



# List of rights

FOR STUDENTS AT LUND UNIVERSITY



The list of rights for students at Lund University details rights and obligations relating to admission requirements and selection, the study environment, syllabi and timetables, tests and examinations, degree projects and course evaluations. The aim of the list is to help students complete their studies, receive their student finance on time and receive their course transcripts and degree certificates as promptly as possible.

The rights apply to Bachelor's and Master's students (first and second cycle). The implementation of the points in the document is a matter for the staff of the programmes and courses, departments, and faculties. The term 'rights' is used in cases where the rights of students emanate from acts, ordinances or regulations. Other points are expressed as obligations on the University.

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## LIST OF RIGHTS, ACTS AND ORDINANCES

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Students' rights are regulated in a number of acts and ordinances, and in university regulations.

*The Work Environment Act (1977:1160)* equates those undergoing education or training with employees in the application of chapters 2–4 and 7–9. Chapter 2 states that the work environment shall be satisfactory taking into account the nature of the work as well as the social and technological development in society. The chapter also rules that working conditions shall be adapted to individuals' different circumstances, that employees shall be offered the opportunity to participate in the design of their work situation and that the work shall offer opportunities for variation, social contact and cooperation (WEA 2:1).

The Work Environment Act also rules that those undergoing education or training shall be offered the opportunity to be represented by a safety officer in health and safety activities in the workplace, and the safety officer shall receive the training necessary for the role (6:17–18).

*The Discrimination Act* rules that education providers shall undertake targeted work to promote equal rights and opportunities for students irrespective of sex, ethnicity, religion or other belief, disability, or sexual orientation (3:14). The Act provides protection for students against harassment and discrimination (2:5, 3:14). Under the Act, the University must carry out preventive work and draw up an annual equal opportunities plan (2:5, 3:14–16).

*The Higher Education Ordinance* contains a range of provisions that regulate student rights. The Ordinance includes some paragraphs that concern grading and examinations.

- Students have the right to appeal a decision on credit transfer for education or professional activities, a rejection of an application for a degree certificate or course transcript, and a rejection of an application for exemption from a compulsory course or programme component. Appeals are made to the Higher Education Appeals Board (HEO 12:2).
- Students who have been examined twice on a course or a part of a course without obtaining a pass grade are entitled to the nomination of another examiner, unless there are special reasons to the contrary (HEO 6:22).
- Students cannot appeal a decision on grading, but can request that a grading decision be reconsidered. If an examiner finds that a decision on a grade is obviously incorrect owing to new circumstances or for some other reason, he or she shall change the decision if this can be done quickly and easily and if it does not mean lowering the grade (HEO 6:24).

The Policy and regulations for student influence at Lund University (reg. No LS 2011/762) regulates the structures for student influence at the University.

In addition to the regulations in the documents listed above and other legislation and regulations, the following applies at Lund University. Some rights and obligations resulting from legislation are included.

## 1. STUDY ENVIRONMENT

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As indicated above, applicable sections of the Work Environment Act also apply to students. All staff of the University share responsibility with the students for striving to create a good work environment. Under the Lund University delegation rules, overall responsibility for the students' work environment lies with the faculty boards. Responsibility for the day-to-day work environment lies with heads of department or an equivalent position at the departments.

1.1 The University has an obligation to provide students with access to the resources required to complete their studies. This may include electronic information media, libraries with publications including reference literature, reading areas and group study rooms, and other spaces necessary to complete their course or programme. As far as possible, these resources are also to be available to students outside timetabled hours.

1.2 The University has an obligation under the Higher Education Ordinance (HEO 6:3) to provide students with access to study guidance and careers advice. At Lund University, there is to be a person for every programme who can pick up signs of study-related problems at an early stage and whom students can consult.

1.3 Under the Discrimination Act, the University has an obligation to ensure that students with disabilities have the same opportunities as those without disabilities by taking measures concerning the accessibility and usability of premises. At Lund University, students with disabilities also have the right to the educational support and other support required to access the course or programme. Students

must notify the University of their support requirements well before the start of the course.

1.4 The regulations of the Discrimination Act on combating discrimination on the grounds of sex, ethnicity, religion or other belief, or sexual orientation apply at Lund University, as well as for discrimination on the grounds of age or transgender identity.

## 2. REGISTRATION OF COURSE PARTICIPATION AND EXAM RESULTS

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In order for students to receive their student finance, it is important that course registration and exam results are entered into Ladok as promptly as possible.

2.1 Departments have an obligation to enter course registration into Ladok promptly, i.e. normally within 10 working days, in order not to delay payment of student finance to students. Students should inform the course director promptly of any decision to withdraw from a course or programme, and at the latest within four weeks of the withdrawal, so that the University's allocation of resources is not jeopardised.

2.2 Departments have an obligation to enter examination results into Ladok promptly, and at the latest 15 working days after the examination. If exam results are altered, the students concerned must be informed.

## 3. COURSE PLANNING AND TIMETABLING

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3.1 Under the Higher Education Ordinance (HEO 6.3), the University has an obligation to ensure that those who intend to start a course

or programme have access to the necessary information about the course or programme. For Lund University, this means that course and programme syllabi for the next semester are normally to be supplied at least one month before the deadline for applications. They should also be available on the course or programme website and on the student portal if one exists.

**3.2** The University has an obligation to ensure that decisions on changes to admission requirements and selection rules for free-standing courses and degree programmes are taken in good time so that they can be announced in information and application materials at least one year before they will be applied for the first time.

**3.3** The University has an obligation to ensure that there is written information for each programme on who takes decisions on credit transfer from previous studies or professional activities and whom the students should contact in regard to such matters.

**3.4** The University has an obligation to ensure that those admitted to a course that has to be cancelled are offered a suitable alternative as far as possible.

**3.5** The University has an obligation to ensure that course timetables, dates and times of examinations and re-sits, and any changes to details of required reading and other study materials are available – including on the course or programme website and student portal where applicable – at least one month before the start of the course. Details of required reading and other study materials should be available eight weeks before the start of the course as far as possible, because it takes eight to ten weeks for MTM (the Swe-

dish Agency for Accessible Media) to produce a talking book.

**3.6** The University has an obligation to ensure that required and recommended reading is generally available, i.e. available to borrow, buy or read online.

**3.7** When changes are made to timetables, the University has an obligation to inform the students concerned as soon as possible through easily accessible and appropriate channels. Once a course is underway, changes may only be made to the timetable if unforeseen events occur.

**3.8** The University has an obligation to ensure that teaching is not timetabled after 18:00 unless the course was advertised as an evening course in the application period or unless there are special reasons. Examinations must not be timetabled after 18:00 on weekdays, with the exception of evening courses. Ordinary examinations are to be avoided on Saturdays, Sundays and public holidays, unless there are special reasons.

**3.9** The University has an obligation to ensure that examinations are not held later than one week after the end of the spring semester or earlier than two weeks before the start of the autumn semester, with the exception of examinations on summer courses. If the students and examiner agree, an examination can be held during this period.

**3.10** Students have the right to elect a student representative during timetabled teaching hours.

## 4. COMPULSORY COMPONENTS

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4.1 Under the University's regulations on course syllabi (reg. No I G221 5146/2006), syllabi are to contain details of compulsory course components.

4.2 The University has an obligation to ensure that an alternative date or assignment is offered to students who are not able to complete a compulsory component owing to circumstances beyond their control, e.g. accident, sudden illness or similar situation. This also applies to students who miss teaching owing to activities in an elected position as student representative (Regulations for student influence at Lund University Section 4).

## 5. EXAMINATION

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The Higher Education Ordinance rules that every course shall have a syllabus. Course syllabi are to indicate the cycle in which the course is given, the number of credits, specific entry requirements, how student performance is assessed and any other regulations required (HEO 6:14–15). Lund University's regulations specify that the objectives (learning outcomes) are to be based on the Higher Education Act (1:8–9) and the Higher Education Ordinance (degree outcomes). This means that each individual student is to be assessed on the learning outcomes in the course syllabus, both in ordinary examinations and re-sits. The University's regulations on syllabi also indicate that it is to be clear from the syllabus what forms of teaching are used, what assignments students are expected to carry out, and whether the course includes compulsory components.

In addition, the University has an obligation to ensure that the following points are met:

5.1 The following are to be arranged for every course/module with the same course content:

- ordinary examination
- re-sit shortly after the ordinary examination
- one further opportunity for examination for courses completed during the previous academic year

5.2 Written examination papers shall be anonymised before marking if possible. The examiner must, however, receive the names of the examinees when the grades are set.

5.3 Under the Freedom of the Press Act, every citizen has the right to view public documents (FPA 2:1). Examination questions/assignments are public documents that are to be provided on request. In addition, Lund University is to make easily available a selection of old examinations in paper format or, as far as possible, digitally.

5.4 When the content of a course is changed significantly, whether by changes to the reading list or otherwise, the University has an obligation to offer examination in accordance with the former course content for a period of one year following the change.

5.5 At the start of a course, students are to be informed of the rules on examination, the requirements to undergo examination, the grounds for assessment and permitted aids. For examinations marked out of a certain number, students shall be informed of the number of marks available for each question, at the latest in conjunction with the examination.

5.6 The member of academic staff responsible for an examination should normally attend part of the exam or be available to answer questions.

**5.7** Grades on examinations shall be published at the latest 15 working days after the examination, and no later than two weeks before the re-sit.

**5.8** In conjunction with the publication of grades, a review of the exam shall be provided. The review should preferably take place orally.

**5.9** Students who have passed a course have the right to receive a course transcript on request (HEO 6:20). Course transcripts at Lund University are to be issued within 20 days of the request.

**5.10** Students who meet the requirements for a degree shall normally receive a degree certificate within 30 working days of submitting a request.

**5.11** If the University is responsible for the loss of a student's examination paper, a new opportunity for examination shall be offered within a week, unless the student requests that it be scheduled later. The student must not be required to wait until the next ordinary examination.

**5.12** The University has an obligation to advertise the time and location of examinations in an easily accessible place. It is the students' obligation to find out when and where an examination will take place. If there is evidence that a student has received incorrect information from the University on the time or location of an examination, or if an examination does not take place owing to mistakes by the University, a new opportunity for examination is to be offered. If possible, the new examination should be held within a week of the ordinary examination.

## 6. DEGREE PROJECTS

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**6.1** The University has an obligation to ensure that students are informed at the start of a degree project course of the regulations and guidelines that apply for degree projects. The information should include details of:

- the student's right to supervision and the scope of this
  - the design and execution of the degree project
  - assessment criteria
  - the length and formal layout of the degree project
  - the public examination process
  - which supervisors are available and to what extent students can choose their supervisor
- In order to guarantee high-quality supervision, the supervisors should, as far as is possible, hold PhDs and have completed training in higher education supervision.

Moreover, the University has an obligation to ensure the following points are met:

**6.2** Supervision is normally to take place at pre-arranged meetings. Unless the course is delivered online, or the student and supervisor come to another agreement, supervision should be in the form of face-to-face meetings.

**6.3** Students are to receive supervision pertaining to the selection of the topic, the scope of the degree project, the structure and execution of the project, and theory and methodology questions. Supervision can be one-to-one or in groups.

**6.4** On degree project courses, students are to receive the teaching on methods that is necessary for the degree outcomes to be fulfilled and that is regulated in the course syllabus.

**6.5** Students are to be offered the possibility of changing supervisors if there are special reasons and if other supervisors are available.

**6.6** The University is to ensure that, if possible, the supervisor and the examiner are not the same person, unless there are special and well-founded reasons.

**6.7** Courses are as far as possible to be timetabled so that there is sufficient undisturbed time at some point in the semester for students to focus on essay writing if the degree project forms part of a course or is expected to be completed in parallel with another course.

## **7. COURSE EVALUATIONS**

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The Higher Education Ordinance states that students who are taking or have completed a course shall be given the opportunity to express their experience and views of the course through a course evaluation organised by the university. In addition, it states that the university shall compile the course evaluations into a report, inform the students of the results and any measures decided in consequence, and that the results shall be kept available for students (HEO 1:14). The University's regulations on course evaluations and course evaluation reports lay down that students' and employees' integrity shall be taken into account in the work on the evaluations and reports. The University is therefore obliged to ensure that the following points are followed:

**7.1** Time is to be set aside on the course timetable for the completion of a course evaluation. The time allowed and method used are to be such that they encourage responses.

**7.2** Students have the right to complete course evaluations anonymously in relation

to the lecturer/examiner.

**7.3** The design, content and follow-up of course evaluations shall be decided after consultation with student representatives.

## **8. RESPONSIBILITY**

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**8.1** In those cases where the list of rights mentions special reasons, these can only be applied after consultation with elected student representatives or the students' union. If the University for another reason is unable to fulfil the rights and obligations in the list of rights, the elected student representative or students' union concerned shall be consulted. If the parties cannot reach an agreement after consultation, the issue is to be considered at central level. The decision reached at central level is final.

**8.2** If these guidelines are not followed, students can contact the head of department or equivalent. In the second place, students can contact the faculty concerned.

**8.3** Under the Lund University delegation rules, the faculty boards have overall responsibility for education issues and the students' work environment. The boards are to have procedures in place to deal with problems that arise.

**8.4** If the student concerned is unhappy with the way a faculty board has dealt with an issue addressed in these guidelines, the student can contact a students' union. The University has an obligation to consider the issue at central level if the students' union requests it.

*These guidelines enter into force on 5 June 2013.*











[www.lunduniversity.lu.se/student-rights](http://www.lunduniversity.lu.se/student-rights)



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