

**COURSE AND EXAMINATION REGULATIONS
(CER)**

**(pursuant to article 7.13 of the Higher Education and
Research Act, WHW)
2016-2017**

Service teaching

**Concerning service teaching arrangements and elective courses offered by
the Faculty of Technology, Policy and Management**

DELFT UNIVERSITY OF TECHNOLOGY

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Introduction

The Faculty of Technology, Policy and Management (TPM) organises many courses specially intended for students who are following degree programmes at TU Delft. Some of these courses form part of the core curriculum of the degree programmes, but some are offered in the form of elective modules.

Dutch legislation stipulates that Course and Examination Regulations (CER) must be drawn up for each degree programme or group of degree programmes. Such regulations have been formulated for the programmes Complex Systems Engineering and Management (CoSEM), Engineering, Policy Analysis (EPA) and Management of Technology (MOT), taught within TPM. The following comments may be made concerning the courses offered by TPM for students who are following other degree programmes:

- Insofar as the courses offered by TPM for students who are following other degree programmes form part of the core curriculum of these other programmes, they are covered by the CER of the degree programme in question.
- The courses offered by TPM for students who are following other degree programmes that take the form of elective modules are covered by the present regulations.
- The CER of a degree programme may also contain provisions concerning elective modules to be taken by students following that programme. In all cases, the provisions of the CER of the degree programme in question are decisive with regard to the regulation of the teaching, examinations and examinations for these modules.

The implementation procedure for these Course and Examination Regulations is appended to the present document.

Section 1 - General

Article 1 – Areas to which the regulations apply

1. These regulations apply to the elective modules provided by the Faculty of Technology, Policy and Management (hereinafter referred to as the Faculty) at TU Delft (hereinafter referred to as the Institute).
2. The modules offered are described in the study guide.
3. These regulations apply exclusively to modules designated by a code starting with the letters 'WM, followed by four digits. The modules with a code starting with the letters 'SPM', 'SEN', 'MOT and 'EPA' are covered by the CERs of the Bachelor's programme in Systems Engineering, Policy Analysis and Management and the Master's programmes in Systems Engineering, Policy Analysis & Management, Management of Technology and Engineering & Policy Analysis.
4. If an elective module coded WM forms part of a minor, it is covered by the CER of the BSc degree programme followed by the student in question. If the WM elective module is taken separately, the present regulations apply.
5. The Implementation Procedure for the elective modules forms an integral part of these regulations.

Article 2 – Definitions of terms used

If concepts occurring in these regulations also occur in the Higher Education and Research Act (Dutch abbreviation Whw), they shall have the same meaning as that intended in the Act.

In these regulations, the following terms shall be understood as follows:

- a. the Act: the Higher Education and Scientific Research Act (in Dutch, the WHW, in the Dutch Bulletin of Acts, Orders and Decrees, number 593 and as amended since,
- b. Implementation: Regulations the implementation regulations which form part of these Course and Examination Regulations,
- c. student: anyone enrolled at Delft University of Technology as a student or extraneous student for the purpose of benefiting from education and/or for the purpose of sitting the examinations and undergoing the degree audit which form part of the programme,
- d. teaching period half a semester,
- e. practical: a practical exercise as intended in Article 7.13, paragraph 2, subparagraph d of the Act, taking one of the following forms:
 - writing a thesis;
 - conducting a project
 - writing a paper of a report,
 - completing a design or research assignment,
 - conducting a literature review,
 - conducting an internship,
 - participating in fieldwork or an excursion,
 - conducting tests and experiments,
 - participating in other educational activities aimed at enabling participants to attain certain skills.
- f. subject: a teaching unit within the programme as intended in Article 7.3, subsection 2 and 3 of the Act; a subject can consist of a number of components,
- g. examination: a test of the student's knowledge, insights and skills relating to a particular subject, as well as the marking of that assessment by at least one examiner,
- h. credit: a credit awarded in line with the European Credit Transfer System (ECTS); one credit (EC) denotes a study load of 28 hours,

- i. minor: a coherent set of subjects at Bachelor's level, worth 30 credits in total. The subjects chosen must all be consistent with the overall objectives of the Bachelor's degree programme in question. Students are free to take the minor of their choice, within the limits of availability and compatibility with overall degree programme objectives,
- j.. working day: Monday to Friday with the exception of recognised national public holidays,
- k. study guide: a guide to the programme containing specific information pertaining to the various subjects,
- l. institute: Delft University of Technology,
- m. virtual learning environment: the electronic system designed for the exchanging of teaching information,
- n. Osiris the education register system
- o. disability: all conditions which are (at least for the period in question) chronic or lasting in nature and which form a structural limitation for the student in receiving education and/or sitting examinations or taking part in practicals.
- p. Academic year: the period from 1 September until 31 August of the subsequent calendar year;
- q. bridging programme: a deficiency programme aimed at moving up to a Master's degree programme, while enrolled in a Bachelor's degree programme, but without obtaining a Bachelor's degree;
- r. programme duration: the duration starting from enrolment of the student until the last examination.

Article 3 – Participation in courses

Students who are enrolled for one of the degree programmes at TU Delft have the right to follow courses offered at the University. For the rules concerning enrolment for a given course component, see article 2 of the Implementation Regulations.

Article 4 - Language

The language used in teaching and the examinations shall be determined by the member of teaching staff with responsibility for the course.

Section 2 – Registering and withdrawing

Article 5 - Registering for written examinations

1. Registration to take part in a written examination is done by entering the required data into Osiris no later than 14 calendar days (that is, not *working days*) before the examination.
2. Students may submit a request to register for an examination after the deadline mentioned in subsection 1 has passed but no later than 3 calendar days before the examination in question, at Osiris. The request will be honoured providing that places are available in the room or rooms where the examination is scheduled to take place. The student will be informed one working day before the examination takes place.
3. In the case of circumstances beyond a student's control, whereby the student is unable to register for the examination, the Board of Examiners can still permit the student to participate in the examination.
4. The following applies upon entering the examination room:

- only students with valid proof of identity will be admitted to the examination. The following will be accepted as proof of identity: campus card, passport, identity card or driving licence.
and
 - students will only be admitted to the examination with a valid examination ticket and/or if they are included in the list of participants.
5. A student who has not registered for the examination and is therefore not included on the list of participants, may report to the invigilator on the day of the examination from 15 minutes before until the start of the examination. In so far that there are seats available, they will be admitted to the examination room half an hour after the start of the examination in the order they reported to the invigilator. The lack of half an hour examination time cannot be compensated. Students who have thus gained access to the exam will be added to the list of participants. The student takes the exam subject to the reservation that it will be investigated whether he/she is entitled to participate in the examination.
 6. In case the investigation by the Examination Desk leads to the conclusion that the student was not entitled to participate in the examination, the examination work is invalid, will not be evaluated and does not lead to a result.
 7. The student can submit a substantiated request to the Board of Examiners to have examination work that is considered to be invalid to be declared valid and to have it evaluated.
 8. The Board of Examiners will only agree to the request in exceptional circumstances.

Article 6 - Registering for practicals

1. Registration for practicals will take place in the manner and by the deadline indicated in the study guide, c.q. Brightspace c.q. in the corresponding Implementation Rules for the practical in question.
2. In special cases the Board of Examiners may deviate from the period of registration referred to in subsection 1, however only in favour of the student.
3. Students who do not register for a practical on time may not participate in that practical. In exceptional circumstances the Board of Examiners may allow the student to participate in the practical.
4. If a student participates in a practical for which the student was not properly registered, the Board of Examiners will declare the results of the practical to be invalid.

Article 7 - Withdrawal written examination

1. It will be possible to withdraw from an examination via Osirs up to 3 calendar days before the examination takes place.
2. Any student who has withdrawn from an examination has to re-register on a subsequent occasion, in accordance with the provisions of Article 5.

Section 3 - Examinations

Article 8 – Number and frequency of examinations

1. There are two opportunities per module per academic year for written examinations:
 - The first opportunity is at the end of the teaching period for the subject to which the exam in question relates,
 - The second opportunity is at the end of the teaching period directly following the one in which the course was taught. When the course is being taught in teaching period 4, the second exam will take place during the resit period.in the months July and August.
2. There is one opportunity per academic year for sitting proficiency tests of practicals and projects.

3. A timetable of all the opportunities for sitting written examinations is drawn up every semester and distributed before the start of the semester via the TUDelft website -> Student portal -> Information -> Education -> Timetables.
4. If there is no indication as to the number of times a particular examination can be taken in any one academic year because it relates to a subject not taught by the programme itself, the relevant stipulations in the Teaching and Examination Regulations of the other programme will apply. The Board of Examiners reserves the right to make decisions that deviate from the norm regarding this matter.
5. Notwithstanding the provisions of paragraph 1, there will be at least one chance in a year to sit examinations relating to subjects mentioned in the study guide but not taught in a given academic year.
6. In exceptional cases the Board of Examiners may permit more than two opportunities in an academic year for certain examinations
7. Students may sit maximally two examinations per subject/module per academic year.

Article 9 – Sequence of examinations

Students can participate in the examinations for the individual subjects in any desired order, having regard to the provisions of article 3 of the Implementation Regulations.

Article 10 – Validity of examinations

The period of validity of the results of the examinations in a particular subject depends on the degree programme of which that subject forms a part, and is specified in the CER for that degree programme.

Article 11 – The form of examination and method of assessment

1. The form in which the examinations are taken and the way the results are assessed are laid down in the study guide for the current academic year. If the same examination is given by more than one examiner, either at the same time or at different times, a chief examiner shall be appointed. This chief examiner will ensure that all examiners use the same assessment standards in marking the results of the examination.
2. The Board of Examiners may, deviate from the provisions of subsections 1, in favour of the student.

Article 12 - Oral examinations

1. An oral examination shall not involve more than one student at a time, unless the examiner(s) specifies (specify) otherwise.
2. All oral examinations are public, unless the examiner has determined otherwise in an exceptional case or the student has formally objected to the public nature of the examination.
3. The examiner must ask the student to produce proof of identity before the start of an oral examination.

Article 13 – Determining and announcing the results

1. The examiner is required to determine the result of an oral examination as soon as it is finished and to supply the student with a written statement of the result. The determination of the date of the exam is the date of the oral examination itself.
2. In the case of written examinations, the examiner is required to determine the result as soon as possible after the examination but within 15 working days at most. The examiner ensures that the results are registered and communicated in Osiris within this time, taking due account of the student's right to privacy. Contrary to the foregoing the results of written examinations that are sat in the resit period in August, must be registered and communicated in Osiris by the last working day of the week following the exam week at the latest.

3. Regarding any examinations that are not taken orally or in writing, the Board of Examiners will determine beforehand precisely how and within what period of time the student will be notified of the results. The determination of dates of exams like papers, reports, reviews etc, is the date of the delivery of the definitive version.
4. When receiving the result of an examination, the student will be made aware of his or her right to inspect the results as referred to in Article 21, as well as the opportunity to lodge an appeal with the Examination Appeals Board.

Article 14 – Study progress checks

The student administration is responsible for ensuring that each student can see and check the results he has achieved via student information system Osiris.

Article 15 – The right to inspect results

1. For a period of at least 20 working days after notification of the results of any written examination, the student has the right to inspect his or her marked work, on request. If a student intends to lodge an appeal regarding the marking of his or her work, he or she will be supplied with a copy of the marked answers.
2. During the period referred to in paragraph 1, all students who sat the examination may acquaint themselves with the questions and assignments set in the examination, as well as with the criteria used for marking.
3. The Board of Examiners may determine that the right to inspection or perusal referred to in paragraphs 1 and 2 will take place at a location specified beforehand and at no less than two specific times, also decided on beforehand. If the student can prove that he/she is or was unable to be present at the location at the set time due to circumstances beyond his or her control, then another opportunity will be provided, if possible within the period stated in paragraph 1. The location and times mentioned in the first sentence will be announced well in advance.

Article 16 – Discussing the examination results

1. As soon as possible after the results of an oral examination have been announced, an opportunity can be arranged for the examiner to discuss the results with the student, either at the student's request or at the instigation of the examiner. At this meeting, the reasons behind the marks awarded will be explained.
2. For a period of 20 working days after the results have been announced, students who have taken a written examination may submit a request to discuss the results with the relevant examiner. The discussion will take place within a reasonable time span and at a place and time determined by the examiner.
3. In cases where a collective discussion is organised by or on the instructions of the Board of Examiners, a student may only submit a request, as described in the preceding subsection, if he/she was present at the collective discussion and if he/she provides a good reason for the request or if, due to circumstances beyond his/her control, he/she was unable to attend the collective discussion.
4. The provisions of subsection 3 are similarly applicable if either the Board of Examiners or the examiner first gives the student the opportunity to compare his/her answers with model answers.
5. The Board of Examiners may permit departures from the provisions of subsections 2 and 3.

Article 17 – Right to appeal

Students have the right to lodge an appeal with the Examination Appeals Board against the decisions of examiners and the treatment they received while sitting (part of) an examination, within 6 weeks after publication of the results of the examination. The appeal must be sent to the Examination Appeals Board pursuant to article 7.61 of the Higher Education and Research Act (Dutch abbreviation WhW).

Article 18 – Fraud

When fraud is suspected the Rules and Regulations of the Board of Examiners of the study programme in which the student is enrolled apply. The matter will also be dealt with by the Board of Examiners of the study programme in which the student is enrolled.

Section 4 – Studying with a disability

Article 19 – Adaptations to help students with a disability

1. Students who have a physical or sensory disability are entitled to adaptations in teaching, examinations and practicals, on written request. These changes will be geared as much as possible to a student's individual needs, but they must not affect the quality or the degree of difficulty of a subject or an examination programme. The facilities provided to this end may involve adapting the form or duration of examinations and/or practicals to the student's individual situation or making practical aids available. Examples of adaptations can be found in Appendix 1 to these regulations.
2. The request referred to in paragraph 1 should be accompanied by a recent medical certificate from a doctor or a psychologist. If possible, this certificate should also estimate the extent to which the disability forms an obstacle to study progress. If there is evidence of dyslexia, the request should be accompanied by a document issued by a recognised dyslexia-testing bureau (i.e. registered with BIG, NIB, or NVO).
3. Requests for the adaptation of the teaching facilities are decided on by the Dean or by the director of studies acting on his behalf. The Board of Examiners will decide on requests for adaptations to examinations.

Section 5 – Contraventions, changes and implementation

Article 20 – Contravening the regulations

If the study guide and/or any other regulations relating to the study programme and/or the examination programme prove to contravene these Teaching and Examination Regulations and the accompanying Implementation Regulations, precedence will be given to the provisions of these Teaching and Examination Regulations in combination with the Implementation Regulations.

Article 21 – Changes to the regulations

1. Any changes made to these regulations are approved by the Dean by means of separate decisions, after consultation with the Service Teaching Users' Council.
2. No changes made will affect the current academic year unless it is reasonable to suppose that the interests of students will not be adversely affected.
3. Changes made in the regulations cannot lead to a modification of a decision already taken, which is detrimental to the student.

Article 22 – Publication of the regulations

1. The dean is responsible for finding a suitable way of publicising these regulations and the relevant Implementation Regulations, as well as any changes to the regulations.
2. In any case, the Course and Examination Regulations and the associated Implementation Procedure shall be displayed on the Faculty pages of the TU Delft website.

Article 23 – Entry into force

These regulations take effect on 1 September 2017

These regulations were approved by the Dean of the Faculty on 24 July 2017.

Appendix 1 to complete article 19

Adjustments to the assessment procedure, including examinations and other forms of assessment, may concern the following matters, among others:

- the course material (making available course material that is more easily accessible, for example);
- the form of assessment (e.g. replacing a written examination by an oral one, or vice versa, testing knowledge of the studied material by way of interim examinations, or granting an exemption from attendance);
- time-related matters (such as granting more time during examinations, spreading out examinations over the examination period, granting exemptions from admission requirements, or extending the period within which a component must be completed);
- the resources that candidates are allowed to use during examinations (such as an English-Dutch dictionary for candidates with dyslexia);
- the location (taking examinations in a separate distraction-free room).

Adjustments to the educational facilities may concern the following matters, among others:

- making modified furniture available in the classrooms and examination rooms;
- making special equipment available (such as magnifying or Braille equipment for blind or partially sighted students, or audio induction loops and solo equipment for students who are deaf or hard of hearing);
- making more easily accessible course material available;
- making special computer facilities available (such as voice recognition or speech synthesis software);
- making a separate distraction-free room available for a student to take an examination;
- making a quiet room available.

**IMPLEMENTATION REGULATIONS
FOR SERVICE TEACHING
(IR)**

2015-2016

**Concerning service teaching arrangements and elective
courses offered by the Faculty of Technology, Policy and
Management**

DELFT UNIVERSITY OF TECHNOLOGY

Article 1 – Scope and applicability of the regulations

The implementation regulations of the Course and Examination Regulations, hereinafter referred to as the implementation regulations, form an integral part of the Course and Examination Regulations.

Article 2 – Enrolment for courses

Students must register in advance for certain course components. Further details are given in the study guide and the page of the Blackboard electronic information system for the subject in question.

Article 3 – Assessment plan

The basis on which examination work is marked for each course, together with the applicable limiting conditions if any, shall be reported annually in the study guide..

Article 4 – Order during examinations

For the general regulations concerning the order during examinations the Rules and Guidelines of the Board of Examiners are referred to. The Rules and Guidelines of the study programme for which the student is enrolled apply.

Article 5 – Questions and assignments

1. The questions and assignments set in an examination shall not exceed the scope of the sources on which the examination material is based. The main lines of these sources will be announced before the start of the course leading up to the examination. Full details of the scope of the definitive examination material will be announced no later than a month before the date of the examination.
2. The questions and assignments of the examination shall cover the examination material as evenly as possible.
3. The examination shall be representative of the teaching objectives in both form and content.
4. The questions and assignments of the examination shall be clear and unambiguous, and shall be so formulated or contain such indications as to make it clear to the student how long and how detailed the answers should be.
5. At least three weeks before a written examination is held, the examiner will give the students the opportunity to study a written test of such an examination as well as model answers and the standards used in grading the work.

Article 6 – Grading examinations

1. The results of examinations shall be marked on the 10-point scale familiar from Dutch educational usage. The final mark for a given course shall be expressed in whole or half numbers. The final grade ≥ 6 implies that the student passed the course, <6.0 means that the student has failed the course.
2. The grading of written examinations will be done as much as possible on the basis of standards laid down in advance for grading and, if necessary, adjusted following the correction of the examination work.
3. The grading manner is transparent so that the student can verify the way in which the result of her or his examination was established when looking at her or his work.
4. If the examiner has good reason to believe that a student may not be the true author of the examination work handed in, he may carry out a supplementary investigation by asking the student to sit an additional oral or written examination.
5. If the examination consists of a paper, a project report or the results of an assignment that the student had to hand in to the responsible member of teaching staff, marking shall be completed within 15 working days unless the member of teaching staff in question states otherwise on Blackboard at the start of the course.

Article 7 - Transitional regulations

In case minors are cancelled or replaced by new minors or courses the following applies:

In order to be able to complete minors that started in 2015, there are two possibilities, depending on the components that were completed.

In case one of the minor courses has not been completed, these possibilities are:

1. This course is offered in a new minor. The course can be taken, after approval by the minor coordinator, in order to complete the original minor.
2. This course is not offered in a new minor. Students will have to
 - find a substitute course, that has connection with the courses already completed.
 - apply for a free minor with the Board of Examiners of the own faculty (form: 'aanvraag goedkeuring vrije minor').

If necessary the programme director of the Service Teaching, R. Ortt can be contacted.

For more advice: contact the academic counsellor of the own programme.

Article 8 – Entry into force

These regulations take effect on 1 September 2016

These regulations were approved by the Dean of the Faculty on 1 July 2016