultation Meeting (Studentenzakenberaad). The LAssO is also responsible for the allocation of financial support for student board members and co-participation activities. It also has a subsidy budget for interfaculty initiatives.

10.9.4 Faculty Councils

After the University Council, the Faculty Council is the second highest co-participation body within the university and plays an intermediary role between the various parts of the respective faculty. The council has the right of consent and advice on a variety of issues affecting the faculty. In addition, the council represents students and employees and acts as a sounding board for the Faculty Board. There are 7 faculty councils: [Archaeology](#), [Humanities](#), [Governance and Global Affairs](#), [LUMC \(student council\)](#), [Law](#), [Social Sciences](#) and [Science](#).

10.9.5 Programme Committees

Every study programme has a [Programme Committee \(OLC\)](#) made up of lecturers and students from the programme in question. These committees provide advice to the management and directors of their study programme. Each OLC meets several times a year to discuss issues concerning their programme. They discuss among other things, the programme's annual report and evaluations of the courses taught within the programme, as well as the organisation of the curriculum and the quality of the programme. In addition, the OLCs meet at least six times a year in a joint meeting to discuss topics that concern all programmes, such as the 'Education and Examination Regulations' (OER), the quality agreements, the educational programmes and the teaching and examination schedules.

10.9.6 Access and Support Platform (ASP)

The [Access & Support Platform](#) is a network of disability experts by experience, i.e. staff and students of Leiden University. The platform aims to improve the situation of Leiden University's staff and students with a disability. This begins by providing a platform for disability experts by experience to speak for themselves and efficiently relaying anonymised feedback to relevant stakeholders within the Leiden University organisation.

10.9.7 LGBT+ Network

The [LGBT+ Network](#) offers a platform for all lesbian, gay, bisexual, transgender, intersex and queer staff and students at Leiden University. As well as these groups, everyone who has a connection with Leiden University is welcome to take part in the Network's activities. The main aim of the LGBT+ Network is to promote the inclusion of its target group. For the Network, this also includes non-LGBT+ staff and students.

10.9.8 LUDEN



This primary goal of [LUDEN](#) (Leiden University Diversity and Equality Network) is to promote a more inclusive working and learning environment. The network focuses on issues, rather than on a specific group among staff members, in order to ensure an inclusive dialogue and approach. LUDEN currently has working groups specifically focused on ensuring a safer work environment and an inclusive curriculum. The network addresses issues related to exclusion within the university with an approach that recognises that gender, race, ethnicity, class, sexual orientation and disability etc. intersect with one another.

10.9.9 Being the first

[Being the first](#) is the Leiden University wide network for first generation students. Are you the first in your family attending university? Would you like to meet fellow students who are, or have been in the same situation and understand the challenges you face? Do you want to enrich the academic community with your perspective? Then join Leiden University's network for first generation students!

10.9.10 Local Chamber of Association (PKvV)

The [Local Chamber of Associations \(PKvV\)](#) is the umbrella body for Leiden's student associations, encompassing international, religious, cultural, sports and music associations as well as social clubs. The diversity of Leiden with its rich student life comes together within the PkvV, which also promotes cooperation and consultation between the associations.

10.10 Other facilities

Leiden University and its affiliated organisations offers a variety of other facilities in the areas of sports, culture, religion, knowledge, funding, and university clothing and history books.

10.10.1 University Sports Centre (USC)

The [University Sports Centre](#) offers a wide range of [sports and dance classes](#). You can also take part in a variety of yoga classes, gym and stamina-building classes and self-defense courses. The USC is also home to many student sports associations.

10.10.2 Leiden Academic Arts Centre (LAK)

At the [LAK](#) you can take part in a range of courses in the arts, for example drama, dance, drawing, painting, singing, photography and literature. LAK courses are open to anyone aged 16 or older. The LAK Course Office is part of Leiden University. On top of its wide selection of courses, it also rents out studio space for theatre, dance, music and art. In the summer months (July and August), the LAK offers a great selection of summer courses and workshops. You can also attend weekend workshops, or workshops organised in collaboration with the university's Stadium Generale department and other partners.



10.10.3 Ekklesia Leiden

[Ekklesia Leiden](#) offers space for reflection and meeting others, centered around the Sunday ecumenical services held at the Hooglandse church. At its location at Rapenburg 100, it also organises a range of activities such as social projects, meditation sessions, shared meals, Taizé services, readings and group meetings.

10.10.4 Leiden University newspaper The Mare

[The Mare](#) is Leiden University's weekly newspaper. It publishes articles and columns about Leiden University, higher education in general, and topics that touch on student life.

10.10.5 University shop

At the [University Shop](#) you can buy clothing with the Leiden University logo. You can also purchase books on the history of Leiden University, mugs, glasses, towels, cufflinks, office supplies and many other items. The University Shop is located in [Plexus Student Centre](#). You can also purchase the items online.

10.10.6 Academy Building and Academic Historical Museum

The [Academy Building](#) is the university's oldest building. The ties between the Academy Building and Leiden University go back a long way. In 1581 Leiden University moved into the building which was once a church of the Dominican nuns, or white nuns. It is now the heart of the university as well as the location of the [Academic Historical Museum](#). Nowadays, the Academy Building is mainly used for events of ceremonial nature, such as graduation ceremonies, orations and promotions.

Inside the Academy Building is the so-called Sweat Room. In this little room, exam candidates traditionally awaited their results. Fresh graduates and those who have just received their doctorates still sign their names on the wall here. Among the signatures are those of some members of the Dutch royal family as well as Winston Churchill and Nelson Mandela.

10.10.7 Hortus Botanicus

The [Hortus Botanicus](#) in Leiden is the oldest botanical garden in the Netherlands. Established in 1590 and expanded in the centuries that followed, the Hortus is the green heart of Leiden. Here Carolus Clusius cultivated Europe's first large tulip collections, and Philipp Franz von Siebold introduced about 700 previously unknown plants from Japan and China. Visitors can take a leisurely stroll, whilst researchers from around the world come to conduct research on the Hortus' renowned collection.

10.10.8 Leiden University Fund (LUF)

Since 1890, the Leiden University Fund (LUF) has been committed to maintaining and improving the quality of research and teaching at the university. The LUF provides subsidies for academic projects and special chairs. Students can also request support from



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the LUF to assist them in gaining more from their studies. In addition, the LUF helps to keep alumni actively involved in the university by organising alumni events.

On the [LUF website](#) you can find an overview of all their facilities.



11. Legal protection

The University has several forms of legal protection for students. Each form has its own procedure depending on the type of complaint, the decision in question (e.g. concerning registration, re-takes) and the administrative body concerned (e.g. the Executive Board, the Board of Examiners or the Board of Admissions). Objections and appeals must be lodged within six weeks of the decision in question.

11.0 Complaints website

The [complaints, appeals and objections website](#) helps students determine whether they may submit a complaint or objection, to whom, and how to do so.

11.1 Lodging an appeal

11.1.1 Administrative appeal – Examination Appeals Board (CBE)

Leiden University has an [Examination Appeals Board](#) with which a student can lodge an (administrative) appeal. The [Regulations of the Examination Appeals Board](#) describe how a student can lodge an appeal, what should be stated in the appeal, the procedures followed by the CBE and how the CBE reaches its decisions. Here below can be found an explanation of the competences of the CBE, the grounds for appeal and the decision, in so far as these are not stated in the Regulations of the CBE.

Competences of the Examinations Appeals Board (see article 7.61(1) WHW)

The CBE decides in cases involving:

- binding (negative) study advice leading to exclusion from the study programme issued at the end of the first academic year for a full-time student, or the first year for a part-time student ;
- decisions issued by Boards of Examiners and examiners;
- decisions made by Boards of Examiners concerning the number of study credits earned in an academic year and the passing of a final examination;
- decisions made on the basis of additional investigation into deficiencies in prior education;
- decisions concerning admission to bachelor's and master's programmes, including decisions on admission via the colloquium doctum procedure.

If a response has not been given (on time) to a request to make a decision, a student may also lodge an appeal. This can concern cases in which a statutory or reasonable term for issuing a decision after receiving the request has been exceeded.

Grounds for appeal can include:

The contention that

- the decision contravenes the law or University regulations have been incorrectly implemented ;



- the body or person concerned has not given reasonable consideration to the interests of the student;
- the decision contravenes the principle of good administration (=general legal guidelines to which the body or person should adhere, such as legal certainty and legitimate expectations)

An appeal cannot be lodged against a grade in itself. However, if a student thinks the grade has been established in an unlawful way, they may lodge an appeal against it.

Amicable settlement

Before the CBE begins processing an appeal, the parties involved must always first discuss whether an amicable agreement can be reached. This procedure is described in the [Regulations of the CBE](#), articles 9, 10 and 11.

Processing the appeal

If the parties involved cannot reach an amicable agreement, the CBE will begin processing the appeal. The body that issued the decision submits a defence statement in which it details why it believes the decision to be correct. The student is given a copy of this defence and other relevant documents and may respond in writing. The appeal is then heard in a session of the Examination Appeals Board. All the parties involved have the opportunity to further elaborate their point of view during the session. A more detailed description can be found in the [Regulations of the CBE](#).

Decision

The Examination Appeals Board will usually reach a decision within 10 weeks of receipt of the notice of appeal, as described in the [Regulations of the CBE](#) (article 19 and article 7.61.4 WHW).

The decision may be one of the following:

- The appeal is inadmissible. This means that the CBE cannot take a decision as to the substance of the appeal because there is no legal interest or due to prior procedural errors which have not been rectified in time.
- The appeal is unfounded: the contested decision is upheld.
- The appeal is upheld: the decision is annulled entirely or in part. The CBE may rule that a new decision must be taken in which the Examination Appeal Board's decision is taken into account. The Board of Examiners will thereafter issue a new decision.

In urgent cases, a student may request a provisional remedy from the CBE. If the chairperson grants this request, the student may continue to follow the study programme under certain conditions. While awaiting the result of the appeal, any examinations taken by the student in question will not be graded, nor will academic results be recorded.



The [session dates and decisions of the CBE](#) can be found on the website.

If the student does not agree with the decision made by the CBE, they are entitled to lodge an appeal with the [Administrative Law Division of the Council of State](#) in The Hague.

11.1.2 Administrative appeal – Executive Board

Students may lodge an (administrative) appeal with the Executive Board (CvB) against a decision made by a management body. Only students who are directly affected by the decision may lodge an appeal to the CvB. If a student has the right to lodge an administrative appeal, this is stated on the decision. The appeal must be lodged within six weeks.

11.2 Lodging an objection

If an (administrative) appeal to the CBE or CvB against a decision is not permitted, it is often possible to lodge an objection with the body that issued the original decision. This must be done within six weeks of the announcement of the decision. If the objection is not submitted on time, it is considered to not have met all the stipulated requirements. This may result in the objection not being processed (declared inadmissible).

11.2.1 Appeals and Objections Committee (CBB)

Students who do not agree with a decision made by or on behalf of the CvB can submit an objection to the Appeals and Objections Committee. This may concern, for example, decisions about student (de)registration, tuition fees, financial support or selection and placement, including the allocated ranking number for numerus fixus study programmes.

Amicable settlement

Before the CBB begins processing an objection, the parties involved must always first discuss whether an amicable agreement can be reached. This procedure is described in the [Regulations of the CBB](#) article 16.

Processing the objection

If the parties involved cannot reach an amicable agreement, the CBB will begin processing the objection. The body that issued the decision submits a defence statement in which it details why it believes the decision to be correct. The student is given a copy of this defence and other relevant documents and may respond in writing. Before the CBB issues its advice to the CvB, the objection is heard in an open session. The CBB's advice serves as the basis for the CvB's decision on the objection. As a rule, the CvB issues its decision within 10 weeks of receipt of the objection (WHW article 7.63b). A more detailed description can be found in the [Regulations of the CBB](#).

Immediate urgency

It can occur that a case is considered to have 'immediate urgency'. By this is meant that it is not possible to wait for normal procedures to be carried out. In such cases, a student can request that the CBB issues its advice to the CvB as quickly as possible. The chairperson will decide whether the case indeed has immediate urgency one week after the submission of the objection and will notify the student of their conclusion. The CvB will in turn issue its decision within four weeks of receiving the objection. A more detailed explanation can be found in article 17 of the [Regulations of the CBB](#)



If the student does not agree with the decision of the CvB they may lodge an appeal with the [Administrative Law Division of the Council of State](#) in The Hague.

11.3 Administrative Law Division of the Council of State

If a student, having completed an administrative appeal or objection procedure, still does not agree with a decision on an objection made by the CvB or a decision of the CBE, since January 2023 they can contact the [Administrative Law Division of the Council of State \(ABRvS\)](#). The Administrative Law Division will then issue a final decision.

This may concern issues such as:

- tuition or examination fees; financial support; exemptions;
- selection and placement;
- binding negative study advice;
- violations of the general regulations or disciplinary regulations of the University;
- admission to a bachelor's or master's programme;
- iudicium abeundi;
- decisions made concerning examinations or final examinations.

Appeals to the ABRvS must be submitted by [secure mail](#).

11.4 Complaints

11.4.1 Student complaints website

Every student at the University who has been issued with a decision that has direct consequences for their situation is entitled to lodge an appeal or objection, or make a complaint. Students can consult the [complaints, appeals and objections website](#) to determine whether, to whom, and how a complaint should be submitted. Students can also ask a [student counsellor](#) for advice on submitting appeals and objections.

11.4.2 Ombuds officer

All students are entitled to consult the ombuds officer in cases of problems or conflict with a staff member or administrative body of the University. Students can request that the [ombuds officer](#) assists them in finding a solution to the problem.

11.4.3 Confidential counsellor on unacceptable behaviour

If students experience unacceptable behaviour, such as sexual intimidation, aggression, violence or discrimination, they can seek assistance from the confidential counsellor. Students may also submit a complaint to the Complaints Committee for Unacceptable Behaviour. The procedures for doing so can be found in the [Regulations on complaints relating to unacceptable behaviour](#).

11.4.4 Confidential counsellor for malpractice

If students suspect that serious malpractice is taking place, they may contact the confidential counsellor for malpractice. Students can also report malpractice to the director of their study programme. The relevant procedures can be found in the [Regulations on reporting malpractice](#).



11.4.5 Complaints coordinator

Every faculty has a complaints coordinator who oversees the correct processing of complaints on behalf of the University. The University has also established [Regulations on other types of complaints](#) (in Dutch). These cover general complaints that do not fall under any other specific regulations.

11.5 Codes of conduct

The University has several codes of conduct. These are intended as guidelines for the provision of a good, safe and stimulating work and study environment.

The University's expectation concerning the relationship between lecturers and students is stated in the [Code of conduct on standards of behaviour for lecturers and students of Leiden University](#).

The [Code of conduct for international students in higher education](#) contains binding guidelines concerning the recruitment, information provision, admission and guidance for international students. International students are entitled to submit a complaint to the Code of Conduct Commission, but only once they have followed the complaints procedure within the University.

11.6 No smoking policy

Smoking is forbidden at all educational institutions in the Netherlands, in compliance with the national prevention agreement ([Nationaal Preventieakkoord](#)). The smoking ban applies to the interior of all university buildings, as well as university grounds and carparks. Through this no-smoking policy, the university offers its students and staff a healthier study and work environment.

11.7 Campus protocol

[Leiden University's campus protocol](#) contains the measures and guidelines in place at the University in the period during which the coronavirus is having an impact on the study and work environment at Leiden University. The campus protocol is intended to ensure the safety of students and staff and reduce the risk of a further spread of the virus.

11.8 Privacy of students

The University has drawn up a [Privacy Notice for Students](#). With regard to their personal data, all individuals who are registered as students of the University have the right of access, right of rectification and supplementation, right of data portability, right to be forgotten, right to restrict processing and right to submit a complaint. When a student invokes one of these rights, it always relates to the personal data as included in the administrative records. The administrative records are subject to the General Data Protection Regulation (GDPR) and personal data are processed in accordance with the GDPR. Exporting personal data to other countries, also known as 'transfer', is a form of personal data processing. Depending on the country to which the data are transferred, additional conditions apply. Before personal data are supplied to a country outside the EU, compliance with the necessary privacy guarantees must have been demonstrated.



11.9 Data Protection Officer (DPO)

Pursuant to the GDPR, the University has appointed a Data Protection Officer (DPO). The DPO is a mandatory internal supervisor who is known to the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*) and who maintains a register of personal data processing activities. Students who have questions or complaints can contact the DPO via privacy@bb.leidenuniv.nl.

11.10 Data Protection Authority (DPA)

The national supervisory authority for all privacy laws in the Netherlands, including the GDPR, is the Data Protection Authority (DPA; in Dutch: *Autoriteit Persoonsgegevens*). [The DPA](#) is responsible for ensuring that personal data are used carefully, properly and securely. The DPA also monitors compliance with legislation and provides solicited and unsolicited advice on privacy-related issues.

11.11 Obligation to report data breaches

The GDPR includes an obligation to report data breaches. If a data breach forms a risk to a person or body, the breach must be reported to the Data Protection Authority (DPA). If the risk to the person or body is great, the data breach must also be communicated to that person or body so that they can be alert to the risks and take any necessary measures. At the University, the DPA is responsible for reporting to the Data Protection Officer (DPO). Communication with the person or body concerned takes place via the person who bears ultimate responsibility, depending on the circumstances. The University has drawn up a [protocol](#) for this purpose.

11.12 Questions and complaints

Students who have questions, comments and suggestions concerning privacy are welcome to contact the Privacy Service Point (privacy@bb.leidenuniv.nl). The Data Protection Officer (DPO) can also be contacted via this email address. More detailed information about student privacy is given in the Privacy Notice on the [website](#). If preferred, complaints can be submitted to the faculty's complaints coordinator. The website gives further information on [where to report complaints](#).