



ROC Mondriaan Student Charter

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The rights and duties of the students at the ROC Mondriaan Regional Training Centre (hereinafter referred to as "ROC Mondriaan" are set down in this Student Charter, insofar as they have not been stipulated in other documents. These other documents include: the Central Examination Regulations, the Education and Examination Regulations (or, for Adult General Secondary Education, the Examination and (Final) Assessment Plan), the Educational Agreement, the Work-Based Training Agreement, the Code of Conduct, the Absence Protocol, the Financial Contribution Agreement, and the Privacy Regulations.

In some cases, the provisions for Adult General Secondary Education and Mondriaan Education differ. If so, these are provided in italics below the relevant article (indicated by the ♦ symbol).

The provisions in this Student Charter are subject to alterations in law and legislation.

Article 1 Definitions and scope

In formal regulations, such as the Adult and Vocational Education Act, the terms 'participant' and 'Participant Charter' are used. In daily practice and according to our communication guidelines, the ROC Mondriaan usually refers to 'student', 'Student Charter', and 'Student Council'. These terms are also used in this charter.

1.1 Definitions

In this Student Charter, hereinafter referred to as the 'Charter', the following definitions apply:

- *Applicant*: a person, or their legal representative, who has, directly or indirectly, expressed the wish to enrol at ROC Mondriaan.
- *Supervisor*: a collective name used in this Charter that refers to teachers, study career counsellors, care and counselling specialists, in-school social workers, career counsellors, and career coaches.
- *Examination Appeals Board*: this Board passes judgement on the appeal lodged against decisions made by assessors, examination boards or examiners as well as the binding negative recommendation on the continuation of studies.
- *Executive Board*: the Executive Board that is charged with the running of ROC Mondriaan.
- *Participant*: legal term for a person who is registered at ROC Mondriaan and has signed an Educational Agreement. At ROC Mondriaan a participant is commonly referred to as 'student'. The Adult General Secondary Education Department uses the term 'pupil'; in the Taal+ school and Taal+ school region (Mondriaan Education), 'course member' is common.
- *Director*: the executive in charge of the Educational Managers of a number of related schools.
- *DUO Agency*: the educational services agency of the Ministry of Education, Culture, and Science.
- *Code of Conduct*: the ROC Mondriaan Code of Conduct applies to students and staff and can be found on the website.
- *Centre of Expertise*: a national organisation for training in a certain industry which acts as a bridge between education and the business sector and helps to determine the qualifications to be attained through a certain course.
- *Complaints Board*: the Complaints Board at ROC Mondriaan, which deals with all complaints that do not come under the authority of the Examination Appeals Board.
- *Obligatory qualification student*: a student up to the age of 18 who has the obligation to achieve a basic qualification (general secondary education, pre-university education, or vocational secondary education at level 2 or higher).
- *Compulsory student*: a student who is legally obliged to go to school and who has not yet reached the age of 16. Compulsory education is followed by the obligation to achieve a basic qualification.
- *Mondriaan card*: the ID card that is issued to a student.
- *Numerus fixus* (fixed number): an arrangement that limits the number of students admitted to a certain course.
- *Educational activities*: all the activities performed under supervision in or outside the school and during work-based training periods.
- *Educational Manager*: the manager in charge of a school.
- *Product Agreement*: the agreement between ROC Mondriaan and a client about a course or training which is to be provided by ROC Mondriaan.
- *School*: an organisational unit that provides a number of related courses (as entered in the Central Register for Vocational Study Programmes).
- *Student*: see: participant.
- *Confidential Adviser*: a staff member to whom a student may turn if confronted with sexual harassment, discrimination, aggression, or violence by another student or a member of staff at ROC Mondriaan. The contact information for the confidential advisers can be found on the website.
- *AVE Act*: the Adult and Vocational Education Act (*Wet educatie en beroepsonderwijs*; *WEB*).
- *Website*: the ROC Mondriaan website: www.rocmondriaan.nl

1.2 Scope

This Charter applies to all the students registered at ROC Mondriaan who are enrolled in regular programmes for vocational and adult education, to all applicants insofar as determined by this Charter, and to all members of staff at ROC Mondriaan. The provisions in this Charter may be deviated from on the basis of a written agreement. The Charter applies in all buildings and premises where ROC Mondriaan undertakes activities as well as to all the out-of-school activities that are related to a course. This Charter also applies during work-based training periods.

Article 2 Admission

2.1 Admission criteria

The Executive Board may annually – before the start of a new academic year – determine the admission criteria for certain courses in addition to the criteria stipulated in the AVE Act.

The Executive Board determines annually – before the start of a new academic year – which courses are subject to a *numerus fixus*.

2.2 Intake procedure

Prior to admission, an intake procedure takes place in order to provide the applicant with proper advice as to the appropriate course(s). On the basis of these recommendations, the Educational Manager can decide to grant, or refuse, the applicant admission to the course (see further 2.4).

The Educational Manager determines, with due consideration of the centrally determined policy rules, the exact content of the procedure. Apart from assessing the applicant's knowledge and an investigation into their prior conduct and learning experiences within ROC Mondriaan, the procedure comprises: a careful registration of the applicant's previously gained relevant experiences both within and outside of educational institutions; an assessment of the applicant's expectations as to the course and the relevant profession; and for all courses a first recommendation as to the additional educational support that the applicant should receive in order to successfully complete the course. The procedure may also include an assessment of certain skills. The Educational Manager may decide to extend the intake procedure over a certain period of time.

♦ *For Adult General Secondary Education the intake procedure includes: a registration of the applicant's previously gained relevant experiences both within and outside educational institutions; an exploration of their learning wishes and possibilities; (if necessary) an assessment of their suitability and motivation as well as recommendations.*

♦ *For Mondriaan Education any additional agreements about the intake procedure are set down in the (product) agreement with the client.*

The result of the intake procedure is set down in writing, in a course recommendation report. If after the intake the selected course proves not to be suitable for the applicant, recommendations for another course or courses within the school will be provided by, or on behalf of, the Educational Manager.

If the recommendation concerns a course in another school, the applicant will always be referred to the Study and Career Centre for advice, free of charge, about any other possible courses. If enrolment in another course at ROC Mondriaan is not possible, the Study and Career Centre refers the applicant for enrolment in another educational institution.

The Educational Manager may decide to fully or partially drop the intake procedure if the applicant has recently completed an intake procedure or if the relevant information is otherwise available in such a way that an intake procedure is superfluous. The applicant is notified of this decision in writing by, or on behalf of, the Educational Manager.

2.3 Preparatory and supportive activities

The intake interview may result in agreements about additional educational support, which are specified in the Educational Agreement. These agreements may entail that if the student does not complete the course at ROC Mondriaan, the costs for the additional supportive activities must be refunded by the student to ROC Mondriaan, as set down in the Educational Agreement.

2.4 Complaint against non-admission

If an applicant is not admitted, they will be informed in writing of the grounds for this decision. The applicant has the right to submit to the Educational Manager a written request for a revision of this decision within 2 weeks. If the applicant does not agree with the decision, the applicant has the right to start a complaints procedure. The applicant is informed of this right in writing. For more information, see Article 8.

Article 3 Rules for the education provided

3.1 The right to good education

The student is entitled to receive good education. If any educational activities are cancelled due to illness or force majeure, the student will be informed of this as soon as possible, and an appropriate solution will be provided. The student has the right to expect that staff members keep the agreements that were concluded with the student in the Educational Agreement. The student also has the right to expect that staff members uphold the provisions of the Education and Examination Regulations in which the educational content and structure as well as examinations are arranged. The student also has the right to expect that staff members behave correctly and refrain from hurtful actions or utterances.

3.2 Right to supervision

The student is entitled to appropriate supervision, namely study career counselling in school and additional short-term supervision, if necessary. The study career counsellor is the first point of contact for the student for all their questions about the course. The student has regular, but at least 3 times per academic year, contact with their study career counsellor about their study progress. If necessary, this counsellor refers the student to an appropriate expert within ROC Mondriaan in order to help solve questions and problems. With the student's approval the counsellor ensures that he or she is informed of the results of these referrals as soon as possible in order to subsequently discuss them with the student. The student may submit a substantiated request to the Educational Manager to be allocated another supervisor if the student has a complaint about the current study career counsellor.

◆ *For Mondriaan Education and Adult General Secondary Education the supervision is provided in accordance with the arrangements as set down in the relevant agreements with the client/school.*

3.3 Duties of the student

The student does not obstruct the proper educational process, is cooperative, and makes the effort to meet the course requirements. The student has the duty to carry out the assignments given within the scope of the course to the best of their ability and to not disrupt the educational climate.

The student must attend when education is being provided in the institution or professional practice. In case of illness or other urgent reasons for absence, the student should inform the department responsible for the course. Without a notification of absence, an absence is regarded as an absence without consent. In case of any absence without consent of more than 16 class or work-based training hours during 4 consecutive weeks, ROC Mondriaan has the obligation to notify the compulsory education officer or the 'early school-leaving' case manager. The DUO Agency is also informed. The student grant may then be terminated or converted into a loan. For more information, see the Absence Protocol and the school's rules on absence. The Absence Protocol is included in the information that all students receive when they conclude the Educational Agreement.

The student is obliged to bring all the required books and/or materials and to act in accordance with the ROC Mondriaan Code of Conduct and the safety regulations (see Art. 4.6). If the provisions in this article are repeatedly violated, this may lead to a disciplinary measure as described in Articles 3.5 and 7.1.

The student is obliged to meet the payment obligations as stipulated in the Educational Agreement, the Tuition Fees Payment Declaration and/or the Financial Contribution Agreement.

3.4 Study Progress File

The student's study progress is recorded in a personal file. The student has free access to their file at all times. The supervisor writes a brief report on any meetings about the student's study progress and related agreements and advice. If the supervisor and student cannot agree on the report, the reason for this disagreement is added to the report.

◆ *For Mondriaan Education and Adult General Secondary Education it applies that the arrangements in the relevant agreement with the client/outsourcing school are upheld.*

3.5 Binding Recommendation on the Continuation of Studies

If the Educational Manager is of the opinion that the student is unable to successfully complete the agreed educational plan, or does not sufficiently make the necessary efforts to do so, or if the student has repeatedly acted against the provision in Article 3.3, the Educational Manager may issue a reasoned binding recommendation on the continuation of studies in which the student is notified in writing that they may continue the course under certain conditions, or that their enrolment in the course is terminated (with immediate effect or on a date that is further to be determined). Together with this binding recommendation on the continuation of studies, the student is informed of the possibility to submit a written objection to the Director within 2 weeks. After hearing the student, the Director may decide to nullify the recommendation by the Educational Manager or to adopt it partially or in full. The student is informed of the reasoned decision in writing. The student may lodge an appeal against this decision to the Examination Appeals Board within 2 weeks. Articles 7 and 8 likewise apply.

3.6 Course information

At the start of the course the student receives information that is relevant to the completion of the course. The most important issues about the content of the course (including the entry conditions and the order of the course components) as well as the examinations are included in the Educational and Examination Regulations for vocational education. These can be consulted for each course on the website.

◆ *The equivalent document for Adult General Secondary Education is the Examination and (Final) Assessment Plan.*

3.7 Mondriaan card

At the start of the course, students receive a personal Mondriaan card. The student is obliged to have their photo taken at school for the purpose of the Mondriaan card. The student should handle the card with care and always carry it with them when visiting any buildings of ROC Mondriaan or taking part in out-of-school activities related to the course. When technical facilities allow, the student must register at the Mondriaan premises through the Mondriaan card. Access to the building or educational activities may be refused if the Mondriaan card is not shown on request.

3.8 Lockers

If possible, the school provides lockers. The student shall empty their locker at the end of the day. The school cannot be held accountable for the loss or damage of the content. If the locker is suspected of containing illegal objects, the student is obliged to make the locker available for inspection on the request of the Educational Manager and/or the head of Facility Management.

3.9 Involvement of the student in educational quality assessment and assurance

On the basis of the quality care policy at ROC Mondriaan, the Educational Manager allows the students to regularly and systematically assess their course. If a student is of the opinion that the course or the educational organisation is open to improvement, they can submit their reasoned ideas in writing to the Educational Manager.

3.10 Work-based training

Education in the professional practice is part of any course in vocational education. Both ROC Mondriaan and the students must make efforts to ensure placement in a work-based training

setting that is accredited by the Centre of Expertise. The student may make a suggestion for a work-based training place. The setting must at least meet the requirements as set by the Centre of Expertise. The Work-based Training Agreement, signed by all parties, must be handed in at the Course Administration Desk within a week after the work-based training has first started.

3.11 Interim termination of enrolment

Interim termination of enrolment in a course is possible at the request of the student, or on the grounds of a binding recommendation on the continuation of studies (Art. 3.5), if the student is not fulfilling their duties (Art. 3.3), or after the student has been expelled as a consequence of disciplinary measures (Art. 7).

3.12 Exit interview in case of premature dropout

An exit interview is held with any student who leaves ROC Mondriaan prematurely. During the interview the student is asked about their experiences with the course and the reason for leaving prematurely. The results of the exit interview are set down in writing. The student receives a copy of the document in which the results of the exit interview are recorded. Furthermore, the DUO Agency is notified of the premature unenrolment, and if there is reason to do so, the student is referred to the Study and Career Centre for advice on courses within or outside ROC Mondriaan.

◆ *For Mondriaan Education courses the exit interviews are held in accordance with the arrangements specified in the relevant (product) agreement.*

3.13 Education in the Dutch language

The teaching and communication language at the institution is Dutch, unless another language is functionally desirable. Students enrolled in vocational education who do not have a sufficient command of the Dutch language are provided with additional education insofar as reasonable and possible. This is set down in the Educational Agreement.

3.14 Information provision to parents concerning the study progress of students up to the age of 23

ROC Mondriaan informs parents of students up to the age of 23 about the progress of their son's or daughter's studies. Due to privacy legislation, students between the ages of 18 and 23 may inform the relevant Educational Manager that their parents/carers are not to be informed.

◆ *The article above does not apply to Mondriaan Education students.*

In case of a situation where only one parent has authority over the student, ROC Mondriaan issues the one authorised parent with the information about the student's progress. In principle it is up to this parent to inform the other parent of the study progress of their child.

The unauthorised parent may ask ROC Mondriaan for information about the study progress of their child, but only if this information is also provided to the authorised parent and does not go against the interests of the child.

3.15 Insurances

ROC Mondriaan has concluded liability insurance for the benefit of its students. This is an additional insurance usually with a liability to pay a fixed sum and a benefit restricted to a maximum amount. More information can be acquired from Facility Management through the Educational Manager. ROC Mondriaan cannot be held liable for theft, misappropriation, loss, and/or damages to students' possessions or property.

ROC Mondriaan limits all liability, regardless of the grounds from which it arises, to the amount for which the institution is insured. Liability for indirect harm or damages is excluded at all times.

Article 4 Rules for conduct

4.1 Code of Conduct

ROC Mondriaan has a Code of Conduct that applies to all the students and members of staff. The Code of Conduct provides everyone with a guideline for interacting with each other and as such contributes to a stimulating learning and working climate.

4.2 Causing damage

If a student, intentionally or due to gross negligence, causes damages to equipment or buildings, the costs may be recovered from the student.

4.3 The use of communication or recording equipment

The use of mobile telephones and other communication and recording equipment during educational activities is not permitted, unless a teacher has instructed to do so. The Educational Manager may also determine that within a building a certain means of communication, such as a telephone or tablet, may only be used in areas that are specifically allocated for that purpose. If recordings are made in school and/or during or for the benefit of the class, these may not be made publicly available without the permission of the Educational Manager.

4.4 Personal appearance

The student should adapt their clothing and personal appearance in the educational setting (including the work-based training setting) to the requirements as set for the professional practice. Face covering clothes, which hinder identification in communication, are not permitted. The Educational Manager may only set additional requirements to clothing or personal appearance if certain security requirements must be met or if such requirements are functional, required, or desirable within the framework of education and the professional practice.

4.5 Protection of health and well-being

Smoking and the consumption of alcohol in the buildings and on the premises of ROC Mondriaan are forbidden, insofar as doing so has not been explicitly permitted by the Educational Manager. The use, possession, or dealing of drugs, fireworks, or firearms in the buildings and on the premises of ROC Mondriaan is forbidden. If a student brings alcoholic drinks, drugs, fireworks, or firearms into the school buildings or onto the premises of ROC Mondriaan, these may be confiscated and handed to the police, and disciplinary measures may be taken. ROC Mondriaan is not liable for damages ensuing from these measures, in whatever sense.

4.6 Security

The school has a so-called Plan of Action for Safety in School (see the website) in which the following topics are addressed: confidential advisers, alcohol, drugs, and firearms, the role of the police, and the school reporting any such matters to the police.

In order to avoid danger and for the student's own safety and health as well as those of their fellow students and members of staff, a student must strictly adhere to the safety regulations during practicals/practical sessions as regards:

- the correct use of tools, machinery, apparatuses, and auxiliary tools;
- the responsible dealing with electricity, fire, and explosive substances;
- the wearing of protective gear and their correct maintenance and storage (the teacher or educational assistant will check whether the protective gear is correctly used and maintained);
- the correct use of the safety devices on machinery and other equipment, which must never be changed or removed;
- the reporting of dangerous situations.

The teacher, instructor, or educational assistant has the right to refuse a student access to the practical session/classroom if they do not adhere to the regulations above.

Article 5 Registration of personal data

5.1 Student administration system

The student's personal data are entered in the ROC Mondriaan student administration system. The system meets the requirements as set by the Personal Data Protection Act (*Wet Bescherming Persoonsgegevens*). The student is responsible for the accuracy of the data provided.

5.2 Processing of personal data in the student administration system

In the Privacy Regulations (see the website), ROC Mondriaan determines for which purposes the personal data may be used and who has the right to inspect or use these data.

5.3 Right of inspection

The student is authorised to inspect as to how their own personal data have been entered and processed, in accordance with Article 19 of the Privacy Regulations. If the student offers a suggestion for the modification of their data, the Educational Manager will inform the student concerned within two weeks as to whether the desired correction will be implemented. Against a decision to not, or not fully, implement a correction, a complaint can be filed with the Complaints Board in writing or through email.

5.4 Duty to provide information about changes in data

The student is obliged to immediately inform the student administration of the relevant school of any changes in their personal details, including changes in address.

5.5 Register of alumni

ROC Mondriaan keeps a register of all its former students to which the Privacy Regulations and the Personal Data Protection Act apply. Entered in the register, among other things, is whether the student graduated from ROC Mondriaan – and, if so, which diploma they obtained.

5.6 Destruction of data

Personal data and the exit interview report (if any) will be stored no longer than for the term set by law after the student has left ROC Mondriaan. The personal data can also be removed on the request of the former student. Data for statistical purposes, stripped of all the elements that can be traced back to the individual student, may be stored for an indefinite period of time.

Article 6 Representative participation

6.1 Central Student Council

Students have the right to take a seat on the Central Student Council. The members of the Central Student Council are elected from, and by, students.

The Executive Board makes available to the Central Student Council the facilities that are necessary to function properly. The Central Student Council may issue the Employees Council as well as the Executive Board advice, on their request or otherwise.

6.2 School-specific Student Councils

Students have the right to take a seat on the Student Council of their relevant school. The student members of these Student Councils are elected from, and by, students.

Article 7 Disciplinary measures

7.1 Disciplinary measures

If the student does not behave correctly, violates regulations, or in cases of (a serious suspicion of) theft, threats, bullying, intimidation, discrimination, violence, racism, or the use or possession of firearms or drugs,

- a. the teacher or supervisor can take the following measures as they see fit:
 - a warning,
 - a reprimand,
 - removal from the situation where the conduct takes place,
 - an obligation to carry out additional tasks.
- b. Moreover, the Educational Manager is authorised to take the following measures:
 - a reprimand in writing,
 - the denial of access to certain educational activities for a maximum of two school weeks,
 - suspension from all educational activities.
- c. In addition to the Educational Manager's authorities, the Director has the authority to expel the student from the school and/or take other appropriate measures. In case of suspicion of indictable offences, the police may be called in – as in accordance with the Plan of Action for Safety in School (see the website).

Additional information

Threats

Under threats, as referred in this Article, also come those threats made through social media, including the distribution of threatening utterances through MSN, email, messages on Hyves, Facebook, Twitter, or any other form of social networks.

Suspension for the purpose of an investigation

The student may be suspended for a period of a maximum of one school week in order to investigate the student's conduct. If it is established that the student is guilty of conduct or actions that go against this Charter or violate the stipulations in the Educational Agreement, the suspension may lead to one of the disciplinary measures mentioned.

Suspension as a disciplinary measure

If necessary, the suspension for the purpose of an investigation can be followed by a suspension as a disciplinary measure of a maximum of one week.

Expulsion

If the student is guilty of conduct or actions that go against the Charter or the stipulations in the Educational Agreement, or demonstrates serious misconduct, they can be expelled by the Director after being heard. See also Art. 7.5. Expulsion of a student will be reported to the compulsory education or 'early school leaving' department of the municipality where the student is registered, as well as to the DUO Agency.

7.2 Student hearing, notification in writing

A written reprimand, denial of access to certain educational activities, suspension, or expulsion only takes place after the student has been heard. The person concerned will be notified of this decision in writing.

7.3 Calling in the police, Plan of Action for Safety in School

Agreements have been made with the Haaglanden police force as for which cases the police will be called in. These agreements have been included in the Plan of Action for Safety in School.

7.4 Further stipulations in case of expulsion

a. Compulsory student expelled from a course/study programme

Expulsion of a compulsory student from a course/study programme only takes place after the student is enrolled in another course/study programme in or outside ROC Mondriaan, or after the Educational Manager has demonstrably tried to find such an alternative for at least 8 weeks.

b. Compulsory student expelled from ROC Mondriaan

Expulsion of a compulsory student from ROC Mondriaan only takes place after another educational institution has declared itself to be prepared to admit the student, or after the Educational Manager has demonstrably tried to find another educational institution for at least 8 weeks.

c. Obligatory qualification student

Expulsion of an obligatory qualification student from a course/ROC Mondriaan only takes place after another department/educational institution has declared itself to be prepared to admit the student, or after the Educational Manager has demonstrably tried to find another educational institution for at least 8 weeks. During this period, the student may be denied access to educational activities.

d. Responsibility of the student

The student is personally responsible for all the consequences of the deregistration and for taking actions ensuing from it, such as the termination of the student grant, public transport pass, etc.

7.5 Objection, complaint against a disciplinary measure

When a disciplinary measure is taken, the Complaints Regulations apply.

Article 8

8.1.1 Description of complaint

A complaint is understood to be:

- a complaint filed with the Educational Manager (see Art. 8.1.2);
- an objection against a decision or revision by the Educational Manager (see Art. 8.1.3);
- an appeal against a decision by the Director (see Art. 8.1.4);
- an appeal after a decision by the Examination Board (see Art. 8.1.5).

8.1.2 Complaining to the Educational Manager

Each student whose interests are directly harmed by actions or decisions taken by another student or a member of staff at ROC Mondriaan has the right to file a complaint with the Educational Manager.

8.1.3 Complaining to the Director (filing an objection)

If the student is not satisfied with the decision by the educational Manager, the student may object to it to the Director. The complaint together with an explanation should be filed with the Director in writing or through email within two weeks after the incident has taken place or the decision has been made. The Director will hear the complainant before making a decision within two weeks after receipt of the complaint.

8.1.4 Complaining to the Mondriaan Complaints Board (lodging an appeal)

Against a decision by the Director as referred to in Articles 2.4, 3.5, 7.4, and 8.1.3 an appeal may be lodged in writing or through email to the Complaints Board, with the exception of decisions that concern examinations. Complaints about examinations are dealt with by the Examination Appeals Board (see Art. 8.1.5). The student may also turn to the Complaints Board if the Director omits to make a decision within two weeks after receipt of the complaint. The complaint can be filed in writing through the website, regular mail, or email: klachten@rocmondriaan.nl. For more information, see the Mondriaan Complaints Board Regulations on the website.

8.1.5 Appeal to the Examination Appeals Board

Every student has the right to lodge an appeal, in writing or through email, to the Examination Appeals Board if they disagree with the decision by the Examination Board or an examiner concerning the result of, or treatment during, a part of the examination or after receiving a binding negative recommendation on the continuation of studies from the Educational Manager. For further information, see the Examination Appeals Board Regulations on the website.

8.2 Confidential advisers and other complaints to the Mondriaan Complaints Board

In case of sexual intimidation, discrimination, aggression, or violence, a student may turn to a confidential adviser. The school's confidential advisers are listed on the website. One of the duties of the confidential adviser is to guide the student and find out whether the event is grounds for a complaint. The student may also file a complaint directly with the Complaints Board: klachten@rocmondriaan.nl.

8.3 Ombudspersons Telephone for vocational secondary education

The student can file a complaint with the nationally operating Ombudspersons Telephone for vocational secondary education students. The ombudspersons will send the complaint to the educational institution, safeguard the procedure, and report in a general sense as to how the complaint was dealt with to the Minister of Education.

Article 9 Publication and amendments to this Charter

9.1 Adoption by the Executive Board

The Charter and the amendments are adopted by the Executive Board after the approval by the Student Council.

9.2 Copy for the applicant and student

The Charter is issued or submitted for inspection to the applicant on request. The Charter will be handed to the student upon enrolment, when the Educational Agreement is signed. The Educational Manager is responsible for the distribution. The Charter is also published on the website.

9.3 Information about amendments

The student is informed about amendments to the Charter in a way that is to be determined by the Executive Board.

Article 10 Final stipulations

10.1 Unforeseen situations

In situations that this Charter does not provide for, the decision lies with the Executive Board.

10.2 Effective date

This Charter comes into effect on 1 August 2013.

Article 11 Short title

This Charter may be quoted as the 'ROC Mondriaan Student Charter'.