

RĪGA STRADIŅŠ UNIVERSITY
INTERNAL RULES AND REGULATIONS FOR STUDIES

issued in compliance with
the Section 15, Paragraph One of the Law on Higher Education Institutions and Clause
3.6 of RSU Constitution and Paragraph 6 of the Cabinet Regulations No. 1338 of 24
November 2009 “Procedure on Ensuring the Safety of Students in Educational
Institutions and at the Events Organised by them”.

1. General provisions

1.1. Rīga Stradiņš University (hereinafter - the University, abbreviated as RSU) Internal Rules and Regulations for Studies (hereinafter - the Rules) are an internal normative act of the University that along with other internal rules and regulations of the University and administrative documents of the University shall govern the following spheres:

- 1.1.1. matriculation;
- 1.1.2. student rights;
- 1.1.3. student obligations;
- 1.1.4. responsibility of the student and its evaluation;
- 1.1.5. tuition fee;
- 1.1.6. procedure for drawing up, addressing and submission of applications, complaints and proposals;
- 1.1.7. granting of an academic leave;
- 1.1.8. exclusion and withdrawal;
- 1.1.9. procedure for resumption of studies after exclusion;
- 1.1.10. procedure according to which students of other higher education institutions may apply and attend a study course of the University or part thereof as attendees;
- 1.1.11. student safety measures.

1.2. The terms used in the Internal Rules and Regulations for Studies comply with the terms used in RSU Academic Regulations I, unless otherwise specified in the Rules.

1.3. The Rules shall apply to the territory and premises of the University and its cooperation partners (public institutions, research institutions, medical institutions and others), in which the University study programmes are implemented or the study process takes place.

2. Matriculation

- 2.1. Matriculation in the study programme shall take place in accordance with the procedures specified in the admission regulations approved by the University in accordance with the results of the admission competition. Matriculation at subsequent stages of studies shall take place in compliance with other internal rules and regulations of RSU,
- 2.2. An entrant who applies for a state-funded study place shall be matriculated after winning the competition and concluding the study contract.
- 2.3. An entrant who applies for studies for tuition fee shall be matriculated after winning the competition, concluding the study contract and paying the tuition fee. Within the framework of a tailor-made contract, an entrant shall be matriculated in accordance with the terms of the contract.
- 2.4. An entrant who applies for a study place within the exchange programmes shall be matriculated after concluding the study contract.

3. Student's rights

- 3.1. The University student shall have the following rights:
 - 3.1.1. to receive higher education in the chosen study programme corresponding to the procedures prescribed by the University;
 - 3.1.2. to participate in the implementation and development of the study programme;
 - 3.1.3. to request and receive adequate material and technical provision for a comprehensive study process within the possibilities of the University;
 - 3.1.4. to use the University premises, equipment and facilities, libraries, cultural, sports, medicine and other objects which are intended for the study process in accordance with the procedures specified by the University;
 - 3.1.5. to suspend and resume studies in accordance with the procedures specified by the University;
 - 3.1.6. to receive the necessary information in a timely manner on all issues directly related to studies;
 - 3.1.7. to express and defend their views and opinions freely insofar as they do not prejudice the rights and legitimate interests of others;
 - 3.1.8. to vote and be elected to the Student Union and to participate in the self-government institutions;
 - 3.1.9. to attend study courses of other higher education institutions as an attendee and to take the necessary examinations;

- 3.1.10. to submit appeals against the assessment of learning outcomes, as well as to participate in the meeting of the Appeals Commission and provide explanations.
- 3.1.11. to establish associations, interest groups and clubs, as well as to become a member of them;
- 3.1.12. to submit complaints, proposals and applications also regarding the decisions of the University officials or collegial bodies on matters directly related to studies, including reporting of alleged offences related to corrupt activities;
- 3.1.13. to participate in the work of the collegial representation and management institutions and decision-making bodies of the University in the cases specified by the laws and regulations in force in the Republic of Latvia, internal laws and regulations of the University or administrative documents of the University;
- 3.1.14. to use study and student loans in accordance with the procedure prescribed by the laws and regulations and to apply for a state-funded scholarship, as well as for other scholarships or grants, if such are available at the University;
- 3.1.15. to select and change the study programme in accordance with the procedures prescribed by the University;
- 3.1.16. to undertake scientific research activity in accordance with the internal laws and regulations of the University or administrative documents of the University;
- 3.1.17. to draw up and acquire individual elective part of studies;
- 3.1.18. to obtain recognition of learning outcomes gained in other higher education institutions and during the previous study periods at the University, as well as recognition of learning outcomes acquired outside formal education or acquired by professional experience in accordance with the procedures set by the University.

4. Student's obligations:

- 4.1. The University student shall have the following obligations:
 - 4.1.1. to fulfil the obligations of the study contract concluded with the University, to comply with these Rules, the University Code of Ethics, as well as other internal laws and regulations;
 - 4.1.2. to treat lecturers, general staff, students and visitors with dignity and respect;
 - 4.1.3. to fulfil the requirements set by the academic and general staff related to the study process in due time and accurately, insofar as they do not contradict the rules and regulations;

- 4.1.4. in the processing of personal data for the needs of study research work, to comply with the requirements of the external laws and regulations, internal laws and regulations of the University and (medical) institutions and organisations related to the processing of data regarding data protection, including obtaining the necessary permits;
- 4.1.5. to respect and comply with the principles of academic integrity and ethics; to prevent plagiarism or any other kind of non-compliance with copyright or neighbouring rights within the study process;
- 4.1.6. to complete the evaluation questionnaire at the end of each study course and study programme;
- 4.1.7. not to offer the University staff any financial and other material benefits and otherwise refrain from unlawful influencing of the University staff, in order to gain personal benefit for themselves or their family members;
- 4.1.8. to familiarise themselves with the requirements for labour protection, safety and fire safety and to confirm the fact of acquaintance on the University Student Portal “MyRSU”, by promising to comply with RSU instructions on labour protection and fire safety and the requirements for labour protection and fire safety of the legislation in force in the Republic of Latvia;
- 4.1.9. to adhere to the guidelines specified for the University corporate identity;
- 4.1.10. to carry a valid University student identity card;
- 4.1.11. to use the e-mail address (electronic address) assigned by the University for communication with the University;
- 4.1.12. not to be under the influence of alcohol, narcotic drugs, toxic or psychoactive substances while being at the University;
- 4.1.13. to comply with the personal hygiene requirements while at the University;
- 4.1.14. to use the University premises, facilities, equipment and other University objects only for the intended purposes and within the study process;
- 4.1.15. to use the University premises, facilities, equipment and other University objects with care and accuracy, not to damage them or undertake any other activities that might lower their quality. This paragraph does not apply to the normal loss of quality of objects resulting from the use of objects for their intended purposes within the study process;
- 4.1.16. to follow the traditional conceptions of the academic environment in choice of home pages while using the University Internet connection;
- 4.1.17. immediately after commencing or resuming studies, to activate the student's credentials (user name) on the Student Portal “MyRSU” by obtaining and independently updating the password;

- 4.1.18. to pay the tuition fee in accordance with the procedures, amount and time limit prescribed by the University, to settle the University fees in due course, as well as fulfil other financial obligations to the University, if any;
- 4.1.19. to use any technical, electronic or digital devices in the study process only with the permission of a lecturer; to sign all the written coursework produced within the study process, indicating the name, surname and the date of signing, or, in the case of anonymised examinations, indicating their ID number;
- 4.1.20. to pay for the damage inflicted upon the University or other legal or natural persons due to the fault of a student;
- 4.1.21. to deal with all disputes and disagreements that have arisen during the study process first within the University, taking into consideration *the principle of subsidiarity* (to address a representative of the University staff or department whose direct responsibilities include problem solving, thereby ensuring a prompt and effective resolution of the problem);
- 4.1.22. to participate in the study and research activities as a person who without any additional checks is physically identifiable according to the photo on the student's identity card or any official personal identity document;
- 4.1.23. to comply with the traditional conceptions of the academic environment in the choice of clothing and visual image; to respect the interests of other University students, academic and general staff, as well as cooperation partners;
- 4.1.24. to comply with the internal rules and regulations laid down by RSU cooperation partners (public institutions, medical institutions, etc.) while being in their territory and premises.

5. Student's Disciplinary Liability

- 5.1. The basis for the disciplinary liability of a student shall be the failure to comply with these Rules, the Academic Regulations or other internal laws and regulations and administration documents of the University.
- 5.2. The types of disciplinary liability of a student shall be:
- 5.2.1. a reproof;
 - 5.2.2. a reprimand;
 - 5.2.3. exclusion.
- 5.3. Disciplinary proceedings shall be initiated by the Dean,
- 5.4. After initiating the case, the Dean shall request a written explanation from the student. The Dean may request information related to the student's offence also from other persons and institutions, if such is needed.

- 5.5. The refusal of the student to provide an explanation (including failure to provide an explanation) shall not be an obstacle for further progress of the case.
- 5.6. Before taking a decision, the question about the disciplinary liability of a student shall be reviewed by the Faculty Council (on the disciplinary liability of doctoral students - the Council of Doctoral Studies).
- 5.7. In deciding on the disciplinary penalising of a student, the Faculty Council or the Council of Doctoral Studies, respectively, should, if possible, hear the student's explanations. The student's failure to appear and give an explanation shall not be an obstacle to review the respective case.
- 5.8. The Dean shall inform the Dean's Council and in cooperation with the Legal Department, shall give an opinion to the Rector on whether the respective student has to be disciplinary punished, and what specific type of disciplinary liability should be applied.
- 5.9. The imposition of disciplinary sanctions, unless there are specific obstacles, shall be possible not later than within three months from the day of detecting the offence, excluding the period of temporary incapacity of the student, as well as the time when the student does not arrive at the University. The disciplinary sanction shall be imposed not later than twenty-four months from the date of the offence. For each offence only one disciplinary penalty may be imposed.
- 5.10. The decision regarding the disciplinary punishment of a student, taking into consideration the previous behaviour of the student, the severity of the offence and the damage caused, as well as considerations of expediency, shall be taken by the University Rector by issuing a written decree.
- 5.11. After the University Rector has taken the decision, the Dean shall introduce the student to the decision within one day by asking the student to sign to confirm that he/she has read the decision; and the Dean shall record the decision into the student's personal file, or shall send the decision to the student electronically and, if necessary, by post.
- 5.12. The student shall have the right to contest the decision of the University Rector at the Academic Arbitration Court of the University within 1 month from the date of taking the decision.
- 5.13. The student's application regarding the decision of the University Rector, submitted within the specified time period, shall suspend the action of the decision of the University Rector from the moment when the application was received at the University (except for the decision regarding exclusion).
- 5.14. The decision taken by the Academic Arbitration Court may be appealed to the court in accordance with the procedures prescribed by law.

5.15. If a student is not subject to a new disciplinary sanction within a year from the date of application of the disciplinary sanction, he or she shall be deemed not to be disciplinary penalised.

6. Tuition fee

6.1. The tuition fee at the University shall be determined for the study places financed by natural and legal persons. A fee for the repeated acquisition of study courses or fulfilment of other study assignments that have not been successfully completed by a student shall be charged for the state-funded study places, unless otherwise specified in the internal laws and regulations of RSU.

6.2. The tuition fee for the respective year of study shall be determined by the University Senate.

6.3. Discounts may be applied to the tuition fee in accordance with the internal normative act approved by the University Senate.

6.4. After concluding the study contract, the entrant shall pay the tuition fee in the following amount and within the time period specified in the contract:

6.4.1. in the amount of not less than 1 month of the tuition fee in study programmes (except for the study programmes “Medicine” and “Dentistry” in English), taken by a citizen, non-citizen or permanent resident of Latvia;

6.4.2. in the amount of not less than 1 semester of the tuition fee in study programmes taken by a citizen of the European Union (except the Republic of Latvia), a citizen of the European Economic Area, a citizen of the Swiss Confederation or a permanent resident of the European Community, who has a valid residence permit, as well as a third-country national;

6.4.3. in the amount of not less than 1 semester of the tuition fee in the study programmes “Medicine” and “Dentistry” taken in English by a citizen, non-citizen or permanent resident of Latvia.

6.5. The contract concluded with the student may provide for an obligation of the student to pay a contractual penalty for delay in payment.

6.6. The tuition fee shall be paid in accordance with the terms of the contract. Payments may also be made earlier in accordance with the procedures specified by the University. If due to an objective reason it is not possible to pay the tuition fee within the specified time period, the student shall inform his or her contact person thereof in good time by submitting an application to the Student Services regarding the extension of the term of payment of the tuition fee.

6.7. The tuition fee shall be considered received at the moment it is transferred to the current account of the University.

6.8. If a student fails to pay the tuition fee within the specified time limit, a reminder shall be sent to the student, asking him/her to pay the debt by the 12th date of the current month.

6.9. If a student fails to pay the debt within the specified deadline, he or she may be denied access to the University information systems, as well as other restrictions may be imposed in accordance with the internal rules and regulations of the University.

6.10. Students who have not paid the tuition fee shall be excluded one month after the due date for payment of the debt.

6.11. In critical situations, debt recovery may be organised by the University according to the procedures of the extra-judicial debt recovery.

6.12. After payment of the debt, the student may resume studies in accordance with the procedure specified in Section 10 of the present Rules.

6.13. Provisions that differ from those described in Paragraphs 6.4 and 6.6 of this Section may be included in the study contracts of international students who require residence permits.

6.14. Paragraphs 6.6 to 6.9 of this Section shall not be applied to students to whom a study loan has been granted and who have informed the University thereof.

6.15. Students who, as attendees, attend study courses in other higher education institutions, shall pay the tuition fee from their own resources. The University shall pay this fee only if a cooperation agreement has been concluded with the relevant higher education institution or if the student has agreed its choice with the Dean and the acquisition of the study course is not possible at the University.

7. Procedure for drawing up, addressing and submitting applications, complaints and proposals

7.1. Mutual communication between the University and the student shall take place:

7.1.1. in writing;

7.1.2. electronically, using the secure electronic signature introduced in Latvia;

7.1.3. through the University Student Portal "MyRSU" and the University e-mail system; respectively, to the student's e-mail address assigned by the University and from the student's e-mail address assigned by the University to e-mail addresses of teaching and general staff indicated on the University website;

7.2. When activating and using the University e-mail system or the University Student Portal "MyRSU", the student shall use the electronic signature of the University student (an action approved with the student system credentials (a username and a password) within RSU Student Portal (i.e., approval of the electronic document or another action available for the respective electronic document) and requesting and providing information via e-mail address provided by the University).

7.3. The student shall have the right to submit applications, complaints and proposals to the respective Dean or the respective Vice-Rector or the Rector, as well as to another relevant department.

7.4. The student may submit applications in person to the Student Services, by sending them remotely from the e-mail address assigned by the University or by post. Students' complaints and proposals may be submitted in person to the Student Services or to the Student Union by sending to atsauksmes@rsu.lv, complaints@rsu.lv.

8. Granting of academic leave

8.1. An academic leave shall be granted by the relevant Vice-Rector of the University on the basis of a motivated student's application and, taking into consideration the opinion of the Dean, in the following cases:

8.1.1. the student is unable to continue studies due to medical indications;

8.1.2. the student is unable to continue studies for social reasons;

8.1.3. for family reasons;

8.1.4. due to studies in a foreign higher education institution. This Paragraph shall not apply to students who are studying at the University within the framework of exchange programmes;

8.1.5. due to pregnancy, childbirth and childcare.

8.2. In order to grant an academic leave to a student due to medical indications, the student shall present a document certifying incapacity for work in addition to the application requesting for an academic leave.

8.3. In order to grant an academic leave to a student for social reasons, the student shall present a certificate, issued by a competent state or local government social assistance institution and (or) other documents confirming the conditions specified in the application, in addition to the application requesting for an academic leave.

8.4. In order to grant an academic leave to a student due to studies at a foreign higher education institution, the student shall attach documents confirming the conditions specified in the application, in addition to the application requesting for an academic leave. This Paragraph shall not apply to students who are studying at the University within the framework of exchange programmes.

8.5. In order to grant an academic leave to a student due to the childbirth, the student shall present the original or true copy of the birth certificate of the new-born when submitting the application requesting for an academic leave to the Student Services.

8.6. The academic leave shall not be granted if the student has failed to complete the study courses successfully or has a tuition fee debt.

8.7. When a student (also a student who studies in a state-funded study place) resumes studies after the academic leave, he/she must pay the tuition fee for repeatedly

learned study courses or for the repeatedly taken study period. Students who have been granted the academic leave in connection with pregnancy, childcare or health condition shall be exempt from the tuition fee.

8.8. The academic leave may be granted for a period of up to one academic year, but not more than twice during each stage of studies (undergraduate studies, master's studies, residency or doctoral studies). In addition, academic leaves may be granted in the cases specified in Sub-paragraphs 8.1.1; 8.1.2 and 8.1.5 of these Rules.

8.9. The application for resumption of studies after the academic leave or extension of the academic leave must be submitted to the Student Services not later than five weekdays before the end of the academic leave.

9. Exclusion and withdrawal

9.1. A student may be excluded from the list of students if:

9.1.1. the student expresses the corresponding wish in a written application addressed to the Dean;

9.1.2. the student has not passed the required examinations within the time limits specified by the University or has not completed other study assignments (provisions of the relevant Academic Regulations and other internal laws and regulations and administrative documents of the University);

9.1.3. the student has not fulfilled the financial obligations within the deadlines specified by the University;

9.1.4. the student does not resume studies upon the expiry of the academic leave in accordance with the prescribed procedures;

9.1.5. the student has violated the internal laws and regulations of the University (disciplinary liability);

9.1.6. it turns out that the matriculation of the student has been affected by deception, bribery or other actions by which the principle of equality of entrants has been violated;

9.1.7. the student has completed the study programme and has obtained the degree or professional qualification provided for in the study programme.

9.2. The decision regarding the exclusion of a student prepared in accordance with the procedures specified in Section 5 of these Rules (if it is applied as a form of disciplinary liability) shall be taken by the Rector.

9.3. The decision regarding the exclusion of a student (if it is not applied as a form of disciplinary liability) shall be drawn up by the Study Department, informing the Dean thereof, and taken by the relevant Vice-Rector of the University.

9.4. The decision regarding the exclusion shall be issued as an administrative act, sent to the student's declared address of residence or electronically to the e-mail address

assigned by the University. The student may contest it to the Academic Arbitration Court of the University. The decision taken by the Academic Arbitration Court of the University may be appealed to the court in accordance with the procedures prescribed in the Administrative Procedure Law.

10. Procedure for resumption of studies after exclusion

10.1. In order to resume studies, the excluded student shall carry out the following activities:

10.1.1. not later than five weekdays prior to the resumption of studies, the student shall submit an application to the Dean (or the Vice Dean);

10.1.2. if the student has not mastered all the study courses of the respective year of study in accordance with the study programme before exclusion, the student shall conclude the study contract and pay the tuition fee for the study courses not mastered. If the student has passed all interim examinations of the study course but has not successfully passed the final examinations, the student shall have the right to take only the final examination after the resumption of studies, covering the costs only for taking thereof;

10.1.3. shall pay the debts to the University for fee-based services, for the library books not returned, tuition fees for previous years of study or any other binding debts.

10.2. The University shall provide the students (except the students of the study programme "Residency in Medicine") with the opportunity to resume studies within two years after the exclusion. If the study programme has been amended during this period, the student shall take the changed study courses without additional payment. If the implementation of the study programme is suspended during that period, the University shall provide the student with the resumption of studies in the same or similar study programme in accordance with the licensing or accreditation documents.

10.3. The University shall, after taking the measures specified in the previous Paragraph, reinstate the student, who studied in a state-funded study place until the exclusion and has not mastered all the study courses of the corresponding study year in accordance with the study programme, in the number of students with an indication that studies shall be fee-based for one semester in accordance with the amount of the tuition fee prescribed by the University and the number of credit points. In the specified semester a student shall study those study courses which have not been mastered in accordance with the study programme.

11. Procedure according to which students of other higher education institutions may apply and attend study courses at the University as attendees;

11.1. This Section shall determine the procedures by which students of other higher education institutions and other persons (including students of other University study

programmes) may apply for and attend study courses offered by the University within the framework of the Open University. This Section shall not apply to the students who study at the University within the framework of exchange programmes.

11.2. Students of other higher education institutions and other persons shall be entitled to attend the study courses offered by the University for a fee, taking examinations within the framework of them, if their previous education and the level of knowledge and skills comply with the requirements of the study course (in the regulated professions) and if the University can provide these studies.

11.3. Before attending a study course, an attendee shall have a duty to:

11.3.1. complete the electronic application form on the website of the University;

11.3.2. in case of approval, conclude a contract on the acquisition of the study course;

11.3.3. pay the invoice for the acquisition of the study course;

11.3.4. at the first lecture or practical class of the study course, register with the lecturer, presenting a personal identity document.

11.4. Students of other higher education institutions and other persons who study the University study courses as attendees must comply with these Rules, the relevant Academic Regulations, other internal laws and regulations of the University and administrative documents of the University.

12. Student safety measures

12.1. The evacuation plans of the University and information regarding the procedure for calling the emergency services (emergency medical aid, firefighters, gas service) shall be located in each building and floor including the floor exit (staircase, lift), as well as on the University website (<https://www.rsu.lv/ugunsdrosiba>).

12.2. The academic staff, persons attending the library, participants of conferences and training courses and other persons may stay in the University during its working hours, if they adhere to generally accepted rules of conduct, are not under the influence of alcohol, narcotic drugs, toxic or psychoactive substances, and do not pose a threat to the life, health or property of other persons. The University security service has the right to evict persons from the University premises if they have violated the above provisions. If necessary, restrictions for being in the University, additional security measures and the right to evict a person from the University premises shall be determined by the decree of the University Rector.

12.3. Students are prohibited to purchase, use, store and sell alcohol, cigarettes, narcotic drugs, toxic or psychoactive substances, gas sprays, gas powered guns, firearms and cold weapons in the University premises and the territory. The storage and use of the specified substances and objects in the study process shall be permitted in

accordance with the instructions of the lecturers, in line with the study programme, abiding by all the existing rules and regulations. Smoking in the territory of the University is allowed only in the places specially designated for smoking.

12.4. Upon the request of a lecturer, a student and attendee are obliged to get acquainted with and comply with safety instructions related to the study process. A University lecturer or employee has the right not to admit a student to the respective activities, if the student refuses to become acquainted with or comply with safety requirements. The lecturer shall report on each case to the Head of the structural unit within three weekdays of the established fact, who decides on reporting to the Dean for initiating disciplinary proceedings.

12.5. A student and attendee are obliged to have vaccinations, health checks as stated in the rules and regulations, and provide information about their state of health if it is necessary in the study process in order to prevent threats to the health or life of the student or other persons. A University lecturer has the right not to admit a student to the respective classes if the student has not fulfilled the above requirements. The University shall ensure the confidentiality of the information received.

12.6. A student should not tolerate behaviour that poses a threat to the safety and health of their own or other people. In the event of any danger (physical or emotional abuse, a threat to safety or health), a student shall be obliged to do the following immediately:

12.6.1. taking into consideration the nature of the threat, assess the need to report them via a single emergency call number **112**;

12.6.2. inform any nearest general staff member about the threat;

12.6.3. inform the Dean about the threat.

12.7. Having detected physical or emotional abuse against a student, the general and academic staff of the University shall be obliged to inform the Dean thereof, who clarifies the circumstances of the case and informs the respective Vice-Rector and the Rector thereof with the aim of assessing the need that the offenders are called to account.

12.8. The Dean shall be responsible for introducing students to the internal rules and regulations, safety regulations and the evacuation plan.

13. Final Provisions

13.1. During the study process, the lecturer and the student shall respect the principles of academic integrity and ethics and avoid conflicts of interest. In the event of an existing or alleged violation of academic integrity or conflict of interest, the lecturer or student shall immediately inform the Head of the academic department, the Dean of the faculty or the relevant Vice-Dean. The matter shall be considered in accordance with the internal laws and regulations of the University.

13.2. These Rules shall apply to a student studying within an exchange programme, insofar as they do not contradict the contractual relationship.

13.3. A student studying within an exchange programme must comply with the internal rules and regulations, insofar as they do not contradict the contractual relationship.

13.4. These Rules shall be applicable, insofar as they do not contradict the external rules and regulations.

13.5. The version of the Rules approved at the Senate meeting of 21.04.2020 shall be applicable from the academic year 2020/2021.

13.6. These Rules shall be available at the University Library and faculties. The current version of the Rules shall also be constantly published on the University website www.rsu.lv and on the University Student Portal "MyRSU".

Chairperson of the Senate

J.Gardovskis

T. Koķe
(67061558)

AGREED
at Rīga Stradiņš University
meeting of the Dean's Council
of ___ January 2020
Minutes No 15-1/3/2020;

at the meeting of the Rectorate, dated 30.03.2020,
Minutes No. No. 5-2/13/2020