

# **Hotel Management School Maastricht**

Bachelor in Hotel Management – Selection procedure

Information for applicants

**Version**

1.1

**Owner**

Hotel Management School Maastricht

The regulation shall enter into force on 1 June 2026. The regulation was adopted by the Executive Board on 26 May 2026.

**Table of contents**

1.	Why do we select	2
2.	Admission requirements	2
3.	Overview of the selection procedure	3
4.	How we select	4
5.	Phase 1 - Online portfolio	4
6.	Phase 2 - Selection day	8
7.	Final decision	10
8.	Conditional offer - September or February intake	10
9.	Appeal procedure	11
10.	Hardship clause	12
11.	Honesty, authenticity & fraud prevention	12
12.	Data protection (GDPR/AVG)	13
13.	Applicants with dyslexia or additional support needs	14
14.	Legal & educational framework	14
15.	Need support?	15
16.	Definitions	15

## 1. Why do we select

Each year, more students apply to the Bachelor's Hotel Management at Hotel Management School Maastricht than we can accommodate.

As a **small-scale, intensive, internationally oriented and highly interactive programme**, we ensure that every student receives personal guidance, close support, and meaningful collaboration opportunities.

HMSM holds the **NVAO 'Bijzonder Kenmerk Kleinschalig en Intensief Onderwijs'** (BKKI): the **Special Feature for Small-scale and Intensive Education**. This official recognition allows us to select students based on transparent, qualitative criteria, ensuring the best possible fit between candidates and our unique learning environment.

We operate with a **maximum programme capacity of 390 students per year** (combined September and February intakes) and apply transparent, qualitative selection criteria.

Based on the Special Feature for Small-scale and Intensive Education and its applicable legal foundation, HMSM selects students through a **structured and fair selection procedure**.

In this light, we use a **selection procedure** to identify applicants most likely to thrive in our intensive, collaborative, and international educational **programme and the hospitality sector**.

Further information on the legal and educational framework is provided in paragraph 14.

This document explains the selection procedure, what you need to prepare, and how your final result is determined.

### Deadlines for applying

- > Studielink: 1 October → 1 May
- > portfolio submission: end of the **second week of May - no extension will be allowed**.

## 2. Admission requirements

Before participating in the selection, all candidates must meet the **statutory admission requirements** for Dutch higher professional education. **These requirements are NOT part of the HMSM selection** - they apply to all Dutch universities of applied sciences offering hotel management programmes

### Educational level

- > **Dutch:** HAVO (Profile C&M under the conditions listed below; profiles N&T, N&G and E&M admissible without additional conditions), VWO (any profile), or MBO-4 (relevant field), or a Dutch 21+ entrance examination (colloquium doctum).

- > **HAVO C&M without be or econ or m&o or pgg-m:** Economics bridging course required (boekhouding certificate / national requirement)
- > **international:** Equivalent to Dutch HAVO/VWO

### Language requirements

#### English (B2 CEFR minimum)

- > language of instruction in secondary education, **OR**
- > English exam subject in the final school year, **OR**
- > valid B2 certificate (IELTS 6.0 / TOEFL iBT 80 / Cambridge B2 First / PTE 61 / Language Cert 65)

#### Second modern language (A2 CEFR minimum)

- > exam subject in final school year, **OR**
- > A2 certificate, **OR**
- > proof of enrolment in the A2 course/exam

**Accepted languages:** German, French, Spanish, or Dutch

**Note:** If your second language is not German, French, or Spanish, you may study Dutch as a beginner's language in the programme.

**Deadline:** Certificates must be submitted at **least 2 months before your education start date**.

### Full details

[Complete requirements and country-specific information](#)

Questions? Email: [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl)

## 3. Overview of the selection procedure

The selection consists of two phases:

### a. Phase 1 - Online Portfolio

You complete your portfolio, upload all required documents, complete the **Global Mind Monitor (GMM)**, and submit a **motivation video**.

Phase 1 results are communicated within 6 working weeks after portfolio submission.

### b. Phase 2 - Selection Day

If invited, you participate in a:

- > group activity (Innovative Business Challenge)
- > individual structured Interview
- > numeracy Test

Phase 2 results are communicated within **15 working days** (excluding academic holidays).

### c. Language of the selection procedure

All components of the selection procedure for the Bachelor taught in Dutch are conducted **in Dutch**, including the motivation video, the Innovative Business Challenge, the interview and all communication. Candidates must be able to participate fully in Dutch.

All components of the selection procedure for the Bachelor taught in English are conducted **in English**, including the motivation video, the Innovative Business Challenge, the interview and all communication. Candidates must be able to participate fully in English.

## 4. How we select

The selection procedure consists of two independent phases. Phase 1 is assessed on its own terms and determines which applicants proceed to Phase 2. For those who enter Phase 2, the ranking is based solely on Phase 2 results: Phase 1 scores do not carry over into the final ordering. The Phase 2 ranking determines which applicants receive an offer.

### Phase 1 - Portfolio assessment

Each portfolio is assessed against a defined set of criteria covering academic background, language profile, link to the study programme (including experience abroad and extra diplomas, achievements and leadership), motivation, and relevant experience. The criteria are compensatory and non-penalising: strong results on one or more criteria offset weaker results on others, and an individual criterion is considered only when it increases the applicant's overall score.

### Phase 2 - Selection day

Phase 2 produces a separate ranking based on two assessed components:

- > numeracy test - 40% of the Phase 2 score
- > individual structured interview - 60% of the Phase 2 score

The Group Activity (Innovative Business Challenge) is not assessed. It serves as the shared context for the individual-structured interview.

The final admission decision is based on the Phase 2 ranking.

## 5. Phase 1 - Online portfolio

You may complete it over several sessions.

Your portfolio is considered submitted only when **all required fields** and **mandatory documents** have been uploaded. We review your file within **6 working weeks (excluding academic holidays)**.

### a. Valid proof - Important

All documents you upload must be:

- > **official** (issued by your school/employer/organisation)
- > **dated**
- > include your **full name**
- > **legible and complete**
- > **verifiable** (we must be able to check authenticity)
- > uploaded as a **PDF/JPG/PNG** file, i.e. screenshots of chats or cropped images are not acceptable

Examples of acceptable proof include official transcripts, signed letters on letterhead, certificates, contracts, and official statements.

## b. Academic information

You need to provide:

1. grades from the last two completed school years (This means the official grades a student received in subjects during the two most recent school years that are fully finished (not the current, ongoing year). For example, if you are now in 2025-2026, this would usually refer to grades from 2023-2024 and 2024-2025.)
2. the highest possible achievable grade (e.g. 10 in The Netherlands)
3. and the passing grade (e.g. 5,5 in The Netherlands)
4. instructional weekly hours per subject

For the following subjects:

- > for mathematics (or numeracy) (mandatory)
- > language of instruction (mandatory)
- > for economics-related subjects (if applicable)

You also need to provide information regarding your secondary school education:

- > qualification type
- > NQF/EQF level
- > official transcripts

\*Link for NQF/EQF information:

<https://europass.europa.eu/en/europass-digital-tools/european-qualifications-framework/national-qualifications-frameworks>

School grades serve as an indicator of the applicant's academic readiness. The mathematics score is based on two elements: the grade obtained and the level of mathematics followed (for example, Mathematics A or B in the Netherlands). A conversion based on the NLQF/EQF framework is used for this purpose and will also take differences between countries into account.

Hospitality management is not only about numerical ability, but also about the ability to express ideas clearly and in a structured manner. In many of our courses, students are required to write individual or group assignments and defend their ideas orally. Language-related academic skills are, therefore, also important. For this reason, we evaluate grades in the applicant's language of instruction, for example, German for a student educated in Germany. The purpose is not to assess spoken language proficiency, but rather the ability to understand texts and express ideas in a clear and structured manner.

Grades are assessed based on the two most recent available transcript years, since applicants apply before completing their final year of secondary education.

### c. Hospitality or service experience (optional)

You may upload up to three experiences, such as:

- > cafés, restaurants, hotels
- > tourism or recreation
- > customer-facing retail roles
- > volunteer or service roles with guest interaction

For each entry, include organisation, role, hours, relevance, and official proof.

As a hospitality school, we invite applicants to share this information because relevant service or customer-facing experience may help demonstrate motivation for the field, a realistic view of hospitality work, and some initial understanding of guest interaction.

### d. International experience (optional)

If you have lived, studied, volunteered, or worked abroad, state and explain:

- > the country
- > what you did
- > duration
- > official proof

As a hospitality school with a strong focus on a global mindset and intercultural skills, we invite applicants to share this information, as international experience can provide relevant evidence of openness to other cultures, adaptability, and engagement with diverse environments.

### e. Additional qualifications & achievements (optional)

You may upload certificates, sports/art achievements, leadership roles or community involvement. Only **official, documented** achievements are considered.

If you hold any **additional diplomas, certificates or qualifications** beyond your regular secondary school programme, you may upload them in this section. Examples include:

- > professional certificates (e.g. *Skilehrer Anwärter*)
- > additional school diplomas
- > recognised course certificates
- > awards or officially documented achievements

Only **official and verifiable** documents (PDF/JPG/PNG, dated and showing your full name) will be considered.

As a hospitality school, we invite applicants to share this information because additional achievements and qualifications may provide relevant evidence of initiative, leadership, creativity, hospitality orientation, and engagement beyond the regular school curriculum.

## f. References (optional)

You may give **up to three referees** on the platform. References are optional, and you do not upload anything yourself. If you add referees:

- > you provide their **names and email addresses**,
- > HMSM contacts them directly with a **short evaluation grid**.
- > referees have **two weeks** to complete it,
- > only referrals submitted through this process are considered.

Referrals must come from teachers, supervisors or employers - not family members.

As a hospitality school, we invite applicants to provide referees, as external feedback from a teacher, supervisor, or employer may offer additional evidence of the applicant's fit with the values of our programme and the hospitality field. We use a short, standardised evaluation grid rather than open recommendation letters to assess applicants in a more structured, comparable, and fair way, and to reduce differences in writing style, coaching, and positive bias.

## g. Global Mind Monitor (GMM)

*Mandatory reflection tool - not a test*

The Global Mind Monitor (GMM) becomes available **once** you have completed all required information and added any optional information you wish to include in your portfolio, together with the relevant supporting documents. The platform will unlock your access automatically once you reach that stage (after you have submitted all documents).

**Note:** [This link](#) is for information only; you cannot access the GMM before validation.

### What the GMM is

A self-reflection tool about:

- > cultural awareness
- > interaction style
- > learning preferences
- > values and mindset

### How it is used

- a. **GMM results do NOT influence your score or ranking.**
- b. HMSM does not receive your results.
- c. your **reflection** on the GMM is part of your **motivation video evaluation**.

As a hospitality school with a strong focus on a global mindset and intercultural skills, we use the GMM to encourage reflection on cultural awareness, values, interaction style and learning preferences. Self-awareness is important in hospitality because it helps students work effectively with people from different backgrounds and reflect on their own behaviour in diverse environments.

## h. Motivation video

After completing the GMM, upload a **3-4-minute unlisted YouTube video**. [Please see the detailed instructions here](#). We strongly encourage you to follow them closely, as they form the basis of our assessment. The video must remain online for **one year**.

We use a motivation video because it is more inclusive than a traditional essay for a hospitality bachelor. It allows applicants to present relevant aspects of their profile in a more personal and direct way, including their motivation for hospitality, their connection with our school values, their fit with the programme, their entrepreneurial mindset or initiative, their reflection on the Global Mind Monitor, and their communication and authenticity.

## 6. Phase 2 - Selection day

On campus **or** online, if you meet the requirements below.

### Online participation

If you live more than 4 travelling hours away by public transport or car from Maastricht or have a valid reason for not attending on campus, you may request to participate online.

#### To request online participation:

- > email: [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl)
- > when: at least 10 days before the selection day
- > include: Your reasons for the request and supporting documentation (e.g., proof of residence, travel distance calculation, medical documentation, etc.)

The Selection Office will review your request and confirm whether online participation is approved.

While Phase 1 is designed to assess the applicants' initial fit with the programme through their academic background, motivation, and relevant experiences, Phase 2 builds on this by further exploring these elements through interactive assessment methods. It also gives applicants a clearer understanding of our educational approach and of what to expect from the hospitality field.

### a. Group activity (Innovative Business Challenge)

You work with a small group on a hospitality challenge and prepare:

- > a storyboard
- > a reflection document

We use group work because teamwork, hospitality thinking and innovation are central to both the field and our programme. This assignment allows applicants to work with others on a hospitality challenge, demonstrate their ability to contribute to a team, and develop a creative, service-oriented solution. The storyboard presents the group's idea, while the reflection document helps applicants reflect on their own contributions, learning, and reflections. It also allows applicants to prepare more calmly for the interview by organising

their thoughts in advance, which can help reduce stress. In addition, the group assignment makes the interview more concrete.

### **b. Individual structured interview**

The interview lasts **about 20 minutes** and features a panel of three people (faculty, industry specialist, and student). In case of unforeseen changes and to maintain continuity, the panel composition might differ in exceptional circumstances (for instance, a lecturer might replace the industry specialist). It focuses on the Innovative Business challenge outcome, your **ability to reflect** on it, your teamwork, your **fit with our educational programme and the hospitality sector**.

We use the interview to assess aspects important to success in both our educational programme and the hospitality field. This includes how applicants reflect on their experience in the Innovative Business Challenge, how they work with others, how they respond to questions in a concrete and thoughtful way, and how well their profile aligns with the programme's and the sector's expectations.

The interview is structured and assessed using clear evaluation grids to support consistency and fairness across candidates. Applicants are encouraged to give specific, concrete answers based on their own experiences, actions and reflections, rather than general statements.

Weight: 60% of your Phase 2 final score.

### **c. Numeracy test**

The topics are: solving equations and simplifying expressions; expanding brackets; mental arithmetic with whole numbers; negative numbers and decimals (addition, subtraction, division and multiplication); exponentiation; extraction of root; word problems; working with fractions and percentages; reading a graph; parallel and intersecting linear formulas.

We use the numeracy test because hospitality education requires not only interpersonal and service-oriented skills, but also a sound basis in quantitative reasoning. During the programme, students work with data, financial statements, accounting, statistics and revenue management. Thus, the purpose of this test is to assess whether applicants have the basic numeracy skills needed to start the programme and to benefit from first-year courses. The test's level is intentionally basic: it is not designed to assess advanced mathematics but to assess readiness for the quantitative components of the curriculum.

Duration: 45 minutes (60 minutes with ADHD or dyslexia documentation).

Weight: 40% of your Phase 2 final score.

### **d. Conflict of Interest**

To ensure fairness, HMSM adheres to a strict conflict-of-interest policy.

If an assessor (faculty member, industry partner or student) recognises a candidate, or has a personal, professional or family connection with them, they must immediately inform the Selection Office. In such cases:

- > the candidate will be reassigned to **another interview panel**, or
- > the assessor will be replaced

This guarantees that every candidate is evaluated impartially.

#### e. Online selection specific instructions

- > computer or laptop with a camera and a microphone function. NO tablet or Chromebook
- > stable WIFI connection
- > Teams app installed, and the link to the online meeting received via e-mail
- > username and password for the numeracy test received via e-mail.
- > a quiet room in which no other persons, aids, or external assistance are present or available.
- > camera and microphone on
- > ID ready
- > one blank sheet + pencil
- > no phones or smartwatches
- > stay in the room the entire time

## 7. Final decision

We aim to send results within 14 business days (excluding academic holidays). The results can consist of three possible outcomes: 1. Offer, 2. On hold (under consideration), or 3. Rejection.

### 1. Offer

- You are **conditionally admitted**, subject to the timely submission of your final secondary school diploma and required language certificates (see "Conditional offer" section below).

### 2. On hold

- You receive updates **after each Selection Friday**,
- Final decisions are sent as soon as they can be made, and no later than July.

### 3. Rejection

- If you are ranked too low, it would be advisable to reapply next year.
- You may request a feedback meeting. Contact [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl).

### Re-applying after a rejection

If you are not admitted, you may reapply the following academic year. There is no penalty or bonus for reapplying, and your new application will be assessed independently of your previous result.

## 8. Conditional offer - September or February intake

If you receive an offer, you may start the programme in September or February. You can indicate your preferred start date in your application. Because HMSM receives more applications than there are available places and operates with a **single annual ranking**, we do our best to accommodate your preferred intake moment.

However, allocation depends on:

- > the number of available places in each intake, and
- > the date on which your Phase 1 portfolio was fully completed (first come, first served within the ranking).

#### Please note

- > your Studielink registration date does not determine placement.
- > the earlier your full Phase 1 portfolio is submitted (before the deadline), the easier it is for us to honour your preferred start date.

If you receive an offer, it is conditional until HMSM has received and verified:

- > your final secondary school diploma (or Dutch MBO diploma),
- > any required language certificates
- > the honesty and authenticity of your application

#### Deadlines

- > secondary school diploma (or Dutch MBO diploma): must be submitted before the start of the bachelor programme.
- > language & bookkeeping certificates: must be submitted no later than two months before your intended education start date (September or February).
- > if these documents are not received on time or do not meet the admission requirements, the offer may be withdrawn.

## 9. Appeal procedure

If you believe your selection result is incorrect or that a procedural error has occurred, you have the right to request clarification or lodge an appeal.

#### Step 1 - Request an explanation (optional)

Before submitting a formal objection, you may request a meeting with the Selection Office to clarify on which grounds the decision was arrived at.

Email: [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl)

#### Step 2 - Formal Objection (Bezwaar)

If you wish to contest the decision formally, you may submit an objection via the Loket Rechtsbescherming (Legal Protection Office) of Zuyd University of Applied Sciences.

**Deadline:** A formal objection must be submitted **within 6 weeks** after the date on which the decision was communicated to you.

**How to submit:** Via [rechtsbescherming@zuyd.nl](mailto:rechtsbescherming@zuyd.nl) (<https://www.zuyd.nl/over-zuyd/voorzieningen/rechtsbescherming>)

**Independent review:** Objections are handled by an objections committee chaired by an independent chair. The other members are not affiliated with HMSM. The objection procedure is organised in accordance with the requirements of the Higher Education and Scientific Research Act and Dutch administrative law. The Disputes Advisory Committee issues an advice to the Executive Board of Zuyd University of Applied Sciences. The

Executive Board of Zuyd University of Applied Sciences subsequently takes a new decision regarding the notice of objection.

## 10. Hardship clause

The Selection Committee may deviate from the provisions of this selection procedure in the candidate's favour in exceptional circumstances where strict application of the regulations would lead to serious unfairness.

### When the hardship clause may apply

- > unforeseen personal circumstances beyond the candidate's control (e.g., serious illness, family emergency, force majeure)
- > documented technical failures during online activities that significantly affected performance
- > administrative errors by HMSM or Zuyd that disadvantaged the candidate
- > other exceptional situations where applying standard procedures would be manifestly unjust

### How to request consideration under the hardship clause

Candidates must submit a written request to [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl), including:

- > a clear explanation of the exceptional circumstances
- > supporting documentation (medical certificates, official statements, etc.)
- > the specific provision(s) from which deviation is requested

### Decision-making

The Selection Committee reviews requests on a case-by-case basis. Decisions are made in accordance with principles of reasonableness, fairness, and institutional integrity. The hardship clause does not create an automatic right to deviation but ensures that genuinely exceptional cases receive appropriate consideration.

## 11. Honesty, authenticity & fraud prevention

We expect all candidates to submit fully authentic information and to participate honestly in every part of the selection. Dishonesty undermines fairness and may result in removal from the selection process. If fraud is detected in the registration and enrolment process, e.g. falsification of diplomas/transcripts of academic record, or falsification of documents for the IND's Admission and Residence Procedure, the candidate is immediately excluded from further enrolment in any study programme at Zuyd University of Applied Sciences. (Regeling Toelating, Inschrijving en Uitschrijving: Lid 2 Fraude).

### Examples of fraud include:

#### Document-related fraud

- > altered, falsified, or incomplete documents
- > forgery of signatures or the use of forged signatures
- > misrepresentation of grades, experience, or hours

- > providing unverifiable certificates
- > incorrect identity information

### Activity-related fraud

- > receiving unauthorised help from others during online activities
- > using unauthorised devices, online searching, or AI tools during assessed tasks
- > **submitting text, reflections, or video content (partially or entirely) generated by artificial intelligence (AI) tools (such as ChatGPT, Co-Pilot, Google Gemini, Claude, or similar) and presenting it as your own work**
- > misleading or non-authentic motivation videos
- > referrals provided by family members or fabricated references

### AI-specific fraud

Candidates may not use generative AI tools (such as ChatGPT, Claude, Co-Pilot, Google Gemini, or other large language models) to create, write, or substantially edit any component of their application, including but not limited to:

- > motivation videos or scripts
- > reflections (GMM, IBC, portfolio text)
- > answers to application questions

Using AI tools for grammar checking or translation of your own original text is permitted, provided the ideas, structure, and content remain authentically yours.

### If fraud is suspected or confirmed

- > you may be asked to re-upload documents or provide additional verification
- > your selection may be paused pending investigation
- > confirmed fraud leads to immediate invalidation of your application and exclusion from the HMSM selection procedure
- > In cases of fraud, such as diploma forgery or document fraud, you will be excluded from further enrolment in a programme at Zuyd University of Applied Sciences (Regulations on Admission, Enrolment and Deregistration: Article 2 - Fraud).

These measures ensure fair treatment of all candidates and safeguard the reliability of our selection procedure.

## 12. Data protection (GDPR/AVG)

HMSM processes your personal data in accordance with the GDPR (AVG) and Zuyd University of Applied Sciences' policies.

### What data do we collect

- > your Phase 1 portfolio information
- > your uploaded documents
- > your motivation video link
- > your IBC storyboard + reflection
- > your numeracy test performance

## How long do we keep your data?

### Rejected candidates

All personal data related to your application (including your portfolio, uploaded documents, motivation video link, IBC storyboard and reflection, and numeracy test data) is kept for 3 months after the final decision on your application, and is then deleted or anonymised, unless a longer retention period is required in the context of an ongoing objection/appeal.

### Accepted students

For candidates who enrol, relevant application documents become part of the student file and are retained in accordance with Zuyd University of Applied Sciences' records retention policy.

### Who has access

Access is limited to:

- > Selection Office staff
- > assessors (for interview scoring only)
- > the Selection Committee (for calibration)
- > authorised Zuyd administrative or legal staff (in case of appeal)

### Your rights

Under GDPR, you may request:

- > access to your data
- > correction of inaccurate data
- > deletion of your data (when legally possible)
- > information about how your data is used

Requests should be sent to: [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl)

## 13. Applicants with dyslexia or additional support needs

### Dyslexia

With official documentation, you may be given **extra time** for the numeracy test.

### Other learning challenges

(ADHD, autism spectrum, processing disorders, anxiety-related conditions)

You need to inform us upfront at the start of the portfolio phase.

Contact: [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl)

Accommodations are evaluated on a **case-by-case basis** while HMSM develops a broader accessibility protocol.

## 14. Legal & educational framework

The selection procedure is conducted in accordance with:

### The Dutch Higher Education and Research Act (WHW)

HMSM operates under the WHW, which governs higher education in the Netherlands.

The selection procedure complies with Articles 7.24 and 7.25 of the WHW (admission requirements) and with relevant provisions on student rights and institutional responsibilities.

In addition, HMSM uses a selective admission procedure in accordance with **Articles 6.7 and 6.7a of the Dutch Higher Education and Research Act (WHW)**. This procedure is designed in accordance with the applicable Dutch legal framework (Article 6.7a, paragraphs 1 and 3 WHW) and aligns with national regulations and expert recommendations on fair and transparent student selection. All candidates follow the same procedure and are assessed using the same criteria.

### **NVAO Bijzonder Kenmerk Kleinschalig en Intensief Onderwijs (BKKI)**

HMSM holds the NVAO Special Feature for Small-scale and Intensive Education, which recognises our small-scale, high-quality learning model and permits selective admission based on qualitative criteria.

More information:

<https://www.nvao.net/nl/procedures/nederland/bijzonder-kenmerk-kleinschalig-en-intensief-onderwijs>

### **Selection based on qualitative criteria**

As a programme with the BKKI designation, HMSM may select students using transparent, qualitative criteria to ensure that admitted candidates are well-suited to thrive in our intensive, international, and collaborative learning environment.

### **Transparency and fairness**

All selection criteria, procedures, and timelines are published in advance. Candidates are assessed fairly and independently. The selection process is subject to regular quality assurance and external oversight.

## **15. Need support?**

WhatsApp: +31 6 34543966

Email: [selectionHMSM@zuyd.nl](mailto:selectionHMSM@zuyd.nl)

We are here to support you throughout the procedure.

## **16. Definitions**

In these regulations, the following terms have the following meanings:

**Academic year:** The period starting on 1 September and ending on 15 July of the following year.

**Admission offer:** A conditional or unconditional decision issued by HMSM confirming that a candidate has successfully completed the selection procedure and is granted a place within the programme capacity.

**Business day:** Monday through Friday, excluding Dutch national holidays and Zuyd closures.

**Candidate:** An individual who has registered via Studielink and wishes to apply for admission to the Hotel Management School Maastricht bachelor programme.

**HMSM:** Hotel Management School Maastricht, part of Zuyd University of Applied Sciences.

**NVAO:** The Accreditation Organisation of the Netherlands and Flanders (Nederlands-Vlaamse Accreditatieorganisatie).

**BKKI:** Bijzonder Kenmerk Kleinschalig en Intensief Onderwijs (Special Feature Small-scale and Intensive Education), as awarded by NVAO.

**Phase 1:** The portfolio assessment phase of the selection procedure, conducted online via Osiris.

**Phase 2:** The selection day phase, including the Innovative Business Challenge (group activity), Individual structured Interview, and Numeracy Test.

**Ranking:** The ordered list of candidates based on their scores in Phase 1 or Phase 2. The ranking resets entirely at the start of Phase 2.

**Selection Committee:** The body responsible for overseeing the selection procedure, ensuring fairness, quality assurance, and handling exceptional cases.

**WHW:** The Dutch Higher Education and Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek).