

INTERNATIONAL BALKAN UNIVERSITY

No. 200.57/2022

29.11.2022, Skopje

Based on Article 31 and Article 32 of the Law on Higher Education (“Official Gazette of Republic of North Macedonia” number 82/2018, 154/2019, and 178/2021) and Article 61 Paragraph 1 Item 13 of the Statute of the University, the Rectors Board of the International Balkan University, on 29.11.2022, adopted the following

Rulebook on the Student Ombudsman

Aim

Article 1

Student Ombudsman contributes to maintaining the highest standards of academic life and effective support for students in the independent and impartial review of student complaints that have not been resolved by the department or faculty.

Student Ombudsman is independent, impartial, confidential, and honest. The position of the Student Ombudsman is incompatible with any other position (university or political) or membership in a party. He/she does not advocate for any individual. The Student Ombudsman advocates for fair and equitable administration of processes as well as expected standards of professional conduct and service. The use of Student Ombudsman services by students is on a voluntary basis and is not a mandatory step in any procedure or process.

The Student Ombudsman cannot investigate any matter in which there is a conflict of interest or that compromises the neutrality of the position. In this case, he/she seeks support from the Secretary-General and/or from the President of the University Student Assembly

Approach

Article 2

The Student Ombudsman is elected from among full-time students of the University, for the protection of student rights.

The Senate of the University elects the Student Ombudsman with a majority of the votes of the members, based on the public call, upon the proposal of the University Student Assembly but from the candidates from outside the Parliament. The public call is announced

by the University Student Assembly as soon as the University Student Assembly bodies are elected.

The term in office of the Student Ombudsman is two years, without the right of re-election.

The procedure for dismissal of the Student Ombudsman can be initiated by the University Student Assembly, and the decision on dismissal/non-dismissal is made by the Senate of the University, with a majority of votes from the total number of members.

Jurisdiction of the Ombudsman

Article 3

The student ombudsman acts upon submission of a student or on his initiative if he notices that a student's right has been violated by the authorities of the University or another member of the academic community of the University.

For his/her work, the Student Ombudsman submits an annual report to the University Senate no later than January 31st for the previous year.

In the process of exercising his jurisdiction, the Student Ombudsman may consult with the staff and students, inspect documents, and obtain independent legal advice, as required.

Upon formal inquiry, he/she may make recommendations for resolving complaints to the Pro-Rector (for academic affairs), the Secretary-General (for administrative or general issues), or the President of the University Student Assembly. For very serious violations, he/she may choose to report the matters directly to the Rector or the President of the University Senate.

The Student Ombudsman may also make recommendations for changes in university practices to prevent similar complaints and dissatisfactions.

The student ombudsman submits annual reports to the University Senate and the University Student Assembly, no later than January 31 for the previous year. It submits reports on the types of complaints, student dissatisfaction, the general functioning of complaints, and other relevant procedures and processes. The student ombudsman may be required to attend the Senate meeting in person to present the results.

Responsibilities of the Student Ombudsman

Article 4

The Student Ombudsman:



- Regularly will inform about the role of the Student Ombudsman through performance reports and other reports, and if necessary via email, to ensure that students and staff are aware of the position, role, and value of the Student Ombudsman, in collaboration with the relevant departments;
- Will provide current information on University policies and procedures in order to advise students on their rights and responsibilities in relation to these processes;
- Will receive and record objections, complaints, or issues submitted by a student or group of students objectively and confidentially;
- Will confirm and ascertain that the student or group of students has taken all necessary steps to resolve the matter within the faculty or unit;
- Will conduct investigations informally to decide if the investigation is needed;
- Actively facilitate informal discussions to identify the best opportunities to solve the problem and ascertain when issues are completed;
- Will support the student through the complaint procedure;
- Independently investigates the complaint if further action is necessary and makes recommendations for resolving complaints to the Vice - Rector (for academic affairs), the Secretary-General (for administrative or general matters), and the President of the University Student;
- Regularly informs students or student groups about the progress of the matter by email;
- Will provide an annual general report on his/her work;
- Will participate in trainings that are relevant for the position and will contribute with general advice and ideas about the related policies and processes as required;
- Will perform the work in accordance with all legal requirements, such as the University Statute, Statute of the University Student Assembly, policies, procedures, and guidelines, and follow the mission of the University.

Required skills

Article 5

The student ombudsman is required to possess the following skills:

- Ability to communicate in the local languages (Albanian and Macedonian);
- To have completed the first year of undergraduate studies;
- To have an average grade of at least 8.5.
- Relevant computer skills for communication and archiving;
- Ability to negotiate positively with students and employees;
- Solving problems and taking initiative;
- Ability to work independently;
- Reporting skills and basic analysis skills data.

SUPPORT

Article 6

The student ombudsman can seek support and advice from the services within the General Secretariat of the University.

The University shall provide conditions and space for work as well as administrative and technical help to the University Student Assembly and the Student Ombudsman.

REQUIRED FORMS AND PROCEDURES

Article 7

The following forms are applicable in the operation of the Student Ombudsman:

- Complaint/request form
- Report form of the student ombudsman

The following acts are applicable in the operation of the student attorney:

- Published academic regulations
- Published administrative regulations
- Statute of the University
- Statutes of faculties and other organizational units
- Statute of the University Student Assembly
- Law on Higher Education

FINAL PROVISIONS

Article 8

This Rulebook shall enter into force on the day of its adoption.

Skopje, 29.11.2022

President of the Senate

Prof. Dr. Kire Sharlamanov