



## **ROC Mondriaan Student Charter**

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## **Introduction**

ROC Mondriaan is obligated to inform you as students about your rights and responsibilities in this Student Charter, as set by the law (Article 7.4.8, paragraph 4 of the Adult and Vocational Education Act). Rights and duties include rules about your presence and absence, safety, and how we interact with each other.

Both ROC Mondriaan and you have to stick to the Student Charter.

You can find the Student Charter on the ROC Mondriaan [website](#) and in MIA.

If you have any questions about the Student Charter, you can contact your study career counsellor (SCC) or someone else at your school.

## Article 1 Terminology and scope

### 1.1 Definitions

Some words will come up in the Student Charter quite often. We will explain below what we mean by them. From now on, we will use the word 'Charter' to refer to the Student Charter.

- *Applicant*: this is what you are if you indicate to ROC Mondriaan that you want to take a course.
- *Supervisor*: someone who works at ROC Mondriaan, such as a lecturer, SCC, care and support specialist, school social worker, career adviser or career coach, who supports and supervises you through your education.
- *Work-based training (WBT)*: your internship.
- *Objection*: a written statement explaining your reasons for disagreeing with a decision by ROC Mondriaan.
- *Central Student Council*: the central representation by and for the students.
- *Examination Appeals Board*: if you disagree with a decision made by assessors, examination boards, examiners or the negative binding recommendation on your studies, you can file a complaint here.
- *Executive Board*: the board and management of ROC Mondriaan.
- *Participant*: you are a participant in education if you are taking a course. In this Charter, we will simply call you a 'student.'
- *DUO*: the Educational Executive Agency of the Ministry of Education, Culture and Science.
- *Code of Conduct*: the regulations stating how students and employees should behave and treat each other within ROC Mondriaan.
- *Introductory interview*: an interview between the department and the student to see whether the course you have chosen matches the things you are good at and your wishes for the future.
- *Complaint*: this is what you make if you think that ROC Mondriaan has done something wrong.
- *Complaints and Objections Advisory Board*: the board within ROC Mondriaan that deals with all complaints and objections except those handled by the Examinations Appeals Board.
- *Complaints desk*: the central point of contact for students and staff with a complaint or objection. This is the accessible facility as referred to in Article 7.5.1 of the Adult and Vocational Education Act.
- *Statutory basic qualification student*: a student up to the age of 18 who has the legal obligation to complete higher general secondary education, pre-university education, or vocational secondary education at level 2 or higher). We call these diplomas 'starting qualifications.'
- *Compulsory student*: a student who is not yet 16 years old and has the legal obligation to attend school. This is followed by the statutory obligation to obtain a basic qualification.
- *MIA*: the online place (<https://mia.rocmondriaan.nl>) where you can find all the information about your school and education.
- *Mondriaan ID*: your Mondriaan pass with your passport photo on it, with which you can identify yourself.
- *Restricted admission*: a rule that limits the number of students who may be admitted to a certain course.
- *Educational activities*: all activities that are carried out under supervision in or outside the school and during the WBT.
- *Educational director*: the superior of a number of school directors.
- *Inclusive education*: education with support for students with a disability or chronic illness.
- *SBB*: the organisation for collaboration between vocational education institutes like ROC Mondriaan and companies in the job market. It is the SBB that determines whether you may complete your internship at a certain company.
- *ROC Mondriaan*: all the schools of ROC Mondriaan collectively.
- *School*: the school where you take your course.
- *School day*: a day other than Saturday, Sunday, recognised national holidays or days designated as days off by the school.
- *School director*: the manager of a school.
- *Student*: you are a student if you take vocational education and training.
- *Student file*: a student's records, which include, among other things, data about their progress and agreements on their support and supervision.
- *Adult student*: you are an adult student if you attend a course provided by the Department of General Adult Education. In this Charter, we will simply call you a 'student.'

- *Confidential advisor*: a counsellor for both students and staff who you can contact to talk about undesirable behaviour, for example.
- *AVE Act*: Adult and Vocational Education Act (*WEB*; *Wet Educatie en Beroepsonderwijs*).
- *Website*: [www.rocmondriaan.nl](http://www.rocmondriaan.nl).

## 1.2 Scope

The Charter applies in all buildings and on all premises of ROC Mondriaan. This Charter also applies to all activities away from the school that are related to, or part of, your course. This Charter also applies to your internship.

## Article 2 Admission: application, introduction and enrolment

### 2.1 Application

You can sign up for a course via the school's website.

You will be enrolled in the course if you are legally eligible, have registered by 1 April and participated in the obligatory programme selection activities. At ROC Mondriaan, this also applies if you applied after 1 April. If the department cannot enrol you because you registered after 1 April, we will look for another option.

### 2.2 Admission criteria

The statutory admission criteria are specified in the AVE Act. Each year, the Executive Board determines the admission policy at ROC Mondriaan no later than 1 February before the start of the new school year. We call this the Application, Introduction and Enrolment Policy. Prior education requirements will be published in the information about the courses on the relevant school's website before 1 February. No prior education requirements are set for internal transfer (to the legally permissible follow-up level) once you have obtained your diploma.

The Executive Board also determines annually which courses will have restricted admission and which additional admission criteria will be set. An additional admission criterion might be an audition, practical exam or sports test, or an assessment of your creative or artistic aptitude. This information will be announced no later than 1 October before the school year for which these criteria apply and will be included in the information about the courses on the relevant school's website. There are a limited number of reasons under the law why the school may refuse to enrol you.

### 2.2 Intake procedure

Before admission, schools run a so-called intake procedure. This is a combination of one or more obligatory programme selection activities (such as a group meeting, test or assignment) combined with an introduction. The procedure is described on the website of the school where the applicant wants to take their course.

#### 2.2.1 Intake procedure for vocational education and training

The school director determines the precise content of the intake procedure based on the rules that apply within ROC Mondriaan. In any case, the information includes the obligatory programme selection activities. During the procedure, your expectations for the course and the relevant profession will be assessed. The school director may decide to extend the intake procedure over a certain period of time. Once you have participated in the obligatory activities, you will have the right to an introductory meeting. The school will issue their recommendation regarding your studies based on the results of the obligatory programme selection activities and the introductory meeting.

If you reach the conclusion that the course does not suit you, you will be referred to the Study Information Desk (StiP Desk) at ROC Mondriaan for advice on other courses within or outside the school. If enrolment at another ROC Mondriaan school is not possible, the StiP Desk staff will refer you to another educational institution.

If the recommendation on your studies concerns a course taught at another school, you will always be referred to the StiP Desk for advice about any other possible courses. If enrolment at another ROC Mondriaan school is not possible, the StiP Desk staff will refer you to another educational institution.

#### 2.2.2 Procedure towards exemption from a prior education requirement

In exceptional cases, you can be granted an exemption if you do not meet the statutory prior education requirement(s). This runs through the StiP Desk. The procedure involves assessing whether vocational education and training suits you, followed by an examination of your knowledge, skills and motivation. If the outcome is positive, you will be awarded an exemption from the prior education requirement(s), which will be valid for one year. This will give you the same rights as an applicant who meets the statutory prior education requirements.

### **2.2.3 Intake for entry courses**

If you apply for an entry course, it is important that your parents/representatives are present at the (online) interview if you are under 18. Alternatively, you may bring your mentor from your secondary school, for instance, or an employee of social services or youth services, to the interview. Agreements can also be made with your previous school. The meeting is about whether the entry course would suit you and all the things needed for you to complete the course successfully. We will record these issues and agreements in your student file. You can take an entry course if you are at least 16 years old and do not meet the prior education requirements for vocational courses and training at level 2 or higher or if you have a written exemption under Article 3b or Article 15 of the 1969 Compulsory Education Act.

### **2.3 Intake for adult general secondary education and general courses**

Applying for adult general secondary education at Haaglanden runs via the website. You can apply when you are no longer in secondary school. If you are still enrolled in a secondary school, your secondary school will take care of your registration. The intake covers, among other things, the registration of relevant prior learning experiences in both formal and informal settings, an exploration of your learning wishes, and the possibilities offered by the school. If necessary, your motivation, abilities and learning progress will be assessed for suitability for adult general secondary education. Any learning deficiency will be identified, followed by an assessment of any additional support. The admissions board will decide whether or not you may enrol in a specific course or class(es).

For general courses, any additional agreements about the intake are included in the grant arrangement with the client (usually the municipal authorities).

### **2.4 Additional supervision and support within the context of inclusive education**

ROC Mondriaan is open to students with a chronic illness or disability. If you have long-term physical, intellectual or psychological disabilities that require facilities or adjustments, an (extended) introductory meeting will take place to discuss what support the school can offer. ROC Mondriaan will take care of these adjustments or additional facilities unless they require so much effort that it would be unreasonable to expect the school to provide them.. Agreements on adjustments or additional facilities will be recorded and included in your student file. The agreements will be set out in writing before the enrolment date (before the start of the course) so that you can let us know whether you agree with them before you begin. The agreements made will be discussed with you at least once a year to see if everything is still okay or if something should be adjusted.

### **2.5 Information from the intake procedure**

The information from the intake procedure required to provide you with the appropriate support and counselling as a student will be passed on to the SCC for your course after your enrolment.

### **2.6 Too few applications**

A school may choose for a course not to start – and may cancel your enrolment – if it appears that there are too few applications to properly provide the course. If that happens to your enrolment, you will be informed as soon as possible. The StiP Desk will help you explore and review possible suitable alternatives.

### **2.6 Complaint against non-admission**

If you are not admitted, you will receive a letter explaining the reason for this decision. You will then have the right to submit a written request to the school director to still be admitted within 2 weeks of receiving the decision. If you do not agree with the school director's decision, you can file an objection with the educational director within 2 weeks. If you do not agree with the educational director's decision, you can start a complaint procedure with the Complaints and Objections Advisory Board. You will be informed of this right in writing. Alternatively, you can submit your complaint directly to the Complaints and Objections Advisory Board. For more information, see Article 9.

## **Article 3      Rules regarding your education**

### **3.1      *Right to a good education***

You have the right to a good education. If educational activities cannot take place due to illness or something beyond your school's control, this will be reported to you as soon as possible, and a proper solution will be sought. You also have the right to expect that staff members comply with the agreements in the Education and Examination Regulations. These contain the content and organisation of the education that we provide and how and what will be examined. You can also expect staff members to behave correctly, not to exhibit offensive behaviour, and not to make offensive statements.

### **3.2      *Right to support and counselling***

You have a right to proper support and counselling. Your counsellor (SCC) will be the first point of contact for all your questions about the course. You will have regular contact with your counsellor, at least three times per school year, to discuss how you are doing. If necessary, the counsellor will refer you to a (more) specific expert at ROC Mondriaan to help solve your questions and problems. With your approval, the counsellor will ensure that the expert is informed of the questions and problem as soon as possible. If you have a complaint about your counsellor and with good reason, you can ask the school director if he or she can find another counsellor for you.

ROC Mondriaan has a high-performance sports policy for students engaged in high-performance sports. In collaboration with your SCC, the high-performance sports coordinator will provide you with support if you have the status of a high-performing athlete. Contact your SCC for more information or check [Topsportbeleid | ROC Mondriaan](#).

If you are pregnant, there are certain rules at ROC Mondriaan that we both must observe. This is called the pregnancy protocol and can be found [here](#).

### **3.3      *Student's duties***

You must do your best to complete your course on time and successfully. In particular, you must genuinely participate in educational activities, except if you cannot be expected to do so for an important reason. You must also facilitate a good educational process, be collaborative and make an effort to meet the educational requirements. You must complete the assignments associated with your course as best as possible, and you may not disrupt educational activities. You must behave correctly, not show offensive behaviour and not make offensive statements.

Attending classes or practical training activities is compulsory. In case of illness or other urgent reasons for absence, you should inform the department responsible for your course in advance. Absence without notification will always be recorded as an absence without permission. If you are absent from class or practice for 16 hours without permission for four consecutive weeks, ROC Mondriaan will send a report to the municipal school attendance officer or the 'early school leaving' case manager. We will also report it to the DUO Educational Executive Agency. Your student grants and loans may then be terminated or all converted into a loan. For more information, see the [Absence Protocol](#).

You must bring your books or study materials with you and adhere to the [Code of Conduct](#) and the safety regulations (see Article 5.7). If you fail to do so multiple times, we may impose (disciplinary) measures (Article 8).

It is important that your attendance at classes (physical and online) is recorded. Therefore, your school may ask you to turn on the camera at the start or end of online classes, for instance. The school may also request this if it is important within the context of the educational activity.

You agree that ROC Mondriaan sends you decisions that concern you electronically. You will check the school's emails promptly. If you are a minor, your parents or carers will also receive these emails. You are responsible for ensuring that ROC Mondriaan has your correct contact details (such as your address, telephone number and email address).

### **3.4      *Student file***

The progress of your studies is recorded in a file, which you are allowed to inspect. The counsellor writes a short and concise report of your meetings about your studies, your agreements and the

advice they gave. If you and your counsellor are unable to reach agreement on the report, the reason for the disagreement will be added to the report.

### 3.5 *Course information*

At the start of your course, you will receive the course-specific information that is important for you as a student enrolled in that course. The most important things about the content of the course (including the conditions and the order of the components) and the examinations are specified in the Education and Examination Regulations for your course. These regulations for each course can be consulted on [the website](#).

### 3.6 *Mondriaan ID*

At the start of your course, you will receive a personal Mondriaan ID. This is your school pass. You are required to have a passport photo taken at the school for your school pass. You must handle the school pass with care and always have the school pass with you when you are in an ROC Mondriaan building, at examination sittings or during activities away from school related to your course. You will sometimes have to register at ROC Mondriaan with your school pass. Access to a building or class may be denied if you do not have your school pass with you. The school pass is used as ID to gain access, pay for catering, for example, or use printers. You can find more information about Mondriaan ID in the [General Terms and Conditions for the Mondriaan ID](#).

### 3.7 *Lockers*

Some schools have lockers. It is the school's responsibility to make the lockers work properly. You must empty your locker at the end of the day. The school is not responsible for loss or damage to your belongings. If you think you have something in your locker that does not belong there, you should report it to the school director or the Facilities Department, who might investigate the matter.

### 3.8 *Involvement of the student in educational quality assessment and assurance*

The school director will ensure that you are regularly asked for your opinion on the education that we provide. If you think that our educational quality or organisation can be improved, you can discuss this with the school director.

### 3.9 *Work-based training*

Your course includes an internship. Both ROC Mondriaan and you must make efforts to ensure a good internship placement. You will complete your internship with a WBT provider that is recognised by the SBB. Your SCC can tell you more about this. Article 3.3 also applies to your internship. You can put in your own proposal for your internship. You must make sure your internship agreement is signed by you, the school and your WBT provider. You must hand in the signed agreement at school within one week of the start of your internship.

### 3.10 *Courses taught in Dutch*

Classes at school are taught in Dutch unless there is a good reason not to. This is for the teacher to determine. You are also required to speak Dutch while at school.

### 3.11 *Information provision to parents concerning the student's progress*

If you are a minor, ROC Mondriaan will inform your parents, guardians or carers how your studies are going and whether you are absent without permission. We are only allowed to provide information about other matters with your consent.

If one of your parents has parental authority over you, then ROC Mondriaan will only inform that parent. However, your parent without parental authority may ask ROC Mondriaan how your studies are going. ROC Mondriaan will then provide this information to both parents, but only if it is not to your disadvantage.

### 3.12 *Insurance*

ROC Mondriaan has arranged liability insurance for the benefit of its students. The insurance is supplementary and has a mandatory excess and a maximum amount. If you want to know more about this, you can ask the Finance and Control Department or the school director.

ROC Mondriaan is not liable for theft, embezzlement, loss or damages to the student's property or possessions.



ROC Mondriaan is only liable up to the amount for which it is insured. It does not matter what caused the damage. ROC Mondriaan is not liable for indirect damage.

Usually, your WBT provider is liable if an accident occurs during your internship. However, your WBT provider will not be liable if you have not been careful or if you failed to do something that you were supposed to do.

If you are going to study abroad, you will be responsible for your own insurance.

#### **Article 4 Conclusion and premature termination of your enrolment**

##### *Article 4 Conclusion and premature termination of your enrolment*

ROC Mondriaan may terminate your enrolment, even before the end of your training, if:

- you have been enrolled for a longer period than the duration of your course and have still not obtained your diploma;
- you have obtained your diploma for the course;
- you have had every opportunity to pass an examination or take a class but failed to obtain your diploma;
- you are subject to disciplinary action (Article 8) for which you may be expelled;
- you have received a binding negative recommendation on the continuation of your studies;
- the Examination Board rules that your conduct does not suit the profession for which you are being trained (see also Article 8.1.7b of the AVE Act);
- you do not keep to the mutual agreements made and recorded in an individual agreement form;
- you have been absent for more than 5 consecutive weeks without valid reasons and have not responded to three messages from the school asking you to report;
- you do not make the efforts as described in Article 3.3;
- you have died;
- ROC Mondriaan has the legal obligation to terminate your enrolment;
- you do not provide a Certificate of Conduct by the deadline;
- you do not have an internship placement by the deadline;
- you do not meet the conditions for your enrolment by the deadline;
- you do not pay ROC Mondriaan by the deadline;
- you cancel your enrolment;
- there are other very serious reasons why it cannot be expected of ROC Mondriaan to maintain your enrolment status.

#### *4.2 Negative recommendation on the continuation of studies applicable to vocational education and training (with the exception of entry courses)*

If the school director thinks that you will not be able to complete your education properly, he or she may give a negative recommendation on the continuation of your studies. You will then receive a written warning, which says that you need to do better and states the time allowed for you to show improvement.

##### *4.2.1 Binding negative recommendation on the continuation of studies applicable to vocational education and training (with the exception of entry courses)*

If you do not demonstrate the agreed improvement in your studies within the specified timeframe, the school director can issue a binding negative recommendation on your continuation. You will then be explained in writing why your enrolment will be terminated. A binding negative recommendation on the continuation of studies cannot be issued before 9 months or later than 12 months after the start of the course. If you receive a binding negative recommendation, you may submit a written objection to the educational director within 10 school days. After consulting with you, the educational director may decide to reverse the school director's recommendation or adopt the decision entirely or partially. You will receive the educational director's decision in writing. You may lodge an appeal against the educational director's decision with the Examination Appeals Board within 10 school days. You may also go directly to the Examination Appeals Board. For further information about the procedure, see Article 9.

#### *4.3 Negative recommendation on the continuation of studies applicable to entry courses*

If the school director thinks that you will not be able to complete your education properly, he or she may issue a negative recommendation on the continuation of your studies. You will then receive a written warning, which says that you need to do better and states the time allowed for you to show improvement.

#### *4.3.1 Binding negative recommendation on the continuation of studies applicable to entry courses*

If you do not demonstrate the agreed improvement in your studies within the specified timeframe, the school director can issue a binding negative recommendation on your continuation. You will then be explained in writing why your enrolment will be terminated. A binding negative recommendation on the continuation of studies in an entry course can only be issued after a written warning stating in what respect and by which date you have to show improvement. A binding negative recommendation on the continuation of studies in an entry course cannot be given before 3 months or later than 4 months after the start of the course. A binding negative recommendation on the continuation of your studies means that ROC Mondriaan may cancel your enrolment in the course. If you receive a binding negative recommendation on the continuation of your studies, you may appeal to the Examination Appeals Board within 10 school days.

#### *4.4. Personal circumstances*

Before issuing any (binding) negative recommendation on the continuation of your studies, ROC Mondriaan will take your personal circumstances into account, provided that you have let us know in time that there is an issue or personal circumstance that causes difficulties in your studies. Personal circumstances include:

- illness;
- a disability or chronic disorder;
- pregnancy and delivery;
- exceptional family circumstances;
- membership of the Central Student Council; and
- other personal circumstances if these lead to a decision that is not justified.

#### *4.5 Exit interview in case you quit*

If you cancel your enrolment before you have obtained a diploma, ROC Mondriaan will invite you for an exit interview. In that interview, you will be asked about your experiences as a student in the relevant course and the reason for leaving prematurely. A report of the exit interview will be made, and you will receive a copy. You can also ask for an institutional declaration, which will show the results that you have achieved. ROC Mondriaan will notify the DUO Agency that you have quit the course. You might be referred to the StiP Desk for advice on a different course. You should also contact the DUO Agency to cancel your student registration and matters concerning your student grant.

### **Article 5 Rules for conduct**

#### *5.1 Code of Conduct*

ROC Mondriaan has a **Code of Conduct** that applies to all students and staff members. This Code of Conduct provides everyone with guidelines for interacting with one another. That is how we jointly work towards an environment where we can learn and work effectively. Students and staff must adhere to the Code of Conduct.

#### *5.2 Causing damage*

If you cause damages to materials or buildings deliberately or by going against any rules, ROC Mondriaan can demand you reimburse the costs of restoration.

#### *5.3 Use of communication or recording equipment*

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

Camera monitoring is used in and around most of ROC Mondriaan's premises to ensure the safety of students, staff, and visitors.

How ROC Mondriaan handles these images is described in the [Camera Monitoring Protocol](#).

Students must comply with the teacher's instructions regarding the use of mobile phones. It is prohibited to photograph or film staff or students at ROC Mondriaan without permission.

You may never share footage with others without the permission of the staff, students or visitors who can be seen in the footage.

#### *5.4 ROC Mondriaan Rules for Digital Conduct and AI*

ROC Mondriaan has certain rules of conduct for the use of the internet, intranet and email. Students must comply with these rules. Take, for example, the way you should interact electronically with each other and with ROC Mondriaan. Internet and emails can be risky, and so we expect you to deal with them with integrity. These rules of conduct can be found on the [website](#) and in the Mondriaan Code of Conduct for Internet, Intranet, Email and Social Media Usage. ROC Mondriaan also has rules for the use of AI. If you want to use AI in your studies or internship, always ask whether it is permitted and which tool you are allowed to use.

#### *5.5 Personal appearance*

You must adapt your clothing and personal appearance to suit the educational context, including your internship, based on what is considered appropriate in that setting. (Partial) face-covering clothes that hinder identification and communication are not permitted. The school director may set additional requirements for your clothing or personal appearance if certain safety or security requirements must be met or if it suits your classes or internship.

#### *5.6 Protection of health and well-being*

Smoking in the (school) buildings and on the (school) premises of ROC Mondriaan is not allowed. The following also applies in the (school) buildings and on and around the (school) premises of ROC Mondriaan:

The possession and consumption of alcohol is not allowed unless explicitly permitted by the school director. Being under the influence of alcohol or the buying or selling of alcohol is strictly forbidden. The use, possession, dealing or being under the influence of drugs and hallucinogenic substances, such as nitrous oxide (laughing gas) and snus, is strictly forbidden.

The possession, use or dealing of fireworks and firearms is strictly forbidden.

If you are found to have done any of the above, the relevant items shall be confiscated and may be handed to the police. ROC Mondriaan may impose disciplinary measures on you (Article 8.1). ROC Mondriaan shall not be liable for damages resulting from these measures.

#### *5.7 Safety*

ROC Mondriaan has rules for integrity and safety, which cover subjects like confidential advisors, alcohol, drugs and weapons, the role of the police and reporting by the school. You can find more information about these rules in the [Code for Integrity](#) and the [Camera Monitoring Protocol](#).

Furthermore, ROC Mondriaan has appointed [confidential advisors](#). There is an incident register in which undesirable or criminal acts, accidents or other events that require enforcement, investigation or criminal prosecution are recorded.

No form of crime or inappropriate behaviour whatsoever is permitted in the (school) buildings and on or around the (school) premises of ROC Mondriaan. Crime is understood to mean all behaviour, actions, activities and/or events that are punishable by law.

Within the (school) buildings and on and around the (school) premises, ROC Mondriaan has the right, whether announced or unannounced, to request students to present (the contents) of their lockers, any items in their possession, vehicles and clothing for inspection. There are protocols in place for this.

In order to avoid danger and for everyone's safety and health, you must adhere to the safety regulations in practical classes. These are rules concerning the following, for example:

- The correct use of tools, machinery, equipment, and auxiliary tools.
- The responsible dealing with electricity, fire, and explosive substances.
- The wearing of personal protection gear and its correct maintenance and storage. The teacher or educational assistant will check whether the protective gear is used and maintained correctly.

- The correct use of the safety devices on machinery. You may never change or remove them.
- The reporting of dangerous situations.

The teacher, instructor, or educational assistant may dismiss you from the practical classes if you do not adhere to the rules above.

#### **5.8 Domestic Violence and Child Abuse Reporting Code**

ROC Mondriaan has a **reporting code for domestic violence and child abuse**. If this type of violence is suspected, ROC Mondriaan will take action in accordance with this reporting code. The purpose of this code is to provide help to bring an end to the threatening situation.

### **Article 6 Registration of data**

#### **6.1 Student administration system**

Your personal data will be entered into the ROC Mondriaan student administration system, which meets the requirements of the **General Data Protection Regulation**. You must make sure that the data that you provide are correct.

#### **6.2 Processing of personal data in the student administration system**

In the **Privacy Regulations**, ROC Mondriaan has determined for which purposes personal data may be used and who has the right to inspect or use these data.

#### **6.3 Right of inspection**

You may inspect your personal data that are processed under the Privacy Regulations. If you want to change any details, the school director will let you know within 4 weeks whether the change can be effected. If you disagree with the school director's decision, you can go to the Complaints and Objections Advisory Board (Article 9).

#### **6.4 Duty to provide information about changes in data**

You must report any changes in your personal data to the student administration of your school immediately. This also applies to a change in your address.

#### **6.5 Register of alumni**

ROC Mondriaan keeps a list of all its former students. The Privacy Regulations and the General Data Protection Regulation also apply to alumni. It may be recorded in the register whether the student left ROC Mondriaan with a diploma, and if so, which diploma it was, for instance.

#### **6.6 Destruction of data**

Personal data and the exit interview report (if any) will not be stored for longer than the term set by law after the student has left ROC Mondriaan. Data for statistical purposes, stripped of all the elements that can be traced back to the individual student, may be stored for an indefinite period of time.

### **Article 7 Representative participation**

#### **7.1 Central Student Council**

You can sign up for the Central Student Council, whose members are elected from, and by, students.

The Executive Board arranges for the resources of the Central Student Council so that it can work properly. By law, the Central Student Council has the right to give advice on certain issues and approval on certain subjects. The Central Student Council may always advise the Works Council and the Executive Board.

#### **7.2 School-specific student councils**

You can sign up for your school's Student Council. The student members of these student councils are elected from, and by, students.

### **Article 8 Disciplinary measures**

#### **8.1 Disciplinary measures**

If you do not behave properly, disrupt the educational climate, violate rules, or if you are found to have committed or are seriously suspected of (inciting) theft, threats, bullying, (sexual) intimidation, transgressive behaviour, fraud, discrimination, fighting, violence, racism or the use or possession of weapons and drugs, or if you are suspected of any other criminal offence, the following applies.

- a) The teacher or counsellor may:
  - give you a (written) warning or reprimand;
  - remove you from the situation where the behaviour occurred;
  - oblige you to do additional tasks.
- b) The school director may take the same measures as in a). In addition, the school director can also:
  - give you a written warning or reprimand;
  - suspend you from certain or all educational activities for a maximum of 2 weeks;
  - give you a time-out. That is a disciplinary measure with a clear purpose, meaning that you will not have access to educational activities for a maximum of one day;
- c) The educational director may do the same as the school director. In addition, the educational director may expel you from school and/or take other measures appropriate to the situation. If you are suspected of having committed a criminal offence, the police may be called in.
- d) The measure(s) must be proportionate to the seriousness and nature of the violation. It must be clear to you for which violation the measure is imposed. The person deciding on the measure must take your personal circumstances, your options and your age into account.
- e) Both sides of the case must be heard before any disciplinary measure is imposed. Parents of underage students will be invited to attend.
- f) If you are suspended, you will be informed in writing with a proper explanation. You can be suspended for a maximum of 2 weeks. If it turns out that you have done something that is not permitted under this Charter, the suspension may lead to one of the said disciplinary measures.
- g) If you are expelled from the course or from ROC Mondriaan, this will be done in writing with a proper explanation. You can first be suspended before you are expelled. In that case, your expulsion may have been for more than 2 weeks. In that time, ROC Mondriaan will still try to teach you.
- h) In all (other) cases, you and your parents (if you are a minor) will be informed in writing about the decision on the measure to be imposed. It will also be recorded in your file.

## **8.2 Contact with the police**

ROC Mondriaan will call in the police, if necessary. The safety policy (Article 5.7) comes into play here. ROC Mondriaan has made agreements with the police regarding the type of cases for which it will call in the police. If necessary, ROC Mondriaan will file an official report. ROC Mondriaan has made agreements with the police regarding its safety policy.

## **8.3 Further stipulations in case of expulsion**

### **a. Compulsory and obligatory qualification student**

If you are of compulsory school age (compulsory student) or under the statutory obligation to obtain a basic qualification (obligatory qualification student) and you are expelled from a course or from ROC Mondriaan, we may only do so definitively if another department or educational institution is prepared to admit you, or after the school director has demonstrably tried to find you another educational institution for at least 8 weeks. During these 8 weeks, ROC Mondriaan may refuse you to participate in educational activities.

### **b. Student responsibility**

You are personally responsible for all the consequences of the termination of your enrolment and for taking the actions that follow from that termination, such as the discontinuation of your student grants and loans and your public transport pass.

## **8.4 Objection, complaint against a disciplinary measure**

If you do not agree with a disciplinary measure, you can file a complaint (Article 9).

# **Article 9 Complaints**

## **9.1 Filing a complaint**

You may file a complaint, report a dispute and appeal against a decision. Before you file a complaint or report a dispute, ROC Mondriaan recommends that you first try to resolve the complaint through dialogue. You can do that yourself by talking with the person you disagree with. You can also ask for

help from someone you trust, such as a teacher or SCC. Alternatively, if you do not want to have a conversation with the person you have a complaint about, you can send your complaint directly to ROC Mondriaan's Complaints Desk.

This desk is ROC Mondriaan's central facility for complaints. The email address of the Complaints Desk for you to send your complaints is [klachten@rocmondriaan.nl](mailto:klachten@rocmondriaan.nl). The Complaints Desk will determine whether your complaint qualifies as a complaint or as a dispute. It will then send your complaint (letter of complaint, objection or appeal) to the appropriate board. The Central Student Council can report disputes about representative participation to the same Complaints Desk.

ROC Mondriaan has a complaints procedure, which is published [here](#). This document sets out how we deal with complaints.

ROC Mondriaan has regulations for the Complaints and Objections Advisory Board, which are published [here](#). This document sets out how we deal with disputes.

ROC Mondriaan has regulations for the Examinations Appeals Board, which are published [here](#). You have the right to send your complaint to the Examination Appeals Board if you disagree with the decision of the Examination Board or examiner about the outcome or the way you were treated in a (part of) an exam. This board also deals with complaints about negative binding recommendations on the continuation of studies.

If you have experienced sexual harassment, discrimination, aggression or violence, you can contact the confidential counsellor. The school's confidential counsellors can be found on the [website](#). The confidential counsellor can give you support and guidance and help you if you want to file a complaint about what happened. Alternatively, you can send a complaint directly to the Complaints Desk.

## **Article 10 Financial affairs**

### **10.1 Student fund**

In some cases, ROC Mondriaan may support you financially. The rules are set out in the Mondriaan Tuition Fee Allowance (MTFA) document, which can be found [here](#).

If you are taking a course with a school-based curriculum and are under 18 and you or your parents are on a low income, MTFA may be able to help you buy books and other obligatory educational materials. The income limits are set out [here](#).

### **10.2 Educational materials and school fees**

ROC Mondriaan has an educational materials policy, which is set out in the 'Reimbursement of Unused Learning Materials Regulations'. You can find the educational materials policy [here](#).

ROC Mondriaan has a buy-back scheme for learning materials that you have not had to use during your studies. The buy-back scheme is explained [here](#).

ROC Mondriaan makes sure that you know the costs involved in the course before you enrol in it. Well before the start of each academic year, ROC Mondriaan will publish on the website what materials you need for each course. You are free to decide where to buy your educational materials.

### **10.3 Tuition and course fees**

You know that you have to pay tuition or course fees. It says so in the Tuition and Course Fees Act. The amounts change every year. The amounts are published [here](#). You must pay all your invoices on time. You will not receive your diploma until you have paid all the invoices of ROC Mondriaan.

Tuition and course fees may sometimes be refunded to you if the law says that you are entitled to a refund. If the school pays the tuition or course fees for you in advance, we will agree at the time of your enrolment on how you will repay those fees.

## **Article 11 Liability**

### *11.1 Liability of ROC Mondriaan*

If the Ministry of Education decides to stop funding a course, ROC Mondriaan can no longer provide it. If you suffer damages as a result, ROC Mondriaan will pay you a maximum of €1,000.

ROC Mondriaan is not responsible for what happens if you are permanently expelled (Article 8.1) from school or if you have to quit through your own fault.

ROC Mondriaan is not liable for theft, embezzlement, loss or damages to your belongings.

ROC Mondriaan is only liable up to the amount for which it is insured. It does not matter what caused the damage. ROC Mondriaan is not liable for indirect damage.

### *11.2 Liability of the student*

If you have caused damage to the school or other persons at the school, you may be liable for it.

If you do not do what ROC Mondriaan expects of you, the educational or school director may take measures. This may mean, for instance, that you have to repay costs that the school has incurred especially for you or that they impose a disciplinary measure or another measure on you.

## **Article 12 Publication and amendments to this Charter**

### *12.1 Adoption by the Executive Board*

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

### *12.2 Charter for the applicant and student*

You can find the Student Charter in MIA and on the ROC Mondriaan [website](#).

### *12.3 Information about amendments*

The Executive Board will determine how an amendment to the Charter will be announced to you.

## **Article 13 Final stipulations**

### *13.1 Unforeseen situations*

If something happens for which there is no rule in this Charter, the Executive Board will decide what should happen.

### *13.2 Effective date*

The Charter will be effective as of 1 August 2023.

### *13.3 Amendments*

ROC Mondriaan may amend the Charter. If the Charter is amended, the new version will apply in place of the old one.

### *13.4 Hierarchy*

In the event of a conflict between different rules within ROC Mondriaan, the documents will apply in the following order (top-down precedence):

- the Work-Based Training Agreement;
- the Student Charter;
- the Education and Examination Regulations.

### *13.5 Applicable law*

This Charter shall be governed by Dutch law. The Charter shall be subject to changes in legislation and regulations.

## **Article 14 Short title**

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