

# ITC<sup>1</sup> ASSESSMENT REGULATIONS FOR COURSES LEADING TO A MASTER DEGREE<sup>2</sup>

- September 2011 -

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*These ITC Assessment Regulations for the Master degree courses were approved by the Examination Board on 1 September 2011 and by the Dean on 22 September 2011.*

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<sup>1</sup> ITC in this document stands for the Faculty of Geo-Information Science and Earth Observation of the University of Twente

<sup>2</sup> The WHW (Dutch law on Higher Education) requires that every Master degree course has an OER (Education and Assessment rules). The OER of the Master courses is the combination of these ITC Assessment Regulations and the objectives, structure, teaching approach and main contents of the course as described in the Study guide.

## 1. Range of application

- 1.1 These assessment regulations apply to all courses offered by the Faculty ITC of the University of Twente and are leading to a Master degree, starting from September 2011 onwards and replace all previous ITC Assessment Regulations for the Master Degree Courses.
- 1.2 The Master course can be an ITC course only (fully taught at the Faculty ITC of the University of Twente) or a joint course (fully taught by one or more of ITC's partners or partly by the partner and partly by ITC). The course can be taught fully face-to-face or be a combination of face-to-face and distance components. In all cases, ITC monitors and assures the quality of the whole Master course.
- 1.3 In most cases where the Master course is taught in conjunction with a partner, the two institutes will agree upon new procedures which may take precedence over these 'ITC Assessment Regulations for courses leading to a Master degree'. The Course Director of the course concerned will inform the participants which assessment regulations and procedures apply.
- 1.4 Any changes made in the management of education of ITC during the course will be incorporated in these assessment regulations.

Decisions taken at central level of the University of Twente during the course may overrule these ITC Assessment Regulations.

- 1.5 In all cases that are not dealt with in these rules, the Course Director of the course concerned will decide upon an appropriate course of action. Disputes about the interpretation of these regulations shall be referred to the Dean of ITC, who will determine the interpretation and action that should be taken.
- 1.6 In exceptional circumstances, the Portfolio-holder Education, Head Education and/or Course Director may deviate from these assessment regulations, but only with the approval of the Examination Board of ITC.

## 2. Management, structure and organization of the Master course

- 2.1 The Master course is organized into 15 modules<sup>3</sup> and two additional weeks for introduction and catch-up activities and graduation ceremonies. Some 10 modules consist of coursework including lectures, tutorials, practical work, case studies, project work, assignments and self-study. The remaining modules consist of an extended group project of two modules duration and an Individual Final Assignment (IFA) of three modules duration.

The sequence of modules is fixed. The rules for deviations are described in section 3.

The Master course is taught in English.

- 2.2 The duration of the Master course is 12 months fulltime. Participants may spread the modules over a maximum of five years.
- 2.3 The study load per module is 5 ECTS<sup>4</sup> credit points ). The total study load of the Master degree course is 77 ECTS credit points. The formal curriculum of the Master course has

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<sup>3</sup> A module consists of related subjects and has duration of 3 weeks. Courses may contain elements of two or more combined modules

<sup>4</sup> European Credit Transfer System. In ECTS, 60 credit points represent the study load of one academic year. In ITC 29 hours of study are needed for 1 ECTS credit point.

been approved by the Dean.

Responsibility for detailed development and implementation of the approved course rests with Head Education, who delegates this responsibility to the Course Director.

Responsibility for quality assurance of the course rests with the Portfolio-holder Education.

The Examination Board decides on the eligibility of the Master participant to receive the Master degree.

(See also the appendix 'Bodies and persons involved in management and quality assurance of ITC's Master courses').

- 2.4 During and at the end of the course, a participant's competence in the field of study will be assessed through tests, examinations and/or assignments (in written, oral and/or practical form) and/or based on participation. Assessments will be used to:
- Provide feedback to participants so that they may improve their performance (formative assessment), or,
  - Grade participants' work with a mark or quality description on a scale which indicates their competence in the field of study (summative assessment).
- Before any assessment, participants shall be told which of the above two functions applies. These regulations describe the conditions and procedures concerning summative assessments.

- 2.5 At the beginning of the Master course each participant shall receive a study guide that contains:
- Descriptions of the course objectives and content of the course and modules
  - The name of the Master degree to be received on successful completion of the course
  - The course-specific conditions relating to that Master degree
  - Which module assessments will result in a mark and which modules in 'completed/fail'.

- 2.6 The relationship between mark ranges, 'completed / fail' and grades is as follows:

<b>Mark:</b>	<b>Grade:</b>
90 – 100	Excellent
80 – 89	Very good
70 – 79	Good
60 – 69	Pass
0 – 59	Fail

'completed'	Pass or higher
'fail'	Fail

### 3. Admission to the Master course and individual changes in the curriculum

- 3.1 Applicants that meet the entry requirements, as stipulated in the current course brochure, may be registered for the Master course at the discretion of the Course Director.

Because of the contents of the Master course, applicants with visual or physical disabilities may only be registered when the handicap is not a major obstacle for meeting the course objectives.

At the start of the course the Course Director and the handicapped participant will discuss what and how course activities and assessments will be adapted for this participant in such a way that the handicap of the participant is not an obstacle for meeting the course requirements.

3.2 Participants may be given exemption for a module of the course when they have shown they have already mastered the content of the module. An exemption for a module may lead to direct admission to the next module or to exchange of the module for a module in another ITC course. Exemptions are subject to the approval of the Examination Board and in case of exchange for a module in another course, approval of the Course Director of that course.

3.3 Exemption for a module will be given when this module was successfully completed by the participant:

- (1) As part of another course in the same ITC domain as the Master course and
- (2) No longer ago than five years before the participant is expected to complete the Master course (see rule 2.2).

At least 50% of the Master course has to be taken to be eligible for the Master degree. Therefore, exemption can be given for a maximum of seven modules.

Requests for exemption that do not meet these conditions will be considered on an individual basis, at the discretion of the Examination Board. In such cases, exemption can be given for a maximum of five modules.

Exemption can never be given for (part of) the Individual Final Assignment.

3.4 In exceptional cases, a participant may also exchange a module of which the content has not been mastered for a module given in other courses, provided that the Course Director of that course approves. This is up to a maximum of two modules and subject to the approval of the Examination Board of the own Master course and of the Course Director of the receiving course.

3.5 Any change in sequence of modules that is not described yet in 3.2 to 3.4 requires the approval of the Examination Board.

3.6 Rules 3.2, 3.3, 3.4 and 3.5 concerning exemptions do not apply to joint courses and other cases where ITC has an agreement with a partner institute that students who have successfully completed a specific curriculum in the partner institute can be given direct admission to a later part of the Master course.

## **4. Assessment of modules (excluding IFA)**

4.1 Organization of module assessment

4.1.1 Each module will be assessed by means of a test, examination, assignment and/or based on participation. More than one assessment per module is allowed but must result in a single module mark (0 - 100) or 'completed / fail'. For combined modules (e.g. core modules, Individual Final Assignment), one overall assessment is allowed.

Up to four modules in the course may be assessed by 'completed / fail'. All other module assessments must result in a mark.

4.1.2 In case of more assessments per module, participants shall be informed before the first assessment of:

- the weight of each assessment in the overall module mark;
- the required minimum mark per assessment

4.1.3 One overall assessment for combined modules is allowed. However, for admission to the Individual Final Assignment (see rule 5.2.1) and for the calculation of the average of all modules (see rule 6.3), the result obtained for combined modules will be given to each separate module.

4.1.4 Participants shall be informed of the date, subject, objectives and form of the assessment (practical, written, oral or computer-based, open or closed book), at least one week before an assessment.

4.1.5 The maximum duration of each assessment shall be as follows:

Written theoretical exam	3 hours
Computer-based theoretical exam	2 hours
Practical assignment	determined by the Course Director
Oral theoretical or practical exam	45 minutes

Participants shall be informed at the start of each assessment of:

- the duration of the assessment;
- if there is a choice, the number of questions to be answered;
- the weight of each question;
- whether books and/or notes may be used.

Two staff members must be present at an oral assessment.

#### 4.2 Feedback to participants and re-sits

4.2.1 Participants shall be informed, individually, of the results of an assessment by the staff responsible for the assessment or by the Course Secretary, within two weeks of an assessment. The marks awarded for each question or assignment will be made known to each participant.

4.2.2 Marked scripts shall be shown to participants so that they may know the strengths and weaknesses of their answers. Answers to questions and results of assignments shall be reviewed in a class session, through the distribution of answer sheets or through comments on scripts. Staff responsible for the assessment is required to give an explanation of the marks awarded.

Scripts shall be retained for at least two years after the results are officially recorded.

4.2.3 The following rules apply to re-sits:

- (1) Only those participants who fail an assessment at the first attempt (i.e. who achieve a mark less than 60 or 'fail') may re-sit that assessment. Only one re-sit per assessment is allowed.  
In case of two or more assessments in a module, the option to re-sit an assessment does not exist when the overall module mark is at least 60 or 'completed'. The module coordinator may deviate from this rule, provided the new rule is communicated in writing before the first assessment takes place.
- (2) Participants who re-sit an assessment may obtain only a maximum mark of 69 (or PASS grade) or 'completed' for that assessment.
- (3) The previous mark or 'fail' will only be superseded when participants achieve a higher mark or 'completed' in the re-sit.
- (4) Only the final module mark or grade will be shown in the Diploma Supplement or on the Course Record, without any indication whether the final mark or grade was obtained through a re-sit or not.
- (5) Participants who have failed due to serious circumstances (at the discretion of the Course Director) can apply for a new assessment, provided they have reported their circumstances in writing to the module coordinator or staff member responsible for the assessment before the scheduled assessment time.

4.2.4 In the case of practical assignments of long duration (practical exercises, a case study with fieldwork) the possibility of repetition can be considered only in exceptional circumstances and subject to approval by the Course Director.

- 4.2.5 A participant not attending a scheduled assessment, not completing an assignment or not presenting the required work within the specified time, will be considered as having failed. The participant will be given a 'fail' or a mark of 0 (zero). If an acceptable reason (at the discretion of the Course Director) can be offered, the participant can apply in writing for a new assessment or extension of the deadline for submission of the assignment.
- 4.2.6 In case of plagiarism or other types of fraud, the participant(s) concerned will be considered to have failed and a mark 0 (zero) will be given (see also rules 8.3 and 8.5).
- 4.2.7 The grade sheets managed by the Course Secretary are the official record of the results of assessments. In case of discrepancies between this official record and marks and grades presented to participants in other ways, the marks and grades in the official record apply.

## **5. Individual Final Assignment (IFA)**

### **5.1 The Individual Final Assignment and report**

- 5.1.1 The IFA period focuses on the application of knowledge, methods and techniques in the subject of the course to the task performed or to the problem investigated. The IFA work requires that the Master participant:
  - (1) Presents a draft IFA proposal (approx. 2 pages) to the Course Director as required by the course. Proposals (prepared in discussion with members of staff) must be related to geo-information and fall within the domain of the course and the chosen stream (if applicable).
  - (2) Prepares a final IFA proposal (approximately 5 pages), in consultation with the supervisor(s), to be submitted to the supervisor(s) before the deadline set by the Course Director.
  - (3) Carries out the IFA plan and reports on progress to the supervisor(s) according to an agreed schedule for the IFA and preparation of the IFA report.
  - (4) Makes oral presentations to staff and participants on the nature and progress of the IFA, when and as required by the Course Director.
  - (5) Prepares and submits the IFA report and presents and defends the IFA report when and as required by the Course Director.
- 5.1.2 The IFA work will be assessed on two occasions:
  - (1) The final IFA proposal, leading to approval of the proposal or to disapproval and an official warning in writing (see rule 8.1).
  - (2) The IFA report and oral examination.In addition to these two formal assessments the participant will receive feedback on his/her performance from the supervisors.
- 5.1.3 A participant not presenting the (draft) IFA proposal, not submitting the IFA report or not attending the final oral examination within the specified time, will be considered to have failed. Only in exceptional cases, and for reasons beyond the control of the participant (at the discretion of the Course Director), the participant may apply in writing for a new opportunity to meet the above requirements.
- 5.1.4 The IFA report, approximately 30 pages of text (approximately 350 words per page and presented in the standard ITC format for IFA reports), excluding appendices, shall constitute an ordered and logical description of the IFA. This includes the task performed and/or problem investigated, the applied knowledge, methods and techniques, the way they are executed and the evaluation of the results.

- 5.1.5 The IFA report may describe work done in conjunction with a supervisor or any other person, but the extent of the participant's personal contribution must be certified by the supervisor concerned.
- 5.1.6 With the explicit approval of the supervisor a participant may be permitted to incorporate in his/her IFA report a limited amount of unpublished work undertaken by the participant prior to the start of the Individual Final Assignment. A participant may not incorporate in his/her IFA report material which has been submitted for achieving the award of a degree from any other educational institution.
- 5.1.7 The source of any photograph, map, or other illustration shall be indicated, as shall the source, published or unpublished, of any material not resulting from the participant's own work.  
If material from other work is incorporated verbatim, without proper acknowledgement of the source (plagiarism), the IFA Assessment Board may decide not to assess the IFA. This means that the Master degree cannot be awarded. (See also rules 8.3 and 8.5.)
- 5.2 Admission to the IFA period
- 5.2.1 For admission to the Individual Final Assignment, at least all but two of the previous modules (see rule 6.3 to see which modules are to be included) must have been successfully completed and no module mark below 50 is allowed. The Dean and/or Examination Board may set additional requirements, which must be described in the Study Guide.
- 5.2.2 A participant who is not eligible for admission to the IFA, may however be allowed to continue with an individual special project (assessment will result in 'completed' or 'fail'). At the end of the course, the participant cannot be awarded a Master degree but will receive a Certificate.
- 5.2.3 The Course Director will assess the eligibility to the IFA period.  
  
The Examination Board decides whether the Course Director will assess the IFA proposal and presentation or that the Board will appoint an IFA Admission Committee.
- 5.2.4 When the participant is eligible to the IFA but the Course Director and/or the IFA Admission Committee is of the opinion that the IFA proposal does not have the required level, the participant gets one week to develop and write a better proposal. If still not satisfactory the participant will receive an official warning of the Course Director (see rule 8.1) but may still continue the IFA work and has still access to the IFA examination.
- 5.3 Supervision of the IFA
- 5.3.1 Based on the draft IFA proposal and in consultation with members of staff and the Master participant, the Course Director shall recommend a primary and secondary supervisor to the supervisor's department(s). Supervisors are appointed by the management team of the department.
- 5.3.2 The two supervisors shall divide the supervision tasks and make a supervision plan and meeting schedule with the participant.

- 5.3.3 Supervisor(s) shall:
- (1) Guide the participant in the formulation of the final IFA proposal.
  - (2) Establish a schedule of supervisory meetings with the Master participant (on an average once per fortnight). Additional meetings may be arranged by agreement.
  - (3) Provide general advice and guidance on the execution of the IFA
  - (4) Provide feedback on draft written work, normally within five days of submission.
  - (5) Forward, where appropriate, any comments on the performance of the participant to the Course Director.
  - (6) Inform the Course Director when the progress of a participant gives cause for concern so that action can be taken in accordance with these regulations (see rules 8.1 and 8.2).
- 5.3.4 If a Master participant considers that he/she is not receiving the quality of supervision required in the regulations, the participant should report this to the Course Director.
- 5.3.5 Replacement of a supervisor may be considered if the subject of the Individual Final Assignment is found to be outside a supervisor's area of expertise, or at the request of the supervisor and/or of the participant.
- 5.4 Submission of the IFA report
- 5.4.1 The participant must submit a well-organized copy of all digital files associated with the IFA work on DVD, and a hard-copy of graphic output, at least one week before the examination date or as specified by the Course Director.
- 5.4.2 ITC will produce sufficient printed copies of the IFA report, including two for the participant. The participant must bring one of his/her copies of the IFA report to the oral examination.
- 5.4.3 One copy of the IFA report will be sent to each member of the IFA Assessment Board. The Institute will retain two bound copies if a degree is awarded, one of the copies being lodged with the Institute Librarian and the second copy in the course archive.
- 5.4.4 When work has been done in cooperation with others, the supervisor must submit a written statement to the IFA Assessment Board indicating the part of the work done by the participant.
- 5.4.5 Postponement of the submission date of the IFA report (which results in extension to the IFA period) can be given when:
- (1) The main cause of the unsatisfactory level of the IFA report has been beyond the control of the participant (at the discretion of the Course Director),
  - (2) The extension could lead to an acceptable IFA report and examination (at the discretion of the supervisors),
  - (3) Financing for the extension is available,
  - (4) The request is made before the IFA report is submitted.

The participant will take the initiative and apply in writing for extension to the Course Director. If the Course Director is of the opinion that all conditions are met, he/she will forward the request to Head Education for decision.

- 5.4.6 The maximum duration of extensions to the IFA period is five weeks. Extensions are allowed only when the participant stays at ITC or, in the case of a joint course, at the partner institute.

Participants who study part-time are allowed to work on the IFA in the home organization. Since the Master course may be spread over a period of maximum five years (see rule 2.2) they may work on the IFA until about a month before the end of the five year period. In such cases, no extensions are possible.

## 5.5 IFA examination

- 5.5.1 For the examination of the IFA, the Course Director nominates and the Examination Board appoints a separate IFA Assessment Board for each participant. The IFA Assessment Board is accountable, via the Course Director, to the Examination Board.

Each IFA Assessment Board has 2 to 3 members: (one of) the supervisor(s) of the participant, a professor or associate professor in a relevant discipline (who cannot be one of the supervisors) as chair and preferably the other supervisor.

- 5.5.2 The IFA examination consists of the assessment of the IFA report and the oral examination. The oral examination is the defence of the IFA work that may be preceded by the participant presenting the results of his/her Individual Final Assignment. The oral examination has a maximum duration of one hour.
- 5.5.3 The Course Director assigns a date for an oral examination and informs the participant of this date at least three weeks in advance.
- 5.5.4 All members of the IFA Assessment Board shall read and assess the quality of the Individual Final Assignment report as an ordered and logical exposition of the application of knowledge, methods and techniques in the subject of the course to the task performed or to the problem investigated. A minimum of two members of the IFA Assessment Board must be present at the oral examination. (In case the ITC (associate) professor cannot attend, Head Education will appoint another ITC (associate) professor to replace him or her.) They shall assess the participant's competence in the professional field, problem-solving skills and practical orientation.
- 5.5.5 The oral examination is open and will be announced as such. In exceptional cases the Course Director can decide to have the defence of individual participants closed to observers other than ITC staff.
- 5.5.6 On the basis of the assessment of the participant the IFA Assessment Board shall take one of the following decisions:

- (1) That the IFA is satisfactory. One single mark is given.
- (2) Subject to minor corrections (that can be implemented within three working days and implemented before the official end of the course) in the IFA report, the IFA is satisfactory. One single mark is given, subject to the corrections in the IFA report being made.
- (3) The IFA is not satisfactory and a FAIL grade is given. However, the IFA examination has shown that the participant is capable of doing such an assignment. Subject to major changes, the participant may re-submit the IFA report within five weeks and a new oral examination will be scheduled.
- (4) The IFA is not satisfactory and is given the FAIL grade.

5.5.7 No changes may be made in the IFA report after submission for the IFA examination, only an errata list may be added. If the IFA Assessment Board requires minor corrections to the report, these, and only these, corrections must be made and must be checked and approved by one of the supervisors. In all other cases changes can only be made when the report is to be re-examined by the IFA Assessment Board.

5.5.8 Participants who are eligible to re-submit (5.5.6 option 3) are allowed to complete the IFA outside ITC. There is no right to supervision. The maximum mark for the IFA after the re-examination will be 60. Extension to the five-week period in which the participant has to re-submit is not possible.

## 5.6 Access to the IFA report

5.6.1 The primary function of the Institute is the development and dissemination of knowledge. IFA reports are lodged with the Institute Librarian and shall be made available for consultation, inter-library loan and photocopying. For reasons of commercial confidentiality, access to digital files may be subject to restriction.

5.6.2 Any staff member who publishes results from an IFA report is obliged to make a proper reference to the Master participant's work.

## 6. Master degree assessment

6.1 On the basis of the assessment results of the Master course participant, the Examination Board decides whether the participant will be awarded the Master degree or, in case the Master degree will not be awarded, whether the participants will be awarded a Certificate.

In case the Examination Board does not award any certification, the Course Director will decide whether the participant will be awarded a Certificate of Attendance.

6.2 At the end of the Master degree course, after receipt of the assessment results of the Individual Final Assignment, the Examination Board shall take one of the following decisions:

- (1) That the IFA and overall course performance of the participant are satisfactory. The degree of Master shall be awarded.
- (2) That the IFA and overall course performance of the participant are such that the Master degree shall be awarded 'cum laude' (with distinction).
- (3) That subject to minor corrections in the IFA report, the IFA and overall course performance are satisfactory. The degree of Master shall be awarded subject to the corrections in the IFA report being made before the official end of the course.
- (4) That the IFA and/or overall course performance are not satisfactory. The degree of Master shall not be awarded. The participant will receive a Certificate.

- 6.3 The criteria for the award of a Master degree are:
- (1) The average of all final module marks must be at least 60,  
When a module is assessed with 'completed' or 'fail': a 'completed' will not be included in the average, a 'fail' will be counted as a mark of 50.  
In case of one overall assessment for combined modules, the overall mark will be given to each separate module, before calculation of the average.
  - (2) No more than 2 modules may have a mark below 60 or 'fail' and no module mark below 50 is allowed.
  - (3) The Individual Final Assignment must have a mark of at least 60.

Only results of modules that are part of the formal curriculum of the Master course are included in the calculation of the average and counted for the number of marks below 60 and below 50. Therefore results of a module that is taken in addition to the formal curriculum or in exchange for a module of the formal curriculum for which exemption was given will not be included. However, a module that was taken in exchange because of a reason other than exemption (see rule 3.4), is (only for the application of this rule 6.2) considered as part of the formal curriculum.

If results of modules were obtained more than five years before the end of the course, then the validity of these modules must be confirmed by the Examination Board (see rule 3.3.).

- 6.4 To be entitled to receive a Master degree 'cum laude' (with distinction) the average of all module assessments (see rule 6.3 which modules are to be included) must be 80 or above. No marks below 70 or 'fails' are allowed and the Individual Final Assignment must have a mark of 80 or above.

Participants who have taken 11 or fewer modules of the formal curriculum (max. three exemptions or exchanged modules) are not entitled to receive a Master degree 'cum laude'.

## 7. Awards and certification

A **Master degree in Geo-Information Science and Earth Observation** will be awarded to a participant who has been officially admitted to a Master course (as approved by the Dean) and has fulfilled the assessment requirements of that course.

A **Certificate** will be awarded to a participant who (1) has been officially admitted to a Master course but has not fulfilled the assessment requirements for that course, and (2) has fulfilled the assessment requirements of at least one summatively assessed module of that Master course.

The Certificate will mention that the participant 'has followed individual modules in Geo-information Science and Earth Observation' and the course domain and/or stream.

A **Certificate of Attendance** will be given to participants who have been officially admitted to a Master course, but have not fulfilled the assessment requirements of any summatively assessed module.

The Certificate of Attendance will mention that the participant 'has attended individual modules in Geo-information Science and Earth Observation', the course domain and the period of study. Only the names of the modules in which the participant has participated for at least 80% will be mentioned on the Certificate of Attendance.

No qualification other than 'cum laude' will be indicated on any Master degree.

- 7.1 Master degrees and Certificates are issued under the responsibility of the Examination Board. Certificates of Attendance are issued under the responsibility of the Course Director.
- 7.2 Master degrees are signed by the Chair or Vice-Chair of the Examination Board.

Certificates are signed by a member of the Examination Board and Certificates of Attendance are signed by the Course Director.

- 7.3 Master degrees are accompanied by a Diploma Supplement, signed by the Chair or Vice-Chair of the Examination Board. The Diploma Supplement describes the nature, level, context, content, study load (in ECTS credit points) and status of the Master degree and Master course and the names of and marks or grades obtained for the modules and Individual Final Assignment.  
The assessments 'completed' or 'fail' will appear as such in the Diploma Supplement.
- 7.4 Certificates are accompanied by a Course Record, signed by a member of the Examination Board. The Course Record will show the period of study, the names of and marks or grades obtained for the modules that have been finished successfully or that the participant has participated in for at least 80% but not finished successfully.  
The assessments 'completed' or 'fail' will appear as such in the Course Record. ECTS credit points will be mentioned for modules that have been finished successfully.
- 7.5 The names of the modules that are part of the formal curriculum of the course are mentioned in the Diploma Supplement or on the Course Record. The marks or grades obtained or, in case of exemption, the word 'Exemption' will be added. Only in case the Examination Board has approved that another ITC module could be taken in exchange of a module of the formal curriculum, the name of the new module will be mentioned.

The names of modules (and the results obtained) that are taken in addition to the formal curriculum of the course are also listed in the Diploma Supplement or on the Course Record under the heading 'Extra'.

## **8. Early termination of the course**

- 8.1 Where a Course Director and/or Head Education are/is of the opinion that a participant's progress gives cause for concern the participant shall be informed of the situation by the Course Director. Where a participant's performance is such that she/he is unlikely to obtain a Master degree without a significant improvement in performance, the participant shall be advised in writing by the Course Director of the situation and the implications. (Oral and/or written advice by the Course Director is not always given when the concern arises after the approval of the Individual Final Assignment proposal.)
- 8.2 In cases of obvious non-performance, Head Education may decide at any time that a participant must discontinue his/her course. Such a decision will not be taken without consulting the Examination Board and the participant having received one written warning and being given time to improve performance.
- 8.3 In case of fraud during an exam or in assignments, the participant(s) concerned will be considered to have failed and a mark 0 (zero) will be given.
- In case of plagiarism in the submitted Individual Final Assignment, the IFA Assessment Board may decide not to assess the IFA. No extensions are possible then. This will mean that the Master degree cannot be awarded; the participant will get a Certificate.
- 8.4 In case of severe or repeated fraud or plagiarism, Head Education, in consultation with the Examination Board, will decide that the participant is expelled from the course. Expulsion from the course means that the participant will not receive any certification.
- 8.5 ITC will use plagiarism detection software or other tools to detect fraud.

In submitting a text, the participant implicitly consents to the text being entered in the database of the detection software concerned.

- 8.6 In case of other types of misbehaviour, Head Education will consider expulsion from the course.

## **9. Student complaints and requests procedures**

- 9.1 In case of problems of a general or structural nature in the course, the Student Association Board (SAB) may be consulted.

- 9.2 In the event that a participant disagrees with decisions taken by a lecturer, Examination Committee or IFA Assessment Board, he/she may present this decision for reconsideration to the Course Director.

Where a Master participant finds that he/she is not receiving the quality of IFA supervision required in the regulations, the participant should also seek action from the Course Director.

Requests for reconsideration must be made in writing. The Course Director will respond in writing.

- 9.3 If not satisfied with the decision of the Course Director, participants have a right of complaint/request with the Examination Board when the disagreement is related to an examination or with Head Education for all other issues. A complaint or request will only be accepted if:

- The previous steps of dealing with complaints and requests (complaint or request has been discussed with the lecturer, Examination Committee or IFA Assessment Board and has been presented to the Course Director for reconsideration; see rule 9.2), but these actions have not led to agreement;
- The complaint or request has been made before the official end of the course.

Complaints and requests should be addressed in writing to the Chairman of the Examination Board/Head Education.

- 9.4 Where unequal treatment of participants is claimed, copies of all relevant scripts shall be made available for review by those investigating the complaint or request.
- 9.5 The Examination Board/Head Education may hear all parties involved (including the Course Director) for relevant information before the final decision is taken and communicated in writing to the student. In case the complaint or request is supported, the Examination Board/Head Education will propose remedial actions, which may include extension of the fellowship. If the complaint or request of the participant is rejected, the reasons will be described.
- 9.6 The Examination Board/Head Education should deal with the case within two weeks of receipt of the complaint or request. If necessary the fellowship will be extended for the duration of the complaint/request procedure.
- 9.7 Support to a request for reconsideration or complaint concerning the assessment of the Individual Final Assignment cannot lead to overruling the assessment of the IFA, carried out by an IFA Assessment Board that is composed according to these regulations. Acceptable remedial actions do include a re-sit for the oral part of the IFA examination (only when a reason beyond the control of the participant has caused underperformance in the oral part).
- 9.8 No further complaint or request within ITC will be possible.

If still not satisfied, students have the right to appeal to the central complaint desk of the University of Twente.

## Appendix

### Bodies and persons<sup>5</sup> involved in management and quality assurance of ITC's Master courses

*The mentioned tasks and responsibilities must be carried out in accordance with the  
'ITC Assessment Regulations for courses leading to a Master degree'*

#### Dean

The Dean<sup>6</sup> is responsible for the overall management of the Faculty ITC and all its activities. This includes:

- Decision on Faculty Regulations for management and administration
- Decision on the degrees, diplomas and certificates that ITC offers
- Decision on the curricula of the degree, diploma and certificate courses including admission criteria and final examination criteria
- Decision on ITC's Education and Assessment Regulations (OER<sup>7</sup>)
- Monitoring of the implementation of the OER
- Appointment of the Faculty Council, Examination Board, Program Board, Portfolio-holder Education, Head Education and Course Director

Although the Dean has the overall responsibility for education and takes the final decisions, the daily coordination is delegated to the Portfolio-holder Education in the Management Team of the Faculty ITC.

The Dean is accountable to the Executive Board ('College van Bestuur') of the University of Twente.

#### Portfolio-holder Education

The Portfolio-holder Education is responsible for:

- Monitoring of the implementation of ITC's programs and courses by Head Education
- Quality and quality assurance of ITC's degree, diploma and certificate courses including initiation of internal and external reviews
- Preparation of new policy on education

#### Faculty Council (FC)

The Faculty Council has the right to advise the Dean on any matter pertaining to the overall management of the Faculty ITC, including advice on regulations, procedures and policies regarding education.

Moreover, in many cases the Faculty Council has the right of approval:

- Approval of policy and strategic plans of the faculty, including those regarding education
- Approval of ITC's quality assurance system
- Approval of the program-specific part of the Students' Charter<sup>8</sup>
- Approval of the Faculty Regulations for management and administration including rules for appointment of the Program Board and Examination Board
- Approval of most aspects of the OER and advice on the remaining aspects (that mainly deal with objectives and contents of the programs)

The Faculty Council consists of 50% staff and 50% students. Staff members are elected by all ITC staff and student members are elected by the ITC student community.

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<sup>5</sup> ITC will make changes in the management of education. The changes made during the course will be incorporated.

<sup>6</sup> The Dean of the Faculty ITC will use the title 'Rector of ITC' outside the Netherlands.

<sup>7</sup> Dutch law requires that every master-level course or program has an OER that describes the structure and contents of the course and the assessment regulations for that course. The OER of your course is the combination of these ITC Assessment Regulations and the objectives, structure, teaching approach and main contents of the course as described in the Study guide.

<sup>8</sup> The Students' Charter of the University of Twente describes the services for and the rights and obligations of UT students. The program-specific part describes the ITC specific services for and rights and obligations of ITC students.

**Program Board (PB)**

The tasks of the Program Board are to give advice to the Dean and Head Education on any matter pertaining to ITC's master-level courses and non-degree courses that are implemented by Head Education. This includes:

- Advice on the curricula of the degree, diploma and certificate courses, including admission criteria and examination criteria for final assignment and thesis
- Advice on ITC's quality assurance system and course-specific elements of this system
- Advice on ITC's Education and Assessment Regulations (OER)
- Annual evaluation of the courses and the way in which the OER has been implemented
- Advice on education policy

The Program Board consists of 50% staff and 50% students enrolled in the courses. All members are selected and appointed by the Dean.

**Examination Board (EB)**

The Examination Board decides whether a student has all knowledge, skills and attitudes that are defined in the OER for award of the degree, diploma or certificate. This responsibility includes:

- Assures the quality of all examinations in the degree, diploma and certificate courses
- Appoints all assessors / examiners and examination committees like the IFA Assessment Boards
- Establishes and approves all assessment regulations and instructions for examination committees
- Decides on and awards the degree (plus Diploma Supplement), diplomas and certificates to individual students
- Decides on deviation of the formal curriculum by individual students

The Examination Board consists of ITC staff members that are experts in the field of the courses, have expertise in assessment and are involved as lecturer/supervisor in at least one of the courses. The members are selected and appointed by the Dean.

**Academic Board (AB)**

The Academic Board is an advisory board to the Dean, mainly on matters related to the development of the scientific fields of ITC and the contents of the education programs offered in these fields. This includes:

- Advice on the degrees, diplomas and certificates that ITC offers
- Advice on the curricula of the degree, diploma and certificate courses including admission criteria and examination criteria for final assignment and thesis
- Advice on policy and strategic plans, including those regarding education

The Academic Board consists of the Dean (chair) and all full and part-time professors of ITC.

**Head Education (HE)**

Head Education is responsible for implementation of the degree, diploma and certificate course curricula (as approved by the Dean), ITC's quality assurance system (as approved by the Faculty Council and the Dean) and ITC's educational policy (as approved by the Faculty Council and the Dean).

Head Education focuses mainly on supra-course and supra-domain aspects. The actual implementation per domain is done by the Course Director.

**Course Director (CD)**

The Course Director is responsible for:

- Implementation of the degree, diploma and certificate courses in his or her domain, ITC's quality assurance system and ITC's educational policy, as delegated by Head Education
- Implementation of decisions taken by Head Education
- Day-to-day co-ordination and execution of the course
- Counselling of participants in matters concerning their studies

**IFA Assessment Board (IAB)**

The IFA Assessment Board is responsible for assessment of the Individual Final Assignment and oral examination of the participant on completion of the work.

The IFA Assessment Board is appointed by the Examination Board.