

For the Establishment of Advocacy for Students through Ombudsman Position (AESOP)

AESOP project aims to establish student advocacy within Azerbaijani Universities to enable students to have their voice in decision making process and advocate their rights specifically for the urgent cases they face throughout their study. Khazar University top management is very committed to the idea of advocating student rights, nevertheless, the project team of Khazar University presents the recommendations based on the experiences and best practices of the European partners, to:

1. **A dedicated person**, who will later be called **Student Ombudsman**, should be hired to start fully committed job for advocating students' rights identified within this project.
2. This person should be someone **powerful in the organization** to stand for the rights of students. The person also should be someone fully aware of university rules and regulations to correctly guide the student.
3. This person should be someone whom students trust and believe in so that they are easily arrive with their problems and issues.
4. Ombudsperson should create conditions for students to make them feel confident in sharing confidential and sensitive issues to enable trust relationships with them.
5. Information about Ombuds person should be available on **website** and other **means of the media** and the person should be accessible.
6. The **rights and regulations of the university** should be accessible and clear for students them to be able to identify a problem.
7. Different types of the **Forms for student appeals** should be created and be available for students to fill in once they identified their problems. These forms should be available online as well as in hard copy at Ombudsman's office.
8. Separately developed **webpage of the Ombudsperson Services** should be available for all students to inform and to spread the information about the activities.

In implementing all the above-mentioned activities Ombudsperson should rely on the values following values to gain students' and university's confidence:

- Confidentiality
- Fairness
- Autonomy

Student Ombudsperson should implement his/her responsibility in cooperation with all related departments, various university structures staying true for the university rules and regulations and guiding students to gain knowledge of proper way of dealing with delicate, sensitive and urgent issues. Ombudsperson should go through training and development processes on ongoing basis to be able to provide all above mentioned activities and to be able to respond to the needs and expectations of students and the university.