Code of Conduct

International Student Higher Education

Dear Student,

Welcome to higher education in the Netherlands. We hope you will have a fruitful and pleasant stay in our country while achieving your educational goals.

To protect your interests as a foreign student in the Netherlands, the Dutch universities and other institutions of higher education have drawn up a Code of Conduct International Student Higher Education regulating various aspects of their relations with international students. Institutions must provide international students with a clear and unambiguous picture of the Dutch university system and their place in this system, and of the details of the services they are offering.

An independent National Commission has been set up to monitor the institutions' compliance with the Code. It is our task to see to it that our educational system lives up to its promises. We therefore offer you this brochure with the highlights of the code. We would advise you to read it carefully and use it when necessary. The complete text of the Code of Conduct can be found on our website: www.internationalstudy.nl.

On behalf of the National Commission,
Prof. R. Fernhout
(chairman)

Information

Institutions of higher education in the Netherlands must provide international students with accurate information about the various study programmes, their content, quality criteria and language of instruction, and about the certificate(s) or degree(s) awarded.

Institutions must provide students with a clear picture of the services they offer.

Admission and language requirements

Admission requirements must be such as to form a reasonable guarantee that the international student will be able to follow the curriculum and successfully finish the course of study. For English language programmes, an IELTS test with a minimum overall score of at least 6.0 is required for the B and M levels. For preparatory courses, a minimum IELTS score of 5.0 applies for year-long courses, 5.5 for six-months courses.

National Commission monitors the institutions' compliance with the Code of Conduct.

Academic services

Institutions must offer international students only duly accredited degree programmes. They must ensure that teaching staff have sufficient command of the language of instruction. The institutions of higher education must be clear about which services are and which are not provided to international students, such as arranging student visa with the Netherlands immigration authorities (IND).

If an institution has not acted in accordance with the Code, students can lodge a complaint.

Immigration services

The Netherlands immigration authorities (IND) require institutions to keep track of and report on students' progress on an annual basis. All preparatory education should be successfully completed in one year. For other programmes, the institution sets the minimum credit that must be obtained for proper progress. When students do not meet this minimum level, fail to progress or drop out, the IND must be notified within a month of the institution establishing the fact.

National commission

The National Commission has been set up to monitor institutions' compliance with the Code of Conduct. If you believe that a institution of higher education has not acted in accordance with this Code of Conduct, you must first lodge a complaint with the competent authority of the institution concerned. If you are not satisfied with their response, you can complain to the National Commission. Please consult the full text of the code and base your complaint on the articles mentioned in it.

Contact

For questions about the Code of Conduct, please see the Frequently Asked Questions on our website: www.internationalstudy.nl or send an email to: info@internationalstudy.nl.

Complaints or petitions you can send to:

The National Commission
Postbus 260
9700 AG Groningen
The Netherlands