

**REGULATIONS**  
on the Students Ombudsman  
of Faculty of Programming and Computer & Telecommunication Systems  
of Khmelnytsky National University

**I. GENERAL PROVISIONS**

I.1. The Students Ombudsman of Faculty of Programming and Computer & Telecommunication Systems of Khmelnytsky National University (hereinafter referred to as the KhNU FPCTS) is a person who is entrusted with the functions of controlling the observance by all participants of the KhNU FPCTS community of the interests, rights, freedoms and legitimate interests of students; promoting the efficiency of the procedures of learning process; support of social initiatives and formation of active citizenship of students; supporting the academic and personal success of students while studying. The mission of the Students Ombudsman of KhNU FPCTS is to provide an impartial, neutral, confidential, fair and equitable facilitates resolution to concerns that arise within the university.

I.2. The Students Ombudsman is guided by the principle of the rule of law, the legislation of Ukraine, the Statute of the University, the Code of Academic Integrity of KhNU FPCTS, these Regulations and other normative legal acts.

I.3. These Regulations defines the main tasks, the procedure for the election and appointment, the organization of activities, powers and responsibilities of the Students Ombudsman of the KhNU FPCTS.

**II. STATUS OF THE STUDENTS OMBUDSMAN**

II.1. The Students Ombudsman of the KhNU FPCTS is a student (postgraduate researcher) with advisory powers, as well as powers to represent and protect the rights, freedoms and interests of students of the KhNU FPCTS, regardless of the form of education and membership in various non-governmental organizations, including: students – citizens of other states; students studying on programs of international academic mobility in educational institutions of other states; postgraduate researchers of the KhNU FPCTS.

II.2. The Students Ombudsman of the KhNU FPCTS is appointed from the number of students (postgraduate researchers) of the Students council of the KhNU FPCTS on the submission of the head of Students council of the KhNU FPCTS and approved by a simple majority at a meeting of Students council of the KhNU FPCTS.

II.3. The term of office of the Students Ombudsman is 2 years with the right to re-election for a second term.

II.4. The Students Ombudsman is also a vice-head of Students council of the KhNU FPCTS and a permanent member of the Commission on academic integrity of the KhNU FPCTS.

II.5. The Students Ombudsman carries out his/her activity independently of other officials, organs and structural subdivisions of the University.

II.6. The Students Ombudsman can have no more than two assistants from the students (postgraduate researchers) of the KhNU FPCTS.

II.7. The Students Ombudsman is deprived of his status:

- after a personal statement about the drawing up of credentials;
- after the submission of the head of Students council of the KhNU FPCTS on the Student Ombudsman recall, approved at the session of the Students council of the KhNU FPCTS by a simple majority of votes;
- in the case of expelling from the KhNU FPCTS or interruption of studies.

### III. FUNCTIONS OF THE OMBUDSMAN

III.1. The Students Ombudsman has the following functions:

- informing the students of the KhNU FPCTS about their rights, duties and procedures of appeal, explanation of the policy of the KhNU, informing about availability of other resources and personnel in the KhNU, which may be useful for solving problems;
  - consideration of oral and written appeals of students (postgraduate researchers) on the observance of their rights, freedoms and legitimate interests during their studies at the KhNU, residence in student dormitories of the KhNU;
  - providing support to students of the KhNU FPCTS regarding the procedures for resolving issues that affect academic progress;
  - minimizing the escalation of the conflict, which participants are students of the KhNU FPCTS, through the search for mutually acceptable results;
  - consultations of students (postgraduate researchers) of the KhNU FPCTS on matters that fall within his/her competence;
  - identification of trends in areas that are of concern to the students of the KhNU FPCTS, and the attention of the management of the KhNU FPCTS to these areas;
  - representation of students' (postgraduate researchers') interests at the Commission on academic integrity of the KhNU FPCTS;
  - studying the trends among the students of the KhNU FPCTS, providing recommendations on policy changes and procedures for the management of the KhNU FPCTS;
  - submission issues relating to his/her competence to the authorities, heads of structural units of the KhNU FPCTS, other officials of the KhNU FPCTS for discussion.

III.2. The Students Ombudsman interacts with the governing bodies of the KhNU FPCTS, with the heads of structural units and other officials of the KhNU FPCTS, with regard to the protection of the rights, freedoms and legitimate interests of students.

## IV. RIGHTS AND DUTIES OF THE STUDENTS OMBUDSMAN

### IV.1. The Students Ombudsman must:

- prevent the violation of the rights and freedoms of students (postgraduate researchers) of the KhNU FPCTS and contribute to their renewal;
- ensure the availability and publicity of the work of the Students Ombudsman office of the KhNU FPCTS;
- take immediate decision on consideration of submitted applications and take possible measures to restore the rights of students (postgraduate researchers) of the KhNU FPCTS;
- ensure an independent, impartial, confidential consideration of applications;
- inform the students of the KhNU FPCTS about the results of work of the Commission on academic integrity of the KhNU FPCTS;
- report to the Students council of the Commission on academic integrity of the KhNU FPCTS on the work during the academic year annually;
- other obligations stipulated by regulatory acts or those arising from his/her powers.

### IV.2. The Students Ombudsman of the KhNU FPCTS has the right to:

- take measures for the generalization, coordination, formation and unimpeded realization of the rights and freedoms of students (postgraduate researchers) of the of the KhNU FPCTS;
- supervise ensuring of gender and racial equality of the rights and freedoms of students (postgraduate researchers) of the KhNU FPCTS;
- promote the implementation of social programmes and projects of social purpose in order to ensure the protection of the rights, freedoms and legitimate interests of students (postgraduate researchers) of the KhNU FPCTS;
- represent the interests of students (postgraduate researchers) in the governing bodies of the University, in students' self-government bodies and in relations with other members of the University community;
- make suggestions to the administration of the KhNU FPCTS regarding the improvement of the KhNU FPCTS subdivisions in the field of observance, realization of rights, freedoms and legitimate interests of students (postgraduate researchers) of the KhNU FPCTS;
- offer the agenda of students' self-government bodies on issues included in his/her competence;
- provide recommendations to the governing bodies, structural subdivisions of the KhNU FPCTS, and students' self-government bodies to approve local acts of the University that will promote the protection of the rights, freedoms and legitimate interests of students (postgraduate researchers) of the KhNU FPCTS;
- other rights stipulated by normative legal acts or those arising from his/her powers.

## V. GUARANTEES OF ACTIVITY OF THE STUDENTS OBBUDSMAN

V.1. Any interference or interference with the activities of the Students Ombudsman of the KhNU FPCTS by the authorities, structural units, their heads, officials of the University, public organizations, other individuals and/or legal entities is prohibited.

V.2. The administration, structural units, their heads and officials of the University are required to respond to the oral and/or written requests of the Students Ombudsman of the KhNU FPCTS on cases within his/her competence.

V.3. Intentional concealment, provision of knowingly false information, failure to provide answers to requests of the Students Ombudsman of the KhNU FPCTS are considered as an obstacle to the activities of the Students Ombudsman.

V.4. When applying to the Students Ombudsman of the KhNU FPCTS, there may not be any privileges or restrictions based on race, colour, political, religious or other beliefs, sex, ethnic or social origin, property status, place of residence, language or other grounds.

V.5. The Students Ombudsman of the KhNU FPCTS must not disclose confidential information and provide any explanations regarding a case, being considered by him/her, or which has been completed without the applicant's warrant.

## VI. THE REPRESENTATIVE OF THE STUDENTS OBBUDSMAN

VI.1. The Representative of the Students Ombudsman of the KhNU FPCTS (hereinafter referred to as the Representative) is appointed by the Student Ombudsman, is a member of the Students council of the KhNU FPCTS, to whom certain powers of the Students Ombudsman are delegated who has the same guarantees of his activities.

VI.2. The appointment and dismissal of the Representative, as well as the determination of his powers, tasks and functions, is made by the Students Ombudsman.

VI.3. The Representative reports directly to the Students Ombudsman, carries out his/her activities within the powers delegated to him/her, the specified tasks and functions.

VI.4. The nominal composition and structure of the Representative is determined by the Student Ombudsman in written form.

VI.5. The representative's tasks include:

- transfer of complaints from students (postgraduate researchers) to the Students Ombudsman;
- informing the students (postgraduate researchers) regarding the outcome of the examination of applications;
- participation in the preparation and development of draft recommendations to the governing bodies, structural units, officials, and students' self-government bodies of the of the KhNU FPCTS, which will promote the protection of the rights,

freedoms and legitimate interests of students (postgraduate researchers) of the KhNU FPCTS;

- providing information and commentary on activities to the mass media;
- other tasks identified by the Students Ombudsman.

## VII. FINAL PROVISIONS

1. The Regulations on the Student Ombudsman of the KhNU FPCTS are approved at the meeting of the Students council of the KhNU FPCTS in agreement with the Academic Council of the of the KhNU FPCTS.

2. Any changes and additions to this Regulation are made by the Students Ombudsman's draft and approved by a simple majority at the session of the Students council of the KhNU FPCTS in agreement with the Academic Council of the of the KhNU FPCTS.