

Customised study

Studying with a physical or psychological disability, a chronic illness or dyslexia



What is a disability?

Do you have a physical disability, RSI or problems with your hearing, vision or physical mobility? Do you suffer from chronic fatigue, dyslexia or depression? Perhaps you have some other visible or invisible physical disability? Research has shown that more than 8% of students have special needs. So you are certainly not alone. Hundreds of our students face similar issues.

A disability is defined as any type of chronic health issue that may lead to a delay in your studies.

The Hague University of Applied Sciences wants to ensure that all students enjoy equal opportunities.

The Hague University has its own project group tasked with developing policy and integrating students with special needs. There is also a students' workgroup to represent the interests of this group.

The Higher Education and Research Act (WHW)

According to the Dutch Higher Education and Research Act, all students enrolled at university are entitled to participate in education and examinations. In addition, every student must be able to use the facilities made available for students by the educational institution.

Equal Treatment (Chronic Illness and Disability) Act (WGBH/CZ)

Article 6 of the WGBH/CZ outlaws any discrimination on the grounds of disability or chronic illness in vocational education. This covers a range of areas, including granting access to and providing career advice services. The ban on discrimination also applies to examinations (access and availability) and the graduation process that prepares students for active participation in the employment market.

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INTRODUCTION

- **Introduction**

If you are dyslexic, you may need more time than other students to complete examinations. If you are a wheelchair user, you may only be able to access a building if lifts are available and there are wide doors that open automatically. Students who develop RSI during their studies can find it difficult taking notes during tutorials or lectures. These things make studying more difficult. The Hague University has developed a range of provisions for such cases. This should ensure that any delays or problems you encounter during your studies are kept to a minimum.

WHO ARE WE?

- **Who are we?**

At our university, the focus is on reflection and the development of knowledge. We aim to provoke your interest and make you think, irrespective of who you are or the physical or other challenges you may face. We encourage you to ask questions and seek answers in everything you do. Our special the Hague Approach helps us discover and develop new talent, including yours.

WHAT CAN WE DO FOR YOU?

- **What can we do for you?**

At The Hague University we see it as our responsibility to ensure that you too can complete your studies successfully. All four of our campuses are specially equipped to cater to your needs. Although each building is different, special facilities and support are available everywhere.

GENERAL FACILITIES

- **General facilities**

Our campuses are equipped with lifts and toilets designed for the disabled. The main building has its own restroom and a bathroom. Disabled parking is also available. We work closely with the Dutch Expert Centre for Studying with Disabilities (Handicap+Studie), who advise higher education institutions on the topic of disability. We also conduct research into students' needs and preferences relating to disability.

CHOOSING A STUDY PROGRAMME THAT SUITS YOU

- **Choosing a study programme that suits you**

Choosing the right programme is important. To assist you in this, we offer you the chance to do an ICARES career assessment test. This provides information on your options, the problems you may encounter in your career, and possible alternatives. Contact the Careers Centre or the student counsellors for information about this free test.

ACCESSIBILITY

- **Accessibility**

The main building is modern and spacious and situated close to Hollands Spoor railway station, tram and bus stops. The campuses in Delft and Zoetermeer and our Academy of Sports Studies in The Hague are also easily accessible by railway, tram and bus.

SPECIAL ADAPTATIONS

- **Special adaptations**

In addition to the general facilities, we also develop special adaptations to suit your personal needs. These can include hand-outs with lecture notes, adjusted teaching materials, extended examination times and extra study tutoring. It may also be possible to adapt your course content, by adjusting the options in the subjects you study.

GRANTS AND DELAYED STUDY

- **Grants and delayed study**

According to the Dutch Student Finance Act (Wet Studiefinanciering), in the event of delays to their studies, students with a disability, chronic illness or dyslexia are entitled to financial provisions. If your studies are delayed as a result of a physical, sensory or other disability and you have a grant, you will be entitled to a year's worth of additional student financing. If special temporary circumstances prevent you from meeting the ten-year deadline for securing the diploma, you will be entitled to an extension. For more details of the schemes available, visit www.duo.nl or contact one of the student counsellors.



Babette (24) has Crohn's disease and a form of rheumatism. Babette spent a year studying in Rotterdam where she had to drop out because of her special needs. But she was determined to continue with her studies and soon opted to come to The Hague University.

“ The way the study programme is structured suits me better. In order to make things easier, I do take advantage of a few adaptations. I have extra time to complete my examinations, a special absence scheme, additional personal supervision and an extended traineeship period. If ever I miss an examination because of illness, the resit is considered as my first exam. All the teaching staff are aware of my situation so there's no need to continually explain myself.”

“Before everything could be arranged, I ended up going from counsellor to counsellor. But now I am totally satisfied. My advice? Explain your needs, what you can and cannot do and break through the taboo.”

DURING YOUR STUDIES

- **During your studies**

You may develop a disability while at university. In that case, you should contact the student counsellor as soon as possible. You are urged to do so, even if you are not yet behind with your studies and are coping reasonably well. You should also always report any changes to your situation. This will ensure you receive effective support from your study career advisor and have optimum access to the facilities and financial support available.

You can also contact the study and career advisors in the Careers Centre. Also you can enlist support in finding a traineeship.

HOW DO YOU APPLY?

- **How do you apply?**

Once you have chosen a study programme at The Hague University, a carefully designed procedure must be followed.

PHASES

- **Phases**

1. The intake

During your intake interview, you will assess your situation with the student counsellor. You know best when it comes to what you will need. In the interview, an intake form will be used as the basis for discussing any adaptations that may be effective or necessary and the feasibility of the education programme. This will form an assessment of your personal needs. The interview will be personal and confidential.

2. Applying

If the interview reveals that you will need adaptations, facilities, additional or specific support in order to complete your course, you can submit an application to your department's Examination Board. The student counsellor will advise you on this.

PHASES (CONTINUED)

3. Decision-making

Ultimately, the Examination Board will decide whether the university can apply the required adaptations. It will evaluate the application in terms of its intended effect and assess its feasibility in line with the criteria outlined in the WGBH/CZ. It is possible to submit an objection against the Examination Board's decision to the Legal Protection Desk of the university.

4. Implementation/delivery

The programme or relevant service is responsible for ensuring that the adaptations approved are effectively applied. The student career advisor is your point of contact for discussing these issues at programme level. The student counsellors should be contacted to discuss adaptations of a more general nature.

5. Evaluation

Evaluations and possible changes to the adaptations that you need can be arranged with the student counsellor and at programme level.

OBJECTIONS AND APPEALS

• **Objections and Appeals**

Within the university, there are various ways in which you can object to or appeal against decisions made (or not made) by the Examination Board. Contact the student counsellor for more information, keep in mind the deadlines that may apply.

STUDENT WORKGROUP

- **Student workgroup Studeren Op Maat**

You are probably well aware of your own capabilities. Teaching staff, fellow students and staff may not always fully understand what you can and cannot do. There is a special students' workgroup that meets regularly to focus on this area and improve conditions for fellow students. It is made up of students from different courses. They provide solicited and unsolicited advice to the departments, the Executive Board and other university bodies. Also, the student workgroup facilitates contact between students with a disability.

On Open Days, students from Studeren Op Maat and a student counsellor will be available to answer your specific questions.

If you have any suggestions, complaints, questions or ideas, please contact the student workgroup by sending an e-mail to studerenopmaat@hhs.nl or speak to them on an Open Day.

MORE INFORMATION

- **More information**

If you would like more information about the facilities available for disabled students, feel free to contact us. Your first contact is your student counsellor. You will find more information and an overview of the university's student counsellors at thehagueuniversity.nl/disability or if you are already enrolled, visit the student portal/disability.

In addition, various schemes and bodies offer support and assistance. Below you will find a list of schemes and regulations that may be of interest and useful contacts and addresses to help you with any questions.



Patrick Roland chose

The Hague University partly because of the range of facilities available for students with special needs. Its location and accessibility also influenced his decision. Patrick has a visual impairment – he is colour blind. In his Small Business and Retail Management studies he uses specially adapted PowerPoint presentations and black-and-white handouts of any colour images or graphics.

“ I really don’t mind if people know about my special needs. The problem is that it is not obvious from the outside, and so sometimes people just don’t understand.”

When Patrick was deciding on his study programme, the facilities promised by the university seemed fairly extensive.

“On paper, the facilities for people with special needs are good. In practice, there can be disappointments.”

Patrick had an intake interview with his student counsellor. **“The main problem was informing all the teaching staff. People do have an understanding and can roughly imagine what I can see. But obviously, teaching staff first need to get to know the names and faces of their students. This can sometimes make them forget that I need special adaptations.”**

“Now I can be sure of adequate support, providing that I ask for it. It doesn’t come automatically – you need to keep chasing things up.”

SCHEMES AND REGULATIONS

- **Schemes and regulations**

Profiling Fund

All institutes of higher education have a statutory obligation to make provisions for students unable to complete their study programme as a result of special circumstances. The regulations for Financial Assistance in the Event of Special Circumstances or Activities offers financial support in the event of delays. Contact the student counsellor for more information.

Wajong

If you are a full-time student with a disability, aged between 17 and 30, and in receipt of a student grant or financial support, you may be eligible for this scheme. For more information, or to apply, contact the UWV social insurance office in the area where you are registered.

www.uwv.nl

The Work and Income (Ability to Work) Act

This act, known as WIA, provides for technical or other equipment you may require to study at home or to attend university. For more information, contact the UWV social insurance office in the municipality where you are registered.

www.uwv.nl

Personal Budget (PGB)

If you require help or support for more than three months and live in the Netherlands, you may be entitled to a Personal Budget (PGB) to pay for your own assistance. For more information, contact the special interest group, 'Per Saldo'.

www.pgb.nl

SCHEMES AND REGULATIONS (CONTINUED)

AWBZ

The Exceptional Medical Expenses Act (AWBZ) regulates the provisions to which you are entitled if you have a disability.

www.rijksoverheid.nl

WMO

The Social Support Act (WMO) arranges support for people with a disability. Municipalities implement the WMO.

www.rijksoverheid.nl

USEFUL ADDRESSES AND CONTACTS

- **Useful addresses and contacts**

The Hague University of Applied Sciences

For information, see

www.thehagueuniversity.nl/disability

To discuss your options with a student counsellor, contact the Enrolment Center (CSI) on +31 (0)70 445 85 85.

Are you already studying at The Hague University? If so, visit Student portal/disability or contact your student counsellor or study career advisor.

The Student workgroup Studeren Op Maat

If you have any suggestions, complaints, questions or ideas, please contact us by sending an e-mail to studerenopmaat@hhs.nl. You can also contact the Student Affairs Office on +31(0)70 445 88 33.

USEFUL ADDRESSES AND CONTACTS (CONTINUED)

Expertisecentrum Handicap+Studie

The Expert Centre for Studying with Disabilities works to promote the successful participation of students with special needs in higher education. It supports universities and students and aims to improve the information provided for and public perception of people with special needs.

postal address: PO Box 1585

5200 BP 's Hertogenbosch

telephone: +31 (0)30 275 33 00

e-mail: algemeen@handicap-studie.nl

website: www.handicap-studie.nl

DUO

If you have questions about your student grant and/or public transport pass, contact DUO.

address: DUO Regiokantoor Den Haag

Koninginnegracht 12 B13

2514 AA The Hague

telephone: +31 (0)50 599 77 55

website: www.duo.nl

UWV

The UWV social insurance office is responsible for implementing Wajong and the WIA Act.

address: Leeghwaterplein 1

2521 CT GA The Hague

telephone: +31 (0)70 445 66 66

and

address: Scheveningseweg 54-56

2517 KW The Hague

telephone: +31 0900 92 94

website: www.uwv.nl



Hayat (24) has a muscular disease and uses an electric wheelchair.

“ I am dependent on taxis to get to and from university, but they don’t always arrive on time.”

The adaptations at university that Hayat uses were arranged in consultation with her student counsellor and study career advisor.

“I have a special box that I use to open the main entrance doors and the doors within the university automatically. I also use the special absence scheme to prevent problems if I am absent more often than I should be. I also get additional time to complete my exams.”

At the start, Hayat had real problems following lectures in the lecture rooms.

“I can’t get out of my wheelchair and sit on the benches. Now some have been removed at the front to make room for wheelchairs. I would certainly recommend The Hague University in terms of its accessibility and the options it offers.”

USEFUL ADDRESSES AND CONTACTS (CONTINUED)

The municipality of The Hague

The municipality implements a range of schemes (such as a discount pass for cultural activities and subsidies) and also arranges provisions of its own. Contact the SZW Department.

visitors' address: Spui 70, The Hague

postal address: PO Box 12610
2500 DK The Hague

telephone: +31 (0)70 353 75 00

e-mail: info@szw.denhaag.nl

website: www.denhaag.nl

Per Saldo

Per Saldo is the special interest organisation for people with a personal budget (PGB).

visitors' address: Churchilllaan11, Utrecht
(appointments only)

postal address: PO Box 19161, 3501 Utrecht

telephone: 0900 742 48 57 (EUR 0.20 p.m.)

website: www.pgb.nl

The Netherlands Institute for Human Rights

Anyone who feels they have been subject to unequal treatment, can submit a complaint to this body. The institute will assess whether equal opportunities legislation has been infringed.

visitors' address: Kleinesingel 1-3, Utrecht

postal address: PO Box 16001, 3500 DA Utrecht

telephone: +31 (0)30 888 38 88

e-mail: info@mensenrechten.nl

website: www.mensenrechten.nl

thehagueuniversity.nl/disability



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