

# International Diploma Supplement

*This Diploma Supplement follows the model developed by the European Commission, Council of Europe and UNESCO/CEPES. The purpose of the supplement is to provide sufficient independent data to improve the international 'transparency' and fair academic and professional recognition of qualifications (diplomas, degrees, certificates etc.). It is designed to provide a description of the nature, level, context, content and status of the studies that were pursued and successfully completed by the individual named on the original qualification to which this supplement is appended. It should be free from any value judgements, equivalence statements or suggestions about recognition. Information in all eight sections should be provided. Where information is not provided, an explanation should give the reason why.*

## Facility Management

### 1 Information identifying the holder of the qualification

- |     |                               |  |
|-----|-------------------------------|--|
| 1.1 | Family name                   | van der Test                             |
| 1.2 | Given name(s)                 | Anubis                                   |
| 1.3 | Date and place of birth       | Month 9, 1988 in Place of birth, Country |
| 1.4 | Student identification number | 50000012                                 |

### 2 Information identifying the qualification

- |     |  |  |
|-----|--|--|
| 2.1 | Name of qualification                                | Bachelor of Business Administration  |
|     | Title conferred                                      | BBA  |
| 2.2 | Main field of study for the qualification            | Facility Management  |
| 2.3 | Name and status of awarding institution              | De Haagse Hogeschool, The Hague University of Applied Sciences, state recognised |
| 2.4 | Name and status of institution administering studies | De Haagse Hogeschool, The Hague University of Applied Sciences, state recognised |
| 2.5 | Language of instruction / examination                | Dutch  |

### 3 Information on the level of qualification

- |     |                              |  |
|-----|------------------------------|--|
| 3.1 | Level of qualification       | Bachelor degree                          |
| 3.2 | Official length of programme | Four years, Fulltime mode, 240 ECTS      |
| 3.3 | Access requirements          | Vwo-, havo- or mbo (level 4) certificate |

### 4 Information on the contents and results gained

- |     |  |             |
|-----|--|-------------|
| 4.1 | Mode of study  | Fulltime    |
| 4.2 | Programme requirements                                       | See annex 1 |
| 4.3 | Programme details and the individual grades/credits obtained | See annex 2 |
| 4.4 | Grading scheme and grade distribution                        |             |

The Dutch grading system, used from elementary through university education is the 1 to 10 scale given in the following table, in which 10 is the highest grade, 6 the minimum pass, and 1 the lowest grade. 9s are seldom given and 10s are extremely rare, grades 1-3 are hardly ever given.

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Also alphanumerical grades can be awarded and are described below

## Official Dutch numeric grading scheme:

Grade	Description
10	Excellent
9	Very good
8	Good
7	Satisfactory
6	Sufficient
5-1	Fail

## Alphanumeric grading scheme of the institution:

Grade	Description
C	Completed
COMP	Compensation
DEX	Decision examination board
EX	Exemption
P	Pass

- 4.5 Overall classification of the qualification  
Geslaagd  
The qualification 'Geslaagd' is granted to the bachelor degree when the Dutch grade for all examinations are awarded with a 6 or higher

## 5 Information on the function of the qualification

- 5.1 Access to further study  
Eligible to pursue further studies, including a Master
- 5.2 Professional status  
The student may call himself Facility Manager

## 6 Additional information about the institution

- 6.1 The programme is accredited until 31 December 2011 by the Netherlands-Flemish Accreditation Organisation (NVAO: Nederlands-Vlaamse Accreditatie Organisatie)
- 6.2 De Haagse Hogeschool, P.O. Box 13336, 2501 EH Den Haag, the Netherlands  
<http://www.hhs.nl>  
See annex 3

## 7 Certification of the supplement

- 7.1 Date  
January 7, 2010
- 7.2 Signature
- 7.3 Certifying person  
Chairman of the board of examiners  
<Name Chairman >
- 7.4 Official stamp

## 8 Information on the national higher educational system

See annex 4

## Annex 1 The study programme

### Structure of the programme

The Facility Management programme consists of two phases: the first year phase and the main phase. The first year phase lasts one year, the main phase three years. The main phase involves three work placements; each subsequent work placement of increasing complexity. Work placements cover 42 weeks in total. Students specialise during the last two years of the main phase. Part-time students are exempted from the work placements provided they have obtained the appropriate qualifications and experience.

### Content of programme

The programme is based on three broad themes: business administration, management practices and the facility domain.

### Forms of teaching and learning, system of assessment

Practical and competence-oriented education; meaning education linked closely to the real working world of Facility Management by means of projects, assignments and work placements. Subjects are taught in lectures to large groups, seminars in small groups or groups based on problem learning. Skills and professional attitudes are trained in practical situations and through group work. Examinations are concluded with written and oral assessments for which grades are given. Grades are also given for the final thesis and work placements.

### The specific skills

The objective is to make the ideal facility manager fully fit for his position within the first three to five years of his professional career. There are four main groups of skills relevant.

- Facility content: the facility selection and transaction variants in their social (and thus professional) context
- Business administration:
  - marketing/sales and purchase/logistics
  - service/quality and research/development
  - staff/organisation and innovation/schooling
  - finance/information and policy/management
- Personal competences
  - personality, motivation and communication
  - management and executive activities
  - methodical behaviour and advice.
- Integrating the above in the functional role components of facility management:
  - tactical manager
  - professional advisor
  - entrepreneur and
  - project manager.

### Typical working domains

The programme meets the needs of government and business for facility management staff. Executive and advisory positions in one of the field's many sectors such as building management, security, maintenance, catering services, hotel and events, logistics and communication.

### Legislation

Not applicable

## Annex 2 Programme details and the individual grades/credits obtained

### Examination units

#### 50000012 A. van der Test

Unit	Credits STP	Grade
<b>Foundation year (propedeuse)</b>		
Accommodation Management 1	3	7,7
Accommodation Management 2	3	7,2
Management Accounting 1	3	6,2
Management Accounting 2	3	8,1
Computer Science 1	3	7,0
Communication & Management skills 1	3	P
Services 1 (theory)	3	6,6
Business simulation (DOK1)	3	P
Facility Services 1	3	6,5
Facility Marketing 1	3	8,3
Research Methods 1	3	7,6
Communication & Management skills 2	3	P
Block assignment 1	5	7,2
Block assignment 2	5	P
Introduction FM	3	7,2
Dutch 1	3	7,0
English 1	3	6,2
Vocational & Social orientation	5	P
Total foundation year (propedeuse)	<b>60</b>	

<b>Main phase</b>		
Business Organisation 1	3	5,6
Computer Science 2	3	7,0
Law 1	3	6,2
Facility Marketing 2	3	7,3
Event Management 1	3	5,6
Facility Organisation Scan	3	8,4
Orientation Work Placement	12	P
Logistics	3	6,8
Project Management	3	7,6
Business Simulation (DOK2)	3	P
Services 2	3	5,8
Purchase Management 1	3	7,1
Accommodation Management 3	3	5,5
Management Accounting 3	3	7,1
Dutch 2	3	8,0
Block assignment 2nd year	6	7,3
Management Work Placement	30	P
Contract Management	3	6,3
Integrated quality management	3	7,1
FM Control	3	5,5
Facility organisation	3	5,9
Accommodation management 4	3	6,2

Business Organisation 2	3	8,1
Communication & Management Skills 3	3	7,0
Management accounting 4	3	5,6
People Management	3	P
Services & Management Practice 3	3	P
Conference management	3	6,7
Event management (practical skills)	3	7,0
Facility purchase management	3	7,6
Integral Business Management	3	6,7
Risk management	3	6,5
Park Management	3	6,0
Strategic service operations	3	6,9
Transport management	3	8,0
Management of change	3	7,2
Workplace concepts	3	6,7
Final thesis	27	6,0
Final oral exam	3	6,5
Law 2	3	7,6
<b>Total main phase</b>	<b>183</b>	

### Annex 3 Additional information about the institution

The institution: De Haagse Hogeschool

The Hague University of Applied Sciences

Holland has two main types of universities: universities and universities of applied sciences. A university of applied sciences is more practically-oriented than an academic university preparing students directly for specific careers.

The Hague University of Applied Sciences (De Haagse Hogeschool) is an institution of further education that prides itself on quality of education and care for students. It offers impressive facilities, a first class teaching staff, and a wide range of programs designed in close consultation with business interests and potential employers, often covering ground missed in traditional course structures. Many programs are taught in English.

Some 10% of the 19,000 students is made up of international students of more than 115 different nationalities. This makes The Hague University the most international university of applied sciences in the Netherlands. The Hague University facilitates its own students in studying abroad, often at one of its 250 partner institutions. The university welcomes exchange students and lecturers from different countries and cultures through the Socrates program.

What does The Hague University of Applied Sciences stand for?

#### Knowledge

We believe that knowledge is something to be shared – not just with our own students, but with the outside world. We're always looking for new opportunities to exchange knowledge with people from other places, and we teach our students to do the same.

#### Talent

Having knowledge isn't enough. You have to know how to use it, how to adapt and apply it to real situations. Our students learn not just how to think for themselves, but how to do for themselves. Practical experience and independent thinking are a big part of The Hague University experience.

#### Diversity

To discover new ways of thinking, you have to explore other people's perspectives. We believe that diversity is absolutely essential to progress. We welcome different viewpoints here, through cross-cultural debate and collaboration.

## Annex 4 Information on the national higher education system

The higher education system in the Netherlands is based on a three-cycle degree system, consisting of a bachelor, master and PhD degree. The three-cycle system was officially introduced in the Netherlands at the beginning of the academic year 2002-2003. The Netherlands has a binary system of higher education, which means there are two types of programmes: research-oriented education (wetenschappelijk onderwijs, WO), traditionally offered by research universities, and professional higher education (hoger beroepsonderwijs, HBO), traditionally offered by hogescholen, or universities of professional education. In this description, the Dutch abbreviations WO and HBO will be used.

### Primary and secondary education

Children are allowed to begin school at the age of four, but are not legally required to do so until the age of five. Primary education lasts eight years (of which seven are compulsory), in the last year of which pupils are advised as to the type of secondary education they should pursue.

Secondary education, which begins at the age of 12 and is compulsory until the age of 16, is offered at several levels. VMBO programmes (four years) combine general and vocational education, after which pupils can continue in senior secondary vocational education and training (MBO) lasting one to four years. The two programmes of general education that grant admission to higher education are HAVO (five years) and VWO (six years). Pupils are enrolled according to their ability, and although VWO is more rigorous, both HAVO and VWO can be characterized as selective types of secondary education. The VWO curriculum prepares pupils for university, and only the VWO diploma grants access to WO. The HAVO diploma is the minimum requirement for access to HBO. The last two years of HAVO and the last three years of VWO are referred to as the tweede fase (literally, second phase), or upper secondary education. During these years, pupils focus on one of four subject clusters (profielen), each of which emphasizes a certain field of study in addition to satisfying general education requirements. Each cluster is designed to prepare pupils for programmes of study at the tertiary level. A pupil enrolled in VWO or HAVO can choose from the following subject clusters:

- 1) Science and Technology (Natuur en Techniek)
- 2) Science and Health (Natuur en Gezondheid)
- 3) Economics and Society (Economie en Maatschappij)
- 4) Culture and Society (Cultuur en Maatschappij)

### Senior secondary vocational education and training (MBO)

Senior secondary vocational education and training (MBO, secundair beroepsonderwijs) is offered in the areas of economics, technology, health, personal care, social welfare and agriculture. MBO programmes vary in length from one to four years as well as in level (1 to 4). Graduates of VMBO programmes are eligible for admission to MBO, and completion of MBO programmes at level 4 qualifies pupils for access to HBO.

### Higher education

Higher education in the Netherlands is offered at two types<sup>1</sup> of institutions: research universities (universiteiten) and universities of professional education (hogescholen). Research universities include general universities, universities specializing in engineering and agriculture, and the Open University. Research universities are primarily responsible for offering research-oriented programmes (Wetenschappelijk Onderwijs, WO). Dutch research universities provide education and conduct research in a wide range of disciplines: language and culture, behaviour and society, economics, law, medical and health sciences, natural sciences, engineering, and agriculture.

Universities of professional education include general institutions as well as institutions specializing in one of the seven HBO sectors: agriculture, engineering and technology, economics and business administration, health care, fine and performing arts, education (teacher training), and social welfare. Universities of professional education are primarily responsible for offering programmes of higher professional education (Hoger Beroepsonderwijs, HBO), which prepare

students for particular professions. These tend to be more practically oriented than programmes offered by research universities. In addition to lectures, seminars, projects and independent study, students are required to complete an internship or work placement (stage) which normally takes up part of the third year of study, as well as a final project or a major paper in the fourth year.

Since September 2002, the higher education system in the Netherlands has been organized around a three-cycle degree system consisting of bachelor, master and PhD degrees. At the same time, the ECTS credit system was adopted as a way of quantifying periods of study. The higher education system continues to be a binary system, however, with a distinction between research-oriented education and professional higher education.

The focus of degree programmes determines both the number of credits required to complete the programme and the degree which is awarded. A WO bachelor's programme requires the completion of 180 credits (3 years) and graduates obtain the degree Bachelor of Arts or Bachelor of Science (BA/BSc), depending on the discipline. An HBO bachelor's programme requires the completion of 240 credits (4 years), and graduates obtain a degree indicating the field of study (for example, Bachelor of Engineering, B. Eng., or Bachelor of Nursing, B. Nursing). The old title (pre-2002) appropriate to the discipline in question (bc., ing.) may still be used.

Institutions offer WO master's programmes that in most cases require the completion of 60 or 120 credits (1 or 2 years). Some programmes require 90 (1,5 years) or more than 120 credits<sup>2</sup>. In engineering, agriculture, and math and the natural sciences, 120 credits are always required. Graduates obtain the degree of Master of Arts or Master of Science (MA/MSc). The old title (pre-2002) appropriate to the discipline in question (drs., mr., ir.) may still be used. An HBO master's programme requires the completion of 60 to 120 credits and graduates obtain a degree indicating the field of study (for example, Master of Social Work, MSW).

The third cycle of higher education, leading to a doctor's degree, will be offered only by research universities. All research universities in the Netherlands are entitled to award the country's highest academic degree, the doctoraat, which entitles a person to use the title doctor, abbreviated to dr. The process by which a doctorate is obtained is referred to as the promotie. The doctorate is primarily a research degree, for which a dissertation based on original research must be written and publicly defended. The minimum amount of time required to complete a doctorate is four years.

#### **Requirements for admission to higher education**

For access to WO bachelor's programmes, students are required to have a VWO diploma or to have completed the first year (60 credits) of an HBO programme. The minimum access requirement for HBO is either a HAVO diploma or a level-4 MBO diploma. The VWO diploma also grants access to HBO. For access to both types of higher education, pupils are required to have completed at least one of the subject clusters that fulfils the requirements for the higher education programme in question. A quota, or *numerus fixus*, applies for access to certain programmes, primarily in the sector health, and places are allocated using a weighted lottery. Potential students older than 21 years of age who do not possess one of the qualifications mentioned above can qualify for access to higher education on the basis of an entrance examination and assessment. The only access requirement for the Open University is that applicants be at least 18 years of age.

For access to all master's programmes, a bachelor's degree in one or more specified disciplines is required, in some cases in combination with other requirements. Graduates with an HBO bachelor's degree may have to complete additional requirements for access to a WO master's degree programme.



### **Credit system and grading**

Workload is measured in credits (studiepunten). Since 2002, a student's workload is measured in ECTS credits. According to Dutch law, one credit represents 28 hours of work and 60 credits represents one year of full-time study. The grading system has been the same for several decades: the scale is from 1 (very poor) to 10 (outstanding). The lowest passing grade is 6; 9s are seldom given and 10s are extremely rare, and grades 1-3 are hardly ever used.

### **Accreditation and quality assurance**

A guaranteed standard of higher education is maintained through a national system of legal regulation and quality assurance. The Ministry of Education, Culture and Science is responsible for legislation pertaining to education. As of 2002, responsibility for accreditation lies with the Netherlands-Flemish Accreditation Organization (NVAO). According to the section of the Dutch Higher Education Act dealing with the accreditation of higher education, all degree programmes offered by research universities and universities of professional education will be evaluated according to established criteria, and programmes that meet those criteria will be accredited: i.e. recognized for a period of six years. Only accredited programmes will be eligible for government funding, and students will receive financial aid and graduate with a recognized degree only when enrolled in, or after having completed, an accredited degree programme. Accredited programmes will be listed in the Central Register of Higher Education Study Programmes (CROHO) and the information will of course be available to the public. The NVAO plans to review all study programmes before 2009. Before that time, all programmes that are registered in CROHO that have adhered to the quality assurance regulations in the past, are considered to be recognized by law.

Besides the accreditation of degree programmes, the Netherlands has a system by which the Ministry of Education, Culture and Science recognizes higher education institutions by conferring on them the status of either *bekostigd* (funded) or *aangewezen* (approved). *Bekostigd* indicates that the institution is financed by the government. *Aangewezen* indicates that the institution does not receive funds from the government and has to rely on its own sources of funding. Regardless whether a degree programme is offered by a 'funded' or an 'approved' institution, it must be accredited and registered in CROHO to be considered recognized. According to legislation regarding accreditation, institutions are required to write on degree certificates the date that the degree programme in question was granted accreditation. At this stage, only a few programmes have actually been accredited. Because accreditation is an ongoing process, it will be important that people who review Dutch degrees make sure that a programme was accredited at the time the degree was awarded. Once accredited, the validity of the accreditation of that particular degree is of course permanent.

- 1) The higher education system also includes a third branch, with a relatively small number of students, known as *internationaal onderwijs* (IO), or international education. IO offers advanced training courses originally designed for people from developing countries whose jobs require highly specialized knowledge. Problem-oriented courses and programmes of various types, including master's programmes, are offered in a wide range of specific fields. The emphasis can be either on research or on the practical application of knowledge. Courses are given in English and last from a few weeks to two years. With one exception (the Institute of Social Studies in The Hague), the institutes of international education do not offer PhD programmes themselves but have concluded agreements with Dutch universities which enable their students to pursue doctorates. Admission requirements vary according to the course in question, but in most cases a bachelor's degree or its equivalent is required for admission to a master's degree programme, and a master's degree for admission to a PhD programme. An additional requirement is work experience. International education is subsidized by the government, which finances the institutes and provides scholarships for students.
- 2) Degree programmes in dentistry (300 credits) and medicine and veterinary medicine (360 credits) will continue to be offered as integrated programmes until approximately 2007-2008. Programmes in pharmacy will continue to require completion of 360 credits, divided into a bachelor's and a master's phase (3 + 3 years).