



LUND
UNIVERSITY

List of Rights - Lund University Students' Rights and Responsibilities

APPROVED BY THE VICE-CHANCELLOR ON 10 SEPTEMBER 2020



The List of Rights – Lund University Students’ Rights and Responsibilities is decided by the vice-chancellor and is to act as support for the students, departments, faculties and students’ unions to clarify what students in the first and second cycle are entitled to and in certain cases also what responsibilities they have. The List of Rights – Lund University Students’ Rights and Responsibilities has been drawn up in consultation with all the faculties and students’ unions at Lund University. If a dispute arises concerning one of the points, the problem is to be resolved in the first instance as close to the unit concerned as possible. Students can turn to their head of department or students’ union (see chapter 8). There is further information on processing of matters concerning students’ rights in section 8. This document also includes boxes containing quotes from the Higher Education Ordinance that are connected with the points in the document.

Lund University’s courses and study programmes are characterised by their breadth, and many unique circumstances can arise in each student’s education. The List of Rights – Lund University Students’ Rights and Responsibilities has been written to cover the most common situations that may arise during a student’s period of studies. In a case in which a right is not covered by the list, the student can turn to the students’ unions for help and support. For certain courses and study programmes there may be special exemptions from specific points in the List of Rights – Lund University Students’ Rights and Responsibilities. All exemptions are listed by faculty in the digital version of the List of Rights – Lund University Students’ Rights and Responsibilities. Binding rules for a certain course are to be regulated in the course syllabus concerned in accordance with chapter 6, section 15 of the Higher Education Ordinance. Certain rules are stipulated in other local rules at the University as well as in superordinate statutes and exemptions from these cannot be granted within the framework of the List of Rights – Lund University Students’ Rights and Responsibilities. In addition, all the faculties and departments have more specific guidelines and regulations for the courses and study programmes they organise. Pursuant to chapter 2, section 7 of the Higher Education Act, students are entitled to representation when decisions or preparations are made that have a bearing on their courses or programmes, including drafting and decisions on local regulations regarding courses and programmes and exemptions from the List of Rights – Lund University Students’ Rights and Responsibilities.

It is the responsibility of each faculty and department to provide information on the regulations that apply to their courses and programmes. It is the responsibility of each student to keep informed about what applies for their specific study situation. Both employees and students are to comply with the legislation that governs higher education as well as the local rules at Lund University. Laws, ordinances and the University’s relevant rules are listed later in the present document. The University is responsible for ensuring that the information required for being able to complete a course or programme is easily accessible for the student. The syllabus states what is required for the student to complete the course. The student is to keep informed about their education through the course syllabi and by keeping updated via learning platforms, the Lund University's website and email.

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1. STUDY ENVIRONMENT

The Discrimination Act (2008:567) and parts of the Work Environment Act (1977:1160) also apply to students.

The purpose of the Discrimination Act is to combat discrimination and in other ways promote equal rights and opportunities regardless of the ground of discrimination. There are seven grounds of discrimination covered by the law prohibiting discrimination: sex, transgender identity or expression, ethnicity, religion or other belief, disability, sexual orientation or age.

As the head of a public authority, the vice-chancellor is responsible for the work environment at Lund University, but it is a shared undertaking for all those working in courses and programmes, including the students, to strive for a good study environment.

1.1 The University is responsible for ensuring that students have access to the resources required to complete their studies. This may include electronic information media, libraries with publications including reference literature, information and support for compulsory placements, study areas and group study rooms and other spaces necessary to complete their course or programme. Study areas should be accessible for students outside timetabled hours. The student may need to pay for the cost of study materials and equipment.

1.2 The University is responsible for ensuring that, concerning the accessibility and usability of premises, a student with a permanent disability is to come into a situation comparable with that of a person without a disability where such measures are reasonable on the basis of accessibility requirements in laws and other statutes, and with consideration to the financial and practical conditions, the duration and nature of the relationship between the University and the individual student and other circumstances of relevance in accordance with chapter 1, section 4 of the Discrimination Act. Within the framework of the learning outcomes of the course, a student with a permanent disability has the right to learning support and other support measures required to access the course or study programme. To enable this, it is the student's responsibility to submit requirements for support measures well before the start of the course. The University has an obligation to provide clear and easy to understand information about support measures.

1.3 The University has a responsibility to provide students with access to study guidance and careers advice in accordance with chapter 6, section 3, paragraph 1 of the Higher Education Ordinance. Students are to have access to an officer whom they can consult in the event of different problems relating to studies.

Read more about [learning support](#) on the Lund University's website.

2. REGISTRATION OF COURSE PARTICIPATION AND EXAM RESULTS

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. To make this possible, the student is responsible for registering for their courses in conjunction with the start of the course and for registering for exams in time.

2.1 An admitted student who cannot register themselves in Ladok is to be given assistance by the department to register for their course or study programme.

2.2 A student who decides not to complete a course or study programme has a responsibility to inform the department of this as soon as possible, so that another student may gain access to the study place.

2.3 When credits and grades are available, the department has an obligation to promptly – at the latest 15 working days after the exam – document the information in the student register (Ladok). Reporting is to be carried out no later than 10 working days before a re-sit. In the case of a grade review, the student concerned is to be informed about all material of importance to the decision and be given the opportunity within a set period to make a statement about the material before the decision regarding a change is taken, in accordance with section 25 of the Administrative Procedure Act (2017:900). Changes to grades are to be carried out in accordance with chapter 6, section 23–24 of the Higher Education Ordinance. If exam results are altered, the student concerned must be informed.

2.4 Pursuant to chapter 6, section 20 of the Higher Education Ordinance, a student who has successfully completed a course shall receive a course certificate from the University on request. Course certificates are to be issued within 20 days of the request.

3. COURSE PLANNING AND TIMETABLING

Chapter 6, section 14 of the [Higher Education Ordinance](#) states that every course is to have a course syllabus. The course syllabus states the cycle in which the course is given, the number of credits, learning outcomes, specific entry requirements, forms of assessment of the students' performance, compulsory components and any other regulations required. Course syllabi are also to be designed in accordance with the Regulations for First and Second Cycle Syllabi at Lund University.

3.1 The University is responsible for ensuring that those who intend to start a course or programme have access to the necessary information about the course or programme. This means that course and programme

- 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. ([Chapter 12, section 2 of the Higher Education Ordinance](#))
- Students who have been examined twice on a course or 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. ([Chapter 6, section 22 of the Higher Education Ordinance](#))
- 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 due 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. ([Chapter 6, section 24 of the Higher Education Ordinance](#))
- A public authority may change a decision that it has communicated as a first instance if it considers that the decision is incorrect due to new circumstances coming to light or for some other reason. A decision that by its nature is favourable to a party may however be changed to the detriment of the party only if
 1. the decision or regulations on which the decision is based state that the decision may be revoked under certain circumstances,
 2. for imperative safety reasons the decision needs to be changed immediately, or
 3. the error is due to the party having provided false or misleading information. ([Section 37 of the Administrative Procedure Act](#))

syllabi for the next semester are to be available at the latest on the day the application period opens for the course or programme. Course and programme syllabi are also to be available on the course or programme website and on the student portal where applicable.

3.2 The University is responsible for ensuring that decisions on changes to admission requirements and selection rules for study programmes are taken in such good time so that they can be announced and communicated at least one year before they will be applied for the first time. This also applies as far as possible to freestanding courses.

3.3 The University is responsible for ensuring that there is easily accessible information for students regarding 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 is responsible for ensuring that students admitted to a course that has to be cancelled are offered an alternative course in the same cycle within the same or an adjacent subject area.

3.5 The University is responsible for ensuring that course timetables and dates and times of exams and re-sits are available on the course or programme website and student portal where applicable at least one month before the start of the course.

3.6 The University is responsible for ensuring that information on required reading and other study resources is available eight weeks before the start of the course.

3.7 The University is responsible for ensuring that required reading, both compulsory and recommended, is generally accessible to students, i.e. available to borrow, buy or use in digital form.

3.8 When changes are made to timetables, the University is responsible for ensuring that the students concerned are informed 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 or in agreement with the student. If a cancelled teaching session entails a risk that the student

will not achieve learning outcomes, it is to be replaced with a satisfactory alternative. The University is responsible for upholding this.

3.9 The University is responsible for ensuring that teaching is not timetabled on Saturdays, Sundays and public holidays in the Swedish calendar or after 18:00 unless the course was advertised during the application period as an online or evening course. Teaching may be timetabled on Saturdays, Sundays and public holidays in the Swedish calendar, or after 18:00, if the teaching is conducted at places that are only accessible on these days or after 18:00, such as at museums and on excursions.

3.10 The University is responsible for ensuring that exams are not to be timetabled to end later than 19:00 on weekdays, with the exception of online or evening courses. Regular exam instances are not to be timetabled on Saturdays, Sundays and public holidays in the Swedish calendar.

3.11 The University is responsible for ensuring that exams and compulsory components are not to be timetabled later than one week after the end of the spring semester or earlier than three weeks before the start of the autumn semester, unless the students and examiner agree on another solution. Exceptions may be made for summer courses.

3.12 The University is responsible for ensuring that the students have the right to elect a course representative during a regular teaching session.

4. COMPULSORY COMPONENTS

Compulsory components are course components for which the student's attendance is required for a pass grade on the course. For timetabling of compulsory components, see 3.9 and 3.11.

4.1 The University is responsible for ensuring that course syllabi will contain details of all compulsory components on the course.

4.2 The University is responsible for ensuring that an alternative date or comparable 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 sessions owing to activities in an elected position as student representative.

5. EXAMINATION

Chapter 6, section 21 of the [Higher Education Ordinance](#) states that if a higher education institution limits the number of sessions in which a student may take an examination in order to complete a course or part of a course, the number of sessions laid down shall be at least five. If satisfactory completion of a course or part of a course requires successful completion by the student of a placement or corresponding training, the number of prescribed periods of placement or corresponding training shall be at least two.

5.1 The University is responsible for ensuring that for every course/module the following are organised in addition to the regular exam:

- re-sit five to seven weeks after the regular exam and
- one further exam session for courses completed in the past academic year (catch-up exam).

However, for certain forms of examination, such as placements, the number of examination sessions may be limited to two.

5.2 The University is responsible for ensuring that examinations are conducted in the way stated in the course syllabus. Course syllabi are to be designed in accordance with the Regulations for First and Second Cycle Syllabi at Lund University, Reg. no I G221 5146/2006. Examinations are to be systematic, legally secure and designed in such a way that each individual's performance can be assessed in relation to set learning outcomes.

5.3 The University is responsible for ensuring that a student with a permanent disability should be offered an examination alternative equivalent to that of a non-disabled student. The examiner may, after consultation with the Disability Support Services and within the framework of the course's learning outcomes decide on an equivalent examination component if a student's permanent disability points towards this, and this is to be stated in the course syllabus.

5.4 The University is responsible for ensuring that the student, if the form of examination allows it, is to be anonymised in exam assessment in relation to the teaching staff member conducting the assessment. Written invigilated exams are to be anonymised. However, the examiner must have access to the names of the examinees during the grading procedure before the grading decision is taken.

5.5 The University is responsible for ensuring that exam questions are disclosed as official documents in cases where the questions are public documents. There may be a charge for the disclosure. A selection of previously set exams and/or example questions are to be easily

accessible for students without charge, for example to read on site or digitally.

5.6 When course content is changed significantly in a course syllabus or required reading, the University is to offer examination in accordance with the former course content for a period of at least one year following the change.

5.7 The University is responsible for ensuring that information on the form or forms of assessment, grading scale and the weighing of grades is to be regulated in accordance with the course syllabus in accordance with chapter 6, section 15 of the Higher Education Ordinance. Information regarding assessment, requirements for taking exams, assessment criteria, criteria for a pass grade and permitted study aids are to be communicated to the students at the start of the course and be easily accessible during the course.

5.8 The University is responsible for ensuring that exam feedback is provided in conjunction with the publication of grades after the regular exam session. The feedback on regular exams and invigilated exams should preferably be oral and timetabled.

5.9 The teaching staff member responsible for the regular invigilated exam is normally to be present at part of the exam or in some other way be available to answer questions.

5.10 The University is responsible for ensuring that a student who meets the requirements for a degree shall receive a degree certificate normally within 30 working days of submitting a request.

5.11 The University is responsible for ensuring that information on the time and place for exams is easily accessible. If it can be shown that a student has received incorrect information from the University on the time or location of an exam, or if an exam does not take place owing to mistakes by the University, a new opportunity for examination is to be offered, following consultation with the student. A new exam is to be held no later than one week after the mistake was discovered, unless the student requests that the exam be scheduled later. It is the student's responsibility to find out when and where an exam will take place.

5.12 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 regular examination.

5.13 It is the student's responsibility to be informed about the University's information on, and consequences of, different types of cheating in examinations. It is the

University's responsibility to provide clear and easily accessible information on cheating and the consequences of cheating in examinations.

6. ACADEMIC PAPERS (INDEPENDENT PROJECTS, DEGREE PROJECTS)

This section covers the independent projects and academic papers that are required for the issuing of a first or second cycle degree (degree projects) as well as other academic papers and independent projects.

6.1 The University is responsible for ensuring that students are informed about the provisions and guidelines for work on academic papers at the latest by the start of the course in conjunction with a run through of the course syllabus. The information is to include details of:

- the student's right to supervision and the scope of this
- the formal design, size and execution of academic papers
- assessment criteria
- critical review procedure and
- which supervisors are available and to what extent students can choose or change their supervisor

6.2 The University is responsible for ensuring that at least one supervisor for academic papers is employed on the teaching staff at Lund University.

6.3 Supervision is to be planned in consultation between the student and the supervisor. If the student does not wish to take part in the planning, the student should still be offered the supervision sessions. Supervision should take place through face-to-face meetings, unless the course is conducted remotely or an alternative

arrangement has been agreed between the student and the supervisor.

6.4 The University is responsible for ensuring that students receive supervision pertaining to the selection of the topic, the size of the academic paper, structure and execution, and theory and methodology questions. Supervision can be one-to-one or in groups.

6.5 The University is responsible for ensuring that in conjunction with courses involving academic papers, the student receives the teaching on methods required to attain the learning outcomes.

6.6 A student who requests it is in general allowed to change supervisor unless there are special reasons to the contrary. Decisions concerning a change of supervisor are to be made after a consultation with an elected student representative or students' union. The University is responsible for ensuring this.

6.7 The supervisor and the examiner are not to be the same person. The University is responsible for ensuring this.

6.8 The University is responsible for ensuring that the timetable provides sufficient time during unscheduled slots in some part of the semester to devote to writing academic papers.

7. COURSE EVALUATIONS

Chapter 1, section 14 of 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 higher education institution.

In addition, the higher education institution is to compile the course evaluations and provide information on the results and any measures decided as a consequence of the course evaluations. The results are also to be made available to the students. See [Regulations on course evaluations and course evaluation reports at Lund University](#).

7.1 The University is responsible for ensuring that the implementation of course evaluations and the timeframe for implementation of course evaluations are to be such that they encourage responses. Students have the right to complete course evaluations anonymously in relation to the lecturer/examiner.

7.2 The University is responsible for ensuring that student representatives are provided with influence in the design, content and follow up of course evaluations.

7.3 The University is responsible for ensuring that following a completed course evaluation, a written compilation of results is reported to students on the

course, the students' union concerned, and subsequent student groups.

8. RESPONSIBILITY

8.1 If these guidelines are not followed, students can contact the teaching staff member with responsibility for the matter, and thereafter the director of studies, head of department or equivalent. Students can also contact the students' union concerned directly.

8.2 If the contacted teaching staff member with responsibility for the matter finds that the students' rights have not been fulfilled, they are, in consultation with the student concerned and other staff members involved, to try to resolve the situation. The students' union concerned can always be contacted. If it is not possible to find a solution, the matter is to be referred to the applicable faculty management, which according to Lund University's Rules of Procedure lead the faculty's work and have a collective responsibility for the faculty's education. If the student considers that the matter has not been processed according to the applicable regulations, the student has the right to request a review by the vice-chancellor in accordance with the Guidelines

on Handling Complaints from Students Concerning First, Second and Third Cycle Education at Lund University. If the students' union submits a request, the vice-chancellor has an obligation to review the matter. The vice-chancellor's decision on the review is final.

8.3 Exemptions to specific points in the List of Rights – Lund University Students' Rights and Responsibilities may be granted by the chair of the university-wide Education Board following a request from a faculty board. Exemptions are to apply to specific points and be clearly delimited to the courses and programmes concerned. All exceptions are to be listed by faculty in the digital version of the List of Rights – Lund University Students' Rights and Responsibilities. Binding rules for specific courses are included in each course syllabus.

8.4 Ultimately, students are responsible for ensuring the planning of their studies and their knowledge development.

STUDENT OMBUDSMAN AND THE STUDENTS' UNIONS

A student who is dissatisfied with some aspect of their study situation should in the first instance contact the person or persons concerned in the matter and secondly the relevant head of department. In addition, students can contact the following officials or services if they need help and support with study-related problems.

Students' unions

The students' unions represent Lund University's students in dealings with the University and help them with problems and conflicts during their period of studies. Students should in the first instance contact their union when they have come up against a study-related problem. The contact details for each union are available on the [Lund University students' unions website](#).

Student ombudsman

The student ombudsman's role is to help the students' unions and first and second cycle students when they come up against problems and issues relating to their studies. Read more on the [student ombudsman website](#).

Student health and safety representatives

Students can contact a student health and safety representative to raise questions about, or report faults in, their work environment. The student health and safety representative's task is to influence working conditions with an aim to contribute to a good study environment, participate in safety inspections, assess how changes affect students' work environment and stay informed about work environment legislation. For more information on student health and safety representatives, visit the [Lund University website](#).

INFORMATION ON HELP AND SUPPORT

Students may sometimes need help and support. Lund University provides a range of support services for students during their period of studies, from learning

support to study guidance. For more information on the types of support available and contact details, visit the [Lund University website](#).

LAWS, ORDINANCES AND RULES

Students' rights are regulated in a number of acts and ordinances, and in the University's regulations. Below is a selection of laws, ordinances and regulations relevant to students' rights:

- [Work Environment Act SFS no: 1977:1160](#)
- [Discrimination Act SFS no: 2008:567](#)
- [Higher Education Ordinance SFS no: 1993:100](#)
- [Higher Education Act SFS no: 1992:1434](#)
- [Administrative Procedure Act SFS no: 2017:900](#)

- [Lund University's rules and regulations](#) include:
 - Regulations on course evaluations and course evaluation reports at Lund University Reg. no PE 2010/341
 - Policy for quality assurance and quality enhancement of education at Lund University Reg. no STYR 2016/179
 - Policy and regulations for student influence at Lund University Reg. no LS 2011/762
 - Rules on the allocation of decision-making powers and the right to sign agreements at Lund University Reg. no STYR 2017/36
 - Regulations for first and second cycle syllabi at Lund University Reg. no G221 5146/200