

GENERAL PROGRAMME REGULATIONS FOR PROFESSIONAL MASTER'S PROGRAMMES

Chapter 1 Introduction

1. These general provisions apply to all professional master's programmes of the Faculty of Health and Medical Sciences and replace the sections of existing regulations that refer to the same subjects.

Chapter 2 Admission requirements and deadlines

2. Admission to a professional master's programme requires that

1. the applicant has at least a relevant university bachelor's degree, or a relevant college bachelor's degree, or has completed a relevant medium-cycle higher education programme, or has a relevant diploma gained at the conclusion of a regulated programme of study, or a relevant foreign educational qualification at the equivalent level, and
2. the applicant has at least two years of relevant work experience following completion of the above.

(2) Applications must also satisfy the programme-specific requirements stipulated by the programme regulations for the professional master's degree concerned.

(3) The admission committee may admit applicants who do not meet the admission requirements stipulated in 1.1 above if on the basis of an individual assessment the applicant is considered to possess comparable educational qualifications.

(4) Admission to a professional master's programme or a course taught in Danish requires mastery of Danish corresponding to level A Danish at Danish upper secondary level and of level B English at Danish upper secondary level.

(5) Admission to a professional master's programme or a course taught in English requires a mastery of English corresponding to level B English at Danish upper secondary level such as it is described in the programme specific regulations.

(6) Applicants without a qualifying Danish exam must enclose with their applications documentation of the requisite mastery of the languages stipulated in (4) and (5) above.

3. The deadline for applying for admission to a professional master's programme is 1 May for the programmes starting on 1 September. The deadline for applying for admission to a professional master's programme is 1 November for the programmes starting on 1 February the following year.

(2) If a professional master's programme is not structured with progression requirements, the Dean may permit ongoing admission to such programmes.

(3) When circumstances so warrant, the Dean may set other application deadlines.

4. If the number of applicants who are qualified and have applied within the deadline exceed the programme or course capacity, applicants will be selected on the basis of their application dates unless the programme specific regulations set qualification criteria for the selection.

Chapter 3 Fees

5. Payment covers tuition fees for participation in the programme including exams and other types of assessment. The payer is entitled to three attempts at any such exam.

(2) Successful applicants for programmes or courses will be informed by e-mail. Applications may be withdrawn no later than one month prior to the start of the programme or course.

Applications not withdrawn by this deadline are binding and the applicant will be charged the fees applicable. However, the applicant's slot on the programme or course may be transferred to a third party prior to the start of the programme or course as long as the third party meets the admission requirements. Applications must be withdrawn by e-mail to master@sund.ku.dk.

(3) For applications made before the deadline, fees for programmes or one or more courses must be paid within 30 days of receipt of the invoice. A shorter period for fee payment may be set for applications made after the deadline. The right to a slot will be withdrawn if fees are not paid on time. The Faculty may waive this requirement in exceptional circumstances.

(4) If the student is unable to attend one or more courses due to illness, for example, the tuition fee will not be refunded. Provision of a doctor's certificate covering the entire period of instruction no later than three weekdays after the last day of instruction will entitle the student to a refund of the fee.

(5) Students who fail or do not sit an exam are not entitled to retake the course concerned free of charge. The Faculty may waive this rule in exceptional circumstances.

(6) The Dean may waive the rules stipulated in (2) when warranted by circumstances related to the programme.

Chapter 4 Instruction

6. Organisation and deadlines

(1) The academic year consists, in addition to block 5, of 42 weeks and is divided into two semesters. The first semester (autumn semester) consists of weeks 36 through 4. The second semester (spring semester) consists of weeks 6 through 26. Programme teaching is conducted within semesters. The exact dates for the commencement and conclusion of courses will be announced in the course descriptions at www.kurser.ku.dk

Each semester may be divided into two blocks. The first block consists of weeks 36 through 45; the second block of weeks 47 through week 4; the third block of weeks 6 through 14/15¹, while the fourth block consists of weeks 16/17 through week 25. The fifth block consists of weeks 27 through 35.

(2) The Study Board must approve specific teaching plans.

(3) The Dean may determine other dates for the commencement and conclusion of semesters for programmes or individual semesters where circumstances so warrant.

7. Course certificates

(1) If a course includes compulsory elements, the teacher responsible for the course must as soon as possible and no later than ten days before a possible ordinary exam is held sign and submit a list of students who were awarded approved participation (course certificates) in the past semester to the Section for Student Services. The teacher responsible must also report students who attended classes but were not awarded a course certificate.

(2) Students who have been awarded approved participation in compulsory courses (a course certificate) may not participate in the same course again.

¹ The third block ends with week 15 when Easter falls in weeks 12-14. If Easter falls in week 15 or 16, the third block ends with week 14. If Easter falls in week 16, the fourth block begins in week 16.

(3) If a student was not awarded a course certificate at the end of the course, the teacher may later inform the Section for Student Services that the course certificate was awarded subsequently. This information must be reported no later than 10 days before an ordinary examination or re-examination is held.

8. Courses: Registration and withdrawal

(1) The Study Board ensures approval upon recommendation from the head of the programme of the registration procedure for the courses in the programme, see (2) para. 1) – 3) below. The registration procedure, which must be the same for all of the courses in the programme must be set out in the course description on www.kurser.ku.dk.

(2) The registration procedure must be one of the three below:

(1) The Section for Programmes and Students registers the students who are enrolled on an entire programme for the compulsory courses on the programme when they are offered. Students register for any elective courses no later than eight weeks before the first day of instruction on the course in question. Students taking individual courses must apply for a slot on the course no later than eight weeks before the first day of instruction on the course in question.

(2) Students enrolled on an entire programme and students taking individual courses are responsible for their own registration for the semester's courses within the two annual registration periods 15 May to 1 June for the autumn semester and 15 November to 1 December for the spring semester.

(3) Students enrolled on an entire programme and students taking individual courses register for each course before the registration deadline. Students must register no later than eight weeks before the first day of instruction on the course in question.

(3) If there is vacant capacity on the programme/course, the enrolment committee may choose to consider applicants after the application deadline.

(4) Students may withdraw from courses for which they have registered up to one month before the first day of instruction, and they will not have to pay the course fee, as set out in 4(2). Withdrawal from a course must be communicated by e-mail to master@sund.ku.dk.

Chapter 5 Maximum duration of study

9. Failure to complete the professional master's programme within six years following enrolment will result in termination of enrolment, unless a longer period of study is allowed in the course specific regulations.

(2) The Study Board may grant exemptions from the six-year time limit under extraordinary circumstances.

Chapter 6 Examinations

10. Exam periods and grade deadlines

(1) The date and time of ordinary exams will be published in the exam schedule.

(2) The Study Board approves an exam schedule before 1 October for exams in the spring semester and before 1 March for exams in the autumn semester. Under extraordinary

circumstances, the Study Board may, in consultation with the Section for Student Services, allow changes to an already approved exam schedule.

(3) The exam schedule must include dates for ordinary exams and re-examinations, the type of examination for both ordinary exams and re-examinations, the deadline for registration for re-examination, the deadline for withdrawal from the examination and the dates for the publication of the grades awarded.

(4) The examiners (internal and external) must provide the Section for Student Services with the exam results no later than two weeks (including at least two weekends) after the exam was held.

(5) Exam timetables are published at www.sund.ku.dk.

11. Registration for examinations

(1) When a student has been registered for a course the student is automatically registered for the corresponding exam or exams.

(2) If the student has withdrawn from an examination for which he or she had been registered in accordance with the above, the student must register for that exam when it is held later. If the student has sat for an exam and not passed, the student must register for the same exam when it is held in a later exam period.

(3) Students must register for exams no later than 14 days before the first examination day, see the exam schedule, and register for exams by e-mail at eksamen@sund.ku.dk

12. Requirements for taking examinations

(1) If the regulations for the specific programme set requirements for taking examinations, the student must meet these requirements no later than seven days before the exam is held in order to have the right to take the exam in question.

(2) If a student who is registered for an examination does not meet the requirements for taking the exam, the Section for Student Services will withdraw the student from the exam.

13. Withdrawal from examinations

(1) Students may withdraw from taking exams. Tuition fees are not refunded in the event of withdrawal. Withdrawal must be reported by e-mail at eksamen@sund.ku.dk no later than 14 days before the exam (including Sundays and holidays but NOT the actual exam date). If an exam is conducted over more than one day, the deadline is calculated from the first day of the exam. Depending on the type of examination, the 14 days are calculated as follows:

| Examination type | Withdrawal |
|--|---|
| Course assignments | 14 days before the deadline for submission |
| Written examination (sit-in) | 14 days before the day of the exam |
| Synopsis exam | 14 days before the deadline for submission |
| Take-home exam (3-hour, 4-hour, 7 days, 14 days, 24-hour, 48-hour and 72-hour) | 14 days before the assignment is handed out |
| Project | 14 days before the assignment is handed out |
| Oral exams including practical oral exams | 14 days before the first day of the exam period |
| Oral exam based on report(s) | 14 days before the oral examination |
| Project assignment | 14 days before the deadline for submission |
| Specimen spotting* followed by written exam | 14 days before the first day of the exam |

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|---|--|
| Specimen spotting followed by oral exam | 14 days before the first day of the exam |
| OSCE | 7 days before the day of the exam |
| Ongoing exam | 14 days before the date of the first subexam |
| Portfolio exam | 14 days before the date of the last subexam |

[*Specimen spotting is a type of examination at which the student identifies and discusses an image, chemical preparation or specimen, a reproduction of some kind of structure, or the like. The student may or may not be given time to prepare.]

(2) Students are responsible for withdrawing from exams on the University's self-service system at www.KUnet.dk.

14. Re-examination and registration for same

(1) If a student takes an exam and does not pass, misses an ordinary exam due to reported illness or for any other reason, the student must register for re-examination.

(2) The date for holding re-examinations is set in the exam schedule.

(3) Students must register for re-examinations no later than 14 days before the re-examination is held.

(4) Students must register for re-examinations by e-mail at eksamen@sund.ku.dk

(5) Students may withdraw from re-examination until the expiry of the period for registering for re-examination.

15. Illness and failure to attend

In the event of illness, students must inform the Section for Student Services as soon as possible and no later than 09:00 on the day of the exam. Illness must be reported on the e-form at www.KUnet.dk. If students who withdrew from ordinary exams due to illness wish to attend the re-exam, they are responsible for registering for their own re-examinations, see article 14.

(2) Withdrawal due to illness must be documented by the student's own doctor, who must certify that the student was unable to sit the exam due to illness. The doctor's certificate must be furnished with the doctor's stamp and entity number and submitted to the Section for Student Services within three working days of the reporting of the illness not counting the exam date. If the student reports the illness and submits the doctor's certificate in accordance with procedures, the exam in question is not counted as an exam attempt.

(3) For oral exams, students must report the illness to the Section for Student Services as soon as possible and no later than 09:00 on the day of the exam. For clinical exams, students must also report their absence to the clinical unit or veterinary department concerned.

(4) For students who fail to attend an exam without reporting their illness or submitting a doctor's certificate in accordance with procedures within the stipulated deadline, cf. (2), the exam in question will be counted as an exam attempt.

16. Illness during examination

(1) If a student suffers acute illness during a written exam, the invigilator is summoned, at which point both the exam paper and the student's answers must be handed in. The student and the invigilator must sign a statement that the student left the exam due to illness. Answers are not graded when students leave exams due to illness. In the event of acute illness during other types of exam, the student must contact the Section for Student Services as soon as possible.

- (2) The student must immediately see a doctor and submit a doctor's certificate to the Section for Student Services no later than three workdays after the exam in question.
- (3) If the doctor's certificate is submitted within the deadline, cf. (2), the exam in question is not counted as an exam attempt.

17. Additional time for exams

- (1) If a student submits a request for an extension of time, the Study Board may grant 25% additional time for a written exam under the following circumstances:
 - 1) Dyslexia, if documented by a relevant authority
 - 2) The first two trimesters of pregnancy, if difficulties are documented by medical certificate
 - 3) If the student has to breastfeed a child under six months old
 - 4) In other cases where the need for additional time is documented by an appropriate declaration.
- (2) Students in the third trimester of pregnancy are entitled to an extension without having to submit an application if they present their pregnancy record to the Section for Student Services no later than 14 days before the exam.
- (3) A two-hour extension can be given for a 24-hour written assignment. A four-hour extension can be given for a 48-hour written assignment. A six-hour extension can be given for a 72-hour written assignment. For other types of written assignment the Study Board may in exceptional circumstances grant additional time if estimating that it is necessary to put the examinee on a par with other examinees.
- (4) Students are responsible for reporting additional time granted for any exams by e-mail at eksamen@sund.ku.dk no later than 14 days before the first day of examination.

18. Invigilated exams are to be sat using computers

Students must sit all invigilated exams using computers provided by the Faculty. Further information about the computers, etc., is available at KUnet.

- (2) Students are not allowed to use their own computers for written exams or allowed to bring mobile phones or other electronic media to the exam, unless specifically permitted in the exam description in the course database. Students may, however, bring calculators with no stored data. For exams whose exam description allows all types of aids, this includes USB sticks.
- (3) Take-home assignments specified in the exam schedule must be submitted through the portal Digital Eksamen. This also applies for master's projects, unless the course description states otherwise.
- (4) Students are allowed to submit handwritten answers if they have a certificate from their doctor stating that they are physically unable to complete the examination using a computer. Such applications to take exams on paper must be submitted to the Section for Student Services no later than four weeks prior to the exam.

19. Course and examination language

Courses are taught and exams taken in the language stipulated as the exam/teaching language in the course description at www.kurser.ku.dk. Students who are native speakers of Swedish or Norwegian are entitled to sit exams in those languages if the course description states that the exam language for the course concerned is Danish.

- (2) If the programme is conducted in English, the master's project must be completed in this language unless otherwise stipulated in the programme-specific degree regulations.

20. Types of examinations

(1) The course database at www.kurser.ku.dk indicates the details of the content and scope of each exam as well as student requirements for the particular exam.

(2) Exams can take one or more of the following forms:

- 1) Invigilated written examination: an assignment set by the course teacher/head of exams, which is answered in writing after the end of the course.
- 2) Oral examination: an answer to a set exam question, with or without time to prepare the oral response.
- 3) Clinical practical oral examination.
- 4) Participation in classes, as documented by a course certificate signed by the teacher responsible for the course.
- 5) Written take-home assignment: an assignment set by the course teacher/head of exams, which is answered in writing after the end of the course. This includes, 7-day, 14-day, 24-hour, 48-hour and 72-hour assignments (Sundays and holidays included).
- 6) Project assignment: a written exam on a subject of the student's own choice. The assignment is submitted for assessment after the course.
- 7) Course assignment: a written assignment prepared in parallel with course teaching, without extra resources earmarked for individual supervision.
- 8) Synopsis exam: oral defence of synopsis prepared on the basis of an assignment set after the end of the course. No classes are held during the exam period.
- 9) OSCE (Objective Structural Clinical Examination): A station-based exam held after the course.
- 10) Oral exam based on report(s): The report(s) are prepared in connection with classes and form the basis for the examination.
- 11) Ongoing exams: two or more subtests in which the basis for the exam is divided into two or more sections held independently during the block or semester.
- 12) Practical oral examination.
- 13) Specimen spotting: a practical examination at which the student identifies and describes one or more preparations (possibly virtual reproductions).
- 14) Portfolio examination: written exam consisting of several elements, in which individual elements that may include poster presentations and oral presentations are submitted during the course of instruction and given an overall assessment at the conclusion of the course.

(3) If ten or fewer students have registered for an exam, the Study Board may in collaboration with the relevant course director and head of department change the exam form of the exam in question.

(4) Guidelines for assignments written by groups of students must specify provisions for each programme, detailing the requirements for the content and volume of such assignments, including the extent to which each student's individual contribution must be clearly identified.

21. Master's project agreement

(1) A professional master's student must draw up a master's project agreement with his/her master's project supervisor, using the template available at KUnet. The project agreement must be approved by the supervisor and the programme director.

(2) The Study Board will approve upon recommendation from the programme director which of the procedures referred to in (3) and (4) below for the writing of the master's project the students must use for the professional master's degree concerned.

(3) The commencement and submission dates for the master's project will be fixed by one of the following methods:

- 1) The student proposes the commencement and submission dates in the master's project agreement or
- 2) The dates of submission of the master's project agreement as well as the project are fixed by the Study Board and published in the exam schedule.

(4) Where an oral defence session is described in the course specific programme regulations, the date of the oral defence of the master's project will be fixed by one of the following methods:

- 1) The date will be agreed between the student and the supervisor or
- 2) The annual period through which oral defence sessions may be planned will be adopted by the Study Board and published in the exam schedule. The dates of the particular students' defence will be communicated to them by the Office for Programmes and Students.

(5) Professional master's projects must be submitted by students via 'Digital Eksamen'.

22. Supplementary rules for written exams

(1) Students must bring with them a valid identity card issued by the University of Copenhagen. In certain circumstances, including when students take single courses and do not have an identity card, other forms of photo ID, such as a driving licence or passport, may be approved by the invigilators.

(2) When students sit written exams, their answers are identified by means of the personal exam number, which has been provided to each student in the exam letter in accordance with article 30.

(3) If answers are submitted on paper, cf. 18(4) above, students must write the exam number on each page of their answers.

(4) Students must arrive 30 minutes before written sit-in exams start, unless otherwise stipulated in the exam letter, cf. article 30. No students will be admitted to the exam room after the start of the exam.

(5) Students are not allowed to leave the exam room within the first 15 minutes or the last 30 minutes of the exam.

23. Assessment

(1) Assessment is made on the seven-point scale or pass/fail or approved/not approved in accordance with the grading scale order. Master's projects are graded on the seven-point scale. Pass/fail or participation approved/not approved are used to assess class participation.

(2) Pass/fail or approved/not approved may only be used for exams covering 1/3 of the ECTS credits for the programme concerned. This limit does not apply to credit transfers. The forms of assessment used are stated in the course or exam descriptions at www.kurser.ku.dk

24. Examiners

(1) Exams may be assessed by internal or external examiners.

(2) Internal exams are assessed by one or more teachers (course examiners) appointed by the University from University teaching staff.

(3) External exams are assessed by one or more course examiners and one or more external examiners appointed by The Danish Agency for Higher Education. External examiners must be appointed by the relevant chairmanship for external examiners through CensorIT.

(4) External exams must cover the major areas of the programme concerned and include the master's project. At least 1/3 of the total ECTS credits for a programme must be

documented by examinations assessed by external examiners. This provision does not apply to exams for which credits have been transferred.

(5) Class participation is assessed by the teacher of the course concerned. Unless otherwise set out in the exam description at www.kurser.ku.dk, the exam in question will be assessed by a course teacher employed by the Faculty.

25. Appeals against exams and rejection of approval of compulsory instruction

(1) Appeals concerning examinations or other forms of assessment, including rejection of approval of compulsory instruction, must be submitted on an e-form at KUnet by the student concerned. Appeals must be submitted in writing, and the grounds for the appeal must be specified.

(2) Appeals may be based on:

- 1) legal issues,
- 2) the basis for examination (questions, assignments, and the like),
- 3) the examination procedure or
- 4) the assessment.

(3) The appeal must be submitted no later than two weeks after results have been published. This deadline runs from the date set for publication.

(4) The Dean may grant exemptions from (3) under extraordinary circumstances.

26. Cheating on examinations and copying

(1) While enrolled, students must follow the common principles of good scientific practice and integrity. Breaches of these principles are considered cheating on examinations.

(2) Breaches of good scientific practice and integrity, and practices that are considered cheating on examinations include:

- a) Copying, including reuse of one's own text (auto-citation) without any source reference and quotation marks
- b) Falsification
- c) Fabrication
- d) Non-approved cooperation
- e) Receiving or giving help during an examination that is not a group examination
- f) Non-approved aids
- g) Exceeding the time limit for the examination in question
- h) Prior knowledge of the content of the examination paper
- i) Giving false information about attendance

(3) Infringement of (1) may be punished according to the rules on disciplinary measures for students at the University of Copenhagen, which can be found at <http://uddannelseskvalitet.ku.dk/docs/Ordensregler-010914.pdf>

(4) Cheating on examinations may be punished by an oral or written caution, or by suspension from the University for a period of time, or by permanent expulsion.

27. Number of exam attempts

Students have a maximum of three attempts to pass an exam. In exceptional circumstances, the Study Board may allow further attempts. Lack of academic aptitude does not count as an exceptional circumstance.

If permission is given for additional re-examinations, the student is liable for all expenses in connection with the exam, including his or her own expenses, such as for travel.

Chapter 7. Miscellaneous regulations

28. Rules of conduct

- (1) While studying at the University of Copenhagen, students must act with respect and consideration of fellow students and staff in order not to cause inconvenience or harm to other people or damage to other people's or the University's property.
- (2) Students must comply with any instructions as requested by a member of the University staff or stipulated in internal rules or displayed on signs and notice boards. While on hospital wards, in clinics and the like students are subject to the same regulations and procedures with regard to fire fighting, safety and hygiene etc. as those applying to staff.
- (3) In connection with instruction involving elements of patient contact, and when students learn sensitive personal details concerning other individuals, students must observe the rules of confidentiality imposed on health personnel by Danish health legislation.
- (4) In connection with instruction and examination involving animals and learning about clients' personal or financial details, students must observe the rules of confidentiality imposed on veterinarians by the Code of Ethics of the Danish Veterinary Association.
- (5) Students must obey instructions given by teaching staff regarding special apparel or special hygienic measures in connection with instruction where special consideration is required, such as with regard to patients or laboratory animals.
- (6) While treating patients or on clinical rotation students must carry their ID cards or name badges supplied by the Department or hospital ward in a way that is visible.
- (7) Breaches of (1) – (6) above may be subject to disciplinary action in accordance with the Code of Practice for disciplinary measures for students at the University of Copenhagen, which can be found at <http://uddannelseskvalitet.ku.dk/docs/Ordensregler-010914.pdf>

29. Compulsory use of digital communication

- (1) The Faculty sends personal communication to students by e-mail to each student's @alumni.ku.dk address. Students are responsible for checking for messages sent to their @alumni.ku.dk e-mail addresses by the Faculty.
- (2) If the student's programme pages on KUnet provides e-forms for applications, notice of illness at exams and appeals and e-forms to be used in connection with master's projects, these forms must be used.

30. Communication to students from the University

- (1) The Faculty ensures that groups of students or individual students are informed about their registration for instruction and examinations.
- (2) It is the student's responsibility to check his or her registrations for instruction and examinations, and to contact the Section for Student Services if registrations cannot be found on the self-service system no later than seven days before the start of instruction or date of examination.

31. Exemptions

- (1) The Study Board processes applications for credits, including credit transfers to be granted in advance, and exemptions.
- (2) The Dean deals with applications for exemptions from the rules on practical issues related to instruction and exams, etc., and which do not involve academic issues.

32. Exemptions that may be granted by the Dean and Study Boards

- (1) In exceptional circumstances, the Dean may grant exemptions from any of the general programme regulations that have been stipulated solely by the Dean.
- (2) In exceptional circumstances, a Study Board may grant exemptions from any of the general programme regulations that have been stipulated solely by that Study Board.

33. Credit transfer

- (1) Upon application, the Study Board may allow transfer of passed programme elements from another recognised Danish master's programme or an equivalent programme taken abroad to replace elements of a student's programme.
- (2) Decisions according to (1) above will be made on the basis of an academic assessment.
- (3) Exemption cannot be granted where more than five years have passed from the completion of the element concerned to the time at which the student is entitled to take the programme element for which credit transfer is sought according to the specific regulations for the programme.
- (4) The Study Board may grant an exemption from (3), if the student has kept his or her academic knowledge up to date through professional work, research or similar activities.
- (5) Credits for a master's project from a completed master's degree cannot be transferred to another master's programme.

34. Substitute term papers

Term papers cannot substitute for exams unless specifically permitted by the regulations for the programme concerned.

35. Evaluations

- (1) The Study Board initiates and conducts evaluations to assure and enhance the quality of the courses.
- (2) The Study Board ensures that evaluations of programmes and teaching are acted upon.

36. Complaints about teaching and teaching staff

- (1) Complaints about courses or supervision must be submitted to the programme director, who will involve the head of department concerned. If the complaint involves the areas of more than one programme director, the head of department arranges for the necessary coordination and may request statements or recommendations before responding to the complaint. If the complaint involves lecturers from more than one department, the matter will be referred to the Dean, who may decide to process the complaint or to authorise one of the programme directors or heads of department to do so. If in the judgment of the head of department or course director, the complaint involves the behaviour of one or more lecturers in addition to the teaching itself, this part of the complaint will be dealt with by the head of department or the programme director as described above.
- (2) Complaints about a teacher's behaviour must be submitted to his or her head of department. However, in the case of part-time teachers, complaints must be submitted to the relevant programme director. If the complaint involves more than one Study Board, the process will be coordinated by the programme director who received the complaint.

37. Termination of enrolment

Enrolment is terminated when the student:

- 1) has completed the programme

- 2) is unable to continue the programme because he or she has exhausted the maximum number of exam attempts
- 3) is unable to continue the programme because he or she has failed to comply with the rules for maximum duration of study
- 4) fails to pay tuition fees by the stipulated due date
- 5) withdraws voluntarily from the programme or
- 6) is permanently expelled from the University

38. Diplomas and course certificates

(1) The Faculty issues a diploma following successful completion of a professional master's programme. The diploma is sent by regular post to the recipient no more than two months after completion of the programme. July does not count as one of these months.

(2) For students taking individual courses, the Faculty issues a course certificate following successful completion of each course. The certificate is sent by regular post to the recipient no more than two months after completion of the course. July does not count as one of these months.

39. Guidelines for appeals

(1) Decisions made by the Dean or a Study Board under these general provisions and decisions made by an appeals board appointed according to the Examinations Order may be appealed to the Rector of the University of Copenhagen. The appeal, which may only relate to legal issues and not to findings and academic assessments by the Dean, the Study Board or the appeals board must state reasons in writing and be received no later than two weeks after the original decision reached the recipient. However, under the terms of the Credit Transfer Appeals Board Order and the Consolidated Act on the Assessment of Foreign Educational Qualifications, etc., appeals regarding the rejection of applications for credit transfers may be brought before a credit-transfer appeals board or the Qualifications Board.

(2) Complaints or appeals against decisions made by a Study Board or by the Dean do not suspend the execution of the decision² as regards a student's entitlement to take part in instruction and exams. For complaints or appeals involving the assessment of tests or exams in accordance with Part 8 of the Examination Order, the complainant may take part in courses while the complaint or appeal is being processed by the University.

(3) If the complainant obtains a certificate for approved participation in course activities while the complaint or appeal is being processed, and once a decision has been reached, the student no longer meets the requirements for admission, the certificate will be cancelled. If the complainant passes exams while the complaint is being processed for which, once a decision has been reached on the complaint, the student no longer meets the requirements for registration, the exam grade will be cancelled.

40. Date of commencement

These general programme regulations were approved by the Dean on 17 September 2019, and enter into force as of that date.

² If an appeal or a complaint has suspensory effect, the decision will only be effective when the hearing of the appeal or complaint has led to a decision. When a case has suspensory effect, the student's position while the complaint or appeal case is pending will be as if the decision had not been made.