

ITC REGULATIONS FOR COURSES LEADING TO AN ITC DIPLOMA

- September 2008 -

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Bodies and persons involved in management and quality of the course

These ITC Regulations for courses leading to an ITC Diploma were approved by the Rector and the Academic Board on 17 September 2008. These regulations apply to all Diploma courses commencing September 2008 onwards and replace all former ITC Regulations for courses leading to an ITC Diploma.

1. Range of application

- 1.1 These assessment regulations apply to all courses leading to an ITC Diploma starting from September 2008 onwards and replace all previous ITC Regulations for courses leading to an ITC Diploma.
- 1.2 The course can be an ITC course only (fully taught by ITC) 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 face-to-face, at a distance or be a combination of both formats. In all cases, ITC monitors and assures the quality of the whole course.
- 1.3 In most cases where the course is taught in conjunction with a partner, the two institutes will agree upon new procedures which may take precedence over these 'ITC regulations for courses leading to an ITC Diploma'. The Course Director of the course concerned will inform the participants which assessment regulations and procedures apply.
- 1.4 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 Rector, who will determine the interpretation and action that should be taken.
- 1.5 In exceptional circumstances, the Academic Board, Head Education and/or Course Director may deviate from these regulations, but only with the approval of the Rector.

2. Management, structure and organization of the course

- 2.1 Diploma courses are organized into modules¹ and may contain a Final Assignment at the end.
- 2.2 Participants may spread the course over a maximum of three and a half years.
- 2.3 The formal curriculum of a Diploma course has been approved by the Academic Board. 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 Diploma course rests with the Academic Board.
The Academic Board decides on the eligibility of the participant to receive the Diploma.
(See also the appendix 'Bodies and persons involved in management and quality assurance of the course').
- 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 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.

¹ A module consists of related subjects and has duration of 3 weeks. Courses may contain project-oriented elements of two or more combined modules.

- 2.5 At the beginning of the course, each participant shall receive a study guide or written statement describing:
- Descriptions of the content of the course and modules
 - A copy of these regulations
 - The certification to be received on successful completion of the course
 - The course-specific conditions relating to such certification
 - Which module assessment 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:

Mark:	Grade:
90 - 100	Excellent
80 - 89	Very good
70 - 79	Good
60 - 69	Pass
00 - 59	Fail
'completed'	Pass or higher
'fail'	Fail

3. Admission to the course and individual changes in the course

- 3.1 Applicants who meet the entry requirements, as stipulated in the current course brochure, may be registered for the course at the discretion of the Course Director.
- 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 course. All changes in the course are subject to the approval of the Academic Board (and in case of exchange for a module in another course, approval of the Course Director of that course).
A participant can also request to take modules/subjects in addition to the formal curriculum.
- 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 Diploma course and
 - (2) No longer ago than three and a half years before the participant is expected to complete the Diploma course.
- At least 50% of the course has to be taken to be eligible for the Diploma. If less than 50% is taken the participant will be considered to be in an individual study programme and will get a Certificate mentioning the modules taken.
- Requests for exemption that do not meet these conditions will be considered on an individual basis, at the discretion of the Academic Board. In such cases, exemption can be given for a maximum of 25% of the modules.
- Exemption can never be given for (part of) the 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 approved. This is up to a maximum of two modules and subject to the approval of the Academic Board.
- 3.5 Rules 3.2, 3.3 and 3.4 concerning changes in individual curriculum 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 Diploma course.

4. Assessment of modules (excluding Final Assignment)

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 one single module mark (0 - 100) or 'completed/fail'.

4.1.2 For combined modules (e.g. core modules, Final Assignment) one overall assessment is allowed. However, for admission to the Final Assignment (see rule 5.2.1) and for the calculation of the average of all modules (see rules 6.2 and 6.3) the result obtained for combined modules will be given to each separate module.

The assessment of a maximum of 25% of the modules in a course may result in 'completed/fail'. All other module assessments must result in a mark.

4.1.3 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.

4.1.4 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, normally 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 are required to give an explanation of the marks awarded.

Scripts will be retained until at least one year 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.
- (2) Participants who re-sit an assessment may obtain only a maximum mark of 69 (or PASS grade) or 'completed'.
- (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 grade will be shown on the Course Record or Module Certificate, without any indication whether the final 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, project work) 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 40 (or the lowest mark, if lower than 40, scored by the other participants on this assessment). If an acceptable reason (to 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 fraud, the participant(s) concerned will be considered to have failed and a mark 0 (zero) will be given (see also rule 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. Final Assignment

5.1 The Final Assignment and result

- 5.1.1 The Final Assignment period focuses on the application of knowledge, methods and techniques in the subject of the course to the task performed or to the topic investigated. Depending on the course, the Final Assignment will be done individually or in small groups. The Final Assignment work requires that the participant/group:
- (1) Presents a draft Final Assignment proposal to the Course Director as required by the course, before the deadline set by the Course Director.
 - (2) Makes the Final Assignment plan, in consultation with the supervisor(s)
 - (3) Carries out the Final Assignment plan and reports on progress (which might include a mid-term assessment) and final result to the supervisor(s) according to an agreed schedule for the Final Assignment.
- 5.1.2 The Final Assignment work will be assessed on two occasions:
- (1) The Final Assignment plan, leading to approval of the plan or to disapproval and an warning in writing (see rule 8.1).
 - (2) The assessment of the Final Assignment result.
In addition to these two formal assessments the participant or group will receive feedback on performance from the supervisor(s).
- 5.1.3 A participant or group not completing the Final Assignment plan and /or not finishing the Final Assignment within the specified time, will be considered to have failed. Only in exceptional cases, and for reasons beyond the control of the participant/group (at the discretion of the Course Director), the participant/group may apply in writing for a new opportunity to meet the above requirements.

- 5.1.4 A participant or group may not incorporate material that has been submitted for achieving certification from any other educational institution, in the Final Assignment result.
 - 5.1.5 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/group's own work.
If material from other work is incorporated verbatim, without proper acknowledgement of the source (plagiarism), the Course Director may decide that the Final Assignment will not be assessed. This means that the Diploma cannot be awarded. (See also rule 8.3 and 8.5.)
- 5.2 Admission to the Final Assignment period
- 5.2.1 For admission to the Final Assignment, the assessment results obtained in the course must still allow meeting the criteria for the award of a diploma (see rule 6.2), to be decided by the Course Director.
 - 5.2.2 A participant who is not eligible for admission to the Final Assignment, 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 the Diploma of the course but will get certification according to the rules in section 7.
 - 5.2.3 When the participant is eligible to the Final Assignment but the Course Director is of the opinion that the Final Assignment proposal does not have the required level, the participant/group gets one week to develop and write a better proposal. If still not satisfactory the participant(s) will receive an official warning of the Course Director (see rules 8.1 and 8.2) but may still continue the Final Assignment work and has still access to the Final Assignment assessment.
- 5.3 Supervision of the Final Assignment
- 5.3.1 Based on the draft Final Assignment proposal and in consultation with members of staff and the participant/group, the Course Director shall recommend a primary (and sometimes a secondary) supervisor to their department. Supervisors are appointed by the management team of their department.
 - 5.3.2 Supervisor(s) shall:
 - (1) Guide the participant/group in deciding on the final Final Assignment plan.
 - (2) Establish a schedule of supervisory meetings with the participant/group.
 - (3) Provide general advice and guidance on the execution of the Final Assignment.
 - (4) Provide feedback on work, normally within five days of submission.
 - (5) Forward, where appropriate, any comments on the performance of the participant(s) 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).
 - 5.3.3 If a participant/group considers that he/she is not receiving the quality of supervision required in the regulations, the participant/group should seek action from the Course Director.

5.3.4 Replacement of a supervisor may be considered if the subject of the 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/group.

5.4 Submission of the Final Assignment result

5.4.1 The participant/group must submit a well-organized copy of all digital files associated with the Final Assignment work on DVD, and copies of hard-copy graphic output, to the supervisor(s) on the date of the Final Assignment assessment or as specified by the Course Director.

5.4.2 Where the Final Assignment has been executed in groups or where individual Final Assignment work submitted has been executed in cooperation with others, the supervisor(s) must provide a written statement to be stored with the Final Assignment result indicating the extent of the share of the work that each participant has done.

5.5 Assessment of the Final Assignment

5.5.1 The Final Assignment assessment consists of a demonstration/simulation/description of the result by the participant/group and a discussion with the supervisor(s) about the completeness and quality of the result. The oral examination has a maximum duration of one hour. The Final Assignment result will be assessed by the supervisor(s).

5.5.2 The Course Director assigns a date for the Final Assignment assessment and informs the participant/group of this date at least two weeks in advance.

5.5.3 The Final Assignment assessment is closed and observers other than ITC staff are not allowed to be present.

5.5.4 On the basis of the assessment of the participant(s) the supervisor(s) shall take one of the following decisions:

- (1) That the Final Assignment 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 Final Assignment result, the Final Assignment is satisfactory. One single mark is given subject to the corrections in the Final Assignment result being made.
- (3) The Final Assignment is not satisfactory and is given the FAIL grade.

5.5.5 In exceptional cases extension to the Final Assignment work may be given, but only before the Final Assignment assessment and only when:

- (1) Funding for the extension is available and
- (2) The main cause of the unsatisfactory level of the Final Assignment has been beyond the control of the participant/group, at the discretion of the Course Director (see 5.1.3).
- (3) The participant will take the initiative and apply in writing for extension. If the Course Director is of the opinion that condition 2 is met he/she will forward the request for decision to Head Education.

5.5.6 Extensions have a maximum duration of 50% (or one month if that is shorter) of the standard duration of the Final Assignment. Extensions are allowed only when the participant/group stays at ITC or in the case of a joint course at the institute of the partner.

This rule does not apply to participants who study part-time. They may work on the Final Assignment in the home organization until the end of the period of three and a half years counting from the official starting date of the course (see rule 2.2). In such cases, no extensions are possible.

6. End-of-course assessment

6.1 On the basis of the assessment results of the participant, the Academic Board decides whether the participant will be awarded the Diploma.
In case the Academic Board decides that the Diploma will not be awarded, the Course Director will decide whether the participant will be awarded a Certificate or Certificate of Attendance.

6.2 The criteria for the award of a Diploma 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 20% of the modules may have a mark below 60. No final module mark below 50 is allowed.
- (3) The final assignment must have a mark of at least 60.

Only results of modules that are part of the formal curriculum of the Diploma 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.

When a module is assessed with 'completed', this will not be included in the average.
When a module is assessed with 'fail', this will be counted as a mark of 50.

6.3 To be entitled to receive a Diploma 'with distinction' the average of all module assessments must be 80 or above. The Final Assignment must have a mark of 80 or above. No marks below 70 or 'fail's are allowed.

Participants who have made changes in the formal curriculum of their Diploma course (exemption or exchanged modules) that affect more than two modules, are not entitled to receive a Diploma 'with distinction'.

6.4 If results of modules were obtained more than three and a half years before the end of the course, then the validity of these modules must be confirmed by the Academic Board (see rule 3.3.).

6.5 The Academic Board shall take one of the following decisions:

- (1) That the Final Assignment (if applicable) and overall course performance of the participant are satisfactory. The Diploma shall be awarded.
- (2) That the Final Assignment (if applicable) and overall course performance of the participant are such that the Diploma shall be awarded 'with distinction'.
- (3) Only in case the course contains a Final Assignment: That subject to minor corrections in the Final Assignment result, the Final Assignment and overall course performance are satisfactory. The Diploma shall be awarded subject to the corrections in the Final Assignment result being made before the official end of the course.
- (4) That the Final Assignment (if applicable) and/or overall course performance are not satisfactory. The Diploma shall not be awarded.

7. Awards and certification

7.1 A "Diploma" mentioning the title of the course will be awarded to a participant who has been officially admitted to a Diploma course 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 Diploma course but has not fulfilled all assessment requirements for that course, and (2) who has fulfilled the assessment requirements of at least one summatively assessed module of that Diploma course.

The Certificate will mention that the participant ‘has followed a course in Geo-information Science and Earth Observation’ and the study load. Only the modules that have been completed and the modules in which the participant has participated for at least 80%, will be included in the study load.

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

The Certificate of Attendance will mention that the participant ‘has attended a course in Geo-information Science and Earth Observation’ and the study load. Only the modules in which the participant has participated for at least 80% will be included in the study load.

No qualification other than “with distinction” will be indicated on any Diploma.

7.2 Diplomas are issued under the responsibility of the Rector. Certificates and Certificates of Attendance are issued under the responsibility of the Course Director.

7.3 Signatures:

- (1) Diplomas are signed by the Rector of the ITC and Head Education.
- (2) Certificates and Certificates of Attendance are signed by the Course Director.

7.4 Diplomas and Certificates are accompanied by a Course Record, signed by the Course Director. The Course Record will show the period of study, the study load, the titles 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.

7.5 Only the names and the results obtained of the modules that are taken are mentioned on the Course Record.

In case of exemption the number and not the name of the module will be mentioned (e.g. “Modules 1-3: exemption”). In case a new module was taken in exchange for a module for which exemption was given, the name of the new module will be mentioned also (e.g. “Module 3: exemption. Extra module: Database design”). In case of exchange of a module for another reason than exemption only the name of the new module will be mentioned (e.g. “Module 3: Database design”).

The names and the results obtained of modules that are taken in addition to the formal curriculum of the Diploma course are also listed on the Course Record (e.g. “Extra module: Database design”).

8. Early termination of the course

8.1 Where a Course Director and/or Head Education believe(s) that a participant’s progress in a Diploma course 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 Diploma 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 may

not be given when the concern arises after the approval of the final Final Assignment plan.)

8.2 In cases of obvious non-performance, a Course Director and/or Head Education may decide at any time that a participant must discontinue his/her course. Such a decision will not be taken without 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 final assignment, the Course Director may decide that the final assignment will not be assessed. This will mean that the Diploma cannot be awarded, the participant will get a Certificate.

8.4 In case of other types of misbehaviour, the Course Director will consider expulsion from the course.

8.5 In case of severe or repeated fraud, plagiarism or other types of misbehaviour, the Course Director, in consultation with Head Education, will decide that the participant is expelled from the course.
Expulsion from the course means that the participant will not receive any certification.

8.6 ITC may 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.

9. Student appeal 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 staff member, he/she may present this decision for reconsideration to the Course Director.
Where a participant finds that he/she is not receiving the quality of Final Assignment supervision required in the regulations, the participant should also seek action from the Course Director.

9.3 If not satisfied with the decision of the Course Director, the participant can seek action from Head Education. If Head Education rejects the complaint of the participant he/she will respond in writing describing the reasons.

9.4 If still not satisfied, participants have a last right of appeal with the Student Appeals Board. An appeal will only be accepted if:

- The formal methods of dealing with complaints (see rules 9.2 and 9.3) have not led to agreement,
- The appeal concerns the implementation of these 'ITC Regulations for Courses leading to an ITC Diploma' or the assessment of the Final Assignment and
- The appeal has been made before the official end of the course.

Appeals should be addressed in writing to the Chairman of the Student Appeals Board, through the Rector, and be accompanied by the argued written response to the appeal by Head Education.

9.5 Where unequal treatment of participants is claimed, copies of all relevant scripts shall be made available for review by those investigating the appeal.

9.6 The Student Appeals Board consists of three staff members to be appointed by the Rector. These staff members should not have been involved in the situation leading to

the appeal. For appeals concerning the assessment of the Final Assignment, staff members representing fields related to the subject of the Final Assignment will be invited to sit on the Student Appeals Board.

- 9.7 After having heard all parties involved (including the Course Director) for relevant information, the Student Appeals Board will take a final decision on the appeal. The decision on an appeal will be passed on to the Rector only if the Appeals Board cannot reach consensus. No further appeal will be possible.
- 9.8 The Student Appeals Board can reject the appeal or support it. In the latter case, the Appeals Board shall suggest remedial actions, which may include extension of the fellowship.
- 9.9 The Student Appeals Board should deal with the case within two weeks of receipt of the appeal. If necessary the fellowship will be extended for the duration of the appeal procedure.

Appendix

Bodies and persons involved in management and quality assurance of the course

The mentioned tasks and responsibilities must be carried out in accordance with these 'ITC Regulations for Courses leading to an ITC Diploma'

Rector

The Rector has the overall responsibility for all tasks of ITC.

The Rector has delegated the academic, quality and policy aspects of the educational programmes and courses to the Academic Board and the implementation of the programmes and courses to Head Education.

The Rector appoints the Head Education, Course Director and Student Appeals Board.

Scientific Council

The Scientific Council advises the Rector and Academic Board on the quality of education and research of the ITC. This responsibility includes:

- Advice on course curricula, including admission criteria
- Advice on ITC's quality assurance system
- Advice on degree and assessment regulations, including these 'ITC Regulations for Courses leading to an ITC Diploma'

The Scientific Council is a mainly external body; two third of the members are professors of Dutch universities.

Academic Board (AB)

The AB is responsible for the quality of ITC's courses and for development of policy on education. This responsibility includes:

- Approval of the curriculum of the Diploma course
- Approval of ITC's quality assurance system and monitoring of the implementation
- Advice on course-specific elements of the quality assurance system
- Approval of policy on education
- Approval of degree and assessment regulations, including these 'ITC Regulations for Courses leading to an ITC Diploma'
- Decision on deviation of the formal curriculum by individual participants
- Decision on award of the Diploma to individual participants

The Academic Board consists of the Rector and all full and visiting professors of ITC.

Head Education

Head Education is responsible for:

- Monitoring of the implementation of the course, ITC's quality assurance system and ITC's educational policy as approved by the Academic Board and the Rector. Head Education delegates the factual implementation to the Course Director
- Coordination and implementation of supra-course aspects

Course Director (CD)

The Course Director is responsible for:

- Implementation of the course, 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

Student Appeals Board

The Student Appeals Board is a semi-permanent committee, which will be appointed by the Rector when an appeal from a participant is received.

