

## TER Master in Tourism Destination Management

Breda University of Applied Sciences  
Academic Year 2018-2019 (1 September 2018 – 31 August 2019)

*The teaching and examination regulations are part of the study programme-specific part of the Students' Charter. The Students' Charter describes the rights and duties of students, ensuing from the Dutch Higher Education and Research Act (WHW) and consists of a general part pertaining to the institution as a whole, and of specific parts pertaining to the various study programmes. The Students' Charter is subject to alterations in laws and regulations.*

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Study programmes	Master in Tourism Destination Management
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<b>Based on General TER Framework for master's programmes 2018-2019</b>	
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# Chapter 1 General

## Article 1.1 Definitions

When applying these regulations, the following is meant by:

<b>Academic year</b>	The period that starts on 1 September and ends on 31 August of the subsequent year, as referred to in WHW article 1.1 under k.
<b>Academy</b>	Organisational unit as referred to in article 10.3a WHW, which offers one or more study programmes.
<b>Academy director</b>	Leading officer of an academy. The academy director bears final responsibility for the day-to-day running of an academy on the grounds of the duties and powers authorised to him/her by the Executive Board.
<b>Academy participation council</b>	A body instituted for each academy, as referred to in WHW article 10.25, which exercises the right of consent and the right to prior consultation vested in the Participation Council, insofar as it concerns matters that pertain to the academy.
<b>Accreditation</b>	The quality mark which expresses that the quality of a study programme has been positively assessed, as referred to in article 1.1 under 's' of the WHW.
<b>Assessment</b>	A specific examination in which the student is given a realistic professional assignment, and/or carries out professional activities, by means of which the student allows the assessor to establish the extent to which the student masters the relevant competencies and/or sub-competencies.
<b>Assessment results</b>	A collection of academic results registered by the examiner(s). This collection is recorded in the Osiris student progress monitoring system.
<b>Board of examiners</b>	The body, as referred to in article 7.12 paragraphs 1 and 2 of the WHW, which establishes – in an objective and competent manner – whether a student complies with the conditions of the TER in terms of knowledge, understanding and skills which are required in order to earn a degree. Every study programme or group of study programmes of the institution has its own board of examiners. Also see the Regulations pertaining to Boards of Examiners.
<b>Competency-based education</b>	A type of education in which the final objectives are expressed in terms of competencies.
<b>Course</b>	A part of a study programme that is concluded by means of an examination. The study load of a course is, in principle, expressed in whole ECTS credits. If necessary, however, a maximum of two decimal places can be applied.
<b>CROHO</b>	The Central Register of Higher Education Programmes in the Netherlands, as referred to in article 6.13 paragraph 1 of the WHW.
<b>CROHO domain</b>	Classification by education sectors.

<b>Curriculum</b>	An interrelated set of courses for a particular study programme, including assessment/marking standards.
<b>Degree certificate</b>	A certificate awarded by the board of examiners, as referred to in article 7.11 paragraph 2 of the WHW, to prove that the final exam of a study programme has been completed successfully.
<b>Degree programme committee</b>	A participation body, established for a study programme or group of study programmes, as referred to in WHW article 10.3c, which has the right of consent <sup>1</sup> and the right to prior consultation with regard to parts of the TER. Also see the Regulations pertaining to Degree Programme Committees.
<b>Diploma supplement</b>	A supplement to the degree certificate, as referred to in WHW article 7.11 paragraph 4, with the aim of providing an insight into the nature and content of the study programme completed, partly with a view to the international recognisability of the programme(s). Diploma supplements are drafted in the English language and comply with the standard European format.
<b>ECTS credit</b>	A unit which expresses the study load for a student. One ECTS credit is equivalent to a study load of 28 hours of study.
<b>Examination</b>	An examination, as referred to in article 7.10 paragraph 1 of the WHW, of the student's knowledge, understanding and skills, as well as an assessment of the results of this examination.
<b>Examinations Appeals Board</b>	A judicial body established in accordance with WHW article 7.60 to which students can appeal against decisions as listed in WHW article 7.61.
<b>Examiner</b>	A member of staff, or an external expert - appointed by the board of examiners - for the purpose of administering examinations and establishing examination results, as referred to in article 7.12c paragraph 1 of the WHW.
<b>Executive Board</b>	The governing and policy-making body of Stichting Breda University of Applied Sciences, as referred to in article 10.2 of the WHW in conjunction with articles 3 to 5 inclusive and article 7 of the articles of association of the Stichting Breda University of Applied Sciences.
<b>Extraneus student</b>	A student, as referred to in article 7.36 of the WHW, who is enrolled on a study programme at Breda University of Applied Sciences who only has the right to take examinations and final exams. An <i>extraneus</i> student does not have the right to attend classes/lectures.
<b>Final exam</b>	The total of successfully completed examinations in the courses belonging to the study programme, possibly supplemented with an investigation carried out by examiner(s) appointed by the board of examiners into the level of knowledge, understanding and skills of the student.
<b>Full-time programme</b>	A full-time study programme involves students studying full-time, not taking into account any employment commitments. A full-time study programme does contain practical components like work placements, which represent a certain number of credits.

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<sup>1</sup> In accordance with legislation effective from September 2017.

<b>HBO master's programme</b>	An HBO study programme as referred to in article 7.3a paragraph 2b and/or article 7.3b paragraph b of the WHW. Also see: study programme.
<b>Institute</b>	Breda University of Applied Sciences.
<b>ISAT code</b>	The code under which a study programme is officially registered in CROHO.
<b>LMS</b>	Learning Management System (CL Learning, previously known as N@tschool).
<b>Management and administrative regulations</b>	A set of regulations in which the Executive Board has laid down how the management, administration and organisation of the institute is arranged, as referred to in WHW article 10.3b.
<b>Management team</b>	The staff members of an academy who are responsible for academy policy and have been appointed for this purpose by the Executive Board.
<b>NVAO</b>	Accreditation Organisation of the Netherlands and Flanders charged with providing expert and objective assessments of the quality of higher education in the Netherlands and Flanders.
<b>Osiris</b>	The Student Information System.
<b>Participation Council</b>	An independent body, as referred to in article 10.17 of the WHW. Half of this body consists of members chosen from among employees, and the other half of members chosen from among students.
<b>Selection list</b>	The list which describes how long the institute is obliged to retain archive records.
<b>Semester</b>	A consecutive period of 20 lecture weeks.
<b>Standard duration of studies</b>	Number of study load hours of the study programme divided by 60 ECTS credits, expressed in years.
<b>Student</b>	A person enrolled as a student Breda University of Applied Sciences, as referred to in WHW article 7.32.
<b>Student counsellor</b>	An officer whose core task is to guide, inform and advise current and prospective students in the area of education and studying.
<b>Study coach / mentor</b>	A staff member of the academy charged with coaching and guiding a group of students.
<b>Study load</b>	The study load expressed in ECs, as referred to in article 7.4 paragraph 1 of the WHW.
<b>Study programme</b>	An interrelated whole of courses, as referred to in WHW article 7.3.
<b>WHW</b>	The Dutch Higher Education and Research Act (WHW), including any additions made after that date.
<b>WO master's programme</b>	A WO master's programme as referred to in WHW article 7.3a paragraph 1b. Also see: study programme.

## Article 1.2 General Provisions

- 1 In conformity with article 7.59 of the WHW, Breda University of Applied Sciences has a Students' Charter which has been laid down by the Executive Board ('College van Bestuur' or 'CvB') of the institute, after approval from the Participation Council ('medezeggenschapsraad'). The Students' Charter consists of a part pertaining to the institution as a whole and a part pertaining to the various study programmes. The part relating to the institution as a whole has been laid down in a separate document. The teaching and examination regulations ('TER') are part of the study programme-specific part of the Students' Charter.
- 2 The teaching and examination regulations will be in compliance with the rules and regulations of the 'TER Framework for Master's Programmes'. The date when the TER Framework was adopted by the Executive Board and the date when consent was received from the Participation Council are listed in the status table on the cover page of this TER.
- 3 The teaching and examination regulations will be approved by the academy director in conformity with article 7.1 of these regulations.
- 4 The academy director will ensure annual evaluation of the teaching and examination regulations, and in this process, will take into consideration – for the purpose of monitoring and (if necessary) adjusting the study load - the students' required time commitments arising from this (WHW article 7.14).
- 5 The degree programme committee will evaluate the way in which the teaching and examination regulations are implemented. The degree programme committee will present the results of its evaluation to the academy director.
- 6 The Dutch version of the teaching and examination regulations will take precedence over the English translation.
- 7 The provisions in these regulations are only legally valid if and insofar as they are not contrary to the provisions in or by virtue of the WHW.

## Article 1.3 Applicability

- 1 These teaching and examination regulations apply to the academic year of 2018-2019, which runs from 1 September 2018 up to and including 31 August 2019.
- 2 The TER as referred to in section 1 are applicable to all students who are enrolled on a study programme as specified in section 5.
- 3 The term 'study programme' - as mentioned in section 2 - refers to all modes of delivery of the study programme in conformity with its/their registration in CROHO.
- 4 If the decisions regarding the teaching and examination regulations are not finalised by 1 September of the academic year concerned, the teaching and examination regulations of the previous academic year will remain in force until the teaching and examination regulations of the current academic year are adopted.
- 5 These teaching and examination regulations specify the rights and duties of students of the following study programme:

**Name of study programme**

English name                      Tourism Destination Management

ISAT code                              49287

Degree title (in full)	Master of Arts
Degree title (abbr.)	MA

as well as the ensuing rights and duties of the Executive Board, the academy director, the board of examiners, the degree programme committee, and the employees of the study programme.

- 6 Where 'students' are mentioned in these teaching and examination regulations, this also includes *extraneus* students, unless otherwise determined.
- 7 Where 'he' or 'his' is used in these teaching and examination regulations, it should be taken to represent both 'he' / 'his' and 'she' / 'her'.
- 8 Where 'student counsellor' is used in these teaching and examination regulations, it should be taken to represent one of the student counsellors within the academy concerned.
- 9 Where 'course' is used in these teaching and examination regulations, it should be taken to represent course, project, training programme, module, workshop or learning arrangement.
- 10 Where 'examination' is used in these teaching and examination regulations, it should be taken to represent examinations, partial examinations, assignments, assessments or competency examinations.
- 11 Where 'board of examiners' is mentioned in these teaching and examination regulations, it should be taken to represent the board of examiners of the student's own master's programme.
- 12 Where '...communicated / announced / etc. to students...' or '...students will be informed....' is used in these teaching and examination regulations, it should be taken to include all communication channels: e-mail (to the e-mail address of the institute), internet, intranet, portal, LMS, Osiris, verbally or in writing.
- 13 In these teaching and examination regulations, several references are made to other sets of regulations. These regulations can be consulted via intranet/the portal/internet, unless specified otherwise.
- 14 Where Master TDM is used in these teaching and examination regulations, it should be taken to represent Master in Tourism Destination Management and vice versa.

#### **Article 1.4 Rules of Conduct**

WHW article 7.57h

- 1 To maintain a proper course of business within Breda University of Applied Sciences, the Executive Board has established rules of conduct and disciplinary measures for students. These rules have been incorporated in the Students' Charter.
- 2 It is forbidden to record, copy and/or distribute lectures or parts of lectures without the lecturer's written permission.

#### **Article 1.5 Evaluation of Education**

##### **1.5.1 General**

Quality assurance system of Breda University of Applied Sciences

The following institute-wide evaluations are carried out on a structural basis to monitor quality and satisfaction.

Respondent group	Name of evaluation / survey	Evaluation frequency	Report	Topics	Particulars
Current students	NSE	Every year	End of May	Student satisfaction with e.g. study programme, lecturers, study facilities, and environment	Benchmark NL, Specific questions of Breda University of Applied Sciences once every two years
Alumni	HBO-monitor	Every year	April/May	Alumni satisfaction with e.g. study programme, alignment between education and work	Benchmark NL, Possibility to add specific questions
Drop-outs	Exit survey	Every year	Autumn	E.g. reasons to quit, study choice, expectations, future plans	
International students	International Student Survey	Every two years	January/February	Satisfaction, social life, intercultural skills	

### 1.5.2 Academy-specific

Within the academies, the academy director is responsible for the quality of education. Within the institute-wide frameworks, academies have scope to organise their own quality assurance systems and align these with the specific educational features of their respective academies. Every year, the academies draw up an annual report on educational quality. All degree programmes are covered in these annual reports. The annual reports provide an insight into the quality, quality policy, and improvement actions within the academy and its degree programmes.

During phase I and upon completion of phase II, evaluations are held among students and lecturers.

#### 1 Face-to-Face Feedback

A Face-to-Face feedback session with the students, chaired by a member of the TDM management team is held in phase I, in phase II and after receipt of the Master's Degree. The purpose is to receive revealing information that might not have been considered during the planning of the programme.

#### 2 Online Survey

*At the end of each Module*

A questionnaire is distributed among the students at the end of each module to gain information on the overall TDM programme. The questionnaire is filled in anonymously. The information obtained through the surveys is analysed and recorded to identify the varying performance levels throughout the duration of the programme and after completion of the programme.

All feedback received from students is taken into consideration during evaluation sessions by staff:

#### 3 Teacher Handover Meeting

*End-Module + End-Destination*

Upon completion of each module, lecturers of the completed and the next module meet to exchange information regarding class performance, TDM performance, study load, and any special cases or concerns. This information exchange is to ensure smooth transition between the modules, while providing information to the management team and module coordinators to improve the TDM programme.

#### 4 Teacher Progress Review

Between each module, all module lecturers, and the lecturers of other modules running parallel, meet to discuss the status of the module.

## Chapter 2 Content and Organisation of the Study Programme

### Article 2.1 Objectives of the Study Programme and Competencies

The objective of the master's programme Tourism Destination Management is to ensure that its graduates comply with the relevant learning outcomes (see appendix 2).

### Article 2.2 Mode of Delivery

WHW article 7.7

The master's programme is delivered in a full-time mode and in a part-time (executive) mode. The part-time mode is not offered in 2018-2019.

### Article 2.3 Language

WHW article 7.2

The master's programme is taught in English; the examinations are administered in English too. Where the use of the English language is concerned, a code of conduct is in effect (appendix 1).

### Article 2.4 Scope and Duration of the Master's Programme

WHW article 7.4, 7.4a and 7.4b

The master's programme corresponds to 60 ECTS credits and is concluded by means of a final exam. One ECTS credit represents 28 hours of study. The standard duration of the study programme is one year (study load of 1680 hours).

### Article 2.5 Structure of the Study Programme

#### 2.5.1 General

The curriculum of the study programme(s) can be found in appendix 3.

#### 2.5.2 Full-time programme

- 1 The programme will start with an introduction week during which a variety of activities and events are offered to familiarise the students with the programme and the lecturers involved.
- 2 After the introduction week, the programme is constructed of various modules.  
  
Module 1: Theory (Contemporary Marketing, Context and Trends)  
Module 2: Theory (Destination Stakeholder Management)  
Module 3: Theory (Destination Development, Finance and Organisation)  
Module 4: Skills (Team Performance & Creative Leadership)  
Module 5: Tourism Destination Research
- 3 The precise year schedule of the modules will be published prior to the academic year (by 1 September 2018 at the latest) in the student handbook.
- 4 The student handbook contains the following information: concise information about all the phases and courses, dates and times of meetings/workshops, and deadlines for assignments.

- 5 The course set-up can be changed by the course coordinator, but he will communicate in writing any changes with regard to course content and schedule prior to the course
- 6 A student can proceed the field research project (CTDM.RFRP, part of Module 5) if he has earned at least 15 ECTS credits from the modules taught and assessed in Breda.
- 7 A student can proceed to the graduation period (CTDM.RTHE) if he has earned at least 38 ECTS credits from all courses assessed in Breda and if he has successfully completed his field research project.
- 8 The graduation opportunities for the student intake of 2017-2018 have been communicated to students in writing via the student handbook.
- 9 The graduation opportunities for the student intake of 2018-2019 will be announced no later than 1 September 2018 and communicated to the students in writing via the student handbook (which includes the year schedule).

### **2.5.3 Part-time programme**

In the academic year of 2018-2019, the part-time mode of the programme will not be offered.

### **2.5.4 Graduation**

If the graduation project / dissertation takes place abroad (either fully or partially), the student will be required to register via the 'Fill in and take off' form, within the scope of crisis prevention.

### **Article 2.6 Transitional Arrangement Relating to Curriculum Changes**

Not applicable.

## Chapter 3 Student Counselling and Student Progress

WHW article 7.13 paragraph 2u and article 7.34 paragraph 1e

### Article 3.1 Student Counselling

This article does not apply to *extraneus* students.

- 1 The academy will apply an individual student counselling system. By means of this student counselling system, the academy seeks to ensure that study-related problems are either avoided or discovered in time, and to offer support in solving these problems.
- 2 If desired or necessary, notes of talks between a student and a student counsellor, within the framework of student counselling, can be recorded in Osiris.
- 3 The registration of data relating to student counselling will be in compliance with the provisions of the 'Privacy Regulations; Processing of Student Personal Data'<sup>2</sup>. These regulations are part of the Students' Charter.

### Article 3.2 Student Counselling within the Academy / Study Programme

- 1 Throughout the programme, students will be coached individually and in groups, in terms of subject matter content, by lecturers who teach courses in the programme.
- 2 For the purpose of developing personal (leadership) qualities, a special module (module 4) has been incorporated in the curriculum.
- 3 In addition, a student counsellor of the Academy for Tourism has been appointed especially for students of the master's programme.
- 4 During the graduation period (part of module 5), the graduation supervisor will also act as a counsellor / guide for the student concerned, in terms of subject matter content.

### Article 3.3 Personal Circumstances

WHW article 7.51 paragraph 2

Personal circumstances<sup>3</sup> are taken to mean:

- board activities
- illness or pregnancy
- a disability or chronic illness
- special family circumstances
- other circumstances specified by the Executive Board, such as top-class sport

### Article 3.4 Personal Circumstances and the Student Counsellor's Role

- 1 If the student is of the opinion that personal circumstances, as referred to in article 3.3, influenced (or are influencing) his academic results, this student will be required to report these circumstances to the student counsellor as soon as possible after they occur and to discuss these circumstances with the student counsellor. In this respect, the student may be asked for supporting evidence, such as a medical or psychological statement. If a special

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<sup>2</sup> This is the title of the current regulations. They have yet to be adjusted to conform to the new name of Breda University of Applied Sciences.

<sup>3</sup> See Profiling Fund Regulations for more information.

circumstance is likely to affect a decision of the board of examiners, then this special circumstance should be reported before the board of examiners makes this decision.

- 2 The student counsellor of a study programme or group of study programmes may provide advice to the board of examiners, both when asked and on his own initiative.

### **Article 3.5 Studying with a Disability<sup>4</sup>**

- 1 In this article, a 'disability' should be taken to mean any disability or chronic illness that may cause a student to fall behind in his studies.
- 2 Students with a disability may be offered the opportunity by the board of examiners to attend courses and take attendant examinations in a specially adapted manner. The facilities to be provided for this purpose consist of a type or duration of courses and/or examinations geared to individual situations, or of practical aids being provided and/or made available. Also see the LMS for more information.
- 3 To qualify for any of the facilities mentioned in section 2 of this article, students are required to submit their request to the board of examiners, via the student counsellor of the academy, as soon as possible after enrolment on the study programme or after the occurrence of the disability.
- 4 The board of examiners will inform the student and the student counsellor of its well-founded decision in writing (or via Osiris).
- 5 In principle, facilities will be provided for the duration of an entire study programme, unless otherwise determined by the board of examiners.
- 6 A student who falls behind in his studies due to his disability may submit a request for financial support from the Profiling Fund of Breda University of Applied Sciences. This provision is not applicable to students enrolled on TDM (intake year of 2016 and earlier) or IMA.

### **Article 3.6 Student Progress Monitoring**

- 1 The academy will ensure that the students' academic achievements are carefully and accurately recorded by means of the student progress monitoring system Osiris.
- 2 Students themselves will be responsible for regularly checking their results for accuracy in the academy's student progress monitoring system Osiris. In the case of incorrect or incomplete records in the system, the student is to report to the lecturer involved.
- 3 Academic progress data will be recorded in compliance with the provisions of the 'Privacy Regulations; Processing of Student Personal Data<sup>5</sup>'.

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<sup>4</sup> See the website of Breda University of Applied Sciences, [www.buas.nl](http://www.buas.nl), for more information.

<sup>5</sup> This is the title of the current regulations. They have yet to be adjusted to conform to the new name of Breda University of Applied Sciences.

## Chapter 4 Examinations

### Article 4.1 Organisation of Examinations

WHW article 7.10 paragraph 1

- 1 Every course is concluded by means of an examination. The examination may consist of several partial examinations.
- 2 The board of examiners will appoint one or more examiners for the purpose of administering examinations and establishing the results of these examinations. The examiners will provide the board of examiners with the requested information, for which purpose they may be invited to a meeting. The board of examiners establishes rules with regard to the proper course of business during examinations, also see article 4.6. In the case of competency examinations, examiners are called assessors.
- 3 Every examination comprises a measurement of the student's knowledge, understanding and/or skills, as well as the assessment of the results of this measurement.
- 4 An examination may take the form of an assessment, written or oral questions, a reflection on one's own performance, a study task or project, a paper, carrying out practical activities, a dissertation, a research report, a work placement report, carrying out placement assignments, other practical components, or fieldwork.
- 5 In special cases, the board of the examiners is authorised to allow an alternative form of examination than that specified by the examiner.
- 6 At the beginning of the academic year, the following information will be communicated for each course in the course guides:
  - a Contents (subject matter),
  - b Learning targets,
  - c Type/form of the examination or partial examinations,
  - d The sequence in which the partial examinations have to be taken (if applicable),
  - e Any materials that students are permitted to use while taking the examination,
  - f If applicable, the attendance and participation requirements relating to the course or parts of the course,
  - g The procedure regarding student inspection of examinations assessed,
  - h The procedure regarding the provision of information on assessment standards, and how students may ask questions concerning this matter.
- 7 The examination of a course is passed if:
  - a the result obtained for the examination is a 5.5. or higher, 'satisfactory' or higher, or 'pass' (also see article 4.7.1),
  - b the weighted average of the results obtained for the partial examinations is at least a 5.5 (there are no possibilities for compensation of these partial examinations),
  - c the course requirements, specified in advance, have been fulfilled.
- 8 When the examination or partial examination has been taken, the result for it will be entered into the Osiris student progress monitoring system.

### Article 4.2 Sequence of Examinations

There is no mandatory sequence in which examinations should be taken.

### **Article 4.3      Periods of Time and Frequencies of Examinations**

W HW article 7.13 paragraph 2h and 2j

- 1      Every year, students will be offered at least two opportunities to take examinations.
- 2      A student will be allowed to participate in no more than two opportunities every academic year.
- 3      The opportunities referred to in section 2 are inclusive of 'GKs' (Dutch abbreviation of Missed Opportunities). See article 4.5 section 1.
- 4      A second or subsequent examination during the same academic year will be identical in terms of the form of testing and comparable in terms of subject matter to the first examination.
- 5      If a course is no longer offered, the student will be offered another two opportunities to take the examination or partial examination that belongs to this course in the subsequent academic year. The provisions of section 4 will also apply. The board of examiners will be authorised to extend this period of time. This will be laid down in the transitional arrangement, see article 2.6.
- 6      A student will be allowed to take a second attempt at every examination, regardless of the result obtained and taking into account the provisions of section 2. The highest result obtained will count.
- 7      Contrary to section 6, the second opportunity will not apply to the concluding examination, if the student has earned a 5.5 or higher for this.

### **Article 4.4      Registration for Examinations and Resit Examinations**

#### **4.4.1      Regular procedure**

- 1      Timely registration for examinations, whatever their nature or form, is compulsory for all students as well as a condition to being awarded an assessment or result in Osiris. Students will be required to register by means of Osiris.
- 2      Registration for an examination will open at least 6 lecture weeks before the examination period in question begins and will close 2 lecture weeks before the examination period in question begins. The registration period for second opportunities will be shorter.
- 3      Students will be notified of this via e-mail at the beginning and at the end of a registration period for examinations.
- 4      If a person is not enrolled as a student (any more), but still takes part in an examination, then the result will be declared invalid and will not be entered into Osiris.
- 5      If it turns out that registration for an examination was impossible due to personal circumstances, the student concerned may request the board of examiners to still give him the opportunity to register
- 6      If it turns out that registration for an examination was impossible due to technical problems, the registration period will be adjusted by the board of examiners.
- 7      Contrary to section 1, the secretarial office will handle all registrations for examinations.

#### **4.4.2 Possibility to register after the registration period**

- 1 If the regular registration period as mentioned in article 4.4.1 for an examination has passed, the student will be offered the opportunity to register after the registration deadline via the secretarial office of the academy which offers the course and the attendant examination. This, however, will only be possible if the examination is among the examination offerings during the period concerned.
- 2 The registration possibility as referred to in section 1 is possible up to three working days before the start of the examination period during which the examination is administered. This registration possibility will involve service charges. The service charges are €15 for each registration (maximum of €50 per examination period).
- 3 A student who wants to make use of the registration opportunity mentioned in section 1 will be required to report this to the secretarial office of the academy concerned.

#### **4.4.3 Possibility to cancel registration**

The student can cancel his registration for an examination during the period when registration for this examination is open (see article 4.4.1 section 2).

Cancellation of registrations for examinations in Osiris is exclusively handled by the secretarial office.

#### **Article 4.5 Inability to Attend an Examination**

- 1 If a student registers for an examination, but fails to take part in it, a 'GK' (Dutch abbreviation of Missed Opportunity) will be entered and displayed in Osiris as the result for this examination.
- 2 If the inability to take part in an examination, as referred to in section 1, was caused by force majeure, then the student may submit a request to the board of examiners to have his 'GK' result repealed.
- 3 If the board of examiners is of the opinion that force majeure<sup>6</sup> applies, the board of examiners will remove the 'GK' result from Osiris. The student will be expected to take part in the first upcoming opportunity for this examination. If there are no more opportunities in the current academic year for the examination concerned, then an extra opportunity will be offered.

#### **Article 4.6 Regulations regarding Examinations**

- 1 During all examinations, students must carry valid proof of identity (passport, driving licence, or identity card). This proof of identity will be checked before commencement of the examination. If this check reveals that the name of a student does not occur on the attendance list (which means that the student did not register for the examination via Osiris), this student will not be admitted to the examination.
- 2 If a student does not carry a valid means of identification with him, he will not be admitted to the examination and a missed opportunity ('GK') will be entered into Osiris.
- 3 Without the express written permission of the lecturer, it is not permitted to copy, distribute and/or record examination materials. This provision applies during the actual examination as well as during the inspection of examination results. Any breach of this provision will be regarded as fraud (see article 4.14).

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<sup>6</sup> Public transport delays, traffic jams, etc. are NOT regarded as force majeure.

- 4 There are several additional rules that apply to written examinations. These are described in the Regulations regarding written examinations.
- 5 Oral examinations are no public events. The board of examiners has the authority to deviate from this rule in special cases.
- 6 An individual oral examination is taken under the supervision of at least two examiners, in which one of the examiners, at the instruction of (the chair of) the board of examiners, will act as first examiner. The examination can also be administered by one examiner, who in this case will tape-record the interview.

## **Article 4.7 Assessment of Examinations**

### **4.7.1 General**

- 1 All examinations will be assessed by the examiners concerned in conformity with the predetermined and published assessment criteria.
- 2 External experts, also referred to external examiners at Breda University of Applied Sciences, will not be allowed to assess students, unless they have been appointed as examiners by the board of examiners. In this process, the board of examiners applies a specific examiner profile, compiled by the institute (see Regulations pertaining to Boards of Examiners).
- 3 If the board of examiners has decided that external experts (e.g. supervisors of the placement or dissertation host company) are to be involved in the assessment, the way in which this is done is described in the relevant study guide.
- 4 One or more of the following assessment criteria will be applied:
  - a The way in which a study task or assignment has been carried out (in terms of quantity);
  - b The degree to which the specific criteria with regard to the study task or assignment have been met (in terms of quality) (for instance, the degree to which the questions have been answered correctly, the degree of participation in the execution of a study task or assignment in a group of students);
  - c The degree of participation in practical assignments; this criterion only applies to the assessment of examinations or parts of examinations that go with courses or parts of courses which have been designated as practical components with mandatory attendance, and which has been announced as such at the beginning of the course (see section 4.1).
- 5 The assessment of an examination is expressed in terms of either a numerical or verbal descriptor. For more detailed information you are referred to appendix 4.
- 6 If an examination consists of several partial examinations, the attendant ECTS credits will only be awarded when all partial examinations have been completed successfully, taking into account any compensation arrangements. All results for the partial examinations will be entered into Osiris.

### **4.7.2 Assessment of the placement and practical assignment**

- 1 The Master in Tourism Destination Management has several practical assignments, individual as well as group assignments. The following information with regard to the practical assignments will be communicated in writing when the assignments are supplied to the students:
  - a. Contents (subject matter);
  - b. Learning targets;
  - c. Requirements regarding the report and deadline for submission;

- d. Any participation requirements regarding meetings/sessions, workshops, and out-of-school activities.
- e. Requirements with regard to professional conduct during out-of-school activities.

If a student complies with the predetermined requirements in terms of participation and the report to be submitted, he will have successfully completed the practical assignment concerned.

- 2 If the work placement or practical assignment takes place abroad (either fully or partially), the student will be required to register via the 'Fill in and take off' form (available on the intranet), within the scope of crisis prevention.

#### **4.7.3 Assessment of the dissertation**

- 1 In conclusion of the study programme, students are to write a final dissertation.
- 2 A graduation supervisor will be assigned to every student. The graduation supervisor will be available throughout the graduation period to answer questions with regard to the process and contents of the dissertation.
- 3 The chair of the board of examiners can provide further instructions as to the contents of the dissertation. In addition, the board of examiners can specify in what form (digitally and/or physically) the dissertation is to be submitted, as well as how many copies are to be submitted.
- 4 The student will hand in the dissertation to the secretarial office of the Academy for Tourism. The required date of completion of the dissertation will be communicated in writing prior to the graduation period.
- 5 If the written part of the dissertation is assessed as satisfactory, the student will be scheduled for a defence presentation.
- 6 The defence presentation will take place in the presence of a graduation committee to be composed for each student by the staff member responsible for phase III. The graduation committee will consist of an external examiner, a lecturer (other than the graduation supervisor), and the graduation supervisor. The graduation supervisor will chair the committee. The defence presentation will last no more than 60 minutes.
- 7 After the defence presentation - and after private deliberation - the graduation committee will present an assessment on the written part (the dissertation) and the oral exam (the defence presentation). The chair of the graduation committee will be the first to make a proposal in terms of an assessment. The student will be informed of this by the chair of the graduation committee, including an explanation of how the committee arrived at its assessment.

The student's graduation project is assessed in three steps:

##### Step 1: Assessment of the dissertation submitted, prior to the oral defence presentation

The examiners will communicate by means of a standard form whether they consider the dissertation satisfactory (mark of 6.0 or higher, so a 5.5 is not permitted) in order for the student to be admitted to the oral defence presentation, and/or whether they believe further consultation to be desirable.

The student will be admitted to the defence presentation if all examiners have awarded a sufficient mark to the dissertation. In that case, the mark for the dissertation will be at least a 6.0. In all other cases and in the case of doubt, the examiners will consult prior to the final exam. The supervisor (1st examiner) is responsible for scheduling this consultation, during which the following rules will be applied:

- 1) Initially, the committee will try to reach a joint decision, made by mutual consultation. If they are unable to do so, rules 2 and 3 will apply.

- 2) Students will be admitted to the oral final exam if at least two of the examiners are of the opinion that the dissertation is worth a mark of 6.0 or higher. In this case, the student's assessment for the dissertation will be sufficient (minimum of 6.0).
- 3) Students will not be admitted to the oral final exam if at least two of the examiners are of the opinion that the dissertation is worth any mark lower than 6.0.

In all other cases, the chair of the board of examiners or his replacement will decide. If consultation took place, the 1st examiner will ensure that a report is made of this and that this report is submitted to the secretarial office.

The second examiner, the external examiner, the chair, and the secretary of the board of examiners will also be sent a copy of this report; and the report will be filed in the exam file for the external examiner.

A student is admitted to the defence presentation if all examiners have assessed the dissertation as satisfactory.

#### Step 2: The defence presentation

The defence presentation (or final oral exam) will be discussed in the committee and the mark will be determined in consultation. Only whole and half numbers are permitted. (The mark of 5.5 is permitted for the oral defence).

#### Step 3: Determining the final mark

After the defence presentation, the final mark for the student's graduation project (as a whole) will be determined as follows.

The final mark is the average of the mark for the dissertation and the mark for the final oral exam and is rounded to a whole or half number (n or n ½ of: n.0 or n.5). The result and the grounds on which it is based will be laid down in writing.

The student will fail if the whole final mark is lower than 6.0 or the mark for the oral defence presentation is lower than 4.5.

### **Article 4.8      Announcement of Examination Results**

WHW article 7.13 paragraph 2o

- 1      The examiner will determine the results of an examination and enter these (provisional) results into Osiris, within 10 working days after the day on which the examination was held. These provisional results can then be consulted via Osiris. Provisional results may be adjusted upwards or downwards, if necessary.
- 2      If there is any reason to do so, the academy director may decide to deviate from the provisions in section 1. Any arrangements to the contrary should be communicated to the students in time.
- 3      The academy will finalise the results (in definitive form) in Osiris within five working days after the inspection period of examinations (see article 4.10). Consequently, the definitive examination results are announced within 25 working days after the examination was held. Finalised examination results can only be adjusted upwards or downwards via the board of examiners.
- 4      The results of an examination (in provisional form) have to be announced no later than three whole working days before the second opportunity of this examination. If this term is exceeded, the second opportunity will be postponed to a date to be set by the academy director. In this process, the provisions of article 4.10 section 1 should be taken into account. Any arrangements to the contrary should also be communicated to the students in time.

- 5 If a second assignment builds on a previous one, the result of the first assignment must be announced before the deadline for handing in the second assignment.

#### **Article 4.9 Period of Validity**

- 1 Throughout an uninterrupted period of enrolment of a student on a study programme, the period of validity of examinations passed will be indefinite, taking into account any transitional arrangements that may exist, as mentioned in article 2.6.
- 2 In the event of an interruption of enrolment on a study programme, the board of examiners of this study programme may impose an additional or substitute examination to complete a certain course, if four years have passed after the year in which the original examination of this course was passed, before the student is admitted to the final exam of the master's programme.
- 3 A result for a partial examination may be qualified by the board of examiners as having expired. A decision of this sort is possible if the entire course, to which the partial examination belongs, has not been passed within the term of the academic year following the academic year in which the first result for a partial examination was earned.

#### **Article 4.10 Inspection**

- 1 During a period of 10 working days after the announcement of the results of an examination, students will be permitted to inspect the examinations assessed as well as the assessment criteria used, on the understanding that this inspection takes place no later than three working days before the second opportunity. The date and time for this inspection opportunity will be set by the lecturer involved or scheduled by academy staff.
- 2 If a student can demonstrate that he was in a situation of force majeure which rendered him unable to attend the regular inspection opportunity within the set period of time, this student may be offered an alternative opportunity within the scope of the provisions of section 1 of this article.
- 3 If there is any reason to do so, the board of examiners may decide to differ from the provisions in section 1. Any arrangements to the contrary should be communicated to the students in time.
- 4 Without the express written permission of the lecturer, it is not permitted to copy, distribute and/or record examination materials. This provision applies during the actual examination as well as during the inspection of examination results. Any breach of this provision will be regarded as fraud (see article 4.14).
- 5 If a student wishes to make use of his right to inspection, he will be required to contact the lecturer concerned for this purpose.

#### **Article 4.11 Possibility to appeal against assessments**

- 1 If a student disagrees with an assessment (finalised examination result), he may lodge an appeal with the Examinations Appeals Board of Breda University of Applied Sciences, provided that he does so within six weeks after the date on which the finalised result was published in Osiris.
- 2 This appeal can be lodged via the digital Complaints Service Point of Breda University of Applied Sciences. This Service Point is available via the student portal. The appeal will be dealt with in conformity with the provisions of the CBE Breda University of Applied Sciences.

## **Article 4.12 Individual Exemptions**

### **4.12.1 Exemptions from taking examinations**

WHSW article 7.13.2r

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- 1 At the student's written request, the board of examiners may grant exemption from one or more examinations.
- 2 Requests for exemptions from examinations must be submitted 6 weeks prior to the examination concerned.
- 3 To obtain an exemption, the student has to submit a written reasoned request to the chair of the board of examiners. The request must be supported by the following documents:
  - a copy of the certificate, diploma, degree or statement;
  - a copy of the attendant list of qualifications;
  - a list of literature, lecture notes, etc. studied;
  - an official 'EVC' (accreditation of prior learning) procedure gone through at Breda University of Applied Sciences or somewhere else;
  - written proof of a successfully completed assessment.
- 4 The board of examiners will decide as soon as possible – within 20 working days after the request has been submitted – whether or not to grant the request, possibly in consultation with the examiners involved. The decision will be recorded by the board of examiners, and communicated to the student (digitally via Osiris).
- 5 An exemption granted will be registered as 'VRIJ' in the Osiris student progress monitoring system.
- 6 The student may lodge an appeal, within 6 weeks, against the decision of the board of examiners referred to in section 4 with the Examinations Appeals Board. Also see article 4.11 section 2.

### **4.12.2 Assessment frameworks applied by the board of examiners in granting exemptions**

By means of all documents submitted, as referred to in article 4.12.1 section 3, the board of examiners will evaluate the extent to which the student has already attained the learning goals of the unit of study from which exemption is requested.

## **Article 4.13 Contingency Scheme**

A contingency is any situation that requires everyone present in a building to leave this building immediately. If an examination is being administered at that time, then this examination will be declared invalid and the work submitted will not be assessed. A new examination will be scheduled as soon as possible and the students will be informed of the date, place and time of the new examination.

## **Article 4.14 Academic Dishonesty and Plagiarism**

WHSW article 7.12b paragraph 2

### **4.14.1 Definitions**

- 1 Academic dishonesty involves any act or omission by the student that makes it impossible, either fully or partially, to form a correct assessment of the student's knowledge, understanding and skills. This may involve providing incorrect facts, deliberate concealment of

- any fact that the student knew or should have known he was obliged to disclose, using a false name or false identity, and/or engaging in forgery of documents.
- 2 Academic dishonesty or fraud concerns all cases which involve any form of deception as laid down by law, among other things in the Dutch Criminal Code and the Dutch Civil Code (Book 3), and as such it is a punishable offence.
  - 3 Academic dishonesty or fraud is also understood to mean any attempt towards fraud, complicity, being a fellow perpetrator in fraud, making preparations for academic dishonesty/fraud, and preventing academic dishonesty/fraud from being discovered.
  - 4 Plagiarism is the act of copying or quoting from someone else's work by not or not properly acknowledging one's source(s), and/or by falsely placing any name or mark on someone else's work, and/or by forging the real name or mark on someone else's work. The aim of this is to create the false impression that the work (and/or the quotation) is the plagiarist's own. Plagiarism also involves selling, offering for sale, or storing for sale such forged works.
  - 5 The term academic dishonesty or fraud includes, but is not limited to, the following instances where it is established that the student:
    - a uses/has used - in the room where the examination takes place - tools that have been explicitly designated by the invigilator as not being permitted for reference during the examination.
    - b uses/has used information in any way - during the examination - that has not been supplied by the invigilator, and this information was obtained either inside or outside the examination room.
    - c discloses/has disclosed information in any way – either prior to or during the examination – to another student about the examination, including information about the contents and answers of the examination.
    - d passes/has passed himself off as someone else during an examination or has/has had himself represented by someone else during an examination.
    - e takes/has taken unauthorised cognizance – either prior to or during the examination – of the examination questions, assignments and/or answer keys of the examination.
    - f applies/has applied changes to examination work already handed in, either after the examination time or during the inspection opportunity afterwards.
  - 6 Other forms of academic dishonesty include, but are not limited to:
    - a any act or omission of a student aimed at making it impossible – either fully or partially – to form a correct and reliable judgement about the knowledge, understanding and skills acquired by the student or about the knowledge, understanding and skills acquired by fellow students.
    - b presenting someone else's work or ideas as their own, including the work of fellow students, even if a reference to other authors has been included.
    - c Handing in, as a first version, a text (or comparable text) already handed in previously by the student himself or another student for assignments from other courses.
    - d Fabricating research results.
  - 7 Where 'academic dishonesty' or 'fraud' is used in the TER, it should be taken to represent 'plagiarism' as well.
  - 8 By taking part in an examination, the student gives implicit permission to check, if applicable, the examination (that the student handed in for assessment) for academic dishonesty by means of anti-plagiarism software and for his work to be included into the anti-plagiarism software database. In their digital examinations or any other digital text that is part of education, students are not allowed to apply any software blocks against anti-plagiarism software.

#### **4.14.2 Procedure**

- 1 Upon suspicion of academic dishonesty, the invigilator will promptly address this with the student concerned and the board of examiners. The invigilator will submit to the board of examiners all relevant evidence with regard to the academic dishonesty or suspicion of academic dishonesty.
- 2 Upon suspicion of academic dishonesty arising during an examination, the invigilator will promptly address this with the student. The invigilator will make a note of the incident in the official report of the examination, confiscate any evidence regarding the incident and submit this evidence to the board of examiners. The student concerned will be given the opportunity to finish and hand in the examination.
- 3 No later than within 2 weeks after the board of examiners has taken note of the suspicion of academic dishonesty, the student will be given the opportunity to be heard by the board of examiners. The board of examiners may – acting either ex officio or at the student's request – obtain information from witnesses and/or experts. Furthermore, the board of examiners must have the possibility to carry out any investigations that it deems necessary.
- 4 The board of examiners will lay down all findings in a written report.
- 5 The board of examiners will check whether the student's behaviour that was observed complies with the criteria of academic dishonesty as specified in these regulations, and will inform the student, no later than within 2 weeks after he has been heard, of its decision and – if applicable - disciplinary measures in writing, stating the possibility to appeal to the Examinations Appeals Board.
- 6 The student will have the possibility to appeal (within six weeks after announcement of the decision of the board of examiners) to the Examination Appeals Board against the decision. The appeal procedure is described in the Code of Order of the CBE Breda University of Applied Sciences.

#### **4.14.3 Disciplinary measures**

- 1 In the event that academic dishonesty is proven, the board of examiners may impose one of the following disciplinary measures:
  - a revoke the student's right to sit one or more examinations, to be designated by the board of examiners, during a term of one year at the most, to be determined by the board of examiners, or
  - b declare the fraudulent examination as invalid. In the academic progress system 'Osiris', this will result in a recorded mark of 'FR', or
  - c a combination of a and b.Any previous incidents of academic dishonesty will be involved in determining the severity of the disciplinary measure.
- 2 On the proposal of the board of examiners, the Executive Board may decide to definitively terminate the student's enrolment on his study programme in the case of serious academic dishonesty.
- 3 In the event of a case of academic dishonesty, the Executive Board of Breda University of Applied Sciences may file a report with police or justice officials.
- 4 Cases of academic dishonesty established after degree completion will be reported to police or justice officials by Breda University of Applied Sciences. Moreover, the degree certificate will subsequently be declared invalid and/or the degree title will be revoked. The student will promptly return his degree certificate to the institute upon first request. The institute will ensure that the degree awarded will be revoked in all formal registers and that the degree certificate will be destroyed.

## **Article 4.15 Examination Certificates**

WHW article 7.11 paragraph 1  
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- 1 As proof of an examination having been passed, the examiner concerned will issue a written piece of evidence. The registration of the confirmed result in Osiris will also be regarded as evidence.
  
- 2 The student who has passed more than one examination, but to whom a certificate as referred to in article 5.4 section 2 cannot yet be awarded, will receive – upon his own request - a written certified statement from the board of examiners in which the examinations passed are listed. Students have to submit a written request for this statement themselves to the chair of the board of examiners.

## Chapter 5 Final Exam

### Article 5.1 Master's Exam

WHW articles 7.8 and 7.10

A student will pass the master's exam, if he has met the completion requirements of all the examinations that go with the courses of the master's programme. Passing this exam will earn the student 60 ECTS credits.

### Article 5.2 Compensation Possibilities

Not applicable.

### Article 5.3 Conditions to Successfully Completing the Final Exam

Prior to granting a student access to the final exam of the master's programme, the board of examiners will check whether this student has successfully completed all the courses of the master's programme.

### Article 5.4 Announcement of Final Exam Results

WHW article 7.11 paragraphs 2 and 4

- 1 In the meeting on the final exams, the board of examiners will establish the results of the final exams of the master's programme. The names of the students who comply with the requirements of the master's exam will be registered in an official report ('proces verbaal') pursuant to the final exam meeting.
- 2 As proof of the master's exam having been passed, the board of examiners will issue a degree certificate with attendant list of marks. The board of examiners has been mandated to do so by the Executive Board. Furthermore, students who have passed the final exam of the master's programme, will be awarded a 'diploma supplement'. Certificates, list of marks, and diploma supplements are in compliance with the regulations and procedures of Breda University of Applied Sciences.
- 3 The marks on the list of marks that is attached to the certificate of the master's exam are rounded to one decimal place (ranging from n.0 to n.9).
- 4 The student's Grade Point Average (GPA) will be included in the list of marks to represent the student's performance compared to international standards.
- 5 The GPA is determined by taking the weighted average of the results obtained within the curriculum. The GPA is expressed on a scale from 1 through 4, to two decimal places accurately. For information about calculating the weighted average, you are referred to appendix 4. An explanation of the GPA value will be included in the diploma supplement. In addition, a complete conversion table (from weighted average to GPA) is available via the portal and on the internet.

## **Article 5.5 Degree Conferred**

WHW article 7.10a

The Executive Board will confer the master's degree on students who have passed the final exam of the master's programme, clearly specifying the discipline or professional field to which the degree relates (see article 1.3, section 5).

## **Article 5.6 'Cum Laude' Distinction**

- 1 If a student complies with all the criteria as mentioned in section 2, he will receive the designation 'cum laude'.
- 2 The criteria mentioned in section 1 are:
  - a The weighted average of the results of the master's exam is at least an 8.0.
  - b The student's graduation result is a final mark of at least an 8.0.
  - c The student graduated on the first attempt.
  - d The total of exemptions granted to the student from courses that make up the master's programme must not exceed 15 ECTS credits.
  - e The student has never been involved in an incident of fraud or academic dishonesty.
  - f The master's degree has been completed within two years' time.
- 3 If the student has passed more than the required courses, only those examination results which are part of the curriculum as specified in the teaching and examination regulations of the study programme in question will be considered for the 'cum laude' designation.
- 4 If the student has attended courses of the master's programme at another education institution, and/or completed a final management placement, the board of examiners will establish the value and weighting of this course / these courses.
- 5 The designation 'cum laude' will be stated on the degree certificate.

## **Chapter 6 Committees**

### **Article 6.1 Board of Examiners**

WHW article 7.12 and 7.12b

For each study programme or group of study programmes, the Executive Board will form a board of examiners. The guiding principle at Breda University of Applied Sciences is to have a board of examiners for each academy, except for the academic 'WO' study programmes and master's programmes. These study programmes will have separate boards of examiners. The task of a board of examiners is to establish, in an objective and competent manner, whether a student complies with the conditions as outlined in the TER with regard to the knowledge, understanding and skills required to obtain a degree (also see Regulations pertaining to Boards of Examiners).

### **Article 6.2 Other Committees**

Not applicable.

## **Chapter 7            Adoption and Amendment of the Teaching and Examination Regulations**

### **Article 7.1      Adoption and Entering into Effect**

- 1        The academy director, together with the degree programme committee, will evaluate the current TER at least once a year.
- 2        Partially based on the advice of the degree programme committee, the academy director will draw up the draft version of the TER for the new academic year.
- 3        The academy director will submit the TER text, the academy-specific part in particular, to the degree programme committee for agreement.
- 4        After agreement by the degree programme committee, the TER will be submitted for approval to the academy director.
- 5        After this, the TER will be submitted for adoption to the Executive Board.
- 6        The academy director will make sure that students and staff are informed of the TER in time, though no later than 1 September of the academic year to which the TER relate. In any case, the TER must be published no later than 1 September of the academic year to which the TER relate.

### **Article 7.2      Amendments**

- 1        Amendments that apply to the academic year to which the TER relate will only be made if they do not harm the interests of the students. Exceptions in this respect concern amendments that are a direct consequence of a legislative change.
- 2        Amendments will furthermore not affect (to the detriment of the students):
  - Examinations passed;
  - Exemptions granted;
  - Any other decisions, already taken with regard to a student by the board of examiners pursuant to these regulations.
- 3        If an amendment relates to the academy-specific part of the TER, sections 4, 5 and 7 will apply. If an amendment relates to the general TER framework, sections 6 and 7 will apply.
- 4        An academy-specific amendment must not conflict with the TER framework. The decision will require approval from the academy director. Additionally consent from the degree programme committee will be required.
- 5        The proposed amendment will be submitted for adoption to the Executive Board. If the Executive Board rejects the amendment, the original TER will remain in force.
- 6        Any amendments to the TER framework will be submitted to the Executive Board for adoption. The Participation Council will have the right of consent.
- 7        Definitive amendments to the TER will be communicated to the persons concerned through the usual channels within the academy in the form of an overview of amendments (possibly in cumulative form).

### **Article 7.3 Unforeseen Circumstances**

- 1 In situations or circumstances which should be covered by the TER, but which are not, the chair of the board of examiners will decide, in consultation with the academy director. In the written argumentation to the student or students concerned, the situations and/or circumstances, considerations, and decisions will be clarified (and the possibility to appeal will be mentioned).
- 2 Should any differences of opinion arise within the board of examiners with regard to the interpretation of the regulations and procedures in the TER, the academy director will be asked to provide an explanation. Afterwards, the board of examiners will make its decision.

## Chapter 8 Additional Provisions

### Article 8.1 Hardship Clause

- 1 The board of examiners is authorised to deviate from these regulations if their application leads to extreme unfairness, and to make decisions in situations not provided for in these regulations.
- 2 If a student is of the opinion that there are any cases of extreme unfairness at issue, the student will have to submit a written, well-founded request regarding this matter to the board of examiners. The board of examiners will decide on the request and inform the student of its decision and the reasons it is based on in writing, and of the student's right of appeal.
- 3 To determine whether any case of extreme unfairness is at issue, the board of examiners will carefully weigh the interests of the student and the academy. If an immediate decision is required, the chair of the board of examiners or his replacement will decide, after which the other members of the board of examiners must be notified as soon as possible.

### Article 8.2 Retention Periods

Selection List Breda University of Applied Sciences

#### 8.2.1 Retention period of exemption decisions

- 1 The decisions relating to exemptions will be retained for seven years after the date of the decision concerned.
- 2 The seven-year retention period also applies to all underlying documents:
  - Request for exemption
  - Diploma (previous education)
  - Diploma supplement (previous education)
  - Evidence of accredited prior learning ('EVC')
  - Exemption including supporting information

#### 8.2.2 Retention period of examinations

- 1 Examination question papers, answer keys, pass criteria, attendance lists, official reports of examinations, and evaluations of examinations must be kept on file for seven years after the date of assessment.
- 2 Examination papers completed by students, assessment results, and second assessment results (if there are any) must be kept on file for two years after the date of assessment.
- 3 Reports on graduation internships and theses and attendant results (in writing) will be kept on file for at least seven years after the year of graduation of the student concerned.
- 4 Personal data, copies of propaedeutic and degree certificates, and attendant lists of marks will be kept on record for 50 years.
- 5 The term mentioned in section 1 may be extended by the board of examiners, should this be necessary.

### **8.2.3 Retention period of examination certificates**

- 1 The certified statement referred to in article 4.15 section 2 must be retained for ten years after the date it was issued.
- 2 The request as referred to in article 4.15 section 2 must be retained for one year after the date it was settled.

### **8.2.4 Retention period of degree certificates**

- 1 The propaedeutic certificate and the degree certificate, as referred to in article 5.4, must be retained for 50 years after the date of issuance.
- 2 The 50-year retention period also applies to:
  - Degree statement
  - Diploma supplement
  - Certificate (additional education)
- 3 With regard to the master's exam, the requests, the assessment of the requests, the assessment of the board of examiners, the decisions list of the board of examiners, and the student's statement of receipt of the degree certificate, must all be retained for seven years.

### **8.2.5 Retention period of academic dishonesty cases**

- 1 The proposal to the Executive Board, as referred to in article 4.14.3 section 2, must be retained for two years after the date of termination of enrolment.
- 2 The retention period of two years after the date of termination of enrolment also applies to:
  - The discovery of academic dishonesty
  - Letter to the student
  - The student's defence statement
  - Revocation of the student's right to sit one or more examinations (if applicable)
  - Declaration of invalidity of the examination (if applicable)

### **8.2.6 Retention period of appeal cases**

The following retention periods apply to the documents pertaining to the procedure as referred to in article 4.11:

- Confirmation of receipt: 1 year
- Notice of appeal, if dealt with: 10 years
- Notice of appeal, if not dealt with: 3 years
- Assessment of amicable settlement: 5 years

## **Appendix 1      Code of Conduct (English-taught study programmes)**

WHW article 7.2

### **1      General**

- 1      Article 2.3 specifies whether the degree programme is either fully or partially delivered in English.
- 2      The academy director is under the obligation to attach conditions to the use of the English language with the aim of assuring the quality of the course (or courses) in question, which explicitly includes the language proficiency of the lecturers involved.

### **2      Additional provisions**

- 1      If the study programme is taught in English entirely, academy staff and students are obliged to use the English language in the following cases:
  - a      In official education-related documents (like the teaching and examination regulations and study guides)
  - b      In the course materials made available by the academy (like lecture notes and readers)
  - c      In all teaching / study activities
  - d      In contacts with the following organisational units of the academy:
    - board of examiners
    - degree programme committee
- 2      The use of the English language by Dutch students is not obligatory in the following cases:
  - a      Contacts with the student counsellor
  - b      Contacts with staff members of other academies / study programmes
  - c      Contacts with the Executive Board
  - d      In the following cases, specified by the academy: not applicable

## Appendix 2      Intended Learning Outcomes

Master Tourism Destination Management: major learning outcomes:

### **A      *Subject knowledge and understanding***

A TDM graduate will demonstrate:

- advanced knowledge of the tourism phenomenon, political, social, economical and technological context that influence tourism and its future;
- a proactive, research-informed and reflective approach to destination management issues.
- a comprehensive integration of theories in complex practical situations.

### **B      *Intellectual skills***

A TDM Master graduate can:

- critically assess aspects and implications of international tourism environments
- integrate and synthesize evidence from a range of sources to support findings, proposed solutions and interventions.
- successfully explore international and intercultural contexts of a destination and its actors, and apply this into strategies for tourism management.
- respond to strategic issues by making decisions in complex and unpredictable situations.

### **C      *Practical skills***

A TDM Master graduate can:

- demonstrate confidence in use of information technologies;
- conduct research into tourism issues, individually or as part of a team;
- use appropriate skills to communicate effectively in academic and professional situations;
- prepare and present academic and professional reports

### **D      *Transferable skills***

A TDM Master graduate is capable to:

- demonstrate self-direction and originality in assessing and solving problems;
- formulate, implement and review their own research agendas;
- develop and reinforce attitudes and skills for lifelong learning in changing environments;
- deploy interpersonal skills including effective listening, negotiating and presentation;
- demonstrate openness and sensitivity to diversity in terms of other people, cultures;
- manage their own motivation and ambitions in enterprising and professional way

## Appendix 3 Curriculum Overview of Tourism Destination Management

	Coursecode	Name	Phases in which course is held					Teaching method (lecture, seminar etc.)	Contact hours per method	Self-study hours	Total ECTS course	Test element	Ects test element	Weight %	Min. grade course	Min. grade test	Test form (written, MC, assignment etc.)	Testing time in hours
			Phase I Mbd I	Phase I Mod 2	Phase I Mbd III	Phase II	Phase III											
Module 1,2,3 THEORY 18 ECTS	CTDMCMT-01	Contemporary Marketing, Context and Trends	x					Lectures, Seminars, Workshops	40	128	6	Marketing, Context and Trends	6	100%	5,5	5,5	Written and oral (group and individual) report	2 times a year
	CTDMDSM-01	Destination Stakeholder Management		x				Lectures, Seminars, Workshops	60	108	6	Destination Stakeholder Management	6	100%	5,5	5,5	Written and oral (group written report and presentations)	2 times a year
	CTDMDDFO-01	Dest.Dev.Finance & Organisation			x			Lectures, Seminars, Workshops	66	102	6	DDFO	6	100	5,5	5,5	Written, individual report	2 times a year
Module 4 SKILLS 2 ECTS	CTDMTPCL-01	Team Performance & Creative Leadership	x	x	x	x		Lectures, Seminars, Workshops	36	20	2	Toets 01 TPCL skills	2	100%	5,5	5,5	Written and oral (group and individual) report	2 times a year
Module 5 TOURISM DESTINATION RESEARCH 25 ECTS	CTDMRPM-01	Research Process & Methods	x	x	x			Lectures, Seminars, Workshops	54	56	6	Toets 01 RPM	6	100%	5,5	5,5	Written, individual report	2 times a year
	CTDMCRR-02	Context Related Research	x	x	x			Lectures, Seminars, Workshops	42	42	4	Toets 01 CCR	4	100%	5,5	5,5	Written, individual report	2 times a year
	CTDMFRP-04	Field Research Project				x		Group Research Assignments/Field Work	180	240	15	Toets 01 Field Research Project	15	100%	5,5	5,5	Written and oral (group and individual) report	2 times a year
Dissertation 15 ECTS	CTDMDIS-04	Dissertation					x	Individual research	40	380	15	Toets 01 Dissertation	15	1	5,5	5,5	Paper and Oral (individual) report	

## Appendix 4 Assessment and Completion

- 1 The following rating descriptors are used in the assessment of examinations:
- a numerical descriptor (mark) between 0 and 10, up to one decimal place accurately,
  - a verbal descriptor (with numerical equivalent) as listed in the table below:

Verbal descriptors	Dutch abbreviation	Numerical equivalent	ECTS credits awarded
Zero	N	0	No
Extremely poor	ZS	1	No
Very poor	S	2	No
Poor	ZO	3	No
Unsatisfactory	O	4	No
Weak	Z	5	No
Satisfactory	V	6	Yes
Above average	RV	7	Yes
Good	G	8	Yes
Very good	ZG	9	Yes
Excellent	U	10	Yes

- a pass or fail; without numerical equivalent.

Verbal descriptors	Dutch abbreviation	ECTS credits awarded
Pass	VD	Yes
Fail	NVD	No

- another kind of rating, without numerical equivalent, as listed in the table below:

Verbal descriptors	Dutch abbreviation	ECTS credits awarded
Fraud	FR	No
Missed opportunity	GK	No
Exemption	VRIJ	Yes

- 2 The following is applicable to the rounding and averaging of examination results:
- Marks are entered into Osiris up to one decimal place accurately at the most. This is something that is determined at academy level.
  - If whole marks are entered into Osiris:
    - a 6 or higher will count as a pass for awarding ECTS credits
    - and if marks need to be rounded (to the nearest whole number) before they can be entered, this is done as follows: up to n.50 down (mark will be 'n'), and from n.50 up (mark will be 'n+1').

Example:

Mark	Rounded to whole numbers
5.40	5
5.49	5
5.50	6
5.51	6

- If marks with one decimal place are entered into Osiris:
  - a 5.5 or higher will count as a pass for awarding ECTS credits
  - marks with two (or more ) decimal places will be truncated (to numbers with one decimal) before they can be entered. They are truncated after the first decimal digit.
 Examples of this are:
  - 5.49 becomes 5.4
  - 6.73 becomes 6.7
- Verbal descriptors, without any numerical equivalent, cannot be used in calculating averages (including GPA) and compensation arrangements.

- e All examination results that come with a numerical equivalent can be used in calculating a student's average result.
- f Averages can only be determined as weighted averages based on the number of ECTS credits of the underlying components.