EINDHOVEN UNIVERSITY OF TECHNOLOGY

TU/e ADMINISTRATION AND MANAGEMENT REGULATIONS

(Revised December 07, 2017)
CHAPTER I  GENERAL PROVISIONS

Article 1.1  Definitions

1. In these regulations, the following terms and abbreviations have the following meanings:
   a. the WHW: the Dutch Higher Education and Scientific Research Act;
   b. the Minister: the Dutch Minister of Education, Culture and Science (OCW);
   c. the University: Eindhoven University of Technology;
   d. the Supervisory Board: the Supervisory Board of the University;
   e. the Executive Board: the Executive Board of the University;
   f. the Secretary of the University: the official referred to in Article 2.11 of these regulations;
   g. the University Council: the University Council of the University;
   h. department: a department of the University, as mentioned in Article 2.1;
   i. Dean: chairman of the departmental administration;
   j. directors of central services: the officials referred to in Article 2.32 of these regulations;
   k. Doctorate Board: the Doctorate Board of the University;
   l. management: attending to staff and to financial and material resources, including attending to working conditions, the environment, and information according to applicable stipulations and directed toward the effective and efficient performance of duties in support of education, research, and knowledge valorization;
   m. management unit: a division of the University designated by the Executive Board to be managed separately;
   n. mandate: an assignment from the Executive Board to perform management duties on its behalf and under its responsibility with regard to a management unit;
   o. sub-mandate: an assignment from an official mandated by the Executive Board to perform management duties on its behalf and under its responsibility with regard to a management unit or division thereof;
   p. student: a student registered at the University;
   q. member of staff: any individual employed by the University, including individuals employed by the Netherlands Organisation for Scientific Research (NWO) or similar organizations designated by the Minister and working at the University;
   r. academic staff: professors, associate professors, assistant professors, PhD students, PDEng-trainees, and other academic staff (individuals assigned to teach or conduct research within or outside their department, in positions that, as a rule, require a university degree);
   s. electoral regulations: the regulations established by the Executive Board for electing the members of the University Council, the Departmental Councils, and the Service Council.

2. Other terms used in these regulations, if they are also used in the WHW, shall have the meaning ascribed to them in the WHW.

1 by the Minister's decision of January 22, 1988, the following organizations have been designated as such: the Royal Netherlands Academy of Arts and Sciences (KNAW), the Netherlands Organisation for Applied Scientific Research (TNO), the Foundation for Fundamental Research on Matter (FOM), the National Research Institute for Mathematics and Computer Science (CWI), the Technology Foundation (STW);
CHAPTER II  ADMINISTRATION AND ORGANIZATION OF THE UNIVERSITY

Paragraph 1  General provisions

Article 2.1  Departments (Art. 9.11 of the WHW)
The University comprises the following departments:

a. Department of Industrial Engineering and Innovation Sciences (IE&IS);
b. Department of Mathematics and Computer Science (W&I);
c. Department of Mechanical Engineering (W);
d. Department of Electrical Engineering (EE);
e. Department of Applied Physics (TN);
f. Department of Chemical Engineering and Chemistry (ST);
g. Department of the Built Environment (B);
h. Department of Biomedical Engineering (BMT);
i. Department of Industrial Design (ID);

Article 2.2  Degree programs
The following degree programs have been established at the University:

1. Bachelor’s degree programs (Art. 9.11 of the WHW):
   a. In the Department of Industrial Engineering & Innovation Sciences:
      - Innovation Sciences;
      - Industrial Engineering and Management Science;
   b. In the Department of Mathematics and Computer Science:
      - Applied Mathematics;
      - Computer Science and Engineering;
      - Data Science (joint degree together with Tilburg University, located in ‘s-Hertogenbosch);
   c. In the Department of Mechanical Engineering:
      - Mechanical Engineering;
   d. In the Department of Electrical Engineering:
      - Electrical Engineering;
   e. In the Department of Applied Physics:
      - Applied Physics;
   f. In the Department of Chemical Engineering and Chemistry:
      - Chemical Engineering;
   g. In the Department of the Built Environment:
      - Architecture, Building and Planning;
   h. In the Department of Biomedical Engineering:
      - Biomedical Engineering (in collaboration with Maastricht University);
   i. In the Department of Industrial Design:
      - Industrial Design.

2. Master’s degree programs (Art. 9.11 of the WHW):
   a. In the Department of Industrial Engineering & Innovation Sciences:
      - Operations Management and Logistics;
      - Innovation Management;
      - Innovation Sciences;
      - Human-Technology Interaction;
      - Data Science and Entrepreneurship (joint degree in collaboration with Tilburg University, located in ‘s–Hertogenbosch);
   b. In the Department of Mathematics and Computer Science:
      - Computer Science and Engineering;
      - Business Information Systems;
      - Industrial and Applied Mathematics;
      - Embedded Systems;

3 coordinating department, participating department: Industrial Engineering & Innovation Sciences
4 coordinating department, participating department: Electrical Engineering
c. In the Department of Mechanical Engineering:
   - Mechanical Engineering;
   - Sustainable Energy Technology;
   - Systems & Control;
   - Automotive Technology;

d. In the Department of Electrical Engineering:
   - Electrical Engineering;

e. In the Department of Applied Physics:
   - Applied Physics;
   - Science and Technology of Nuclear Fusion;

f. In the Department of Chemical Engineering and Chemistry:
   - Chemical Engineering;

g. In the Department of the Built Environment:
   - Architecture, Building and Planning;
   - Construction Management and Engineering;

h. In the Department of Biomedical Engineering:
   - Biomedical Engineering (in collaboration with Maastricht University);
   - Medical Engineering (in collaboration with Maastricht University);

i. In the Department of Industrial Design:
   - Industrial Design.

3. Master's degree programs for first-degree teacher certification in subjects at the secondary level (Art. 7.4.a paragraph 3 of the WHW):
   a. In the Department of Mathematics and Computer Science:
      - Science Education & Communication.

4. Designer programs:
   a. In the Department of Industrial Engineering & Innovation Sciences:
      - Industrial Engineering;

   b. In the Department of Mathematics and Computer Science:
      - Software Technology;
      - Automotive Systems Design;
      - Data Science (in collaboration with Tilburg University, located in 's-Hertogenbosch);

   c. In the Department of Electrical Engineering:
      - Design of Electrical Engineering Systems;

   d. In the Department of Applied Physics:
      - Design and Technology of Instrumentation;
      - Clinical Informatics;

   e. In the Department of Chemical Engineering and Chemistry:
      - Process & Product Design;

   f. In the Department of the Built Environment:
      - Smart Buildings and Cities;

   g. In the Department of Industrial Design:
      - User-System Interaction;

   h. In the Department of Biomedical Engineering:
      - Qualified Medical Engineer.

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4 coordinating department, participating departments: Electrical Engineering and Industrial Engineering & Innovation Sciences
5 coordinating department, participating department: Electrical Engineering
6 coordinating department, participating departments: Electrical Engineering, Chemical Engineering, Mathematics & Computer Science, Industrial Engineering & Innovation Sciences and Industrial Design
7 coordinating department, participating departments: Electrical Engineering and Mechanical Engineering
8 coordinating department, participating department: Industrial Engineering & Innovation Sciences
9 coordinating department, participating departments: Chemical Engineering and Applied Physics
Paragraph 2  Supervisory Board

Article 2.3 Composition (Art. 9.7 of the WHW)
1. The Supervisory Board shall consist of at least 3 and no more than 5 members.
2. The President and the other members shall be appointed, suspended, and dismissed by the Minister. One of the members shall be appointed upon nomination by the University Council. The nomination shall include at least two names. If the nominated candidates are not appointed by the Minister, a new nomination will be made. The Minister may deviate from the second nomination, with cause. Inasmuch as it is possible, appointments shall reflect an even distribution of positions by gender. The Minister shall appoint a member in whom the University Council has particular confidence. Appointment shall be for a period of four years. A member of the Supervisory Board shall be eligible for re-appointment no more than once.
3. A member may be dismissed prematurely for serious cause.
4. The composition, duties, and powers of the Supervisory Board are such that it can exercise proper and independent supervision. The members of the Supervisory Board shall have no direct interests in the University. A member of the Supervisory Board shall not be an employee of a ministry or a member of the Senate or the House of Representatives of the Dutch Parliament. Members shall hold their position in a personal capacity, and they shall perform their duties without interference or consultation. The appointment of the members of the Board shall take place according to profiles that have been announced publicly in advance.
5. The University Council shall have the opportunity to make recommendations to the Supervisory Board with regard to the profiles referred to in paragraph 4.
6. The Executive Board shall provide for functional and independent support to the Supervisory Board. The Supervisory Board shall have right of approval with regard to the appointment and dismissal of the Secretary of the Supervisory Board.
7. The members of the Executive Board and the Secretary of the University shall attend the meetings of the Supervisory Board, unless the Supervisory Board decides otherwise. They shall have an advisory vote in these meetings.

Article 2.4 Duties and powers (Art. 9.8 of the WHW)
1. With a view toward the duties of the University, as referred to in Article 1.3, paragraph 1 of the WHW, the Supervisory Board shall supervise the Executive Board’s performance of activities and exercise of powers, supporting it with counsel. The Supervisory Board shall be charged with duties including the following:
   a. appointing, suspending, dismissing, and establishing the compensation of the members of the Executive Board;
   b. approving the Administration and Management Regulations;
   c. approving the budget, financial statement, annual report, institutional plan, and treasury plan;
   d. approving the joint regulations as referred to in Article 8.1 of the WHW, if applicable;
   e. approving proposals for decisions by the Executive Board with regard to the establishment of a legal person or significant financial participation of the University exceeding a financial limit set by the Supervisory Board;
   f. ensuring compliance by the Executive Board with statutory obligations and dealing with the good governance code, as referred to in Article 2.9 of the WHW;
   g. ensuring the lawful acquisition and the efficient and lawful allocation and use of resources received under Articles 2.5 and 2.6 of the WHW;
   h. designating an external auditor, as referred to in Article 393, paragraph 1 of Book 2 of the Dutch Civil Code, who shall report to the Supervisory Board;
   i. supervising the design of the quality-assurance system in accordance with Article 1.18 of the WHW and
   j. providing an annual account of the execution of the duties and powers as referred to under a–i, in the University's annual report.
2. The Supervisory Board shall consult with the University Council at least twice each year.

Article 2.5 Supervisory Board Regulations
The Supervisory Board shall establish regulations containing further provisions for its own operations and its relationship with the Executive Board.
Paragraph 3 Executive Board

Article 2.6 Composition (Art. 9.3 of the WHW)
1. The Executive Board shall consist of at least three members, including the President and the Rector Magnificus of the University. Inasmuch as it is possible, appointments shall reflect an even distribution of positions by gender. Appointment and dismissal shall take place following consultation with the Executive Board and after having heard statements from the Deans of the departments, in compliance with the provisions of the following paragraphs of this article.

2. Members of the Executive Board will be appointed on the basis of previously made profiles. The University Council will have the opportunity to make recommendations regarding these public profiles.

3. Before proceeding with appointment or dismissal, the Supervisory Board shall confidentially hear the University Council concerning the intended decision. The consultation shall take place at such a time that the views of the University Council can have an actual influence on the decision-making process.

4. For the purpose of appointing a member of the Executive Board, the Supervisory Board will establish a selection committee comprising at least the following:
   a. a member or representative of that part of the University Council that is elected from among and by the staff, and
   b. a member or representative of that part of the University Council that is elected from among and by the students, or a member or representative of that body which has been established under the provisions for an advisory council, as referred to in Article 9.30, paragraph 3.

Prior to the appointment or dismissal of a member of the Executive Board, the Supervisory Board shall confidentially hear the University Council concerning the intended decision regarding appointment or dismissal. Paragraph 2 of this chapter does not apply. The consultation shall take place at such a time that the Board's views can have an actual influence on the decision-making process.

5. The Rector Magnificus shall hold the official status of a professor appointed by the University. The Executive Board shall make a profile of the new Rector Magnificus to be appointed available to the Deans of the departments for purposes of advisement. The Deans of the departments shall then deliberate on a possible nomination and engage in consultation with the Supervisory Board, or its representatives, with regard to this matter.

6. The President of the Executive Board shall be appointed from among the members by the Supervisory Board.

7. A member of the Executive Board may be dismissed prematurely for serious cause.

8. A member of the Executive Board may not simultaneously be:
   a. a member of the Supervisory Board;
   b. Dean of a department or a member of a Departmental Board;
   c. a Program Director, a Graduate Program Director, or the Dean of the TU/e Bachelor College or TU/e Graduate School;
   d. a member of the Supervisory Board or Executive Board of another university.

Article 2.7 Duties and powers: Consultation (Art. 9.2 of the WHW)
1. The Executive Board shall be charged with the administration and management of the University in its entirety, without prejudice to the powers of the Supervisory Board.

2. The Executive Board shall be charged with duties to include the following:
   a. establishing the Administration and Management Regulations, as referred to in Article 9.4 of the WHW;
   b. establishing the institutional plan, as referred to in Article 2.2 of the WHW;
   c. establishing the budget, as referred to in Article 2.8 of the WHW;
   d. establishing the report referred to in Article 2.9 of the WHW;
   e. establishing the document referred to in Article 4.2, paragraph 2 of the WHW;
   f. establishing the University Council Regulations, as referred to in Article 9.30 of the WHW;
   g. concluding joint regulations, as referred to in Article 8.1 of the WHW;
   h. establishing the institution-specific part of the Student Statute, as referred to in Article 7.59 of the WHW.
Article 2.8 Accountability and the obligation to provide information (Art. 9.6 of the WHW)
1. The Executive Board is accountable to the Supervisory Board.
2. The Executive Board shall provide the Supervisory Board with the requested information concerning its decisions and other acts.
3. The Executive Board shall provide the Minister with the requested information concerning the University.

Article 2.9 Division of tasks and method of operation (Art. 9.2 of the WHW)
1. Without prejudice to the responsibilities of the Executive Board as a whole for the manner in which it fulfills its duties, the Executive Board may decide upon an internal division of tasks. This division of tasks shall in all cases be brought to the attention of the Supervisory Board.
2. The President of the Executive Board shall represent the University in legal proceedings and extrajudicial matters.

Article 2.10 Executive Board Regulations
The Executive Board shall establish regulations containing further provisions for its own operations and its relationship with the Supervisory Board.

Paragraph 4 Secretary of the University

Article 2.11 Secretary of the University
1. The Secretary of the University shall be appointed, suspended, and discharged by the Executive Board.
2. The Secretary of the University shall support the Executive Board in its administrative activities and in the implementation of institutional policy.
3. The Secretary of the University shall be charged with supervising the preparation, implementation, and announcement of decisions made by the Executive Board or the Supervisory Board.
4. The Secretary of the University shall initial important documents issued by the Executive Board prior to their signing by the President of the Executive Board.
5. Other documents issued by the Executive Board shall be signed by the Secretary of the University.
6. Notwithstanding the provisions of paragraphs 4 and 5, the Executive Board, having heard statements from the Secretary of the University, may decide to grant signatory powers to other officials in the respective absence of the President of the Executive Board or the Secretary of the University.

Paragraph 5 Doctorate Board

Article 2.12 Composition (Art. 9.10 of the WHW)
1. The Doctorate Board shall consist of the Deans of the departments and the Rector Magnificus.
2. The Rector Magnificus shall be the Chairman of the Doctorate Board.

Article 2.13 Duties (Art. 7.19, 9.10, 9.15 paragraph 2 of the WHW)
1. The Doctorate Board shall be charged with the conferral of doctorate degrees. To this end, it shall establish PhD regulations, subject to approval by the Executive Board.
2. The conferral of honorary doctorates shall take place through the Doctorate Board, upon nomination by the board of a department, having heard statements by the Executive Board.

Article 2.14 Rules of procedure; right of access
1. The Doctorate Board may establish rules of procedure for its operations. The Executive Board and the Departmental Boards shall be notified after these rules have been established.
2. The meetings and documents of the Doctorate Board shall not be public, except when the Board decides otherwise as the occasion arises.
3. The Executive Board shall provide for administrative support to the Doctorate Board.
Paragraph 6   Department

Article 2.15 Departmental Board (Art. 9.12 of the WHW)

1. The Departmental Board shall consist of three members: the Dean, who shall be the Chairman of the Board; a Managing Director, and a third member from the academic staff. In exceptional cases, the Departmental Board may submit a request accompanied by justification to the Executive Board to appoint a fourth member from the academic staff.

2. The Dean shall have the deciding vote when opinions are divided within the Departmental Board.

3. A student from the department (student representative) in question shall have the opportunity to attend the meetings of the Departmental Board, and to have an advisory vote in such meetings.

4. The Program Director of each of the Bachelor's degree programs established within the department, along with the Graduate Program Director of each of the domains established within the department, shall serve as an advisor to the Departmental Board and, in this capacity, have the opportunity to attend the meetings of the Departmental Board, and to have an advisory vote in such meetings.

Article 2.16 Appointment and dismissal (Art. 9.13 of the WHW)

1. The members of the Departmental Board shall be appointed, suspended, and dismissed by the Executive Board.

2. The Dean shall hold the official status of a professor appointed by the University; like the other members of the Board, the Dean shall be employed within the department.

3. Prior to the appointment or dismissal of the Dean and the other members of the Board, the Executive Board shall confidentially hear the Departmental Board concerning the intended decision regarding appointment or dismissal. In the case of the appointment or dismissal of a Dean, the Dean of the TU/e Bachelor College and the Dean of the TU/e Graduate School will also be heard. The consultation shall take place at such a time that the Board's views can have an actual influence on the decision-making process.

4. The Dean and the other members of the Board may be suspended or dismissed prematurely for serious cause.

5. The Departmental Board shall invite the student members of the Departmental Council to submit a nomination for the position of student representative. This nomination shall contain the names of one or more students who are not members of the Departmental Council. The student representative shall be appointed by the Departmental Board for a period of one year, as a rule.

Article 2.17 Guidelines (Art. 9.5 of the WHW)

The Executive Board may establish guidelines concerning the organization and coordination of the exercise of the powers referred to in Articles 2.19 and 2.20 of these regulations.

Article 2.18 General duties and powers of the Board (Art. 9.14 of the WHW)

1. The Departmental Board shall be charged with the general direction of the department. The Departmental Board shall further be charged with the administration and organization of the department for the purposes of education and scientific practice.

2. The Departmental Board shall cooperate in the administration of the University through such tasks as consulting with the Executive Board with regard to the preparation of the institutional plan and the budget.

3. Without prejudice to the responsibility of the Board as a whole for its decisions and actions, the Departmental Board may establish an internal division of tasks, including signatory powers.

4. The Departmental Board shall notify the Executive Board and the Departmental Council of this task division and shall make it known within the department.

Article 2.19 Duties and powers of the Board with regard to education and scientific practice (Art. 9.15, 9.17, 9.20 of the WHW)

The Departmental Board shall be charged with:

a. establishing the Program and Examination Regulations, as referred to in Article 7.13 of the WHW, in addition to the regular assessment of these regulations;

b. establishing general guidelines for scientific practice;

c. establishing the department's annual research program;

d. supervising the implementation of the Program and Examination Regulations and the annual research program, in addition to submitting regular reports in this regard to the Executive Board;

e. appointing the Examinations Committees and the committee referred to in Article 7.29, paragraph 1 of the WHW, in addition to appointing the members of these committees;
Article 2.20 Departmental Regulations (Art. 9.14 and 9.38 under b of the WHW)

1. The Departmental Board shall establish Departmental Regulations for the further arrangement of the administration and organization of the department.

2. The Departmental Regulations shall in any case contain rules with regard to the following:
   a. the duties and powers of Program Directors, including with regard to the manner in which they are to be appointed (Article 9.17, paragraph 3 of the WHW);
   b. the manner of appointment and composition of Program Committees (Article 9.18, paragraph 3 of the WHW);
   c. whether and which research institutes are to be established (Article 9.20, paragraph 1 of the WHW);
   d. the administration and management of the research institutes (Article 9.20, paragraph 2 of the WHW);
   e. the number of members in the Departmental Council (Article 9.34, paragraph 3, under c of the WHW);
   f. the manner in which the members of the Council are to be elected and the organization of their election (Article 9.34, paragraph 3, under d of the WHW);
   g. the term of office for the members of the Departmental Council (Article 9.34, paragraph 3, under e of the WHW);
   h. the manner in which the Department is to be organized.

3. The Departmental Regulations shall require prior approval by the Departmental Council (Article 9.38 of the WHW).

4. The Departmental Regulations shall require approval by the Executive Board (Article 9.14, paragraph 4 of the WHW).

   Approval may be denied only if the regulations are in conflict with the law or the common interest.

Article 2.21 Accountability of the Board and its obligation to provide information (Art. 9.16 of the WHW)

The Departmental Board shall be accountable to the Executive Board (and to the Deans of the TU/e Bachelor College and the TU/e Graduate School, acting on behalf of the Executive Board, respectively, with regard to bachelor's degree programs and graduate degree programs). It shall provide the requested information concerning the department to the Executive Board (and to the Deans of the TU/e Bachelor College and the TU/e Graduate School, acting on behalf of the Executive Board, respectively, with regard to bachelor’s degree programs and graduate degree programs).

Article 2.22 Program Director (Art. 9.17 of the WHW)

The Departmental Board shall ensure the administration of each degree program within the department, as listed in Article 2.2, paragraphs 1 and 2 of these regulations, through the appointment of a Program Director. The Board shall appoint Graduate Program Directors to serve as Program Directors for the Master's degree programs in his domain. The appointment of the program directors and the directors of the graduate programs requires approval from the dean of the TU/e Bachelor College and the dean of the TU/e Graduate School.
**Paragraph 7  Professors and associate professors**

**Article 2.24  Responsibility; right to serve as PhD student supervisor; title (Art. 9.19 of the WHW)**

1. The University staff shall in any case include the professors. The scientific domains in which professors are to discharge their educational and research duties shall be specified in the appointment decision.
2. Professors shall bear eminent responsibility for the development of their assigned scientific areas and for the content of the education to be provided within these areas, without prejudice to the authority of the Departmental Board and the Program Directors.
3. Professors who have been honorably discharged shall retain the right to serve as PhD supervisor for five years after their honorable discharge.
4. Professors shall be entitled to use the title of “professor.” Former professors who have been granted honorable discharge from the function of professor due to health reasons, voluntary early retirement, or having reached the applicable public-service functional age limit shall also be entitled to use this title.

**Article 2.25  Appointment of professors and associate professors**

1. The Departmental Board shall submit nominations to the Executive Board for the appointment of professors and associate professors.
2. In preparation for such a nomination, the Departmental Board shall establish a nominations advisory committee comprising a majority of professors working within the relevant scientific area.
3. The Departmental Board shall include the committee's recommendations and the accompanying documents in its nomination for the appointment of a professor.
4. Prior to issuing its nomination recommendations to the Board of a department, the committee shall engage in consultation with various parties, including the Program Directors and (Boards or) Academic Directors, respectively, of the relevant research schools and research institutes. The committee shall state the results of such consultation in its recommendations.
5. The Executive Board shall seek recommendations from the Doctorate Board with regard to the nomination referred to in Paragraph 1.
6. The Executive Board may establish further guidelines for the appointment procedure for professors and associate professors.

**Paragraph 8  Research institutes and research schools**

**Article 2.26  Research institutes within the department (Art. 9.20 of the WHW)**

1. The Departmental Regulations provide for the establishment of research institutes within the department. The Departmental Board shall arrange the administration and organization of these research institutes.
2. The Departmental Regulations shall establish rules regarding the administration and organization of research institutes, on the condition that the institutes shall be part of the department in question and that its management shall be determined by the management provisions contained in these regulations.

**Article 2.27  Interdepartmental research institutes and research schools (Art. 9.21 of the WHW)**

1. The interdepartmental research institutes and research schools listed in Appendix A to these regulations have been established between the departments of the University.
2. Upon the establishment of an interdepartmental research institute or research school, the Executive Board shall arrange for its management and organization, on the condition that such arrangements shall include at least the specification of the management unit to which the research institute and/or research school in question shall belong, and with the further understanding that its management shall take place according to these regulations.

**Article 2.28  Coordinating department for interdepartmental research institutes and research schools**

1. The departments listed in Appendix A shall serve as the coordinating departments for the University's interdepartmental research institutes and research schools.
2. The Board of the coordinating department shall exercise duties and powers with regard to interdepartmental research institutes and research schools consistent with those of an interdepartmental research institute. It shall do so in consideration of the regulations referred to in Article 2.27, Paragraph 2 of these regulations.
Article 2.29 Inter-university research institutes and research schools (Art. 9.23 of the WHW)

1. The University participates in the research institutes and research schools listed in Appendix B based on the inter-university agreements concluded in this regard.
2. The departments listed in Appendix B shall serve as the coordinating departments for the inter-university research institutes and research schools in which the University participates.

Paragraph 9  University-wide services

Article 2.31 Duties of the university-wide services

The duties of the university-wide services shall be determined by the Executive Board, having heard statements from the Departmental Boards, the deans of the TU/e Bachelor College and the TU/e Graduate School as well as the directors of the central services.

Paragraph 10  TU/e Bachelor College and TU/e Graduate School

Article 2.32 TU/e Bachelor College

The degree programs listed in Article 2.2, paragraph 1 of these regulations are united in the TU/e Bachelor College. The TU/e Bachelor College shall be directed by a Dean, on behalf of the Executive Board, and it shall be charged, among other things, with:

- ensuring the development and implementation of the institutional policy and administrative guidelines in relation to the Bachelor's programs;
- providing quality assurance in relation to the Bachelor's programs; and
- ensuring innovation and strengthening of the Bachelor's programs.

More detailed rules regarding the TU/e Bachelor College and the Dean are specified in a separate set of regulations. These TU/e Bachelor College Regulations shall be established by the Executive Board. The Executive Board shall notify the University Council in advance of any amendments to these regulations.

Article 2.33 TU/e Graduate School

The degree programs listed in Article 2.2, paragraphs 2, 3, and 4 of these regulations are united in the TU/e Graduate School, as are the doctoral programs. The TU/e Graduate School shall be directed by a Dean, on behalf of the Executive Board, and it shall be charged, among other things, with:

- ensuring the development and implementation of the institutional policy and administrative guidelines in relation to the graduate programs;
- providing quality assurance in relation to the graduate programs; and
- ensuring innovation and strengthening of the graduate programs.

More detailed rules regarding the TU/e Graduate School and the Dean are specified in a separate set of regulations. These TU/e Graduate School Regulations shall be established by the Executive Board. The Executive Board shall notify the University Council in advance of any amendments to these regulations.

Paragraph 11  Inter-university Graduate School Data Science

Article 2.34 Graduate School Data Science

Notwithstanding article 2.35 the Master's program Data Science and Entrepreneurship (as stated in article 2.2 paragraph 2 clause a) and the Designer program Data Science (as stated in article 2.2 paragraph 4 clause b) under the inter-university Graduate School Data Science (in cooperation with Tilburg University) is established in 's-Hertogenbosch.
CHAPTER III ADVISORY COUNCILS

Paragraph 1 System

Article 3.1 Advisory-council system (Art. 9.30 of the WHW)
1. The University is not subject to the Works Councils Act.
2. The University has a University Council, as referred to in Article 9.31 of the WHW.
3. Each department has a Departmental Council, as referred to in Article 9.37 of the WHW.
4. The university-wide services have a Services Council, as referred to in Article 9.50 of the WHW.

Paragraph 2 University Council

Article 3.2 University Council (Art. 9.31 of the WHW)
1. The University Council shall consist of 18 members.
2. The positions shall be distributed as follows:
   a. 9 positions for members of the staff;
   b. 9 positions for students.
3. Members of the Supervisory Board, the Executive Board, or the Board of a department may not simultaneously be members of the University Council. The same applies to the Secretary of the University.
4. The University Council shall elect a chairman from among or from outside its membership, as well as one or more vice-chairmen from among its membership. The chairman or acting chairman shall represent the University Council in legal proceedings.

Article 3.3 Term of office
1. The term of office for members of the University Council shall be two years for members of the staff and one year for students.
2. The chairman shall be elected for a period of four years, unless the Council decides otherwise, where appropriate.

Article 3.4 Elections
Elections for the members of the University Council shall be organized according to the applicable election regulations.

Article 3.5 General powers and duties (Art. 9.32 of the WHW)
1. The Executive Board shall offer the University Council at least two opportunities per year to discuss with it the general state of affairs in the University.
2. The Council shall be authorized to make proposals and state its views to the Executive Board with regard to all matters concerning the University.
3. To the best of its ability, the Council shall promote transparency, accessibility, and mutual consultation within the University.
4. The Council shall guard against discrimination on any grounds within the University as a whole, and it shall devote particular attention to promoting the equal treatment of men and women, as well as the inclusion of people with disabilities and people of minority background.
5. At the beginning of the academic year, the Executive Board shall provide the Council with hard copies of the basic data concerning the composition of the Executive Board, the Supervisory Board, the organization within the University, and the most important points of established policy.
6. The Executive Board shall inform the Council in writing at least once each year regarding the policy it has implemented in the preceding year and financial, organizational, and educational policy intentions with regard to the University for the coming year. The Executive Board shall notify the Council immediately of any resolutions concerning the matters described in the institutional plan.
7. Without prejudice to the fifth and sixth paragraph of this article, the Executive Board shall provide the Council in good time with all information, unsolicited, that it may reasonably need in order to fulfill its duties and, in good time with all information, solicited, that it reasonably considers necessary in order to fulfill its duties. This information shall include the provision of data at least once per year concerning the level and content of the employment conditions and agreements with each group of people employed within the University, as well as for the members of the Executive Board and the Supervisory Board.
Article 3.6 Right of approval (Art. 9.33 of the WHW)
The Executive Board requires the advance approval of the University Council for any decision to be made by the Executive Board with regard to the establishment or amendment of:

a. the institutional plan, as referred to in Article 2.2 of the WHW;
b. the design of the quality-assurance system, in accordance with Article 1.18, paragraph 1 of the WHW, as well as the intended policies in light of the outcomes of the quality assessment, as referred to in Article 2.9, paragraph 2, clause 2 of the WHW;
c. the institution-specific part of the Student Statute, as referred to in Article 7.59 of the WHW.
d. the Administration and Management Regulations, as referred to in Article 9.4 of the WHW;
e. rules concerning working conditions;
f. the selection of advisory-council systems, as referred to in Article 9.30, paragraph 1 of the WHW;
g. the policy of the Board concerning the application of Article 7.51 of the WHW and the rules referred to in paragraph 4 of that article;
h. the guidelines of the Executive Board concerning the Program and Examination Regulations, as referred to in Article 7.13 of the WHW;
i. the introduction of the binding recommendation on the continuation of studies, along with any essential changes to this policy;
j. the introduction of the Bachelor-before-Master system, along with any essential changes to this policy;
k. the guidelines of the Board, concerning the TU/e Bachelor College and the TU/e Graduate School, in accordance with Article 9.5 of the WHW;
l. relevant reorganizations in combination with a revision of the TU/e administration and management regulations;
m. the Executive Board also requires the advance approval of the University Council on the main elements of the annual budget, as referred to in Article 2.8 of the WHW. The right of advance approval will not be exercised if the content of a part of the budget is regulated by or under an article of the WHW.

Article 3.6A Advisory powers of the University Council; Advisory powers of the student paragraph (Art. 9.33a of the WHW)
The duties of the university-wide services shall be determined by the Executive Board, having heard statements from the Departmental Boards, the deans of the TU/e Bachelor College and the TU/e Graduate School as well as the directors of the central services.

Article 3.6A Advisory powers of the University Council; Advisory powers of the student paragraph (Art. 9.33a of the WHW)
1. The Executive Board shall request advice from the University Council prior to any decision to be made by the Executive Board concerning the following topics:
   a. matters concerning the continued existence and proper conduct of affairs within the University;
   b. the budget, which should include statements of the institute tuition fees and the tuition fees mentioned in Article 6.7, paragraph 1 respectively Article 6.8, paragraph 1 of the WHW, as well as the internal funding model and the baseline Campus 2020;
   c. vision documents concerning education-, research-, valorization-, human resources- and campus development policies;
   d. relevant reorganizations without a revision of the TU/e administration and management regulations.
2. The Executive Board shall request advice from the part of the University Council that has been elected by and from among the students prior to any decision to be made by the Executive Board concerning the following topics:
   a. the general staff and appointment policy, unless Article 9.36, paragraph 2 of the WHW is applicable;
   b. the policy regarding the institute tuition fees, as referred to in Article 7.46 and the tuition fees mentioned in Article 6.7, paragraph 1 of the WHW;
   c. the regulations of the Board with regard to the reimbursement of statutory tuition fees, as referred to in Article 7.48, paragraph 4 of the WHW;
   d. the regulations the Board establishes for the selection criteria and the selection procedure as referred to in Article 6.7a, paragraph 1, under b of the WHW, respectively Article 7.26, 7.26a and 7.53, paragraph 3, and insofar as the selection procedure is concerned Article 7.30b, paragraph 2 of the WHW;
   e. the regulations the Board establishes for the criteria and the procedure for the dispensation of the payment of the higher tuition fees as referred to in Article 6.7a, paragraph 1, under c of the WHW;
   f. the rules the Board establishes concerning the selection referred to in Article 7.9b, paragraph 1 of the WHW;
   g. the rules the Board establishes concerning study choice advices and study choice activities referred to in Article 7.31b, paragraph 4 of the WHW.
Article 3.7 Provisions and training (Art. 9.48 of the WHW)
1. The Executive Board permits the University Council to use the provisions at its disposal, and which the Council reasonably needs to fulfill its task, which in any event are understood to include administrative, financial and legal support and training.
2. The Executive Board makes a training budget available to members of the University Council. This training budget is established jointly by the Executive Board and the Council. University staff have the opportunity to receive this training during working hours without loss of salary.
3. This article applies correspondingly to the Departmental Boards and Training Committee on the understanding that the Departmental Board takes the place of the Executive Board.

Article 3.8 University Council Regulations (Art. 9.31, paragraphs 7 and 9.34 of the WHW)
1. The Executive Board shall establish the regulations for the University Council, in consideration of Article 9.34 of the WHW. The regulations shall provide for matters including the following:
   a. matters for which the Council has a right of approval, without prejudice to Article 9.33 of the WHW;
   b. matters for which the Council has a right to provide advice, without prejudice to Article 9.33a of the WHW;
   c. the number of members in the Council;
   d. the manner in which the members of the Council are to be elected and the organization of their election;
   e. the term of office for members of the Council;
   f. the manner in which the Executive Board is to provide information to the Council;
   g. the terms within which approval or abstention from consent must be decided and the terms within which advice must be issued;
   h. the powers exercised by the Departmental Councils;
   i. the allocation to the Council of a corresponding power, as referred to in Article 12, introductory wording of paragraph 2, part b of the Equal Treatment Act, whereby Article 21, paragraph 2 of the WHW regarding equal treatment of men and women shall apply mutatis mutandis;
   j. the allocation to the part of the Council elected from among and by the staff of the powers regarding working conditions, as allocated to the advisory council by the Working Conditions Act of 1998 and the general administrative measure on the grounds of Article 16 of the same Act;
   k. the allocation to the Council or the part of the Council elected from among and by the staff of the powers regarding the working conditions in the University, insofar as they do not involve decisions to be made by the Executive Board, as referred to in Article 9.33 part e of the WHW; and
   l. which disputes between the Executive Board and the Council for which the WHW provides no dispute regulation, shall be submitted to the Dispute Committee, as referred to in Article 9.39 of the WHW, who can instigate the dispute procedure and if the committee will be asked to provide mediation or a ruling, insofar as the Dispute Committee's regulations offer such a possibility.
2. The Executive Board shall submit the regulations, to be understood as including all amendments thereto, to the Council as a proposal. The Executive Board shall not adopt the regulations unless the proposal has received the approval of two thirds of the members of the Council.
3. The University Council shall establish regulations for matters of a domestic nature, and it shall regulate the distribution of resources made available to the University Council and the Departmental Councils and to any committees by the Executive Board, as referred to in Article 9.47 of the WHW.

Article 3.9 Right of access and report (Art. 9.32, paragraphs 7 and 8 of the WHW)
1. The meeting and meeting documents of the University Council shall be public, unless the Council decides otherwise, where appropriate.
2. The Council shall provide an annual written report of its activities, and it shall ensure that the report is available to all parties involved with the University. The Council shall ensure that the agendas and reports of its meetings are transmitted to the Executive Board, to the Departmental Councils, and to any committees, as referred to in Article 9.47 of the WHW, and that they are made available in a generally accessible location within the University for review by stakeholders. The Council shall provide the committees referred to in the preceding clause with at least one opportunity per year to discuss with it matters that are of particular importance to the committees in question.
Paragraph 3  Local consultation

Article 3.10 Local consultation (Art. 4.5, paragraph 5 of the WHW)
Consultation shall be held by or on behalf of the Executive Board, in a manner agreed upon in writing, with the appropriate organizations of government and educational staff with regard to the regulations referred to in paragraphs 1 and 4 of Article 4.5 of the WHW, as well as with regard to other matters of common interest for the special legal status of University staff.

Paragraph 4  Departmental Council

Article 3.11  Departmental Council (Art. 9.37 and 9.31, paragraphs 2–6 of the WHW)
1. The Departmental Council shall consist of 10 members. Half of the Council shall consist of members elected by and from among department staff, with the other half consisting of members elected by and from among the students of the department.
2. Members of the Supervisory Board, the Executive Board, or a Departmental Board may not simultaneously be members of the Council. The same applies to the student representative, as referred to in Article 9.12, paragraph 2 of the WHW.
3. The Departmental Council shall elect a chairman and a vice-chairman from among or from outside its membership.

Article 3.12  Term of office
The term of office for members of the Departmental Council and the chairman or vice-chairman of this Council shall be two years for members of the staff and one year for students.

Article 3.13  Elections
Elections for the members of the Departmental Council shall be organized according to the applicable election regulations.

Article 3.14  General powers and duties (Art. 9.38a of the WHW)
1. The Departmental Board shall offer the Departmental Council at least two opportunities per year to discuss with it the general state of affairs in the department.
2. The Council shall be authorized to make proposals and state its standpoint to the Departmental Board with regard to all matters concerning the department.
3. The Departmental Council shall exercise the right to approve and the right to provide advice toward the Departmental Board, as allocated to the University Council insofar as their exercise involves matters that are of particular concern to the department and the relevant powers are also allocated to the Board.
4. At the beginning of the academic year, the Departmental Board shall provide the Council with hard copies of the basic data concerning the composition of the Departmental Board, the organization within the department, and the most important points of the previously established policy.
5. The Departmental Board shall inform the Council in writing at least once each year regarding the policy it has implemented in the preceding year and financial, organizational, and educational policy intentions with regard to the department for the coming year. The Departmental Board shall notify the Council immediately of any resolutions concerning the matters described in the departmental plan. The Departmental Board shall also provide the Council promptly with all information, solicited or unsolicited, that it reasonably needs in order to fulfill its duties.
6. The staff members of the Departmental Council shall exercise the rights referred to in Article 3.9 of these regulations toward the Departmental Board, insofar as their exercise involves matters that are of particular concern to the department and the relevant powers are also allocated to the Board.

Article 3.15  Right of approval (Art. 9.38 of the WHW)
The Departmental Board requires the advance approval of the Departmental Council for any decision that it makes with regard to the establishment or amendment of:
   a. the departmental regulations, as referred to in Article 9.14 of the WHW;
   b. the Program and Examination Regulations, as referred to in Article 7.13 of the WHW, with the exception of the topics listed in paragraph 2 under a–g, with the exception of the designation referred to in paragraph 3, and with the exception of the requirements referred to in Article 7.30a, paragraph 3, clause 4 and in Article 7.30b, paragraph 1, clause 3 of the WHW;
   c. the program-specific part of the Student Statute, as referred to in Art. 7.59 of the WHW.
Article 3.16 Right of access and report

1. The meetings and meeting documents of the Departmental Council shall be public, unless the Council decides otherwise, where appropriate.

2. The Council shall provide an annual written report of its activities, and it shall ensure that the report is available to all parties involved with the department. The Council shall ensure that the agendas and reports of the meetings of the Council are transmitted to the Departmental Board and to any committees, in addition to ensuring their availability in a generally accessible location within the department for review by stakeholders. The Council shall provide the committees referred to in the preceding clause with at least one opportunity per year to discuss with it matters that are of particular importance to the committees in question.

Paragraph 5 Program Committee

Article 3.17 Program Committee (Art. 9.18 of the WHW)

1. The Departmental Board shall establish a Program Committee for each degree program or group of programs, as listed in Article 2.2, paragraphs 1 and 2 of these regulations.

The committee shall be tasked with advising on promoting and assuring the quality of the program. The committee also:

a. has a right of approval regarding the Program and Examination Regulations, as referred to in Article 7.13 of the WHW, with the exception of subjects mentioned in the second paragraph, under a, f, h up to and including u and x, and with the exception of the requirements as referred to in the Article 7.28 of the WHW, fourth and fifth paragraph, and Article 7.30b of the WHW, paragraph 2.

b. is tasked with annually assessing the way in which the Program and Examination Regulations are implemented.

c. has an advisory right regarding the Program and Examination Regulations, as referred to in Article 7.13 of the WHW, with the exception of subjects regarding which the committee has a right of approval under part a of Article 9.18 of the WHW, and

d. is tasked with making recommendations or proposals, solicited or unsolicited, to the Program Director, as referred to in paragraph 1 of Article 9.17 of the WHW in conjunction with Article 2.22 of these regulations, and to the Departmental Board on all matters concerning the education provided in the program in question. The committee sends recommendations and proposals, as referred to under d, to the Departmental Council for its information.

2. To a recommendation as referred to in paragraph 1, Article 9.35 of the WHW, the salutation and parts b, c and d, are likewise applicable.

3. If the committee makes a proposal as referred to in paragraph 1, part 4, to the Program Director or the Departmental board, the Program Director, the Program Director or Departmental Board responds within two months of receiving the proposal.

4. Article 9.31 of the WHW, paragraphs three through eight, correspondingly apply to the Program Committee. In consultations between the Program Director or the Departmental Board and the Departmental Council, a way of achieving the composition of the Program Committee other than by election may be adopted in the Department Regulations. It is established annually whether the different way of achieving the composition should be maintained.

5. The Program Committee is authorized to invite the Program Director or the Departmental Board at least twice a year to discuss the proposed policy, using its own meeting agenda.

6. If the department has only one program, the Departmental Regulations can stipulate that the tasks and powers of the Program Committee are exercised by the Departmental Council, as referred to in Article 9.37 of the WHW.

In addition to paragraph one, the Executive Board shall establish a joint Program Committee, which will exercise the tasks and powers of the Program Committee with regard to the supra-program elements of the Bachelor's and Master's programs at TU/e as established in the relevant guidelines ex Article 9.5 of the WHW. This committee has two chambers: a chamber for Bachelor's programs and a chamber for Master's programs. Both of these chambers gain their members by means of a delegation made by the Program Committees as referred to in paragraph 1 of in each case one staff member and one student member drawn from their own numbers and delegated to the chamber(s) to which their program(s) belong. In this instance, the Dean of the TU/e Bachelor College or the Dean of the TU/e Graduate School respectively take the place of the Program Director, the Executive Board the place of the Departmental Board and the University Council the place of the Departmental Council as referred to in the first through sixth paragraphs of this Article.
Paragraph 6  Services Council

Article 3.18 Services Council (Art. 9.50 of the WHW)
1. A Services Council shall exist for the benefit of staff employed in the university-wide services listed in the appendix to these regulations, as referred to in Article 2.31 of these regulations.
2. The Services Council shall consist of 13 members.
3. Members of the Executive Board, the Secretary of the University, and the Director of a university-wide service may not simultaneously be members of the Services Council.
4. The Services Council shall elect a chairman and a secretary from among its membership.

Article 3.19 Term of office
The term of office for members of the Services Council shall be two years.

Article 3.20 Elections
Elections for the members of the Services Council shall be organized according to the applicable election regulations.

Article 3.21 Duties and powers (Art. 9.50 of the WHW)
1. The Services Council shall be provided with a timely opportunity to provide advice to the director of the relevant service and to engage in consultation with regard to intended measures concerning:
   a. the application of the terms and conditions of employment and service;
   b. the implementation of the general staff policy within a university-wide service;
   c. matters relating to safety, health, and well-being in relation to employment within a university-wide service;
   d. the organization and working methods within a university-wide service;
   e. the technical and economic service implementation at a university-wide service.
2. The Services Council shall be authorized to submit proposals to the director of the relevant service with regard to the matters listed in paragraph 1.
3. Directors of university-wide service require advance approval by the Services Council for any measures that they are authorized to take and for which the Services Council has provided advice on the grounds of paragraph 1.

Article 3.22 Regulation for disputes
1. In case of a dispute between the Services Council and the person who conducts the consultation for the university-wide services, the dispute will be resolved by the Executive Board.
2. Before the Executive Board takes a decision it will seek the advice of the TU/e Disputes Advisory Committee in accordance with the General Administrative Law Act.

Article 3.23 Services Council Regulations (Art. 9.50 of the WHW)
The Executive Board, in agreement with the Services Council, shall establish a set of regulations concerning the exercise of the rights referred to in Article 3.19 of these regulations. The provisions of the regulations shall include regulations for disputes.

Article 3.24 Facilities
1. The Services Council shall be allowed to use the facilities to which it has access and that it reasonably needs in order to fulfill its duties.
2. The Executive Board may establish further guidelines for the members of the Services
   a. expense reimbursement;
   b. staffing compensation;
   c. training;
   d. the Services Council budget, as included in the University budget.
CHAPTER IV ENDOWED CHAIRS (Art. 9.53 of the WHW)

Article 4.1 Application for certification
1. A request from the Board of a legal person with full legal authority seeking to establish an endowed chair at the University should be directed to the Executive Board. The request must contain a description of the subject or subjects that are to be taught, an indication of the department in which the endowed chair is to be established, and justification for the desirability of the chair.
2. The statutes of the legal person and the regulations with regard to the establishment of the chair must be provided along with the request.
3. In addition to what must be included in order to comply with legal stipulations, the statute or regulations should include at least the following:
   a. the stipulation that the chair shall be under the auspices of a board consisting of at least three members, at least one of whom belongs to the academic staff of the department concerned;
   b. the stipulation that the board, as referred to in paragraph 1, shall not appoint the endowed professor until it has received confirmation by the Executive Board, as referred to in Article 9.55, paragraph 1 of the WHW;
   c. the stipulation that the board, as referred to in paragraph 1, shall submit annual reports to the Executive Board concerning the education provided in the previous academic year.

Article 4.2 Certification
1. The Executive Board shall make a decision concerning the request, as referred to in Article 4.1 of these regulations, having heard statements from the Departmental Board concerned and after consultation with the Doctorate Board. The Executive Board shall determine the term of certification, which shall usually amount to five years.
2. The Executive Board shall submit the report referred to in Article 4.1, paragraph 3 under c of these regulations to the Doctorate Board and the Departmental Board concerned.
Chapter V  REGULATIONS CONCERNING THE FACILITY, COMPLAINTS, AND DISPUTES WITH REGARD TO STUDENTS

Article 5.1 Parties concerned
Students (including incoming, current, and former students) and external students (including incoming, current, and former external students) (hereinafter referred to as the parties concerned) may instigate complaints or disputes in the facility referred to in the following article.

The facility
Article 5.2 The facility
1. A facility has been established within Education and Student Affairs (ESA) in which the parties concerned may submit complaints and disputes at the reception desk or digitally, through the website. Complaints and disputes that are submitted orally shall be processed (or further processed) after the student (with or without the help of a student advisor or academic advisor) has submitted the digitally available form.
2. A body of the University that directly receives a complaint or dispute from a party involved shall first send the document to the facility for registration before it proceeds with processing the dispute.
3. If the facility sends a dispute or complaint to an unauthorized body, the body concerned will return the document to the facility as soon as possible.
4. Determining whether the complaint or the dispute has been submitted in time shall depend on the moment at which the complaint or the dispute is received by the facility.
5. A letter of appeal or objection must be submitted to the facility within six weeks of the date on which the decision was made.

Article 5.3 Duties of the facility
1. The facility shall determine what is to constitute a complaint or a dispute. A dispute can be either an appeal or an objection.
2. After noting the date of receipt, the facility shall forward the complaint or dispute for further processing, with due consideration of paragraphs 4–6 of this article.
3. The facility shall send confirmation of receipt of the complaint or dispute to the party concerned.
4. Complaints shall be processed by the service employing the staff member at whom the complaint is directed, according to the scheme included in Appendix D.
5. Appeals shall be passed on to the Examination Appeals Board.
6. Objections shall be passed on to the competent body, as referred to in Article 7.59a, paragraph 5 of the WHW.
7. The facility shall compile an annual report on the complaints and disputes, including statements describing the way in which the institution has processed them.

Complaints and disputes
Article 5.4 Definition of complaints
1. The parties concerned shall have the right to submit complaints concerning actions or conduct of the institution or individuals within its jurisdiction. No administrative appeal or objection against such actions or conduct is possible.
2. Before submitting a formal complaint, the party concerned should preferably contact the person involved in the complaint or the person who seems most appropriate according to position.
3. General complaints about policy/teaching or about their implementation shall not be considered.

Article 5.5 Definition of disputes
1. Disputes can be subdivided into appeals having to do with the qualities of students and objections derived from statutory regulations.
2. Appeals shall be processed by the Examination Appeals Board.
3. Objections shall be processed by the competent authority, after it has received advice from the Disputes Advisory Committee, as referred to in Article 5.8 of these regulations.
Processing of complaints and disputes

Article 5.6 Complainants

1. Complaints shall be processed according to the scheme included in Appendix D.
2. The processing of a complaint shall be performed by a person who has not been involved in any way with the behavior about which the complaint has been submitted.
3. Paragraph 2 shall not apply to complaints concerning conduct of the institution itself or the President or a member of the Executive Board.
4. The service, department, or institution shall not be obligated to process complaints that involve conduct:
   - about which a complaint has already been submitted and processed;
   - that occurred more than a year before the complaint was submitted;
   - against which the party concerned could have filed an objection;
   - against which the party concerned can file an objection, unless the conduct consists of failure to make a timely decision;
   - that is or has been subject to the ruling of another legal entity due to the instigation of proceedings;
   - that is the subject of preliminary investigation under order of the public prosecutor or prosecution is in progress, or if the conduct is part of the investigation or prosecution of a criminal offense and in respect of that offense a preliminary investigation under order of the public prosecutor or prosecution is in progress.
5. The service, department, or institution shall not be obligated to process complaints for which the interest of the party concerned or the weight of the conduct evidently is insufficient.
6. In case the complaint is not processed, the party concerned shall be notified in writing within four weeks after receipt of the complaint.
7. A transcript of the complaint shall be sent to the person whose conduct is the subject of the complaint, along with the documents submitted with the complaint.
8. The service, department, or institution shall provide the party concerned and the person whose conduct is the subject of the complaint an opportunity to be heard.
9. The hearing may be waived if the complaint evidently is unfounded or if the plaintiff declines to exercise the right to be heard.
10. A report shall be made of the hearing.
11. The service, department, or institution shall process the complaint within six weeks.
12. The service, department, or institution may postpone the processing of the complaint for up to four weeks. The party concerned and the person whose conduct is the subject of the complaint shall receive written notification of the postponement.
13. The service, department, or institution shall provide written notification to the party concerned with regard to the findings of the investigation into the complaint, the ruling made in this regard, with motivation, and any conclusions that may be associated with it.
14. No appeal may be filed regarding a ruling with regard to the processing of a complaint.
15. The notification shall state the term within which the plaintiff may file a petition with the national ombudsman.
Article 5.7 Examination Appeals Board
1. The University has an Examination Appeals Board (hereinafter referred to as CBE), which is authorized to examine the decisions, as referred to in Article 7.61 of the WHW. It is also possible to file an appeal against a decision that has been made in conflict with the law.
2. Before processing the appeal, the CBE shall determine whether an amicable settlement between the parties is possible.
3. The secretary of the CBE shall send the letter of appeal to the authority or to the Examinations Committee against which the appeal is directed. If the examiner against whom the appeal is directed is a member of the Examinations Committee, that examiner shall not participate in the deliberations.
4. The authority or the Examinations Committee will notify the CBE within three weeks regarding the outcome of the deliberation, accompanied by the relevant documents.
5. If no amicable settlement proves possible, the letter of appeal will be processed by the CBE.
6. The CBE shall reach a decision within 10 weeks after receipt of the letter of appeal.
7. If immediate haste so requires, the chairman of the CBE may make temporary arrangements at the request of the concerned party who submitted the letter of appeal.
8. The chairman shall make a decision on this request, having heard statements from the authority or examiner concerned. The party concerned may file an appeal with the Higher Education Appeals Tribunal in The Hague against a ruling on an appeal.
9. The Executive Board shall establish procedural regulations for the CBE, including the specification of further rules with regard to:
   a. the scope and composition of the CBE;
   b. if necessary, the division into chambers, as well as the division of activities across the various chambers;
   c. the term of office for the members and any alternate members of the CBE;
   d. the manner in which membership or alternate membership in the CBE is to be terminated;
   e. the procedure for amicable settlements and the cases in which this procedure can be waived;
   f. the provision of secretarial services for the CBE; as well as
   g. the manner in which the chairman is to be replaced.

Article 5.8 Disputes Advisory Committee
1. The University has a Disputes Advisory Committee that is charged with advising the Executive Board (or a Departmental Board) with regard to objections related to the WHW or the regulations based on the WHW. The members of the Disputes Advisory Committee shall be functionally independent.
2. The Disputes Advisory Committee shall hear statements from the parties concerned before providing advice.
3. The Disputes Advisory Committee will investigate whether an amicable settlement is possible between the parties.
4. In cases of immediate haste, the chairman of the Disputes Advisory Committee can on request specify that the committee issues its advice to the Executive Board (or a Departmental Board) as soon as possible.
5. The chairman will decide within one week of receiving the objection whether it is a case of immediate haste and inform the person concerned and the Executive Board (or a Departmental Board) as soon as possible in this regard. In cases involving immediate urgency, the Executive Board (or a Departmental Board) shall then reach a decision within four weeks.
6. The recommendations of the Disputes Advisory Committee shall be issued in writing, and they shall contain a report of the hearing.
7. In other cases, the Executive Board (or a Departmental Board) shall decide within 10 weeks after receipt of the objection by the facility.
8. If the decision on the dispute deviates from the recommendations of the Disputes Advisory Committee, the decision shall include the reason for the rejection, and the recommendation will be sent as an enclosure.
9. The party concerned may file an appeal with the Higher Education Appeals Tribunal in The Hague against a ruling on an objection.
10. The Executive Board may establish regulations for the Disputes Advisory Committee, including the specification of further rules with regard to:
    a. the scope and composition of the Disputes Advisory Committee;
    b. the term of office for the members and any alternate members of the Disputes Advisory Committee;
    c. the manner in which membership or alternate membership in the Disputes Advisory Committee is to be terminated;
    d. the provision of secretarial services for the Disputes Advisory Committee;
    e. the manner in which the chairman is to be replaced.
CHAPTER VI       THE MANAGEMENT OF THE UNIVERSITY

Article 6.1  Management units
The Executive Board divides the University into the following management units:

a. the Department of Industrial Engineering & Innovation Sciences;
   the Department of Mathematics and Computer Science;
   the Department of Mechanical Engineering;
   the Department of Electrical Engineering;
   the Department of Applied Physics;
   the Department of Chemical Engineering;
   the Department of Architecture, Building, and Planning;
   the Department of Biomedical Engineering;
   the Department of Industrial Design;

b. the university-wide services included in Appendix C to these regulations;

Article 6.2  Mandate
1. The Executive Board shall grant mandates to the Departmental Boards and to the directors of services with regard to
   management, as referred to in annex c. under c of these regulations. A mandate shall be granted in writing. The Executive
   Board shall also issue any further restrictions to the mandate.
2. Any form or appearance of conflicts of interest between the University, including its affiliated institutions and mandate
   holders, is to be avoided. Decisions to enter into transactions in which conflicts of interest (or the appearance thereof)
   could arise shall be explicitly excluded from the mandate. In such cases, decision-making shall be performed by the
   Executive Board, after consultation with the mandate holder. Mandate holders shall immediately report to the Executive
   Board any conflicts of interest (or appearances thereof) that arise.
3. Within the boundaries of the mandate, the mandate holder shall be authorized to handle affairs and sign documents
   independently, on behalf of and under the auspices of the Executive Board, with due consideration of the
   authorization with regard to the mandate holder through or in accordance with the provisions of the WHW, including
   these regulations and the relevant rules, guidelines, and instructions of the Executive Board. The signing of documents
   shall take place on behalf of the Executive Board, followed by the name and position of the mandate holder.
4. The Executive Board may issue instructions for specific cases with regard to the exercise of the mandated powers.
5. A mandate holder may not transfer a mandate to another employee through a sub-mandate without obtaining prior
   written consent from the Executive Board. The provisions of these regulations shall apply mutatis mutandis to the
   sub-mandate, on the condition that signing shall take place on behalf of the Executive Board, followed by the name
   and position of the sub-mandate holder.
6. Activities, actions, settlements, and commitments that bind or release the University may be entered into only on behalf
   of the Executive Board by employees who have received the proper written authorization from the Executive Board.
7. A mandate holder shall not exercise a mandated power without consulting with the Executive Board if:
   a. the situation involves a matter of a controversial nature, as assessed by the mandate
      holder, unless the Executive Board has already adopted a position in this regard;
   b. the situation involves a matter for which the prescribed manner of consultation or action has not yet been
      completed;
   c. important ancillary aspects or subsidiary consequences of a decision or series of decisions to be made, for
      which there is a reasonable chance that legal proceedings will ensue, must be reported to the Executive Board.
8. A mandate holder shall not exercise a mandated power if the Executive Board has made known that it will reserve or
   assume the processing of the matter in cases stated in the mandate or in any instructions.
9. A mandate shall never be granted if they involve powers:
   a. to establish general binding stipulations, unless the such power is provided in the process of granting the mandate;
   b. to rule on a letter of appeal or objection;
   c. to cancel or withhold approval regarding a decision of a University administrative authority.
10. Decisions made by mandate holders within the boundaries of their powers shall apply as decisions of the Executive Board.
11. The Executive Board shall in all cases remain authorized to exercise the power that has been mandated.
12. The Executive Board shall in all cases be able to terminate a mandate that has been granted. Termination shall take place
    in writing. The decision to terminate shall be accompanied by justification.
13. The mandate holder may request the Executive Board to take back the mandate.
14. The Executive Board may grant mandates to employees for areas other than those mentioned in paragraph 1.
   The provisions of these regulations shall apply mutatis mutandis to such mandates.
Article 6.3 Discharge of management duties

1. Within the framework of the internal division of tasks of the Departmental Board, the Departmental Board shall designate the Managing Director as the manager, granting the authority to sign documents on behalf of the Departmental Board in order to carry out the mandate.

2. For a management unit containing the office and/or secretarial service of a committee that has access to resources, the Executive Board shall charge the manager of that unit with the management of such resources.

3. The Departmental Board shall designate a permanent alternate from among its members for the tasks referred to in paragraph 1.

4. The manager of a university-wide service shall be obligated to designate a permanent alternate for carrying out the mandate, with approval from the Executive Board.

5. Having regard to the provisions in these regulations, the manager may enact further regulations related to the discharge of duties; these regulations must be established in writing.

6. Advance consultation must be held with the Executive Board with regard to an intended regulation, as referred to in paragraph 1.

Article 6.4 Signatory powers

1. The manager may grant processing and signatory powers for certain management matters to employees within the specified jurisdiction.

2. The manager shall provide the Executive Board and the entities that are eligible as of the effective date of these regulations with an overview of processing and signatory powers granted and any changes that have been made to them.

Article 6.5 Reporting and accountability

1. Within the framework of the statutory provisions with regard to accountability, the Executive Board shall establish rules concerning the content and frequency of reports and accounts. The Executive Board may formulate requirements and stipulations with which the reports and accounts must comply.

2. The Executive Board may instigate (or order the instigation of) incidental or regular investigations into the legality, efficiency, and effectiveness of activities within the management organization.

3. The Executive Board shall formulate the assignment for such investigation and determine the person to whom the assignment shall be granted. Reporting shall be arranged as part of any assignment.

4. With regard to the provision of the preceding paragraphs, the Executive Board shall engage in consultation with the Departmental Boards, the deans of the TU/e Bachelor College and Graduate School and as well as with the directors of the university-wide services.

5. Each member of the University staff shall be obliged to provide all information requested within the framework of the investigation by officials charged with such investigations.

6. For the purposes of issuing the statement referred to in Article 2.9, paragraph 3 of the WHW, the Executive Board shall designate an external auditor, in accordance with the recommendations of the Supervisory Board.

Article 6.6 Disputes with regard to management affairs

Disputes with regard to management affairs shall be brought before the Executive Board, except as provided in the General Administrative Law Act.

The Executive Board shall make no decisions in this regard without having heard statements from the parties concerned.
CHAPTER VII  FORMS OF CONSULTATION/INFORMATION SYSTEMS

Paragraph 1  Consultation structure for integral management

Article 7.1  University Consultative Council
1. As a rule, the University Consultative Council shall meet once every two weeks, presided by the President of the Executive Board.
2. Participants in the University Consultative Council include the Executive Board, the Secretary of the University, the deans of TU/e Bachelor College and Graduate School as well as the deans of the departments.
3. The Deans of the departments may send another member of the Departmental Board in their place.
4. Matters addressed within the University Consultative Council shall include the establishment of the manner in which the preparation of the decision-making process for administrative and management decisions shall take place, according to the administrative calendar, and the substantive discussion of issues related to administration and management.
5. The University Consultative Council may engage the support of advisors.
6. The Executive Board shall provide for administrative support to the University Consultative Council.

Paragraph 2  Work meetings

Article 7.2  Consultation
The Departmental Boards and the directors of the university-wide services shall ensure that work meetings are held between the supervisors and the staff members within the management unit.

Paragraph 3  The University's information systems

Article 7.3  Systems
1. After consultation with the University Consultative Council, the Executive Board shall determine which information systems are deemed to belong to the University's information systems.
2. The Executive Board shall designate officials to be charged with the management of the University's information systems.
3. The Departmental Boards and the directors of the university-wide services shall bear responsibility for ensuring that registration, data processing, and the provision of information from all management activities takes place using these systems and with due consideration of the statutory and internally established rules in this regard.
CHAPTER VIII TRANSITIONAL AND CONCLUDING PROVISIONS

Article 8.1
The management stipulations existing within the University shall remain in effect insofar as they are not in conflict with these regulations.

Article 8.2
1. Disputes concerning the interpretation of these regulations shall be resolved by the Executive Board.
2. The Executive Board shall decide in cases that are not provided for within these regulations.

Article 8.3
These regulations may be cited as the “TU/e Administration and Management Regulations,” and they shall take effect on the day following their approval by the Supervisory Board.
Appendix A  Interdepartmental research institutes and research schools

Stevin Centrum
TU/e departments: Applied Physics, Chemical Engineering, Mathematics & Computer Science and Mechanical Engineering
(coordinating department)
Appendix B  Inter-university research institutes and research schools

I. Inter-university research schools with TU/e as the coordinating university

Communication technology: Basic Research and Applications (COBRA)
TU/e departments: ST, TN, E (coordinating department)

Euler Institute for Discrete Mathematics and its Applications (EIDMA)
TU/e departments: E and W&I (coordinating department)

Engineering Mechanics (EM)
TU/e departments: W&I, TN, W (coordinating department)

Center for Plasma Physics and Radiation Technology (CPS)
TU/e departments: E and TN (coordinating department)

Business Engineering and Technology Application (BETA)
TU/e departments: W&I and IE&IS (coordinating department)

Institute for Programming research and Algorithmics (IPA)
TU/e departments: W and W&I (coordinating department)

Eindhoven Polymer Laboratories
TU/e departments: TN, ST, BMT, and W (coordinating department)

J.F. Schouten School for User-System Interaction Research
TU/e department: IE&IS (coordinating department)

Matter Materials Analysis, Testing, Technology and Research
TU/e departments: W&I, TN and ST (coordinating department)

Eindhoven Centre for Innovation Studies (ECIS)
TU/e department: IE&IS (coordinating department)

Building Physics and Systems
TU/e department: B (coordinating department)

USO-Built
TU/e department: B (coordinating department)

II. Inter-university research schools in which TU/e participates

Netherlands Institute for Catalysis Research (NIOK)  TU/e departments: TN and ST (coordinating department)

J.M. Burgerscentrum (JMBC): inter-university research school for fluid mechanics
TU/e departments: W, W&I and TN (coordinating department)

Research School Integral Design of Structures
TU/e department: B

Research School in Process Technology (OSPT)
TU/e department: W and ST (coordinating department)

Research School of Theoretical Physics
TU/e department: TN
Netherlands Graduate School of Housing and Urban Research (NETHUR)
TU/e department: B

Dutch Institute of Systems and Control (DISC)
TU/e departments: TN, W, W&I, E (coordinating department)

School for Information and Knowledge Systems (SIKS)
TU/e department: W&I

Thomas Stieltjes Institute for Mathematics
TU/e department: W&I

N.W. Posthumus Institute as the Research School for Economic and Social History
TU/e department: IE&IS

Integral Production Innovation (IPV)
TU/e department: W

Interuniversity Center for Educational Sciences (ICO)
TULO
Appendix C  University-wide services

General Affairs (DAZ)
Personnel and Organization (DPO)
Financial and Economic Affairs (DFEZ)
Real Estate Management (DH)
Information Expertise Center (IEC)
Internal Affairs (DIZ)
ICT Services (ICTS)
Equipment & Prototype Center (EPC)
Education and Student Affairs (ESA)
Communication Expertise Center (CEC)
Innovation Lab (IL)
### Schedule for processing complaints

<table>
<thead>
<tr>
<th>Complaint concerns the conduct and actions of the governing body:</th>
<th>Processing by:</th>
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<tbody>
<tr>
<td>Department/Bachelor's program</td>
<td>Program director</td>
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<tr>
<td></td>
<td>Bachelor's degree program</td>
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<tr>
<td>Department/graduate and post-graduate degree education</td>
<td>Graduate Program Director</td>
</tr>
<tr>
<td>TU/e service</td>
<td>Director of the service</td>
</tr>
<tr>
<td>Program Director for Bachelor's program; Graduate Program Director</td>
<td>Dean of the department</td>
</tr>
<tr>
<td>Director of the service</td>
<td>Secretary of the University</td>
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