

Rules of procedure for the University of Copenhagen's student ambassador

Part 1 Purpose

1. The purpose of the student ambassador is to strengthen students' legal rights and advise them in relation to their encounters with the University of Copenhagen (UCPH).
- (2) The student ambassador is ambassador for the entire University. The student ambassador shall contribute to strengthening dialogue and mutual understanding between students and UCPH.
- (3) In the performance of his/her duties, the student ambassador is independent of UCPH, including students, employees, the management and the board.
- (4) The student ambassador can provide guidance and instruction on an academic and professional basis to students and staff with a view to avoiding complaints etc.
- (5) The student ambassador shall appear neutral and objective when encountering students, staff and the management at UCPH, just as the student ambassador shall carry out his/her activities in a constructive dialogue with students, staff and the management at UCPH.

Part 2 General provisions

2. In accordance with the Statutes of the University of Copenhagen, the rector appoints a student ambassador, who shall conduct his/her activities independently of the board, the rector and the administration.
- (2) The ambassador's tasks, expertise and authority are described in these rules of procedure.

Part 3 Appointment and dismissal

3. The student ambassador is appointed and dismissed by an appointment committee set up by the rector in accordance with the provisions of (4) below.
- (2) In the appointment process it must be taken into account that the student ambassador shall be able to function independently.
- (3) The student ambassador shall have knowledge of university matters and administrative law and hold managerial experience.
- (4) The rector appoints an appointment committee consisting of:
 - the university director, who is appointed chairman
 - a dean appointed by the senior management team
 - a representative of the academic staff appointed by the academic councils
 - a representative of the technical and administrative staff appointed by the employee representatives of the General Collaboration Committee.
 - two student representatives appointed by the organisation(s), which has/have student representatives elected to the university's board, and
 - a member with legal expertise appointed by the university director.

4. The student ambassador reports to the university director and is affiliated with his office in terms of employment law as part of the rector's delegation to the director.

Part 4 The student ambassador's powers

5. The student ambassador's activities include situations in which a student needs advice regarding their relationship with UCPH, cf., however, (3) and (4) and 6. below

(2) The student ambassador shall only deal with enquiries from students and student workers. Enquiries from PhD students may in exceptional cases be dealt with by the student ambassador if such enquiries cannot be dealt with by the faculties' Named Persons. Furthermore, the student ambassador may deal with enquiries from others who experience problems with enrolment or disenrolment.

(3) The student ambassador may not make decisions. The student ambassador may not act as a parallel or competing investigating authority to an existing investigating authority.

(4) To ensure that information from the administration is correctly understood by the students and with a view to gathering experience for his/her ongoing general guidance and advisory service, the student ambassador is entitled to participate in meetings between a student and the administration as a neutral third party with a right to be heard. Notwithstanding the above, the individual student is always entitled to oppose the student ambassador's presence during meetings with the administration.

(5) The student ambassador shall keep up to date professionally and shall have legal skills at his/her disposal that correspond to the job content through legal and professional consultancy from the university director.

(6) The university director shall be available to the student ambassador for the purpose of legal and professional consultancy and may refer the student ambassador to internal or external sparring partners to the extent deemed necessary by the university director.

6. The student ambassador may not decide on educational and academic issues or on matters of resources.

Part 5 Guidance and referrals

7. Students may contact the student ambassador, who can advise on complaints procedures, submission of complaints, complaints deadlines, etc. Complaints about the administration at UCPH may not be submitted to the student ambassador.

8. If the student ambassador receives a complaint, he/she shall duly refer the complainant to the appropriate administrative authority and provide guidance as to the formal rules regarding complaints.

(2) In the case of an imminent risk that a referral to the appropriate regulatory authority will entail that the complaint is not submitted on time, or if other special conditions apply, the student ambassador may forward the complaint to the appropriate authority. If the student ambassador has forwarded a complaint, he/she shall inform the student about this.

(3) If information about aggravating circumstances in connection with a complaint is available, the student ambassador may, upon agreement with the student, forward the complaint to the appropriate body with a remark stating that the student ambassador shall be informed of the progress and outcome of the matter. The student ambassador informs the rector and the dean of the faculty in question.

9. If the student ambassador in special cases assesses that there is a need to report a matter to the police, the matter is handed over to the university director, who informs the rector.

Part 6 Mediation

10. The student ambassador may refer a matter for mediation with a professional, independent mediator.

(2) The mediation takes place anonymously and under a duty of confidentiality for the mediator and the parties involved.

(3) A request for mediation can be made by one or more parties. The student ambassador may propose mediation on his/her own accord.

(4) Mediation is voluntary for all parties.

(5) Referral to mediation can only take place where there is a relationship between the parties to the complaint.

(6) Referral of a complaint for mediation preconditions the existence of a conflict which is deemed possible to be resolved by mediation.

11. Mediation may be proposed at any time during the course of a conflict.

(2) If mediation is initiated before a formal complaint has been submitted, the matter may be resolved in this way if the parties are in agreement. Otherwise, the complainant may subsequently submit a formal complaint. If mediation is initiated during the course of a complaint, the processing of the matter is suspended until the mediation process has been completed. The complaint may then continue or be concluded in accordance with the complainant's preference. Mediation may also be initiated after a complaint has been concluded if the parties so wish, and if there is a chance that mediation can improve the parties' future relationship.

Part 7 Investigation on the student ambassador's own accord

12. If specific and finally concluded matters have given due cause, the student ambassador may carry out a general investigation of an administrative authority's general processing of a subject area, however subject to the restriction on the student ambassador to post-investigate specific matters, cf. 5 (3) above.

13. Under 5 (1), the student ambassador may investigate any part of UCPH that falls under the student ambassador's remit.

14. The student ambassador decides whether there is sufficient grounds for an investigation in

accordance with 12 above, and whether it is appropriate to carry out the investigation.

(2) Where an investigation does not give the student ambassador grounds for criticism, recommendation, etc., the matter may be concluded without prior submission to the authority in question for comment, cf. 16 below.

15. Administrative authorities covered by the student ambassador's activities are obliged to provide him/her with the information and documents, etc., as requested by the student ambassador.

16. The student ambassador may not express criticism, submit a recommendation, etc., before the administrative authority in question has been given an opportunity to make a comment.

17. The student ambassador's investigation is concluded with a report, which is sent to the relevant bodies and managers at UCPH, including the rector.

(2) The investigation is published by the student ambassador in anonymised form.

Part 8 Annual report

18. The student ambassador makes an annual report on the activities, specifying general themes and focal points.

(2) The report is submitted to the university director and discussed in the relevant bodies. Upon discussion among the senior management team, the rector decides on any measures to be taken as a consequence of the report. Finally, the report is discussed by the university board.

19. After the board's discussion, the annual report is published on the student ambassador's website.

(2) The content of the annual report must be anonymised.

Part 9 Knowledge sharing

20. The student ambassador may guide, advise and teach staff and students at UCPH with a view to avoiding complaints, etc., or ensuring proper case processing.

Part 10 Staff, organisation, conflicts of interest etc.

21. The student ambassador hires and dismisses his/her staff. Pay and pension contributions are determined in accordance with UCPH's pay policy. Expenses relating to the office of the student ambassador are charged to UCPH's budget.

22. The student ambassador may decide that another person with the necessary competences, see 3 (2) above, shall carry out the functions of the student ambassador on a short-term basis.

23. The student ambassador has a duty of confidentiality with respect to the matters of which he/she becomes aware during the performance of their duties, where secrecy is required as a matter of course. The same duty lies with the ambassador's staff.

24. If a given matter presents circumstances that may raise doubt about the ambassador's impartiality, the university director shall be informed of this. The university director will decide who is to perform the ambassador's functions in the matter in question.

(2) The student ambassador may not without the consent of the university director hold positions in public or private businesses, undertakings or institutions.

Part 11 Commencement and evaluation etc.

25. The rector lays down and reviews the rules of procedure.

(2) The rules of procedure shall enter into force on a date determined by the rector.

26. The activities of the student ambassador shall be evaluated three years after the commencement of these rules of procedure. The rector decides on the form of the evaluation and determines who will conduct the evaluation.