

# **Master of Science in International Management**

## **Examination Regulations 2020 – 2021**

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Erasmus University**

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## I Teaching and Examination Regulations of the Master of Science in International Management 2020 – 2021

### Preamble:

Pursuant to Article 7.13 of the Dutch Higher Education and Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek - WHW*), these Teaching and Examination Regulations have been established by the *Dean* RSM after consulting the Faculty Council (FC), the Programme Committee (PC) concerned and the Examination Board RSM – EUR. The FC and PC have given their consent according to their lawful approval rights.

These regulations can be adjusted annually due to new developments and policy changes regarding the teaching and the examinations. In principle, the amendments will have legal effect from the first day of the Academic Year. The unaltered parts of the regulations keep their legal force.

### Section 1 – General

#### Article 1.1 – Applicability of the regulations

These regulations are applicable to the curriculum and final exam, examinations and tests of the master's degree programme MSc in International Management (isat code 60256) at Rotterdam School of Management, Erasmus University, hereinafter referred to as the degree programme.

#### Article 1.2 – Aims of the programme

The degree programme is intended to impart scientific knowledge, skills and insight in the area of international management in such a way that the graduate is capable of scientific and socially responsible professional practice in this area, and is qualified to take any desired advanced programme and to become, among others a scientific researcher.

#### Article 1.3 – Definitions

In the regulations, words shall have the following meanings:

- a. Act: the Dutch Higher Education and Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek - WHW*);
- b. Rules and Guidelines (R&G): the rules, guidelines and instructions of the Examination Board as referred to in Article 7.12b of the Act;
- c. MScIM curriculum: the total of programme components qualifying for the final exam;
- d. Programme component: a bundling of examinations with a designated function and meaning within the MScIM curriculum;
- e. Course: an instruction given under the authority of a member of the academic staff; each course is concluded with an examination;
- f. Final exam: the total assessment of the performance of the student for separate examination parts of the programme, as referred to in article 7.10 of the Act;
- g. Examination: every course will be assessed by an examination. Each examination includes an investigation into the knowledge, insight and skills of the student, as well as the appraisal of the results of that investigation. An examination may consist of more than one test;
- h. Test: In general, a distinction can be made between a written test and other test methods that do not fall under the term written test<sup>1</sup>:
  - A *written test* is a plenary individual test (on campus or remote) whether on paper or digital, within a limited time frame of 3 hrs. maximum, with open and/or multiple-choice questions. During a written test it is not permitted to use any other material, equipment (calculator, phone) or resources (such as books or notes) than the ones the examiner allowed in advance (via Canvas) and that are indicated on the examination cover page;
  - The following tests are *non-written* tests:
    - An individual assignment, for example a case, essay, take home exam or a thesis<sup>2</sup>;
    - A group or team assignment;
    - An internship;
    - An oral test;
    - A presentation;
    - A practical exercise (supervised exercise aimed at acquiring a practical skill, for example communication skills);
    - Participation performance.
- i. EC: abbreviation of "European Credit" which stands for study credit as referred to in Article 7.4 of the Act. One EC represents 28 hours of study;
- j. Student: a person who is enrolled in the university and admitted to the degree programme pursuing the study and/or taking part in the examinations of the programme; for the further application of these regulations, this designation also applies to an enrolled 'extraneous';
- k. Examination Board: the board referred to in Article 7.12 of the Act for supervising the examinations and organization and coordination of the examinations of the programme;
- l. Academic year: the academic year runs from 1 September to 31 August (inclusive) of the following calendar year;
- m. Programme Director: the Dean of Education in the capacity of programme director as laid down in Article 9.17 of the Act and as referred to in Article 7 of the School Regulations 2017;
- n. Dean: head of Rotterdam School of Management, Erasmus University;
- o. Academic Director: the person who is authorised by the Programme Director to spearhead the master programme and lead the programme in terms of profile, content, quality, delivery and assessment;
- p. School: Rotterdam School of Management, Erasmus University;
- q. Academic personnel:
  - the members of the academic staff of the School,
  - the trainee research assistants (PhD candidates) of the School,

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<sup>1</sup> Difference between written tests and other tests is important for example for resit-possibilities, see Article 4.1 TER and rules of order, see Section 3 R&G.

<sup>2</sup> Assignments with a limited time frame of 3 hrs. or less are written tests.

- the other academic personnel;
- r. Academic staff:
  - the full professors,
  - the associate professors of the School,
  - the assistant professors of the School;
- s. Teaching team: the members of the academic staff and the academic lecturers teaching courses within the degree programme;
- t. Explanatory feedback session: in Dutch “nabespreking”, as referred to in Article 7.13, par 2, sub q of the Act. It is an important meeting that gives students the opportunity to learn from their mistakes. They have the opportunity to review the questions and assignments of the exam concerned, along with the answer models and criteria for assessment.
- u. Perusal: in Dutch “inzage” as referred to in Article 7.13, par. 2 sub p. of the Act. It is an opportunity for students to peruse their own assessed exam.
- v. Student Administration: Student Administration Erasmus University, Team Study Progress & Diploma Administration – RSM.

**Article 1.4 – Degree**

1. The student who has successfully passed all the programme components of the MScIM degree programme will obtain the degree of Master of Science in International Management and is eligible for the CEMS certificate.
2. The obtained degree will be indicated on the master’s degree certificate.

**Article 1.5 –Language of instruction**

1. The language of instruction - teaching and examinations – is English, with the exception of certain courses as may be offered by the student’s exchange school, and which the student may choose to take.
2. In cases, the Examination Board can grant exemption from paragraph 1.

**Article 1.6 – Compulsory educational activities**

1. Teaching in most of the programme components takes place on a small-scale basis to enable students to obtain knowledge, skills and attitudes in the best possible way. The basic requirement, therefore, is that the students take part in all activities.
2. If students are prevented from participating in certain educational activities due to special circumstances, they should report this to the instructor concerned in advance. In such cases, without prejudice to the rules that apply to giving and assessing examinations of particular courses, instructors may assign alternative activities.

**Article 1.7 – Evaluation of education**

1. The Programme Director will be responsible for ensuring the evaluation of education.
2. The Programme Director will inform the Faculty Council and the Programme Committee of the method and frequency with which components of the curriculum are to be evaluated.
3. The Programme Director will inform the Faculty Council and the Programme Committee of the outcomes of the evaluation, the amendments made as a result of this and the effect of the actual amendments.

**Section 2 – Composition of the degree programme**

**Article 2.1 – Full-time / part-time**

Within the scope of the Act, the degree programme is offered full-time.

**Article 2.2 – Study load, feasibility and timetable of the degree programme**

1. The degree programme has a study load of 90 EC.
2. Courses and projects, including examinations, are scheduled to be completed in one and a half years.
3. To further increase the feasibility of completing the degree programme according to the schedule, the work load is spread evenly over the programme’s duration.

**Article 2.3 – Composition of the degree programme**

1. The composition of the degree programme is built up from the following programme components:

<b>Programme Components:</b>	<b>EC</b>
a. Block Seminar	3
b. Skill Seminars: this requirement includes the following sub-components: <ul style="list-style-type: none"> <li>• Global Citizenship Seminar (formerly Responsible Global Leadership [RGL] seminar) in spring semester (2 skills seminar days; equivalent to 1 EC)</li> <li>• Personal Leadership course (4 skills seminar days; equivalent to 2 EC)</li> <li>• Two additional miscellaneous skills seminar days of the student’s choice (equivalent to 1 EC)</li> </ul>	4
c. Strategy requirement in the fall semester, to be fulfilled with one of the following courses: <ul style="list-style-type: none"> <li>- <i>International Strategy</i></li> <li>- <i>International Entrepreneurship</i></li> </ul>	7.5
d. Global Leadership requirement in the spring semester, to be fulfilled with <i>Management Challenges in International Organisations</i>	7.5
e. A compulsory choice of two courses out of four, as follows: If a student is present and taking courses at RSM in the fall semester, a choice of two courses out of three following courses: <ul style="list-style-type: none"> <li>- <i>International Entrepreneurship 7.5 EC (if a student has opted to take this</i></li> </ul>	15

<p>course for requirement c above, then the student must select the two courses for this requirement from the remaining three courses below)</p> <ul style="list-style-type: none"> <li>- Global Supply Chain Management 7.5 EC</li> <li>- Management Control (formerly Financial Management &amp; Control) 7.5 EC</li> <li>- Innovation Management 7.5 EC</li> </ul> <p>If a student is present and taking courses at RSM in the spring semester, a choice of two courses out of the four following courses:</p> <ul style="list-style-type: none"> <li>- Using Business Analytics and Machine Learning for New Products</li> <li>- International Corporate Finance 7.5 EC</li> <li>- Corporate Venturing 7.5 EC</li> <li>- Climate Change Strategy Roleplay 7.5 EC</li> </ul>	
f. International Business Project	15
g. Research Clinic	3
h. Master Electives	15
i. Master Thesis	20

2. Participation in an international exchange with one of the CEMS partner institutions during either the first or the second semester is a compulsory part of the degree programme; the other two semesters must be completed at the RSM. The programme components stated under paragraph 1, sub a., b., c., d., f. and i. may be completed at a CEMS partner institution.
3. The detailing in the most recent version of the International Management (digital) Study Guide of the further descriptions of programme components into compulsory courses and elective courses, including obligatory practical exercises, and the thesis project, constitute an integral part of these Teaching and Examination Regulations, without prejudice to the other provisions set out in these regulations.
4. Students may choose the CEMS approved master electives from components of the MSc programmes of the RSM and/or CEMS partner institutions. These electives may exceed the total of 15 EC. However, it is not allowed to do more courses within a block than scheduled according to the degree programme course schedule. Furthermore, once passed, electives cannot be revoked by the student. All electives will be listed on the grade transcript.

#### Article 2.4 – Exemption from obligatory practical exercises

In exceptional cases, the Examination Board can grant exemption from the obligation to take part in practical exercises. In that case, the Examination Board can decide that the practical exercises should be carried out in another way, to be determined by the Examination Board.

#### Article 2.5 – Exemption from examinations

No exemptions from courses, examinations or tests will be granted.

#### Article 2.6 – free master programme within the master’s degree programme MSc in International Management at RSM

1. Upon approval by the Examination Board, students who are enrolled in the programme can construct their own master’s degree programme composed of courses offered by the university, which will lead to the degree of Master of Science in International Management.
2. The master programme mentioned in paragraph 1 must consist of sufficient courses in the area of international management according to the Examination Board, and in any case of the thesis project of 20 EC.
3. The Examination Regulations and Rules and Guidelines are applicable to the programme mentioned in paragraph 1 and approved by the Examination Board.
4. Students who complete the free master will not be eligible by definition for the supplementary CEMS certificate but must rather also meet the additional CEMS graduation requirements as established by the CEMS organisation.

### Section 3 – Admission<sup>3</sup>

#### Article 3.1 – Admission

With due observance of the rules by law concerning admission and enrolment, eligible for admission to the degree programme is the one who has acquired the admission statement given by the Dean of RSM, on behalf of the Executive Board of Erasmus University.

#### Article 3.2 – Admission procedure

The admission is selective: it is a three-stage procedure consisting of formal requirements as stated in article 3.3, including assessment and interview.

#### Article 3.3 – Admission requirements

Candidates are considered eligible for selection if the applicant has (entirely) fulfilled the formal requirements:

- a. A research university bachelor’s degree in business administration or related field consisting of a minimum total of 60 EC in advanced courses in strategic management, marketing, supply chain management/operations, finance and accounting as well as a minimum total of 20 EC in qualitative and quantitative research methods and statistics.;

<sup>3</sup> **Attention:** RSM expects that all applicants are aware of the latest content in relation to the admission requirements through the programme specific admission pages on the RSM website and that they regularly check the content for (unforeseen) changes. Therefore, please check the [RSM website](#) for the latest requirements which are part of the TER. In addition, RSM strongly suggests all applicants to visit the Master Open Days (organized on campus twice a year) and/or participate in one of many virtual information sessions (VIS), organized on a monthly basis.

- b. Proficiency in English at CEFR level C1, to be proven by
- IELTS: minimum overall score 7.0 and minimum sub-scores 6.5, or
  - TOEFL (iBT): minimum overall score 100 + minimum sub-scores 22 (Reading, Listening and Speaking) and 24 for Writing, or
  - Cambridge ESOL: Equal to CAE- minimum grade of B or CPE- minimum grade of C, or
  - Cambridge BEC Higher Minimum grade B, or
  - CEFR test results: English course/test results at C1 level taken at any national accredited university of applied science or research university within the EU/EEA. All aspects of the language must be tested (reading, writing, listening and oral skills).

No other English-language test results will be accepted.  
The test results must be verifiable.

Exempted from an English test are students who are a native English speaker from the USA, UK, Canada, Ireland, Australia, New Zealand or South Africa or whose secondary school, undergraduate or master's degree programme was taught completely in the English language in one of the following countries: USA, Canada, Australia, New Zealand, South Africa or within the EU/EEA. Exemption is also granted for applicants who have obtained an International Baccalaureate Certificate in English (English A SL min grade 5, English A HL min grade 4 or English B HL min grade 5).

- c. A grade point average (GPA) equivalent to a 7 out of 10 in the Dutch education system, which is considered to be above average;
- d. A GMAT score of at least 600. Students with a bachelor's degree from a Dutch university are exempted from submitting a GMAT score;
- e. Candidates must have proven minimum proficiency in three languages: English at C1 level, a second language at B1 level and a third language at A2 level
- f. Certain combinations of similar languages will not be allowed to fulfil the requirements. These are Bosnian/Croatian/Serbian/Montenegrin/Slovenian, Czech/Slovak, Danish/Swedish/Norwegian, Danish/Faroese, Dutch/Flemish/Frisian/Afrikaans, German/Luxembourgish, Russian/Ukrainian/Belarusian, Russian/Kazak, Spanish/Catalan at B1 level in the Common European Framework (CEFR). The third foreign language must be evidenced at A2 level. Certain combinations of similar languages will not be allowed (e.g. Danish/Swedish/Norwegian).

## Section 4 – Taking examinations

### Article 4.1 – Frequency of examinations and tests; examination schedule; re-examinations; extra opportunities

1. The opportunity to take written tests when belonging to an examination as referred to in Article 1.3 is given twice per academic year: the regular test and a re-sit. However, in case of no registrations during the regular registration period for the re-sit, this test shall be cancelled.
2. Examinations that are assessed other than as a written test can be taken at least once per year. However, if an examination part is tested by non-written tests only – thus by tests with a time frame of more than three hrs. (such as assignments) – a reasonable improvement option<sup>4</sup> is required.
3. Only students who submit the final thesis before the deadline of the first opportunity in February, are eligible to submit a re-sit version for the deadline in April.
4. Students who have not passed the thesis proposal at the first opportunity, will be offered a retry for which the submission deadline is set at least at two weeks from the date of publication of the first opportunity results.
5. With due observance of the provisions of the first paragraph, the student may retake a passed written test in the same Academic Year if a re-sit opportunity has been scheduled in the official exam timetable. The result for the test is established on the *highest test result* obtained.  
As long as a student has not yet passed all courses of the degree programme, the student may improve the grade of a passed course in a following Academic Year; in that case the student must redo the whole course including all tests. The final result for the course will be established on the *highest result obtained*. If the material to be studied for a course has changed, the subsequent tests will reflect the new material.
6. In addition to the provisions set out in paragraphs 1 and 2, the opportunity to take a test for which the accompanying course is given for the last time ever, is given two times in the academic year subsequent to the last year of the course in case of a written test and only once in case of an assignment. The tests of the master electives are excluded from this rule. The tests will be scheduled during the examination period concerned. Deviating from paragraph 5 above, tests for these courses that have already been passed may not be taken again.
7. Without prejudice to applicable regulations regarding a period free of tests, and with due observance of the other provisions set out in these regulations, and of the Rules and Guidelines established by the Examination Board, the Programme Director establishes a schedule for written tests and examinations before the start of the academic year. In the event of urgent exceptional circumstances, the Programme Director can change the schedule during the academic year, provided that the change is announced in good time and no later than the start of the registration period, of the period of tests concerned, via appropriate channels such as SIN-Online.
8. In exceptional cases<sup>5</sup> the Examination Board can, at the request of the student, decide that an extra opportunity to take a written test will be offered, in derogation from the schedule.
9. To courses that are instructed under the supervision and authority of national accredited institutions other than Rotterdam School of Management, Erasmus University and for which results are converted to the MScIM curriculum, the rules and regulations apply as set, upheld and applied by the Examination Board, or equivalent body, of that accredited institution.

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<sup>4</sup> The exact content of the improvement option (for instance rules regarding applicability of option, for failed tests only, minimum grade requirement, cap on the grade, grade reduction) is at the discretion of the examiner. The examiner must include the rules for an improvement option in the course manual.

<sup>5</sup> Please check the [Examination Board's website](#) for [the policy on extra exam opportunities](#).

#### Article 4.2 – Form of the examinations and tests

1. The examinations of the programme are taken according to the test types described in Article 1.3 sub h. Furthermore, attendance requirements may be set as a prerequisite for assessment, provided that this is well substantiated by the examiner and published in the course manual. The Examination Board may allow deviations from this rule.
2. If the Examination Board decides that the form as referred to in the foregoing paragraph shall be different, it will announce this to the students no later than two months before the test is to be held.
3. The elaborations on the form of the tests as referred to in paragraph 1, stated in the most recent version of the study guide for the study programme, constitute an integral part of these Teaching and Examination Regulations, without prejudice to the other provisions set out in these regulations.
4. In exceptional cases the Examination Board may, at the request of the student, decide to permit derogations from the provisions set out in paragraph 1.
5. Students with verifiable physical or mental impairments or specific learning difficulties that could have an effect on the ability to study, are offered the opportunity to take tests in a manner adapted as far as possible to their individual situation. The Examination Board will, if necessary, obtain expert advice before making a decision.

#### Article 4.3 – Oral tests

1. No more than one person will be given an oral test at a time, unless the Examination Board has decided otherwise.
2. An oral test is taken in public, unless in an exceptional case the Examination Board or the examiner concerned has decided otherwise, or the student has objected to this.
3. An oral test should be assessed by at least two examiners or in the event of only one examiner, the assessment must be video and/or audio recorded. The Examination Board will archive the recorded file for two years after the assessment, or seven years in case of the Master Thesis.

#### Article 4.4 – Sequence of programme components

1. The International Business Project has to be taken in the second semester.
2. A student needs to have completed at least 30 EC of the degree programme before he/she can start with the third semester, i.e. the Research Clinic and the Master Thesis. The Research Clinic together with the Master Thesis will be offered in the third semester only.
3. A student may continue with the thesis trajectory only after a designated research methods course of 3 EC of the degree programme has been passed.
4. If the thesis proposal has not been passed or has not been delivered in a timely manner, the student may not proceed the thesis trajectory and will have to restart the course the next academic year.
5. The examination for the thesis project can only be completed once all the courses of the other programme components of the degree programme have been passed.
6. In exceptional individual cases, at the student's request, the Examination Board may derogate from the foregoing paragraphs, after consulting the student adviser and the involved examiners.

### Section 5 – Result of examinations

#### Article 5.1 – Determining, announcing and recording results of examinations and tests; deadlines

1. The examiner determines the result of an examination/test as referred to in Article 1.3 sub g. and h. as soon as possible. The following deadlines are in place:
  - a. The ultimate deadline for provisional grades is four weeks after the examination/test. Provisional grades must be communicated via SIN Online or CANVAS grade centre.
  - b. The ultimate deadline for registration in OSIRIS of the definitive grades is eight weeks after the examination/test.
  - c. In case a resit takes place within a period of nine weeks after the original examination/test, the ultimate deadline for communicating and registration of the definitive grades is ten days week before the resit.
2. In deviation from paragraph 1 of this article, the thesis proposal and the thesis report must be assessed within two weeks of submission.
3. In deviation from paragraph 1 of this article, the examiner(s) determine(s) the result of an oral test immediately and give(s) the student a written notification of the grade.
4. In the event of force majeure, the Examination Board can permit derogation from the deadlines mentioned in the foregoing paragraphs.
5. The Student Administration checks compliance with the deadline mentioned in the previous paragraph, and in the event that it is likely to be exceeded, reports this in good time to the chairman of the Examination Board.
6. The examiner reports updated examination and/or test results to the Student Administration, which then informs the student of this in writing.
7. The Student Administration is responsible for recording the results of examinations and tests. This Office also records what certificates have been presented to a student. No information about recorded data, with the exception of data about the certificates awarded, is given to anyone other than the student, the Examination Board, the directors of the study programme, the Executive Board of the Erasmus University, the student advisor, the student counsellor and the Examination Appeals Board (CBE). The Examination Board may decide on derogation from the provisions set out in the last sentence under the consent of the student involved.
8. The involvement of the Student Administration as referred to in the previous paragraphs is without prejudice to the provisions in this matter as determined by the Executive Board of the Erasmus University.
9. The written certificate concerning the result of an examination or test contains information about the way in which the student can lodge an appeal with the Examination Appeals Board (CBE).

#### Article 5.2 – Period of validity

1. Unless otherwise mentioned, the term of validity for passed courses – including approved courses of another degree programme – is in principle unlimited.
2. In derogation from the preceding paragraph and as long as the final exam has not been passed yet, the Examination Board, in consultation with the Academic Director concerned, may declare the term of validity of a course that has been passed more than six years ago expired if – in its judgement – the knowledge, insights and skills taught during the course

have become obsolete. In that case, the Examination Board can impose an additional or alternative course or examination, before the student may pass the final exam.

3. If the examination of a course is composed of more than one test, the term of validity of each test shall be limited to the academic year in which the tests are taken, unless the examiner explicitly determined otherwise in the course manual.

#### **Article 5.3 – Explanatory feedback session and perusal**

1. As soon as possible but no later than four weeks after the written test, the examiner will give explanatory feedback. The examiner will provide information about the content of the written test and the correct answers/answer models in an *explanatory feedback session* or via another approved medium (such as through Canvas). This offers students the opportunity to review the questions and assignments of the exam concerned, along with the answer models and criteria for assessment. The examiner sets the date, time and procedure of the explanatory feedback session. The explanatory feedback session must be realistically managed and the use of appropriate media (such as Canvas) is allowed. In view of a good preparation of the explanatory feedback session, the exam questions and answers model(s) need to be posted as soon as possible after a written test and no later than one week after the test took place. Although with exception upon the examiner's request, the Examination Board may grant the examiner an exemption from posting the exam question on Canvas in the event of important reasons.
2. As soon as possible – or at the same explanatory feedback session – but no later than four weeks after the explanatory feedback session, students will have the opportunity to peruse their own assessed exam. The perusal takes place in principle on the basis of a (digital) copy only. A paper copy may be charged at cost price. The examiner may determine that the perusal is only for students who registered for it and/or who have attended the explanatory feedback session. The examiner sets the date, time, location and procedure of the perusal. In case of a 100% multiple-choice test and the questions, answer key and multiple-choice answer forms are available to the student, the examiner is exempted from organizing the perusal.
3. In the event that a student can demonstrate that he/she was prevented from being present at the assigned location and time for the explanatory feedback session or the perusal due to force majeure, at the request of the student an alternative opportunity will be offered, if possible within the term mentioned in paragraph 2.

#### **Article 5.4 - Archiving period of written tests**

1. The assignments, answers and the assessment of the written tests will be archived (in paper or electronic form) for two years after the assessment.
2. The exam protocol, test key, pass mark, test questions/assignments and evaluation of the written tests are stored (in paper or digital form) for seven years after the examination.
3. The Thesis and the assessment thereof will be archived (in paper or electronic form) for seven years after the assessment.

### **Section 6 – Result of the final exam**

#### **Article 6.1 – The result of the final exam**

1. The result of the final exam is determined by the Examination Board based on the examinations of courses in the programme components that comprise the MScIM curriculum and in compliance with the regulations stated in article 5.2 of the Rules and Guidelines.
2. In derogation from the provisions set out in paragraph 1, the Examination Board may, before determining the result of the final exam, conduct an investigation into the knowledge of the student with regard to one or more examinations or tests of the programme, if and insofar as the results of the examinations or tests concerned give it cause to do so.
3. In derogation from the provisions set out in paragraph 1, the result of the final exam will not be determined for students who are - by way of derogation from Article 3.3 sub a. - admitted to the programme without having obtained the bachelor's degree and/or completed the pre-master programme yet<sup>6</sup>, until they have actually obtained their bachelor's degree and/or completed the pre-master programme.
- 4.

### **Section 7 – Final and Implementation Provisions**

#### **Article 7.1 – Amendments changes**

1. Amendments to these regulations will be adopted by the Dean RSM through a separate decree.
2. No amendments will be made that are applicable to the current academic year, unless the interests of the students are, in reason, not thereby prejudiced.
3. Moreover, amendments must not influence, to the detriment of the students any other decision, which has been taken with respect to a student by the Examination Board by virtue of these regulations.

#### **Article 7.2 – Hardship clause**

In very exceptional individual circumstances, in which application of one or more of the provisions set out in these regulations leads to evidently unreasonable and/or unfair situations with regard to a student, a student can submit a request in writing, and with reasons, for derogation from the said provision(s) to the Examination Board. The Examination Board may, after consulting the relevant examiner(s) and the student advisor or student counsellor, derogate from the said provision(s) in favour of the student. A decision to reject the student's request will not be made by the Examination Board until the applicant has been given the opportunity to present his or her case, if this is requested

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<sup>6</sup> For instance, as a result of the worldwide impact of the Coronavirus, RSM decided to temporarily implement some leniency regarding certain admission criteria for the MSc and Premaster programmes for the September 2020 intake.

**Article 7.3 – Announcement**

The Dean RSM is responsible for an appropriate announcement of these regulations, of the Rules and Guidelines established by the Examination Board, and of amendments to these documents.

**Article 7.4 – Legal effect**

These regulations have legal effect from 1 September 2020.

## II Rules and Guidelines 2020 – 2021

### Preamble:

Pursuant to Article 7.12b of the Dutch Higher Education and Research Act (*Wet op het hoger onderwijs en wetenschappelijk onderzoek - WHW*), these Rules and Guidelines (R&G) are established by the Examination Board RSM – EUR within the framework of the Teaching and Examination Regulations of the master's degree programme MSc in International Management. These R&G contain guidelines and instructions for the examiners appointed by the Examination Board, to assess and determine the results of the examination parts and the final exam, and rules with regard to safeguarding the quality of the examinations and the final exam, procedural rules with regard to the granting of exemptions, procedural rules with regard to suspected fraud and the measures to be taken in the event of fraud.

### Section 1 – General

#### Article 1.1 – Applicability of the Rules and Guidelines

These Rules and Guidelines are applicable to the curriculum and final exam, examinations and tests of the master's degree programme MSc in International Management at Rotterdam School of Management, Erasmus University, hereinafter referred to as the degree programme.

#### Article 1.2 – Definitions

1. Unless stated otherwise, in these Rules and Guidelines, the same definitions will be used as formulated in the Teaching and Examination Regulations of the degree programme.
2. Fraud: the action or negligence of a student as a result of which it is impossible, entirely or partially, to form a correct judgment about the knowledge, insight and skills of him/her or another student.<sup>7</sup>

#### Article 1.3 – Tasks of the Examination Board

1. Based on the law, the Examination Board has the following tasks and responsibilities:
  - a. *A supervisory responsibility with regard to the quality assurance of the tests and final exam.* This responsibility is manifested in the competence of the Examination Board to:
    - award the degree certificate;
    - appoint the examiners (see Article 1.5 of these R&G);
    - supervise the quality of final exams, examinations and tests (verification of required exit qualifications);
    - take disciplinary action in case of fraud (see Article 3.6 of these R&G);
    - supervise the implementation and execution of the examination regulations with due observance of the common legal principles such as equality, legal security, legitimacy, reasonableness, fair play and so on;
    - act as mediator or as the defendant in case of disputes or appeals.
  - b. *Regulatory tasks:* The Examination Board sets rules and gives instructions to the examiners. These rules have been laid down in these R&G as well as in the Examination Manual for examiners. These rules concern matters such as order during examinations, fraud, assessment criteria, compensation rules, classifications (such as (summa) cum laude).
  - c. *Tasks that are further defined in the TER.* This concerns the granting of exemptions from the TER in individual cases due to personal circumstances or on grounds of the hardship clause (if a rule in an individual case leads to unreasonable consequences). A few examples are: the granting of exemptions for courses, the interim advice within the framework of the binding study advice, the adjustment of the norm of the binding study advice in the case of personal circumstances, granting extra examination opportunities.
  - d. *Advisory tasks:* The Examination Board advises the Dean regarding the TER.
2. In the event that the quality of a test cannot be guaranteed due to serious irregularities prior to or during the test (for example, because a considerable part of an old test was reused or a technical defect occurred during a digital test or because the assessment is incompatible with the law, the TER or these R&G), the Examination Board may declare the test invalid. In that case, students must be given the opportunity to take a new test as soon as possible or – if applicable – a reassessment should be carried out.

#### Article 1.4 – Rules of Procedure and working method

1. The Examination Board establishes Rules of Procedure in which its working method is laid down as well as the division of portfolio of tasks between the members of the Examination Board for handling the day-to-day affairs with regard to those tasks.
2. Requests to the Examination Board must be submitted via the [Online Request Form](#) or via Osiris Zaak (for example, a request for special facilities for students with a disability). A request must be fully motivated and include all relevant documents. Any (certified copies of) diplomas, transcripts, certificates, etc. may not be submitted digitally, but must be shown in original form at the secretariat of the Examination Board. The Examination Board will take a decision within four weeks of receiving the complete request and informs the student about this via the ERNA account e-mail address or via Osiris Zaak.

#### Article 1.5 – The authority to examine, the appointment of examiners, Examination Manual

1. For the purpose of conducting examinations and establishing the results thereof, the Examination Board appoints the examiners in compliance with the following rules:
  - a) At the start of the Academic Year the Examination Board appoints the examiners for the duration of that year;
  - b) Tenured and tenure track RSM academic staff (assistant professors, associate professors, endowed and full professors) as well as tenured RSM lecturers will be appointed as examiner for the teaching within their discipline (category 1 examiners);

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<sup>7</sup> Students can also commit fraud as a co-perpetrator. This is especially the case with students who make their work available to someone else for plagiarism.

- c) At the request of the Department, other members of the RSM academic personnel (e.g. untenured lecturers, researchers, PhD-candidates) may be appointed as an examiner for a specific course (e.g. thesis trajectory) (category 2 examiners);
  - d) At the request of the Department, a former member of the RSM academic staff or a (former) member of academic staff of another School of the EUR or any other research university may be temporarily appointed as an examiner for a specific course (e.g. thesis trajectory). This person must meet the following requirements: a completed PhD, or a university master's degree with demonstrable extensive experience in performing scientific research. Furthermore, at least a hospitality agreement is required (category 3 examiners);
  - e) A UTQ (University Teaching Qualification, in Dutch BKO) or equivalent is preferable;
  - f) An examiner who is appointed for the first time shall be mentored by an experienced examiner from the relevant Department.
2. In case of special circumstances, the Examination Board may grant exceptions to the above rules.
  3. The examiners provide the Examination Board the information requested.
  4. All appointed examiners shall be registered in the RSM's Examiners Register.
  5. The Examination Board can suspend or withdraw the appointment as examiner if the person concerned persistently fails to comply with the applicable examination regulations or fails to deliver examinations that meet the minimum quality standards. The Examination Board will not do so until the person concerned in all fairness has had a chance to conform to the relevant rules.
  6. The examiners shall comply with the binding rules the Examination Board has set regarding examinations. These rules shall be included in the Examination Manual.

#### Article 1.6 – The criteria

In the decision-making process the Examination Board employs the following criteria as a guideline – and in case of contrariety of criteria weighs the importance of employing one against another –:

- the preservation and maintenance of the quality and grading criteria of each examination or test;
- the efficiency of the study, for example, expressed in terms of limiting loss of time (wherever possible) for students who make rapid progress with their studies when preparing for examinations or tests;
- motivating students to interrupt their studies as soon as possible in cases where it is very unlikely that they will pass their examinations;
- protecting students from taking on too large a study load;
- maintaining an environment in which students and staff can work effectively and efficiently;
- extending leniency towards students who, through circumstances beyond their control, have encountered delays during their studies.

## Section 2 – Exemptions

#### Article 2.1 – Exemption from practical exercises

1. A request for exemption from the obligation to take part in practical exercises, as referred to in Article 2.4 of the Teaching and Examination Regulations, should be submitted by the student in writing, with reasons and supported by documentation, to the Examination Board at least four weeks before the practical exercise for which exemption is requested is scheduled to begin. In exceptional cases, the Examination Board may permit derogation from the period stated in the last sentence.
2. The Examination Board makes a decision within four weeks of receiving the request. The student is informed immediately of the decision.

## Section 3 – Rules concerning good course of things during examinations and tests

#### Article 3.1 – general rules of order regarding written tests in the shared facilities on the Woudestein campus

To ensure that written tests that are taken in the shared facilities on the Woudestein campus, such as the examination hall in the Van der Goot-building, are administered in a similar manner, general agreements and rules have been made with the Examination Boards of Erasmus University Rotterdam with regard to order during written tests in the facilities concerned. The general rules of order rules are available on the [Erasmus University website](#).

If the general rules of order deviate from the rules of order as laid down in this R&G, the rules of order in this R&G will prevail, unless the Examination Board decides otherwise in a specific case.

#### Article 3.2 – Registration for examinations and written tests

1. A student who is registered for a course in Osiris will be automatically registered for all of that course's tests with the exception of the re-sit, if applicable. Registration for a re-sit is possible via Osiris during the registration period starting 26 working days before the test and expiring five working days before the test. During this period, registration is also possible at the ESSC.
2. The Head of Student Administration can, with the approval of the Examination Board, establish specific rules for proper registration for examinations, or written tests by virtue of the Teaching and Examination Regulations of the programme and the Rules and Guidelines of the Examination Board. These specific rules will be announced in a proper manner in sufficient time.
3. The Examination Board can derogate from the date of registration referred to in paragraph 1 if the student, as a result of *force majeure*, has been unable to register on time and correctly. Under certain circumstances, *force majeure* may be said to exist in the event of, for example, a student was unable to register in the usual way (OSIRIS-online, in writing, another student) because of sickness or special personal circumstances. The student should submit the request for this as soon as reasonably possible.
4. After the official registration deadline, students can still register for a test – except for an online test – at the ESSC counter up to two working days before a test, for an administrative fee of € 20,00 per test. Students will receive a receipt which they should take to the test as proof of registration for the test. In case this late registration period of two working days of the ESSC has expired, students from RSM can still register, but only after paying € 20,00 administration fee (non-refundable) via the online EBS paying system via this link: <https://lateregistration.rsm.nl>. This fee has to be paid on the day of the examination at the latest. If the payment has been made, the student will receive a confirmation on the student e-mail

account. In addition, the Examination Board will inform the Exam Administration and the Programme Manager that the grade for the test can be registered in Osiris.

5. Anyone who has not registered for an examination or a written test in accordance with the provisions of or by virtue of these Rules and Guidelines may not take part in the examination or test concerned. If, notwithstanding the foregoing, the student nevertheless takes part in the examination or test, the examiner and the Examination Board will not establish a grade.
6. Students who received a campus ban from the Executive Board of the EUR may not participate in the tests in the designated examination rooms and halls of the Woudestein-complex of the EUR during the ban.

### **Article 3.3 – Entering and leaving the room in which the written test is being held**

1. Only a student who has registered on time and correctly for the written test may take part in the test concerned and will be admitted to the room where the written test is being held.
2. Admission to the hall where a written test is organized is declined fifteen minutes after the start of the written test concerned. A student who is admitted to the hall after the start of the examination concerned must ensure that he/she causes as little disturbance as possible to the students already present.
3. A student taking part in the test may not leave the room earlier than one hour after the start of that test. A student who leaves the test before the end of the test concerned should ensure that he/she causes as little disturbance as possible to the students still present.
4. Students may not visit the toilet during the first and last half hour of a test except in extremely exceptional medical or other circumstances; the student must inform the invigilator of these circumstances in advance. Each student may visit the toilets once during the test, and only one person from each section shall be given permission at any one time. Students must notify the invigilator that they have to use the toilet and the invigilator's instructions must be complied with fully.
5. Personal belongings such as coats, bags, mobile phones, watches and other items that are not allowed to be used during the written test are not allowed to be brought into the hall where the test is held. These must be placed outside the test room in lockers, if available. If no lockers are available, coats must be placed over the chair. Bags must be closed and out of reach of the student. Watches, mobile phones and such must be switched off and out of reach of the student.
6. Scrap paper, examination questions, answers and other examination-related documents may not be taken from the room during and after the examination. Only when clearly indicated on the front page of the test paper, scrap paper may be taken by the student after the official examination time has elapsed.

### **Article 3.4 – General provisions concerning order during the (remote) written test**

1. On behalf of the Examination Board, the invigilators appointed for this purpose are charged with maintaining order during the written test. An examiner may act as invigilator/proctor.
2. Every student must comply with the instructions of the invigilator. If a student does not comply with the instructions and/or requests of the proctor, the proctor may exclude him/her from taking further part in the test, with the consequence that no result will be established.
3. During the written test, the student must, at the request of the examiner or the invigilator, prove his/her identity with a valid proof of enrolment (student card) or another legally valid proof of identity.
4. Only a valid proof of registration (student card), another legally valid proof of identity, the registration verification, the exam paper and answer sheet, writing materials and a ruler may be placed on the candidate's desk. No study material such as a (graphical) calculator, literature or other sources of information may be placed on the student's desk unless explicitly authorized by the examiner in advance and stated on the front page of the test paper. These study aides (without any notes on them) are solely for the student's own use. During the examination the candidate is not allowed to make use of a dictionary. In addition, a maximum of one cold snack and one bottle of non-alcoholic drink are allowed for the student's own use. The use of food and drink should not in any way cause inconvenience, at the discretion of the principal invigilator.
5. A student taking part in the test is obliged, on request of the invigilator, to show, and if requested, to hand over, the materials that he/she has with him/her.
6. Only the paper provided by EUR is to be used for the written test. The use of the student's own paper is not permitted.
7. A student taking part in the written test should write his/her name, signature and student/examination number on each sheet of paper that is handed in. The invigilator checks whether this has been done correctly before the test is handed in to him/her.
8. For remote tests with online supervision (online proctoring), further rules may also apply regarding the room in which the student takes the exam, the procedures for logging in and identification, and toilet visits. Students are expected to follow any additional guidelines provided in this regard.

### **Article 3.5 – Cancellation of examinations in the event of an emergency**

1. If an emergency (an unintended or unexpected event that can lead to disruptions on the EUR campus) is expected prior to the commencement of an examination, the Examination Board may cancel the examination in consultation with the Student Administration. Any such cancellation will be announced on the EUR website index page, the ESSC and Student Administration's news pages and on SIN-online.
2. If an emergency occurs or is expected during an examination, those present must leave the examination hall immediately on the instruction of the person bearing responsibility (i.e. an (coordinating) invigilator or a Student Administration's employee), leaving behind their answer sheets.
3. As soon as possible after the cancellation of the examination, the examiner will determine whether a grade for the written test can be reasonably determined on the basis of the answers already completed and/or the answer sheets submitted. If the examiner concludes that a grade cannot be determined, he/she shall inform the Examination Board.
4. Following such an examination cancellation, the Examination Board will consult with the responsible examiners and Programme Director to set a new date for the cancelled examination as soon as possible, preferably within two weeks of the original examination date. The new examination date shall be published on SIN-online and on the Student Administration website.

### **Article 3.6 – Fraud**

1. If in the matter of taking a test, fraud – within the meaning of Article 1.2 – is detected or suspected, this is established in writing as soon as possible by the invigilator or the corresponding examiner. The invigilator may ask the student to make available any items of evidence. A refusal to do this is recorded in the written report. The student is given the opportunity to

add written comments to the written report of the invigilator. The written report and any written comments are handed over to the Examination Board as soon as possible.

2. The Examination Board or the examiner may exclude a student who has committed fraud from further participation in the examination of which the test for which the irregularity was detected is part, and/or take other appropriate measures. The exclusion has the consequence that no result will be established for the examination or test concerned. Before the Examination Board decides to make the exclusion, it gives the student the opportunity to give his/her account.
3. The other appropriate measures as referred to in paragraph 2 may consist of, among others, the following sanctions:
  - a. reprimand;
  - b. invalidation of the examination and/or test concerned;
  - c. exclusion from one or more examinations and/or tests;
  - d. exclusion from one or more examination period;
  - e. a combination of the above measures to a maximum of exclusion for at most one year;
  - f. in a serious case of fraud, the Examination Board may advise the Executive Board to end the enrolment for the programme of the person concerned once and for all.

## Section 4 – The examinations and tests of the courses

### Article 4.1 – The questions and assignments, assessment plan, peer review protocol and publication exam questions

1. The form of the examination of a course as mentioned in article 4.2 of the Teaching and Examination Regulations will be announced in the course manual.  
In case of a remote individual test such as a written test, an essay, a take home exam, an individual assignment (proctored or not), the test must be as fraud resistant as possible which in most cases will mean an 'open book' test form.
2. The examination of a course must meet the following conditions: valid, reliable, transparent and efficient. These conditions are detailed in RSM's testing policy document.
3. At least 60% of the examination part must be individually assessed, unless the Examination Board granted exemption from this rule.
4. The questions and assignments of the examination of a course do not go beyond the sources announced in advance from which the examination material is derived. These sources need to be announced in the course manual before the start of the course.
5. The examination of a course is representative of the learning objectives of the course in terms of content and form and in line with the end terms of the degree programme. This is documented in a course assessment plan that will be published in the course manual.
6. The questions and assignments of an examination are clear and unambiguous, and are asked in such a way, or contain such instructions, that the student can know how comprehensive and detailed the answers must be.
7. Well in advance of a written test being held, the examiner gives the students the opportunity, if possible, to peruse a written sample of a similar examination, and also the model answers and the norms on the basis of which the assessment was made.
8. The duration of the examination is such that examinees have sufficient time, measured according to reasonable criteria, to answer the questions.
9. In advance of the test concerned being held, the examiner asks a colleague to check the test on the instructions mentioned in this article. The Examination Board may prescribe a peer review protocol.

### Article 4.2 – Assessment criteria

1. Wherever possible, assessment of written tests, takes place on the basis of previously established model answers and criteria, which can possibly be modified as a result of correcting the tests.
2. The assessment method is sufficiently transparent that the examinees can see how the results of the tests were established.
3. In cases of tests of an examination given and assessed by more than one examiner, the Examination Board ensures that the examiners' assessment is based on the same criteria. If necessary, it shall appoint a supervising examiner for conducting the tests.

### Article 4.3 – Determining the grades: absolute cut-off score, rounding off, averaging, passing, grade floor

1. Examinations and tests are assessed with grades on the scale 0.0 - 10.0, accurate to one decimal point, where a 5.5 is the lowest pass grade. The Thesis Trajectory is assessed with grades 0.0 – 10.0, accurate to 0.5 point.
2. The lowest passing grade for an examination or a test is 5.5. This grade is determined according to the absolute cut-off score, wherein the number of points for a sufficient grade is established ex-ante.  
In derogation from paragraph 1, sufficient results of examinations and tests taken (whether or not in the context of an international exchange programme) at a foreign university will be registered as a 'pass'. Furthermore, practical tests may be assessed with a 'pass' or 'fail'.  
Tests assessed with a 'pass' or 'fail' cannot be averaged nor included in the GPA calculation.
3. If grades have to be rounded off and averaged – within a course, or between examination parts or to determine the GPA or the classification – the following rules apply by default:
  - Unless otherwise stated in the study guide or the relevant course manual, grades are averaged according to the weighted average of the credits, where the average is rounded off to the nearest decimal place. For example, if rounded off to one decimal place, 5.450 is rounded to 5.5, and 6.9449 is rounded to a 6.9. If rounded off to two decimal places (for example to calculate the overall GPA or a cum laude) a 8.2449 is rounded to a 8.24 and a 8.2450 is rounded to a 8.25, etc.;
  - In case the assessment of a course is based on more than one test, then the rule applies that the separate tests are rounded off at one decimal place and the final grade is rounded to one decimal place. All intermediate computations are not rounded off. The same applies if the assessment of one test in fact consists of two parts (such as partly multiple-choice questions and partly open questions): both parts must be considered as separate tests.

For example:

weighing factor	Grade per test unrounded	Grade per test	correct is	incorrect is
20%	6.32	6.3	1.26	1.3

80%	5.58	5.6	4.48	4.5
			5.74	5.8
<b>final grade:</b>			5.7	5.8

4. If the examination of a course is assessed on the basis of more than one test, no final grade for the examination will be calculated if one of the test grades is lower than a 5.5. Tests that can be taken only once per academic year, most likely practical exercises, presentations, participation performance and team or individual assignments, are exempted from this rule.
5. In case the course manual for a particular course holds additional or other rules to those stated under paragraph 2 and 3, these rules are only valid if published at least two months ahead of the date of a test and under written approval of the Examination Board. If these latter provisos are not met the default rules under paragraph 2 and 3 continue to apply.
6. For the establishing of grades for a multiple-choice test the following principles apply:
  - a. No wrong answers in the test counts as a 10.0.
  - b. All questions incorrect up to and including the number of correct answers that correspond with the random guessing counts as a 0.0 This means that the '0.0' amounts to: (the number of multiple-choice questions)/(the number of response alternatives). For instance, 40 questions and 4 response possibilities:  $40 / 4 = 10$ : 10 answers correct counts as a 0.0.
  - c. Each question has equal weight. The weight per correct answer above the random selection then is in case of for example 40 four choice questions:  $30 (40 - 10)$  questions make the difference between a 0.0 and a 10.0 (so 10 points): so, each question is worth  $10 / 30 = 1/3$  points.
  - d. The standard cut score for pass/fail is set on 5.5. In case of for example 40 four choice questions the cut score is at 27 correct answers, rounded off ( $10 + 5.5/0.33$ ). The grade will be a 5.7.  
If an examiner concludes that a multiple-choice question is incorrect after the examination, this question should be excluded. Consequently, the multiple-choice test will have fewer questions and this can affect the cut score of the examination as well as the weight of each good answer in the grade of a student. Examination questions can only be excluded with the approval of the Examination Board.  
If the multiple-choice question in itself is correct but has more than one correct answer, it remains part of the multiple-choice test unless all answers are considered correct: in that case the multiple-choice question does not assess anything i.e. has no value, and will therefore not count as part of the examination and should be removed with the approval of the Examination Board.  
Examiners may only derogate from these instructions with the approval of the Examination Board.
7. Examination results are registered by the Student Administration.
8. In derogation from the previous paragraphs of this article, results of examinations and tests taken in the context of an international exchange are established under the authority and responsibility of the foreign university.

## Section 5 – The Thesis

### Article 5.1 – The thesis, the thesis committee and admission to the thesis defence

1. The thesis project is an individual project.
2. The thesis project is assessed by a thesis committee.
3. This thesis committee shall consist of at least two members: a coach and a co-reader. The composition of the thesis committee should furthermore meet the following criteria:
  - a. The members of the thesis committee must be appointed as an examiner by the Examination Board;
  - b. The *coach* must be a member of the academic RSM personnel: this includes tenured and tenure track staff as well as PhD candidates and untenured lecturers as long as they are appointed as an examiner. Furthermore, an exception can be made for former faculty members or PhD candidates who were associated with the RSM: they may continue to act as coach after the termination of the employment contract for a maximum of one year. Hence, all other examiners (from other EUR schools or other universities) may act as co-reader only;
  - c. The *co-reader* is preferably a member of the academic RSM personnel of another department than the one with which the coach is associated;
  - d. At least one of the two members must be a tenured or tenure track faculty member. Hence, pairs consisting exclusively of PhD-candidates and/or untenured lecturers are not allowed.
  - e. The composition of the thesis committee must ensure that the thesis will be assessed independently, objectively and without bias. As a consequence, some combinations of coach and co-readers are deemed unsuitable such as PhD candidate and (co)promotor, job appraisers with job appraisees without a PhD degree.
  - f. Coach and co-reader are allowed to be members of the same department offering the MSc Programme, under the additional requirement that (co-)promotors are not allowed to sit on a thesis committee with their PhD students, and job appraisers are not allowed to form a committee with job appraisees without a PhD degree. The Thesis Coordinator of the MSc programme shall submit a list of the internal thesis committees to the Examination Board for endorsement via [ec@rsm.nl](mailto:ec@rsm.nl);
  - g. At the request of a student an internal or external expert may be temporarily appointed as a co-reader of a thesis committee. This person must meet the following requirements: a completed PhD, or a university master's degree with demonstrable extensive experience in performing scientific research. This examiner may act as co-reader only;
  - h. The coach shall have principal responsibility for the coaching and activities relating to the thesis. The co-reader shall offer advice at critical times during the thesis trajectory (for example evaluating the final thesis proposal, the research design, approval of the thesis);
  - i. The coach and co-reader jointly give an endorsement to a student for applying for admission to the thesis defence on the basis of the thesis report at hand.
4. The assessment of the thesis project is based on the thesis report and the oral thesis defence in front of the thesis committee.  
The thesis committee shall assess the thesis project immediately after the defence. The assessment is based on the assessment matrix. The assessment matrix must be filled in by the thesis committee within three working days after the oral defence. The assessment shall be unanimous. All members of the thesis committee should take part in the assessment. In case one of the members is unexpectedly unable to attend the assessment, the department involved will provide for replacement.
5. At a student's request the Examination Board may derogate from the provisions of the foregoing paragraphs of Article 5.1.

#### **Article 5.2 – Establishment of the final exam**

1. On behalf of the Examination Board the Head of the Student Administration establishes the results of the final exam, in accordance with the Teaching and Examination Regulations of the programme and the Rules and Guidelines of the Examination Board, provided the student has passed all programme components of the degree programme as mentioned in article 2.3 of the TER, unless:
  - the Examination Board decided that the final exam also includes its own investigation into the knowledge, understanding and skills of the student;
  - in accordance with article 7.11 of the law, on the student's request, the Examination Board has granted postponing of the establishment of the final exam until a moment determined by the Examination Board.
2. The Head of Student Administration may establish administrative rules for the application for the final exam. These rules must be approved by the Examination Board and must be timely and adequately disclosed.

#### **Article 5.3 – The degree certificate, the grade transcript and the diploma supplement**

1. As proof that the final exam has been passed, the Examination Board awards a degree certificate, after the Executive Board of the Erasmus University Rotterdam – or the mandated officer – declared that the procedural requirements for the issuance have been met.
2. On a grade transcript, which constitutes a part of the degree certificate, the examination parts belonging to the final exam of the degree programme are stated.
3. The degree certificate is accompanied by a diploma supplement in accordance with the agreed European standard format.
4. The degree certificate, the grade transcript and the diploma supplement are signed by the chairman or the substitute chairman of the Examination Board.
5. On behalf of the Examination Board the Head of Student Administration shall be responsible for issuing the degree certificate, the grade transcript and the diploma supplement to the student in person, unless the student opts for receiving the documents from the Examination Board at the festive graduation ceremony.

#### **Article 5.4 – Classifications 'cum laude' and 'summa cum laude'**

1. If the examinee has shown exceptional skill in the final exam, this may be stated on the certificate with the classification 'cum laude' or 'summa cum laude'.
2. The classification 'cum laude' will be awarded if the student has fulfilled at least the following conditions:
  - a. the average of the grades for the examinations (thesis trajectory included) under the Dutch grading system as displayed on the list of grades, weighted on the basis of the credits is an 8.25 or higher, and
  - b. the grade for the examination of the thesis trajectory is at least an 8.0;
  - c. no more than one examination or test (i.e. an officially recorded grade in Osiris) has been taken more than once (this applies from cohort 2013-2014 onwards). The thesis proposal is excluded from this rule.
3. The classification 'summa cum laude' will be awarded if the student has fulfilled at least the following conditions:
  - a. the average of the grades for the examinations (thesis trajectory included) under the Dutch grading system as displayed on the list of grades, weighted on the basis of the credits is an 9.0 or higher, and
  - b. the grade for the examination of the thesis trajectory is at least an 9.0, and
  - c. no examination or test (i.e. an officially recorded grade in Osiris) has been taken more than once. The thesis proposal is excluded from this rule.
4. A final exam classification is awarded only when the examinations entered on the list of grades that have been graded under the Dutch grading system cover at least 52.5 EC of the total of the study load of the degree programme as stated in the Teaching and Examination Regulations.

## **Section 6 – Final and implementation provisions**

#### **Article 6.1 – Changes in these Rules and Guidelines**

No changes will be made that are applicable to the current academic year, unless the interests of students or examinees are, in reason, not thereby prejudiced.

#### **Article 6.2 – Legal force**

These Rules and Guidelines have legal force from 1 September 2020.

### III Legal protection: Appeals, Objections and Complaints

If a student disagrees with a decision by a university body such as the Executive Board, the Dean, the Examination Board or an examiner, there are legal redress possibilities. A student can submit an objection or lodge an appeal against this decision. Which procedure should be followed is specified by law and depends on the type of decision involved. All decisions should include an appeals clause, which refers to the appropriate legal process. Both procedures are briefly described as follows.

#### Appeals procedure

A student who objects to a decision of an examiner (e.g. assessments) or the Examination Board may lodge an appeal with the Examination Appeals Board (in Dutch College van Beroep voor de Examens (*CBE*)) of Erasmus University Rotterdam. In urgent cases, the chair of the *CBE* can be requested to make provisions.

The appeal has to be lodged within six weeks of the announcement of the disputed decision. If the appeal concerns a decision that was not made on time, it must be submitted within a reasonable period of time.

The appeal should be submitted to [legal.protection@eur.nl](mailto:legal.protection@eur.nl) to the attention of the *CBE-EUR*. For further information please check the EUR-website on [Objections and Appeals](#) or the Student Information Leaflet "Submitting an appeal with the Examinations Appeals Board" (available at the ESSC (Sanders Building, ground floor). Information on the *CBE*'s rulings on various disputes can be found on the website of the [CBE-EUR](#).

Before the *CBE-EUR* deals with the appeal, there is a settlement phase, in which the Examination Board concerned attempts to settle the lawsuit amicably (i.e. "formal amicable settlement attempt").

The *CBE-EUR* assumes that the complainant him/herself will first have made contact with the examiner concerned or with the Examination Board, in order to try to reach agreement (i.e. "material amicable settlement attempt"). Account should be taken of the fact that meanwhile the period of six weeks for lodging an appeal with the *CBE-EUR* continues to run. In view of this, a provisional appeal can be lodged for the interim.

If the settlement attempt fails, parties will be invited to a sitting of the Examination Appeals Board. The sitting is in Dutch. Foreign students are recommended to take an interpreter with them to the sitting.

If a student disagrees with the decision of the *CBE-EUR* regarding their objection, he/she can submit an appeal to the Higher Education Appeals Tribunal in The Hague within six weeks of the decision.

#### Further information

For further information check the EUR-website on [Objections and Appeals](#).

Further information about the procedure can also be obtained from the Secretary of the *CBE-EUR* by e-mail to [cbe@eur.nl](mailto:cbe@eur.nl).

#### Objections Procedure

Students can submit a notice of objection against decisions by or on behalf of the Executive Board. This mainly concerns decisions on enrolment as a student, decentralised selection, termination of enrolment, payment or refund of tuition fees, financial aid and having been barred entry to the university's buildings, premises or facilities. Students can also submit an appeal against the written refusal to make a decision or if a decision is not taken in a timely manner.

Of course, it is not mandatory to start an appeal or objection procedure in case of a difference of opinion with someone: talking to the person who took the decision is often enough to resolve the issue.

The notice of objection should be submitted at [legal.protection@eur.nl](mailto:legal.protection@eur.nl). In all cases the period of objection is six weeks.

The notice of objection will first be handled by the Advisory Committee on Objections. This Committee advises the Executive Board about the objection, after which the Executive Board reconsiders the case and makes a decision regarding your objection. Before issuing its advice, the Committee will also investigate whether an amicable settlement between parties is possible. The Executive Board shall decide on the objection no later than 10 weeks after receipt of the notice of objection.

If a student disagrees with the decision regarding the objection, he/she can submit an appeal with the Higher Education Appeals Tribunal in The Hague within six weeks of the decision.

More information about this Objection Procedure can be found on the EUR-website on [Objections and Appeals](#).

#### Student complaints procedures for teaching and examinations

RSM is committed to high quality education and examinations and intends to improve these continuously. Therefore, we need feedback from our students on the quality of our courses and examinations and, in particular, if/when these courses and examinations do not meet our quality standards. If students experience dissatisfaction related to the teaching or examinations, it is important that they inform relevant staff members as soon as possible. To that end, RSM and EUR have established the following complaints procedure.

##### 1. Complaints regarding the teaching, teacher or organization of a course:

In general, complaints about the *content* or *organization* of the programmes can be reported through the various [course evaluations](#) that are sent to students at the end of the block/trimester/semester. The academic director of the programme in question as well as the course coordinator/examiner concerned will receive the evaluation feedback of the participating students.

During the block/trimester/semester, [urgent complaints](#) about the *content of a course* should be reported to the **course coordinator** via the designated channels, such as Canvas and/or email.

High-priority or urgent issues with the *organization* of the programme can be reported to the relevant **programme manager**. For contact information, please refer to the [RSM Website](#).

Should a student be dissatisfied with the *guidance* provided by a coach and/or co-reader of the MSc thesis committee, it is important to address the **coach** and **thesis coordinator** in a timely manner, that is, well before the thesis will be graded. After grading, no further adjustments can be made. The thesis manual (to be found on [Current Students pages](#)) provides information on roles and responsibilities of coach, co-reader and student as well as contact information of the thesis coordinator.

Students considering making a complaint can consult a [student adviser](#) or a [student counsellor](#). They can provide support and advice and may take a mediatory role if required.

## 2. Complaints regarding the examination of a course

There are three main ways to file a complaint regarding the *examination* of a course:

- a. Course evaluations;
- b. Individual complaints via the Examination Board;
- c. The EUR legal protection facility.

### a. Complaints via course evaluations

In general, complaints about the *examination* of a course can be reported through the **course evaluations** that are sent to students after the examination. The examiner concerned, as well as the Academic Director of the respective programme, Programme Management and the Examination Board, will receive the evaluation feedback of the participating students.

### b. Complaints directly via the Examination Board

If a student has a complaint regarding the *organization of the examination* (e.g. a student has been barred from entering the examination hall), the complaint may be filed with the **Examination Board** via its [web portal](#). All relevant documents, such as the examiner's or invigilator's response, must be attached to this submission. The complainant will receive an automatic confirmation of receipt. The Examination Board will investigate the complaint on the basis of the submitted documents and additionally will conduct its own research. Both the complainant and the involved examiner or invigilator will be heard in the following investigation. Within six weeks of lodging the complaint, the Examination Board will inform the complainant of its subsequent findings and any conclusions that may have been drawn. In general, such findings and conclusions drawn by the Examination Board are not appealable.

Please note that a complaint cannot concern an *individual decision*, such as the grade awarded by the examiner. If a student disagrees with his/her final grade after the examiner's feedback and the perusal, the student may lodge an appeal with the **Examination Appeals Board** via the EUR Legal Protection Facility: [legal.protection@eur.nl](mailto:legal.protection@eur.nl). The appeal must be made within six weeks of the announcement of the grade. The Examination Board will not take complaints regarding examinations into consideration if the student concerned could have lodged an appeal. Therefore, complaints submitted after the period of six weeks (commencing on the day following the day of the decision's announcement) will *not* be taken into consideration.

### c. EUR Legal Protection Facility

In addition to the RSM complaints procedures as described above, students can submit a formal complaint with the EUR central facility to which all complaints and notices of appeal and objection can be submitted via e-mail: the **EUR Legal Protection Facility** via [legal.protection@eur.nl](mailto:legal.protection@eur.nl). Complaints can also be submitted via post to the EUR Legal Protection Facility, room A2-07D, Post box 1738, 3000 DR Rotterdam. If you do not wish to use this particular facility, you may also submit your complaint in person to a [student counsellor](#).