

Statute

Ombuds Office – University Study Laws

Version 01 of 13.06.2017

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§ 1. Purpose and Scope

- (1) The “Ombuds Office – University Study Laws” is responsible for counselling and mediation in affairs relating to university study laws. Members of the UAS (administrative assistants, teaching staff, students, student representatives, degree program directors...) can approach the Ombuds Office in problems or cases of conflict connected to university study laws.
- (2) The Ombuds Office does not offer help and advice with questions relating to student life (e.g. subsidies, grants, accommodation...) nor with questions dealing with gender equality (cf. The Gender and Diversity Officers of the UASTW).

§ 2. Tasks

- (1) The Ombuds Office acts with impartiality and its main tasks focus on conflict prevention (information, counselling) and conflict resolution (mediation). Using suitable communication measures, it tries to resolve conflicts at the degree program level before use is made of the appeals’ procedure as outlined in the UAS Studies Act. If this fails, the Ombuds Office will support the Rector’s Office or the UAS Council in managing complaints against decisions made by degree program directors.
- (2) The following tasks count among the most important of those undertaken by the Ombuds Office:
 - Offering information and advice to members of the UASTW in matters concerning university study laws
 - Communicating with those involved in specific cases of conflict that emerge
 - Managing complaints in line with § 10 para. 3 Z 1 FHStG (as amended) (complaints against decisions made by degree program directors)
 - Coordinating and exchanging views with the HTW in matters concerning university study laws
 - Documenting individual cases and further developing the statute Study Act Provisions / Examination Regulations as part of the “AG Studienrecht” (Working Group on University Study Laws) of the UAS Council
- (3) The tasks of the Ombuds Office are undertaken in close coordination with the service centre “Quality and Degree Program Development”.

§ 3. Discretion and Confidentiality

- (1) The enquiries made to the Ombuds Office will be treated with confidentiality, i.e. all those working for the Ombuds Office at the UAS Technikum Wien are obliged to maintain

confidentiality as regards the circumstances and personal data that they will have access to in the course of their activities in the Ombuds Office.

- (2) Use of the Ombuds office can be made without the third party or the opponent concerned being apprised of the information provided or the subject of the complaint. The inclusion of other people or offices concerned will only take place when the person or persons who have submitted the enquiry have given their express permission.

§ 4. Entry into Force

- (1) The Statute “Ombuds Office – University Study Laws” („Ombudsstelle Studienrecht“), version 01 dated 13.06.2017 was passed by the UAS Council on 20.06.2017 and entered into force on 21.06.2017