

Enrolment requirements for Certified Professional Programs (CPP) of the Open University of the Netherlands

A CPP is a non-government funded contract teaching programme provided by the Open University. You will be enrolled as a contract student.

1. Enrolment requirements

- a. Enrolment as a contract student for a Certified Professional Program (CPP) is open to anyone who is over eighteen years old and who meets the relevant requirements with regard to previous education and/or professional requirements.
- b. At their initial enrolment, contract students must provide their personal details as they are listed on their identity document for those details to be correctly recorded on their diploma.
- c. Students who have not met their financial obligations, will no longer be able to make use of the products and services of the Open University.

2. Enrolment and cancellation of CPP

- a. Enrolment for a CPP exclusively takes place by way of a dedicated enrolment form, including these corresponding requirements of the Open University. Enrolment and the duration of enrolment for the CPP will be confirmed in writing by the Open University.
- b. Contract students will be placed in a cohort. A cohort is a group of contract students who are beginning their CPP at the same time.
- c. The Open University is entitled to cancel or postpone a CPP in the event of an insufficient number of enrolments. In such cases, contract students will be informed of this in writing no later than fourteen days before the start date of the CPP. If a CPP is at full enrolment capacity, then prospective students' enrolments can be placed on a waiting list if desired.
- d. Contract students may also cancel their participation in the CPP. Contract students must inform the Contract Education Coordinator of the Open University of any cancellation by registered post.
- e. In the case of cancellations made by contract students up to four weeks in advance of the start of the CPP, students will be refunded the full amount owed for the CPP. In the case of cancellations made by contract students within four weeks in advance of the start of the CPP, students will be refunded the full amount owed for the CPP, with the understanding that 25% of the total costs owed for the CPP will be charged to the student to cover administrative costs. Contract students will be required to pay the full amount of the costs owed for the CPP for any cancellations made after the CPP has started.

3. Rights arising from enrolment

Enrolment affords contract students the following rights: right to examinations, the use of the facilities of the study centre, the right to receive course materials and the right to receive the supervision resources made available for contract students.

4. Fees

- a. Contract students are required to pay a fee upon enrolling for a CPP. The fees are listed on www.ou.nl/cpp.
- b. After receipt of the invoice from the Open University, contract students must pay the invoice within 30 days of receipt.
- c. Payment can take place using the following methods:
 - lumpsum;
 - in instalments. Additional costs are charged for payments made in instalments. These costs are listed in the information on the relevant CPP on the website.
- d. Contract students are and will remain personally responsible for payments, even if the payment obligation has been transferred to the employer. If the payment obligation is assumed by the employer, the enrolment form must also be completed and signed by the employer. Any additional costs (interest and transfer to third parties for collection) arising from non-payment or late payment shall be borne by the contract student.
- e. Enrolment for a CPP and provision of course materials are inextricably linked. Enrolment without course materials or the ordering of course materials without enrolment for the relevant course will not be possible.

5. Termination of enrolment

Enrolment will be terminated:

- a. following the end of the cohort according to the relevant schedule applicable to the cohort;
- b. upon the decease of the enrolled contract student;



- c. at the enrolled student's own request, in writing;
- d. if the obligations based on enrolment fail to be performed, fail to be performed by the stipulated date or fail to be performed correctly and such failure can be attributed to the enrolled contract student. In such cases, after having sent a written request by registered post and having heard the enrolled student, the Open University is entitled to terminate the enrolment without judicial intervention.

6. Refund

- a. Refunds proportional to the remaining duration of enrolment will take place upon termination of enrolment due to the death of the contract student or due to exceptional unforeseen personal circumstances of a medical nature that force the contract student to request the termination of their enrolment, such as a sudden serious illness as a result of which the contract student can no longer attend the CPP, with the understanding that 25% of the total costs owed for the CPP will be charged to cover administrative costs.
- b. In the event of exceptional unforeseen personal circumstances of a medical nature, the contract student must inform the Contract Education Coordinator of the Open University by registered post, and provide a medical certificate, within a month. The term medical certificate shall mean: a certificate or statement provided by a medical professional (such as a GP, psychologist, therapist) that states that the contract student is (or has been) unable to carry out their academic activities due to medical reasons. The nature or description of the illness or condition is not relevant in this instance.
- c. Contract students are not entitled to refunds in relation to interim termination of enrolment for reasons other than the grounds referred to in a.

7. Liability

The Open University is neither liable for any damage or losses caused by persons and/or resources used by the Open University, nor for any damage or losses arising from failure to perform the obligations arising from enrolment, unless there is a case of wilful misconduct or gross negligence.

8. Unforeseen cases

In all cases concerning the enrolment not provided for, not provided for clearly or not provided for fairly in these conditions, a decision can be taken by or on behalf of the Executive Board.

9. Processing of personal data

By enrolling at the Open University, contract students consent to the processing of their personal data by the Open University. By enrolling at the Open University, contract students also consent to registration in the electronic learning environment yOUlearn to facilitate the contract education. Contract students will not be able to follow contract education at the Open University without access to yOUlearn. The processing of personal data is governed by the provisions of the General Data Protection Regulation (GDPR).

10. Complaints

If a contract student has a complaint concerning the conduct of the Open University in a certain matter and/or the way in which it has provided services, they may submit a complaint orally or in writing.

Oral complaints can be made by calling the following telephone number: +31 (0)45-5762888.

A written complaint must always be signed and should at least include the following:

- a. the name and address of the person submitting the complaint;
- b. the date;
- c. a description of the conduct against which the complaint is made.

Contract students can submit a written complaint using the designated form on: <https://www.ou.nl/klachten-en-geschillen>.

Complaints should be submitted to:

1-Open University Complaints and Disputes Desk
PO Box 2960
6401 DL Heerlen
The Netherlands
Email address: 1-loketKlachtenengeschillen@ou.nl

The Open University of the Netherlands Complaints Regulations apply to the handling of complaints.



11. Internal regulations

Enrolled contract students are obliged to adhere to the internal regulations of the Open University, as set out in the Internal Regulations/Code of Conduct for Students of the Open University of the Netherlands.

12. Copyright

Subject to the exceptions laid down by the Copyright Act 1912 no part(s) of the (course) materials of the Open University may be reproduced (or stored in a digital database) and/or made public by way of printing, photocopying, microfilm or by any other means, without the prior written permission of the Open University.

13. Final provisions

- a. These regulations, which can be cited as the 'CPP enrolment requirements' were adopted by the Executive Board on 11 December 2018. These regulations will come into effect on 11 December 2018. The adoption of these regulations replaces the regulations on CPP enrolment requirements with the reference code U2014/3177-2 JNl.
- b. These enrolment requirements can be amended in the interim period if necessary pursuant to laws and regulations or special circumstances. If such amendments are made, they will be announced through the official channels.

