

IOA

Education and  
Exam Regulations  
(EER)

# Content

<b>Concept Definitions.....</b>	<b>3</b>
<b>1. Education Regulations.....</b>	<b>5</b>
1.1. Admission Requirements.....	5
1.1.1. Organisation Admission Procedure.....	5
1.1.2. Admission Criteria.....	5
1.1.3. Language Policy and Conditions.....	6
1.2. Registration Rules.....	6
1.2.1. Conditions of Registration.....	6
1.2.2. Enrolment Fees and Special Study Costs.....	6
1.2.3. Student Funding.....	7
1.3. Study Trajectory.....	8
1.3.1. Duration of Study Programme.....	8
1.3.2. Structure of Study Programmes for IOA Students.....	9
1.3.3. Course Unit: Internship.....	9
1.3.4. Attendance at Educational Activities.....	10
1.3.5. Absence & Sick Leave.....	10
1.3.6. Simultaneous Enrolment in Study Programmes at Other Institutions.....	11
1.3.7. Exemptions.....	12
1.4. Measures of Study Progress.....	12
1.5. Income or Remuneration During IOA Studies.....	12
1.6. Library Membership.....	12
<b>2. Examination Regulations.....</b>	<b>13</b>
2.1. Organisation of the Evaluation.....	13
2.2. Evaluation Process.....	13
2.2.1. Examination Committee: Composition and General Provisions for Committee Review.....	13
2.2.2. Form of the Evaluation.....	13
2.2.3. Announcement of Examination Results.....	13
2.3. Exam Result.....	13
2.4. Attestation and Certification.....	14
2.5. Study Progress Regulations.....	14
2.5.1. Study Progress Decisions.....	14
2.5.2. Internal Appeal against a Study Progress Decision.....	14
<b>3. Legal Status of Student.....</b>	<b>16</b>
3.1. Protection and Understanding of Personal Data.....	16
3.2. Public Accessibility.....	16
3.3. Dispute Framework: Ombuds Service.....	16
3.3.1. Establishment of Ombuds Service.....	16
3.3.2. Assignment of the Ombuds.....	16
3.3.3. Right to information.....	17
3.3.4. Participation in Deliberations.....	17
3.4. Dispute Framework : Transgressive Behaviour.....	17
3.5. Dispute Framework : Student Disciplinary and Order Rules.....	17
3.5.1. Disciplinary and Order Sanctions.....	17
3.5.2. Before Initiating the Disciplinary and Order Procedure.....	17
3.5.3. Disciplinary and Order Procedure.....	18
3.5.4. Composition of the Disciplinary and Order Committee.....	18

## Concept Definitions

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**Artistic-Pedagogical Leader:** The Artistic-Pedagogical Leader of the IOA (APL) directs the artistic-pedagogical functioning of the IOA. Among other things, he leads the admission procedure of the various IOA programmes and trajectories, as well as the deliberations. In his responsibility for the IOA-curriculum, the APL decides on possible exceptions to the programme (simultaneous enrolment, exemption for vocal advice, etc.) and the makeup of the Post-Laureate contract. The APL chairs the appeal and order commission.

**Business Leader:** The Business Leader of the IOA (BL) directs the business operation of the IOA. Her responsibilities include coordinating data protection and privacy legislation at the IOA.

**Certificate Programme:** The Certificate Programme is offered to students who wish to complement a (external) prior education with a short specialisation. This programme is spread over one full-time academic year (programme total: 60 study points).

**Credits:** The IOA expresses the study load and balance of the programme with reference to the [ECTS-system](#) of 'credits'. One 'credit' represents an effective study load of 25 to 30 hours of study. Hours of study include contact hours, self-study, preparation, practice, and time spent on tasks and evaluation moments.

**Contract student:** Unlike full-time IOA students (Laureate and Certificate Programme), Post-Laureate students enrol for individual course units (courses) worth 45 to 60 credits in total. The specific course units for which contract students may enrol are determined in advance on the advice of and in consultation with the teaching staff.

**Data Protection Officer:** The Data Protection Officer (DPO) is responsible for monitoring and advising on data protection within his organization.

**Disciplinary and Order Committee:** The Disciplinary and Order Committee initiates the formal disciplinary and order procedure at the request of the Artistic-Pedagogical Leader. It considers and adjudicates behaviour incompatible with the IOA's [Deontological Code](#). The Disciplinary and Order Committee may impose disciplinary and/or custodial actions.

**Disciplinary procedure:** The disciplinary procedure deals with intentional behaviour incompatible with the IOA's [Deontological Code](#).

**Education Coordinator:** The Education Coordinator of the IOA is responsible for administrative education follow-up. She can be contacted with questions concerning insight into students' personal development files and reports from admission and examination committees. The education coordinator is also the first point of contact for disputes regarding study progress decisions.

**Even year:** An even year is an academic year of which the first trimester/semester takes place in a calendar year ending in an even number (e.g. 2024-2025). Even years are referred to as *year 2*.

**Examination board:** The examination board consists of all lecturers who taught subjects during the previous semester/trimester. It considers the teachers' written evaluations and gives additional collective advice. The examination board is chaired by the Artistic-Pedagogical Leader.

**Exemption:** An exemption means that you do not have to take an exam on a particular course unit or part of it.

**Full-time student:** Full-time students are students who take up a programme of study worth 60 credits spread over one academic year.

**GDPR:** The management and security of European citizens' personal data is governed by the GDPR (General Data Protection Regulation).

**Head of Music:** The Head of Music of the IOA monitors the pedagogical quality and musical standard at the IOA. In consultation with the Artistic-Pedagogical Leader, he leads the admission procedure of the various IOA programmes and trajectories. The Head of Music advises the Artistic-Pedagogical Leader on possible exceptions to the programme (simultaneous enrolment, exemption for vocal advice, etc.) and the makeup of the Post-Laureate contract.

**Internal Appeals Committee:** The Internal Appeals Committee is the body, set up by the IOA, which handles student appeals against a study progress decision.

**Laureate Programme:** The Laureate Programme is the main course offered at the IOA (postgraduate). This programme is spread over an educational cycle of two full-time academic years (programme total: 120 credits).

**Odd year:** An odd year is an academic year of which the first trimester/semester takes place in a calendar year ending in an odd number (e.g. 2023-2024). Odd years are referred to as *year 1*.

**Order procedure:** The order procedure addresses non-intentional behaviour incompatible with the IOA's [Deontological Code](#).

**Postgraduate:** The IOA is a Higher Education for the Arts that offers courses at postgraduate level. A postgraduate degree is a course set up by colleges and universities of at least 20 credits. This programme follows a bachelor's or master's programme and entitles the holder to a postgraduate certificate. Its purpose is: further professional training, broadening or deepening competences already acquired.

**Post-Laureate Programme:** The Post-Laureate Programme is offered to students who wish to complement the Laureate Programme with an in-depth specialisation. The curriculum of this additional programme comprises a minimum of 45 and a maximum of 60 credits and is written down in a study contract.

**Study progress:** Study progress is the extent to which you make progress in your studies and achieve study success.

**Traineeships:** As a holder of the [ECHE Certificate](#), the IOA hosts Erasmus+ traineeships (work placements, internships) for foreign students currently enrolled in higher education institutions in Erasmus+ Programme Countries at short-cycle Bachelor and Master level. These opportunities are also open to recent graduates.

**Year 1:** see *odd year*.

**Year 2:** see *even year*.

# 1. Education Regulations

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## 1.1. Admission Requirements

### 1.1.1. Organisation Admission Procedure

Programmes for IOA students are only open to those who pass the respective admission procedure. The procedures apply to both singers and pianists. The full admission procedures can be accessed publicly on the IOA website, under *Auditions*.

The **admission procedure for the Laureate Programme** always takes place in *year 2*, and consists of three parts:

- First round: candidates audition a) via submitted video recording or b) during a live audition in the IOA studios in Ghent (this will also be recorded). The Artistic-Pedagogical Leader and the Head of Music of the IOA clear a selection of singers and pianists;
- Second round: the expert panel evaluates the selected recordings and makes a further selection out of these;
- Third round: the selected candidates take part in the final audition day(s) with teachers of the IOA (IOA studio's, Ghent). On the basis of the teachers' evaluations, a final selection is made.

The **admission procedure for the Certificate Programme** always takes place in *year 1*, and consists of three parts:

- First round: candidates audition a) via submitted video recording or b) during a live audition in the IOA studios in Ghent (this will also be recorded). The Artistic-Pedagogical Leader and the Head of Music of the IOA clear a selection of singers and pianists;
- Second round: the expert panel evaluates the selected recordings and makes a further selection out of these;
- Third round: the selected candidates take part in the final audition day(s) with teachers of the IOA (IOA studio's, Ghent). On the basis of the teachers' evaluations, a final selection is made.

The **admission procedure for the Post-Laureate Programme** always takes place in *year 2*.

- This procedure is initiated by the teaching staff during the deliberation of the first semester of the second Laureate year. During this deliberation, the teaching staff may issue an opinion on the possible Post-Laureate option for one or more current Laureate student(s), including the cope and design of the proposed curriculum. The student(s) will be informed of the recommendation during the feedback session;
- During the deliberation of the second semester, the advice may or may not be reaffirmed;
- The student(s) can only enrol in the Post-Laureate Programme if he/she has successfully completed the Laureate Programme.

### 1.1.2. Admission Criteria

During each round of the admission procedures, the extent to which candidates meet each of the following admission criteria is assessed: technical ability, musicality and interpretation, language skills, motivation, growth potential.

- *Technical capabilities* include the following parameters: tone quality/control, intonation, enunciation, accuracy, voice range, volume, Fach use, sight reading; ability to play a character on stage, movement skills, posture; communication with the audience, stage presence.
- *Musicality and interpretation* include the following parameters: expression (colour, character, dynamics), style, understanding of the composer's intention, interpretation of recits, ensemble singing, musical phrasing, rhythm, tempi, interpretation of the conductor's wishes.

The admission criteria thus parallel the evaluation criteria used in all IOA student evaluation procedures: technical ability, musicality and interpretation, language skills, professional attitude, progress.

### **1.1.3. Language Policy and Conditions**

The working and learning language of the study programme is English. Students are expected to have an active command of the language at level **B2** at the start of the programme (Laureate or Certificate). This implies that students:

- Are able to distinguish the main ideas in a text (on both concrete and abstract topics), including technical discussions in terms of the chosen educational specialisation;
- Are able to interact fluently and spontaneously with native speakers without difficulty for both parties;
- Are able to formulate clear, detailed opinions on a wide range of topics, and express own views with reference to advantages and disadvantages.

The language level is actively tested during the admission procedure, both in the first and last round. Candidates are not required to submit an additional test (TOEFL, ...). If the language level proves insufficient, candidates are instructed to take an additional course before the start of the academic year. In case of very poor language proficiency, candidates may be rejected.

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## **1.2. Registration Rules**

### **1.2.1. Conditions of Registration**

#### **Proof of Admission**

Those who pass the Laureate admissions procedure receive a 'Proof of Admission', and can enrol as full-time students at the International Opera Academy for the first year of the next Laureate cycle. Those who pass the first year of the Laureate cycle will receive a 'Proof of Admission', and can enrol as full-time students for the second year of the same Laureate cycle.

Those who pass the Certificate admissions procedure will receive a 'Proof of Admission', and can register as full-time students at the International Opera Academy for the next academic year.

Those admitted to the Post-Laureate receive a 'Proof of Admission', and can register as contract students at the International Opera Academy for the next academic year.

#### **Enrolment Form & Payment**

A full registration consists of 2 parts:

- Candidates will fill out the application form on the available IOA software before the specified deadline.
- Candidates pay the registration fee for the next academic year according to the payment instructions and before the specified deadlines. For candidate-laureates, candidate-certificates and candidate-post-laureates, registration is considered complete when the full registration fee for the next academic year is paid.

Upon full enrolment, students will receive a Proof of Enrolment.

### **1.2.2. Enrolment Fees and Special Study Costs**

#### **Laureate and Certificate**

All selected students will receive detailed information on enrolment fees, payment procedure and scholarships via e-mail. The price of the programme - and the possibility of student funding - is publicly communicated via the website.

Prospective IOA students pay enrolment fees for the following academic year. The current enrolment fee is set at €1750 per full-time academic year.<sup>1</sup>

### Post-Laureate

For Post-Laureate students, i.e. contract students for whom the curriculum can range from 45 to 60 credits (depending on the study contract), the registration fee depends on the number of credits for which the student signs up .

The total registration fee for contract students will never be less than €875 and will never exceed €1750.

### General

The payment schedule will be communicated by the IOA in a timely manner. Payments will not be refunded under any circumstances. If studies are interrupted or terminated early, for any other than urgent medical reasons, none of the enrolment fee will be reimbursed.

In addition to the registration fee, the IOA charges the following special fees annually. The payment schedule for these additional fees will be communicated during the first week of the academic year.

<b>ADDITIONAL YEARLY COSTS: OVERVIEW</b>		
general housing cost		€ 30
initial copy cost		€ 30
IOA access keys	<i>deposit</i>	€ 20
IOA locker key	<i>deposit</i>	€ 10
<b>TOTAL</b>		<b>€ 80</b>

### 1.2.3. Student Funding

#### IOA Grants

The IOA has two kinds of grants: *IOA Scholarship* and *IOA Student Support*.

All IOA students (Laureate, Certificate and Post-Laureate students) can apply for an IOA Scholarship.

An IOA Student Support grant is additional funding offered only to IOA Laureate students who demonstrate exceptional talent. Laureate students who are allowed to apply for IOA Student Support, can also apply for IOA Scholarship at the same time.

- The IOA Scholarship conditions and regulations can be found here: [2425\\_SCHOLARSHIP regulations.pdf](#)
- The IOA Student Support conditions and regulations can be found here: [2425\\_STUSUP regulations.pdf](#)

#### Emergency Funding

In case of unforeseen financial emergencies, students may contact the Education Coordinator regarding an exceptional application for (limited) emergency funding with the IOA social fund.

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<sup>1</sup> This enrolment fee is agreed upon in consultation with the Flemish Ministry of Education.

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### 1.3. Study Trajectory

#### 1.3.1. Duration of Study Programme

The IOA offers study programmes for own and external students. Below is an overview of the programmes offered.

#### IOA Programmes for Own Students

- The **Laureate Programme** is the main course offered at the IOA (postgraduate). This programme is spread over a teaching cycle of two full-time academic years, each from the beginning of October to the end of June (programme total: 120 credits). The first academic year starts in *year 1*. The second academic year starts in *year 2*. Admission to the Laureate Programme is based on the admission procedure described in 1.1.1. Upon completion of the Laureate Programme, students are awarded the 'Laureate IOA'.
- The **Certificate Programme** is offered to students who wish to complement a (external) prior education with a short specialisation. This programme is spread over one full-time academic year, each time from the beginning of October to the end of June (programme total: 60 credits). The Certificate Programme starts each time in *year 2*. Admission to the Certificate Programme is based on the admission procedure described in 1.1.1. Upon completion of the Certificate Programme, students are awarded the 'Certificate IOA'.
- The **Post-Laureate Programme** is offered to students who wish to complement the Laureate Programme with an in-depth specialisation. The curriculum of this supplementary programme comprises a minimum of 45 and a maximum of 60 credits and is laid down in a study contract. The Post-Laureate Programme starts in *year 1*. Admission to the Post-Laureate Programme is based on the admission procedure described in 1.1.1. Upon completion of the Post-Laureate Programme, students are awarded the 'Post-Laureate IOA'.

#### IOA Trajectories for External Students

- The **IOA Preliminary Programme (IOA-Voorsprongtraject)** is a preparatory pathway that aims to bridge the gap between master's programmes at Flemish colleges of higher education and conservatoires





on the one hand, and the IOA programme on the other. The Preliminary Programme introduces students in master's programmes at Flemish colleges of higher education and conservatoires to the IOA postgraduate programme and the required parameters, by offering courses during the master's programme (embedded as a subcourse in the respective curriculum).

Scope of and admission to the Preliminary Programme is determined by the respective Higher Education Institutions.

- Finally, the IOA offers **Traineeships** for external students, agreed within the framework of [Erasmus+](#).<sup>2</sup>

During participation in IOA programmes, external students are bound to a (traineeship) contract in which they take note of the IOA Education and Examination Regulations, with the exception of the *Examination Regulations*.

### 1.3.2. Structure of Study Programmes for IOA Students

The balance of study programmes at the IOA is reflected through a system of credits (in reference to [ECTS](#)). Based on contact hours and study load, a number of credits is assigned to each of the taught subjects. This credit system streamlines and simplifies decisions during deliberations.

Each study programme has two options, 'Singer' and 'Repetiteur'. These options are conceived as parallel parts of the same study programme, with their own specialisation subjects.

The structure of the curricula of each of the study programmes is structured in 4 general pillars. Each of those pillars brings together a number of subjects: (1) Interpretation and Technique; (2) Acting and Movement; (3) Opera Theory and (4) Practice.

- 'Interpretation and Technique' courses provide students with specialised technical skills and knowledge, specifically aimed at professional practice. Any particular repertoire focus depends on coming projects, visiting masters, etc.  
Certain courses in this pillar are exclusive to singers or repetiteurs.
- Acting and Movement courses help students to become professional stage performers. Singers and repetiteurs develop improvising skills and get to know different acting methods; they learn to express themselves through movement and dance.
- Opera Theory courses provide students with background knowledge about opera: specific musical analysis, dramaturgy, and insight into opera production. During the second year of the programme, theoretical sessions provide valuable information for the start of the students' career. This part of the programme teaches students how to communicate intelligently *about* and *within* the field of opera, at a professional level.
- Finally, students are given ample actual performing experience in professional settings, as they participate in concerts, productions and masterclasses produced by the IOA or in cooperation with one of the IOA's professional partners.

### 1.3.3. Course Unit: Internship

The course unit 'internship' can only be included as part of the curriculum within the context of the Laureate Programme (second year) or the Post-Laureate Programme. During an internship, students actively or passively participate in a professional production at one of the IOA's partners (as first cast, as cover, as repetiteur, or as observer). Admission to the internship is determined by the internship partner.

#### Internship Leaders

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<sup>2</sup> As a holder of the [ECHE Certificate](#), the IOA can initiate staff mobility (training and teaching) and shared projects. The IOA can also receive incoming students through Erasmus+ exchange.

The coordination of the internship is done in mutual communication between internship institution and educational institution.

- The internship coordinator informs interns about the internship institution's policies, rules and timetable;
- The internship monitor is in charge of supervising, pedagogically guiding and evaluating the interns;
- The internship supervisor is in charge of supervising the performance of the interns within the internship institution. The supervisor supports the interns in carrying out the internship through instructions, guidelines and feedback.

### **Internship Period**

The total duration of an internship at the same placement institution will never exceed 60 days.

### **Absence**

Interns shall immediately inform the internship and educational institution in case of absence during the internship.

### **Legal Status of Interns**

During the internship, interns remain legally subject to the educational institution as (full-time (Laureate)/part-time (Post-Laureate) enrolled) students. No employment contract exists between interns and internship institution.

### **Obligations of Interns**

Interns punctually carry out the assignments assigned to them under the guidance and supervision of supervisors. In case of disputes in this respect, the opinion of the internship coordinator is decisive.

Interns accept to behave in accordance with the contractual provisions on safety, hygiene and internal order of the internship institution.

#### **1.3.4. Attendance at Educational Activities**

Students are obliged to participate in the educational activities of all course units within their own study package (see *Simultaneous Enrolment in Study Programmes at Other Institutions and Exemptions*).

#### **1.3.5. Absence & Sick Leave**

##### **Absence Due to Illness or Circumstances beyond One's Control**

Notice of absence due to illness or circumstances beyond one's control should be given in advance or before the lessons start - so teachers can be notified and the schedule can be adjusted.

How do students notify? Contact the office:

- by telephone message on 0032-9 233 24 30;
- by text message or WhatsApp to the Production Manager.

Sick leave limits per academic year *without* medical certificate: up to 3 single days per year.

- 'Single days' refer to non-consecutive days.
- Attention: absence on Friday followed by absence on the following Monday counts as absence of 2 consecutive days.

Students are required to hand in a medical certificate:

- if they are off ill on a fourth single day;
- if they are off ill for longer than one day;

- if they are off ill during group activities, projects, productions and masterclasses.

Absence is to be substantiated within 24 hours by a doctor's certificate or other written proof. The medical certificate or written proof can be photographed and send via WhatsApp to the Production Manager.

Violation of this regulation will be sanctioned (see *Dispute Framework: Student Disciplinary and Order Rules*).

### **Non-Availability (NA)**

Non-availability (NA) exemption from any production or particular class for reasons other than illness or circumstances beyond the student's control can only be granted by the artistic team or IOA staff.

NA limit per academic year: *15 days* (consecutive or not).

To apply for any NA, students submit a request via the [online NA form](#). The form can always be found on the student platform in the file 'Planning'.

The NA request must mention all dates of absence: possible travel dates, dates of NA (also weekend days) and the hours of departure from and arrival at the IOA.

Format:

- Any NA request must be submitted at least *10* working days before the first day of the requested NA period via the online form.
- The planning manager will inform the student if the NA request was accepted or not.
- The official response to your NA request will be sent in an e-mail by IOA staff.

Attention:

- Students are expected to be available for classes on all days on which classes or activities are scheduled, except when an NA has been requested and accepted. IOA staff may refuse NA requests for organisational or artistic reasons.
- According to the activity NA's will only be accepted upon permission from the relevant (artistic) team member:
- *Regular lessons*: request via NA form, approval by staff, decision by IOA staff/head of music
  - *Masterclasses*: request via NA form, approval by staff, decision by head of music
  - *Workshops, project, internships*: request via NA form, approval by staff, decision by general director/the artistic team
  - Except in circumstances beyond the student's control (demonstrated!), 3 late arrivals for lessons are considered as one unauthorized *half day* of NA.

Students are NOT covered by IOA insurance during any granted NA period, nor does IOA insurance apply when a student is absent without an official application.

In case of these forms of absence, the IOA cannot be held liable for possible accidents or other claims.

Violation of the NA regulation will be sanctioned (see *Dispute Framework: Student Disciplinary and Order Rules*).

### **1.3.6. Simultaneous Enrolment in Study Programmes at Other Institutions**

Because of the study load, IOA students are strongly discouraged from participating in (parts of) similar programmes and/or options at other institutions during the IOA programme.

Exceptions may be granted, always in consultation with the Artistic-Pedagogical Leader. Exceptions are granted under the following conditions:

The course(s) in question

- Specifically addresses the student's main subject;
- Benefits a positive development of the student's core competence and his/her career prospects;
- Benefits the student's positive development within the IOA-programme;
- Never overlaps with the IOA-schedule;
  - o Any absence must be requested within the regular N/A procedure of the IOA;
  - o The student prioritizes IOA studies in all respects;
- Does not have any negative impact (concerning quality and quantity) on the student's tasks as an IOA-student.

### **1.3.7. Exemptions**

The IOA does not allow exemptions to the curriculum of the Laureate and Certificate Programmes. Students are expected to follow the full curriculum for the chosen option (singer or repetiteur).

Excepted are classes with the vocal advisors for singers. In consultation with the Artistic-Pedagogical Leader and the Head of Music, students may choose to discontinue lessons with one of the vocal advisors.

Post-Laureate students sign up for a curriculum of minimum 45 credits and maximum 60 credits, always in consultation with the Artistic-Pedagogical Leader and the Head of Music as representative of the teaching team. No exemptions will be granted.

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### **1.4. Measures of Study Progress**

Students who do not pass at the end of the third trimester of the first year may not continue the Laureate Programme.

Appeals against a study progress decision can be made according to the procedure described in *Internal Appeal against a Study Progress Decision*.

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### **1.5. Income or Remuneration During IOA Studies**

The IOA offers external services to sponsors and partners (concerts, stage productions, work placements, internships etc.), for which it receives reasonable compensation. This financial compensation is invested by the IOA in the artistic and educational operation of the postgraduate programme.

Students cannot lay claim to this compensation.

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### **1.6. Library Membership**

The student(s) strictly follow the rules laid down in the library regulations: [LIBRARY Rules & Regulations.pdf](#)

## 2. Examination Regulations

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### 2.1. Organisation of the Evaluation

The IOA closely monitors the progress of its students. The trajectory and progress of each student is evaluated during course times, and further in written evaluations and (corresponding, oral) deliberation meetings by all teachers at the end of every trimester (*year 1*) or semester (*year 2*).

Organisation and form of the evaluation is always equal for pianists and singers.

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### 2.2. Evaluation Process

#### 2.2.1. Examination Committee: Composition and General Provisions for Committee Review

The examination committee consists of all teachers who taught subjects during the previous semester/trimester. Those who taught a workshop, concert or production during the previous semester/trimester are not part of the examination committee.

During the deliberation meeting at the end of the trimester/semester, the examination committee discusses the written evaluations and gradings (see *Form of the Evaluation*) and gives additional collective advice.

#### 2.2.2. Form of the Evaluation

Teachers evaluate students in writing via an evaluation form. They evaluate the extent to which students meet the evaluation criteria: technical ability, musicality and interpretation, language skills, attitude, progress.

- *Technical capabilities* include the following parameters: tone quality/control, intonation, enunciation, accuracy, voice range, volume, Fach use, sight reading; ability to play a character on stage, movement skills, posture; communication with the audience, stage presence.
- *Musicality and interpretation* include the following parameters: expression (colour, character, dynamics), style, understanding of the composer's intention, interpretation of recits, ensemble singing, musical phrasing, rhythm, tempi, interpretation of the conductor's wishes.

The teacher also expresses his/her evaluation as a mark (see *Announcement of Examination Results*).

#### 2.2.3. Announcement of Examination Results

The results of these evaluations are communicated to the students in individual feedback meetings attended by the Artistic-Pedagogical Leader, the Head of Music and the Education Coordinator. These feedback meetings are scheduled at the end of each trimester (*year 1*), and at the end of each semester (*year 2*).

Following the feedback meeting, students receive a written report of the teachers' evaluation, which consists of a summary of the teacher's individual remarks (summary made by the Education Coordinator and approved by the Artistic-Pedagogical Leader and Head of Music) and the semester's/trimester's final (total) percentage.

Any student wishing to receive further feedback contacts the Education Coordinator. The Education Coordinator will provide an oral overview of the teachers' detailed comments.

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### 2.3. Exam Result

To increase objectivity during evaluations, teachers evaluate subject performance in marks. For each academic year evaluation, teachers submit a motivated final mark for all students. Teachers are required to provide a mark on 20 for every student, and are given an assessment sheet with directions. The marks given are based on a shared evaluation criterion and grading scale. Final marks will be calculated according to course credits.

During deliberation, students' final results are formally confirmed by the Artistic-Pedagogical Leader and teachers.

Students who pass the trimester/semester, will be given the following grade:

- Passed **satisfactorily**: you achieved a percentage of between 50% and 68%.
- Passed with **distinction**: you achieved a percentage of at least 68%.
- Passed with **great distinction**: you achieved a percentage of at least 77%.
- Passed with **greatest distinction**: you achieved a percentage of at least 85%.
- Passed with **greatest distinction and congratulations from the examination board**: you have achieved a percentage of at least 90%.

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## 2.4. Attestation and Certification

Students who have successfully completed the full Laureate Programme will receive the title of 'Laureaat van de International Opera Academy'.

- Students who do not pass at the end of the third trimester of the first year may not continue the Laureate Programme.
- Students who fail to pass during the last period of the second year (June deliberations), will *not* graduate from the IOA programme.

Students who have successfully completed the Certificate Programme will receive the 'Certificaat van de International Opera Academy'.

Students who have successfully completed the Post-Laureate Programme will receive the 'Post-Laureaat van de International Opera Academy'.

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## 2.5. Study Progress Regulations

### 2.5.1. Study Progress Decisions

The following decisions are considered study progress decisions:

- an examination decision: any decision (whether or not based on a deliberation) entailing a final assessment of fulfilment for one or more programme components or the programme as a whole;
- an examination disciplinary decision: a sanction imposed following violation of the examination regulations;
- the award of a certificate of competence (Laureate, Certificate, Post-Certificate).

### 2.5.2. Internal Appeal against a Study Progress Decision

Students have the right of internal appeal against a study progress decision.

Before deciding to appeal a study progress decision, they preferably contact the Education Coordinator first.

Internal appeals against a study progress decision are made by students as follows:

1. Students write a letter to the Artistic-Pedagogical Leader (chairman of the Internal Appeals Committee). This letter contains at least: a) name and address of the complainant; b) the date; c) the decision that students are appealing internally; d) a factual description and justification of the objections to the decision; e) signature of the complainant or signature of a counsellor/woman.
2. The students add all the necessary convincing documents.
3. The students send the letter and convincing documents as an attachment to an e-mail to the

Education Coordinator. They will receive a receipt by e-mail afterwards.

4. Students shall do so within a seven-calendar-day period starting from the day after the day of notification. The day of notification is the day the decision was announced to the students.

Upon receipt of the internal appeal, the chairman of the Internal Appeals Committee shall convene the committee.

#### **Who sits on the Internal Appeals Committee?**

The Internal Appeals Committee for study progress decisions consists of:

- Two representatives of the Governing Board ;
- The Artistic-Pedagogical Leader;
- The Education Coordinator.

#### **How does the Internal Appeals Committee handle internal appeals?**

- Before the meeting of the Internal Appeals Committee, the Education Coordinator checks whether the appeal meets the above formal requirements and submits her recommendation to the Internal Appeals Committee. If the appeal does not meet the formal requirements mentioned above, the appeal procedure leads to the reasoned rejection of the appeal on the grounds of its inadmissibility.
- If the appeal is admissible, the Committee considers the substance of the appeal and makes a new decision. The appeal procedure then leads to a decision that confirms or revises (partially or not) the original study progress decision in a reasoned manner.

#### **How does the student(s) receive the decision of the Internal Appeals Committee?**

The chairman of the Internal Appeals Committee shall notify the decision by registered letter within a period of 20 calendar days starting from the day after the one on which the internal appeal was lodged.

### **3. Legal Status of Student**

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#### **3.1. Protection and Understanding of Personal Data**

- Students and alumni can access and modify the data they made available to the IOA (in the context of research in support of IOA policy and the enhancement of educational opportunities) when they first enrolled. Moreover, they can withdraw their consent to use this data. This can be done through a written request to the Business Leader.
- In accordance with data protection legislation, IOA students and IOA alumni have the right to access the personal data the IOA holds electronically.
- Those seeking correction of personal data should submit a written request to the Business Leader;
- Those who believe that their own data is being handled carelessly should contact Business Leader who will be in touch with the Data Protection Officer appointed by the IOA.

When students leave the IOA, personal data will be kept for up to 10 years. Afterwards, they will be destroyed. The Governing Board ensures that GDPR guidelines are followed.

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#### **3.2. Public Accessibility**

In line with legislation on public accessibility, IOA students and IOA alumni are entitled to inspect, and have a copy of, the report of the Admissions Committee and examination board.

Students or alumni make a written request to the Education Coordinator of the IOA for this purpose.

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#### **3.3. Dispute Framework: Ombuds Service**

##### **3.3.1. Establishment of Ombuds Service**

The governing body shall appoint the ombuds and deputy ombuds. Their names and contact details for students can be found on the student platform.

##### **3.3.2. Assignment of the Ombuds**

The ombuds acts as a mediator in disputes between a student and one or more members of staff. These disputes relate to:

- (a) the application of the Education and Examination Regulations and/or the student's legal status regulations;
- (b) acts and situations perceived as unfair.

If students have a complaint, they report it to the ombuds as soon as possible. The ombuds investigates all complaints related to education, examinations, examination decisions, decisions of the Admissions Committee and to all acts and situations perceived as unfair, and mediates between the parties involved. The ombudsperson shall inform the students concerned of the status of the mediation and is bound to discretion.

If the handling of a complaint requires it and if the students involved wish it, the ombuds will report to the Admissions Committee, the Exam Committee, the Disciplinary and Order Committee or the person responsible for taking a decision on their case.

If necessary, the ombudsperson will inform them of the Internal Appeal procedure as described in 2.5.2 according to which students can lodge an appeal against a study progress decision. Before students decide to appeal against a study progress decision, they first contact the ombuds.



### 3.3.3. Right to information

In order to execute his/her assignment in the best possible way, the ombuds has the right to request information about all educational and examination activities and about all possible information that will lead or has led to certain decisions regarding the students concerned. The ombuds has access to all relevant documents.

### 3.3.4. Participation in Deliberations

The ombuds may act as a non-voting member as a result of an irregularity or dispute during a deliberation of the Admissions Committee or Examination Committee. In doing so, the ombudsperson will in any case have heard the students involved. The record of the ombuds' comments on certain complaints and decisions shall be added to the students' file, unless the ombuds requests not to do so.

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## 3.4. Dispute Framework: Transgressive Behaviour

Students, teachers and staff take note of the procedure in case of [Transgressive behaviour](#).

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## 3.5. Dispute Framework: Student Disciplinary and Order Rules

Students who engage in behaviour incompatible with the IOA's [deontological code](#) may be subject to sanction through disciplinary or order proceedings.

### 3.5.1. Disciplinary and Order Sanctions

Disciplinary and/or precautionary measures (up until the measure of exclusion) may be taken against students in the following cases:

- unwarranted or insufficiently justified absence from a lesson or study activity, during or outside the normal timetable;
- failure to submit papers, examination programmes and suchlike within the set time limit;
- behaviour that hinders the smooth running of activities or classes;
- bringing the name of the IOA or a person into disrepute;
- noncompliance with IOA rules and regulations;
- misbehaviour;
- committing acts that go against the law, public order or public decency.

### 3.5.2. Before Initiating the Disciplinary and Order Procedure

- Depending on the seriousness of the observed or reported facts, the Artistic-Pedagogical Leader decides whether or not to initiate formal proceedings.
- If it is decided *not to initiate formal proceedings*, the Artistic-Pedagogical Leader may decide to issue a verbal or written warning to the student concerned. This warning will be added to the file of the student.
- If the Artistic-Pedagogical Leader does decide to initiate formal disciplinary proceedings, he reports this to the chairman of the Disciplinary and Order Committee, who will initiate the proceedings immediately.
  - o Depending on the seriousness of the facts or the risk present, the Artistic-Pedagogical Leader may impose temporary custodial measures on the student concerned. The most severe custodial measures are a temporary ban from entering the school and a ban from having or initiating contact with other students or teachers outside the school. These custodial measures remain in force until the decision of the Disciplinary and Order Committee.

### **3.5.3. Disciplinary and Order Procedure**

The disciplinary and order procedure is confidential. The members of the Disciplinary and Order Committee have professional secrecy. The hearing(s) take place behind closed doors.

The Disciplinary and Order Committee shall be convened in writing (by mail) by the chairman at least one week before the hearing.

The person(s) concerned must be summoned by the chairman of the Disciplinary and Order Committee at least 10 calendar days before the hearing by registered letter.

This write-up reports:

- all charges;
- the fact that a disciplinary sanction can be imposed and a file is created;
- place, day and hour of the hearing;
- the right of the person(s) concerned to be assisted or represented by counsel;
- the place where the file can be viewed;
- the right to request the examination of witnesses;
- the list of witnesses called by the Disciplinary and Order Committee;
- the list of members of the Disciplinary and Order Committee.

The person(s) concerned and/or the legal counsel shall have the right to inspect the file and request a copy of the file from the time of the summons to appear before the Disciplinary and Order Committee until the day before the hearing.

The persons concerned shall provide a list of witnesses they wish to call at the latest the day before the hearing. The persons concerned shall themselves ensure that these witnesses are present at the hearing.

The person concerned may be assisted by counsel at the hearing(s).

Minutes of the hearing and, where appropriate, of the examination of witnesses shall be drawn up and signed by the members of the Disciplinary and Order Committee.

After the hearing(s) at which the persons concerned and any witnesses were heard, the Disciplinary and Order Committee decides on a disciplinary sanction. The Disciplinary and Order Committee's reasoned decision is communicated to the persons concerned by registered letter.

Disciplinary and/or precautionary proceedings for students accused of committing offences must be consistent with such constitutional provisions guaranteeing due process of law as are applicable to them. In all disciplinary and/or precautionary proceedings, students shall be considered not responsible until proven responsible.

### **3.5.4. Composition of the Disciplinary and Order Committee**

At the start of the academic year, the IOA Disciplinary and Order Committee is constituted and announced to the students and staff. The Disciplinary and Order Committee consists of the following people:

- Two representatives of the Governing Board ;
- The Artistic-Pedagogical Leader;
- The Education Coordinator.