



**UNITED NATIONS  
UNIVERSITY**

**UNU Rules Governing the**

***Joint Master of Science Geography of Environmental  
Risks and Human Security***

**with the Rheinische Friedrich-Wilhelms-University of  
Bonn**

# SUMMARY SHEET

<b>REFERENCE ID:</b>	UNU/RUL/RO/AA/005
<b>POLICY GROUP</b>	Office of the Rector
<b>POLICY SUB GROUP</b>	Office of Academic Affairs
<b>NAME OF POLICY</b>	UNU Rules Governing the Joint Master of Science Geography of Environmental Risks and Human Security
<b>ISSUED BY</b>	David M. Malone, Rector
<b>DATE OF FIRST ISSUE</b>	01 June 2013 --
<b>REVISION #</b>	
<b>REVISION HISTORY</b>	
<b>APPLICABILITY</b>	These Rules apply to all students enrolled in the Joint Master of Science Geography of Environmental Risks and Human Security
<b>OFFICE RESPONSIBLE FOR MAINTAINING THIS DOCUMENT</b>	Office of Academic Affairs United Nations University 53-70, Jingumae 5-chome Shibuya-ku, Tokyo Japan 150-8925  Tel: +81-3-5467-1212 Fax +81-3-3499-2810 Email: <a href="mailto:academicaffairs@unu.edu">academicaffairs@unu.edu</a>

# Table of Contents

## Contents

<b>Contents.....</b>	<b>3</b>
<b>I. Citation.....</b>	<b>1</b>
<b>II. Applicability.....</b>	<b>1</b>
<b>III. Definitions.....</b>	<b>1</b>
<b>IV. Academic Degree.....</b>	<b>2</b>
<b>V. Admissions Requirements.....</b>	<b>2</b>
<b>VI. Admission to Individual Study Courses .....</b>	<b>2</b>
<b>VII. Joint Academic Board .....</b>	<b>3</b>
<b>VIII. Examiners.....</b>	<b>4</b>
<b>IX. Study Programme Examinations.....</b>	<b>4</b>
<b>X. Master’s Thesis .....</b>	<b>4</b>
<b>XI. Assessment of Performance .....</b>	<b>5</b>
<b>XII. Transcript .....</b>	<b>6</b>
<b>XIII. Degree Certificate.....</b>	<b>6</b>
<b>XIV. Access to Examination Records .....</b>	<b>6</b>
<b>XV. Student Conduct.....</b>	<b>6</b>
Misconduct.....	6
<b>XVI. General Procedures Regarding Disciplinary Action .....</b>	<b>7</b>
<b>XVII. Student Complaints Procedure.....</b>	<b>10</b>
Scope and Applicability .....	10
Handling of Complaints .....	11
Informal Procedure .....	11
Formal Procedure.....	12
Appeal to the Rector .....	12

**XVIII. Final Provisions..... 13**

Amendments..... 13

Announcement..... 13

Unforeseen Circumstances ..... 13

Hardship ..... 13

Coming into Force ..... 13

## **I. Citation**

1. These Rules are made pursuant to Section 23 of the UNU Programmes and Awards Statute. They complement the Examinations Regulations issued by the Faculty of Mathematics and Natural Sciences of the Rheinische Friedrich-Wilhelms-University of Bonn (University of Bonn) for the study programme *Geography of Environmental Risks and Human Security* and may be cited as the “United Nations University Rules for the Joint Master of Science degree programme Geography of Environmental Risks and Human Security”.

## **II. Applicability**

2. These Rules shall be applicable to the Joint Master of Science degree programme Geography of Environmental Risks and Human Security offered by the United Nations University and the University of Bonn. All students enrolled in this postgraduate degree programme shall be responsible for complying with these Rules as well as policies, guidelines and other issuances which may be issued from time to time. Students shall familiarize themselves with other general information documents including, but not limited to, the University of Bonn Examination Regulations for this joint master’s programme. The universities reserve the right to change rules, policies, guidelines, and other issuances whenever such action is deemed appropriate or necessary.

## **III. Definitions**

3. In these Rules:
  - 3.1. “UNU” means the United Nations University institute, programme, office, unit, or combination thereof involved in the functioning of this degree programme.
  - 3.2. “UNU-EHS” means the United Nations University Institute for Environment and Human Security;
  - 3.3. “University of Bonn” means the Rheinische Friedrich-Wilhelms University of Bonn;
  - 3.4. “Universities” means the cooperating universities, UNU and the University of Bonn;
  - 3.5. “Office of Academic Affairs” means the Office located at the United Nations University headquarters in Tokyo, Japan;
  - 3.6. “Joint Academic Board” or “JAB” means a body jointly constituted between UNU and the University of Bonn for the purpose of overseeing academic matters relating to the joint programme, as defined in Section VII of these Rules;
  - 3.7. “Vice-Rector for Academic Affairs” means the UNU Vice-Rector assigned by the UNU Rector to manage the UNU Office of Academic Affairs and oversee the effective implementation of its mandate. In the absence of a UNU Vice-Rector for Academic Affairs, the UNU Rector shall assume these functions or, on an interim basis, appoint a member of the UNU personnel to do so;
  - 3.8. “Student” or “candidate” means a person enrolled in a postgraduate programme offered in whole or in part by the universities leading to the conferral of a joint UNU-University of Bonn Master of Science degree;
  - 3.9. “Enrolment” means participation by a student in a module or programme of study following acceptance of admission to the module or programme;
  - 3.10. “Obligation” means any action required of students by the universities such as the payment of monies, or the return of books or pieces of equipment, arising as a consequence of the student’s enrolment in the universities and the accompanying commitments thereof;
  - 3.11. “Academic year” refers to the period of academic study beginning on 1 October and ending on 30 September the following year;

- 3.12. "Module" means an educational unit of the programme of study;
- 3.13. "Module plan" means a paper or electronic document outlining the goals and content of a particular module, describing methods of instruction, examination, learning outcomes, and appropriate reading list of that particular module and prescribing particular regulations and guidelines applicable to the module;
- 3.14. "Credit" means one credit unit based on a study load of thirty (30) hours work;
- 3.15. "Master's thesis" means an independently and individually written research paper on a particular subject, rigorously analyzed from a theoretical or practical view-point or both, resulting in an original academic contribution. The Master's thesis is an integral and necessary element to the award of a joint UNU-University of Bonn Master of Science degree.
- 3.16. "Head Office" means the administrative office located within the Department of Geography at the University of Bonn tasked with supporting the Joint Academic Board and jointly directed by the Director of UNU-EHS and the Dean of the Faculty of Mathematics and Natural Sciences.
- 3.17. "Framework Agreement" means the agreement between the United Nations University and the Rheinische Friedrich-Wilhelms-Universität Bonn for the Award of a Joint Master of Science Degree Geography of Environmental Risks and Human Security.

#### **IV. Academic Degree**

4. The terminal degree offered in this joint master's programme shall be a Master of Science (M.Sc.) Geography of Environmental Risks and Human Security.
5. The academic degree "Master of Science" is only awarded when 120 credit points (including the master's thesis) have been earned of which 84 credit points must have been earned within this joint master's programme. The master's thesis shall count for 30 credit points.

#### **V. Admissions Requirements**

6. Admittance to the study programme is only possible following a successful evaluation of the application for acceptance in the joint master's programme with the cooperating higher education institutions, pursuant to the relevant selection criteria, procedures, and regulations.
7. The members of the Joint Academic Board shall decide separately on the admission of candidates to the joint master's programme on behalf of their respective institutions and on the basis of mutually agreed criteria.

#### **VI. Admission to Individual Study Courses**

8. Should it be necessary to restrict the number of participants in a study course due to the nature or purpose of the course or other research-related or instructional reasons, and if the number of applicants exceeds the admission capacity, an instructor may request that the Director of UNU-EHS regulate participation in the course following agreement with the Dean of the Faculty of Mathematics and Natural Sciences of the University of Bonn.
9. Study courses with a participant number that can be restricted will be stipulated in the module plan. The number of participants is set at the beginning of each semester by the Director of UNU-EHS following agreement with the Dean of the Faculty of Mathematics and Natural Sciences.

## **VII. Joint Academic Board**

10. Five individuals shall be appointed by the Director of UNU-EHS and five individuals by the Faculty Council of the Faculty of Mathematics and Natural Sciences of the University of Bonn to oversee the organization of the examinations and performance of the tasks assigned by these Rules. These ten individuals shall constitute the Joint Academic Board (JAB). Every member of the JAB shall designate a deputy to act on their behalf in their absence.
11. The JAB shall be headed by a Chair and a Deputy Chair, whereby the positions of Chair and Deputy Chair shall respectively be filled by appointed personnel of either UNU-EHS or the University of Bonn.
12. The position of Chair and Deputy Chair shall not be held simultaneously by representatives of one university.
13. The Chair of the JAB shall rotate between the universities every three years.
14. The JAB shall be constituted as follows:
  - 14.1. UNU-EHS shall assign from among its personnel three senior academic staff members to the JAB. The Faculty Council of the Faculty of Mathematics and Natural Sciences shall assign three professors from the Department of Geography to the JAB.
  - 14.2. The Chair and the Deputy Chair of the JAB shall be appointed from among this group of senior academic staff.
  - 14.3. UNU-EHS shall assign one further member of the academic personnel to the JAB. The Faculty Council of the Faculty of Mathematics and Natural Sciences shall also assign one further member of their academic personnel to the JAB.
  - 14.4. UNU-EHS shall assign one student from among the students in the joint master's programme to the JAB. The Faculty Council of the Faculty of Mathematics and Natural Sciences shall also assign one student from among the students in the joint master's programme to the JAB.
  - 14.5. The term of office of the non-student members of the JAB shall be determined by the JAB. Re-election is permissible.
  - 14.6. The office of the Dean and that of a Vice-Dean of the Faculty of Mathematics and Natural Sciences, as well as that of Director of the UNU-EHS is not compatible with the membership in the Joint Academic Board.
15. Among others, the JAB shall ensure that decisions related to academic appeals are handled in an appropriate manner and that all decisions are communicated to students in a timely fashion. The JAB shall report to the Director of the UNU-EHS and the Faculty Council of the Faculty of Mathematics and Natural Sciences regularly, and at least once annually, with regard to the development of the joint programme, examination and study times, the administration of master's theses, and the distribution of final grades.
16. The JAB may also make proposals for amending the rules of the joint master's programme and the curriculum. While it may delegate tasks to the Chair, decisions on appeals and the report to the Faculty Council may not be delegated.
17. The meetings of the JAB shall be in camera. All members of the JAB shall act with the highest discretion with regard to information discussed in the meetings of the Board. Summary minutes of the proceedings and resolutions of the JAB will be prepared and forwarded to the Head Office within ten days after the meeting of the JAB.

18. A quorum of the JAB shall be constituted when, in addition to the Chair or Deputy Chair, at least three further members or their deputies, including at least two university instructors, are present. The student members of the Joint Academic Board shall not participate in the assessment and transfer of credits, study and examination requirements, the setting of examination tasks, and the appointment of examiners and observers.
19. The members of the JAB, except for the student members, shall be entitled to attend all examinations.
20. Promulgation of Rules, setting of dates and other notifications of the Joint Academic Board will be announced with an official notice or in electronic form.
21. The Director of the UNU-EHS and the Dean of the Faculty of Mathematics and Natural Sciences shall jointly ensure that the JAB properly fulfils its tasks. After previous agreement, they may issue any instructions necessary toward this end.

## **VIII. Examiners**

22. The JAB appoints the examiners and deputy examiners for each and every examination. Instructors at UNU-EHS and the University of Bonn, and people with practical, professional experience or experience with training shall be eligible to administer examinations, provided this is required or suitable for the achievement of the examination purpose.

## **IX. Study Programme Examinations**

23. Module examinations refer to examinations of modules that make up the curriculum of this joint master's programme.
24. Students shall be permitted to undertake module examinations for credit if they are enrolled at the University of Bonn and at the UNU in the joint study programme.

## **X. Master's Thesis**

25. The topic of the Master's thesis may be set by any examiner appointed by the JAB. The examiner who has set the topic shall normally also supervise the Master's thesis. If the Master's thesis is to be set and supervised by a different university instructor who is active in research and teaching or if it is to be carried out in an institution outside of the university, this shall require the approval of the Chair of the JAB. The candidate shall be entitled to make a recommendation for an examiner; this shall not, however, constitute a claim.
26. The topic of the Master's thesis may only then be issued when the candidate has earned at least 60 credit points. The issuance of the topic of the Master's thesis shall take place via the Chair of the JAB. The topic of the Master's thesis and time of the issuance shall be filed with the JAB.
27. Three copies of the Master's thesis shall be submitted to the JAB. The candidate may not withdraw a submitted Master's thesis. If the Master's thesis is not submitted on time it will be graded "insufficient" (F). A copy of the Master's thesis shall be lodged with the Office of Academic Affairs, one copy shall be lodged with the JAB and one copy shall stay with the first supervisor.
28. For a Master's thesis to be graded with "sufficient" (D) or better, the candidate shall have earned 30 credit points.



## XI. Assessment of Performance

29. The grades for individual examinations shall be set by the respective examiners. If several examiners are involved in an examination, the grade is derived from the arithmetic mean of the individual grades. For all assessments, the grade scales below are to be used.

Grade Meanings	Truncated Letter Grade Scale	Numerical Scale of Marks	Numeric Grade <i>For reference only</i>	ECTS Scale <i>For reference only</i>
Very Good	A	90-100%	1.0	A
	A-	85-89%	1.3	B
	B+	82-84%	1.7	B
Good	B	79-81%	2.0	B
	B-	75-78%	2.3	B
Satisfactory	C+	72-74%	2.7	C
	C	69-71%	3.0	C
	C-	65-68%	3.3	D
Sufficient	D+	60-64%	3.7	E
	D	50-59%	4.0	E
Insufficient	F	0-49%	5.0	FX/F

30. The candidate shall be notified of the assessment of written examinations within four weeks at the latest and shall be notified of the assessment of the Master's thesis within six weeks after the submission date at the latest.
31. The final cumulative grade shall be calculated from the average (arithmetic mean) of the individual module grades weighted with the credit points of the respective module. The final grade shall be "Very Good" when the average grade of all module examinations is not below "A-" and the Master's thesis has been graded "A". Modules that have been recognised as "passed" shall not be included in the calculation of the final grade.
32. When composing the module grades and the final grade, only the first digit after the decimal point will be considered; all further digits will be truncated without rounding.

## **XII. Transcript**

33. Immediately after all grades have been finalized, a temporary transcript will be made available to the candidate. An official transcript in the English language may then be requested. Transcripts shall include, inter alia, the following information:
  - 33.1. All modules for which credit points have been earned;
  - 33.2. The semester in which the credit points were earned;
  - 33.3. The grades achieved for the individual examinations;
  - 33.4. The topic and grade of the Master's thesis; and,
  - 33.5. The final cumulative grade of the joint master's programme and the corresponding ECTS level.
34. If a student leaves the study programme without a degree, he or she may apply for a transcript to be issued listing the achieved credits and academic achievements. This transcript shall be limited to the successfully completed parts of the study programme.

## **XIII. Degree Certificate**

35. Students who have successfully completed the joint master's programme will be issued a Master's degree certificate in the English and German languages stating the award of the academic degree. The degree certificate will be signed by the Chair of the JAB, as well as by the Dean of the Faculty of Mathematics and Natural Sciences, and the Rector of the United Nations University. It is marked with the seals of the Faculty of Mathematics and Natural Sciences and the United Nations University.

## **XIV. Access to Examination Records**

36. Within three months of issuance of the transcript, the candidate will be given access, on his or her written request, to his or her examination records by the JAB.
37. The JAB shall determine the place and time of access.

## **XV. Student Conduct**

38. Students shall be individually responsible for their actions whether acting alone or in a group. Students will be obliged to make responsible decisions concerning their conduct.
39. Students will be expected to know what constitutes academic integrity, to avoid committing offences, and to take responsibility for their actions. The concept of integrity will include, but not be limited to, probity, impartiality, fairness, honesty and truthfulness in all matters affecting their work and status.

### ***Misconduct***

40. In these Rules, "misconduct" means conduct on the part of a student which impairs the reasonable freedom of other persons to pursue their studies, research, duties or lawful activities, whether or not on the premises of the UNU. Misconduct extends to conduct on the part of a student which is detrimental to the proper order or good conduct of the UNU or is adverse to its academic standing or standing as an institution established under the auspices of the United Nations.
41. Without limiting the generality of Rule 41, a student shall be guilty of misconduct if the student engages in any of the following actions:
  - 41.1. Plagiarism;
  - 41.2. Misrepresenting his or her work;
  - 41.3. Co-operation or collaboration in contravention of the rules set by the module instructor;

- 41.4. Unauthorized aids or assistance as defined by the module instructor;
- 41.5. Unauthorized resubmission of work;
- 41.6. Impersonating another student or entering into an arrangement with another to be impersonated;
- 41.7. Obtaining, distributing, or receiving any confidential academic material without the express consent of the instructor;
- 41.8. Theft of intellectual property;
- 41.9. Forging a signature to certify completion of a module assignment or a recommendation;
- 41.10. Academic or admission fraud;
- 41.11. Altering, falsifying or withholding a relevant document or record kept by the University;
- 41.12. Making unwarranted and unsubstantiated allegations concerning the conduct or reputation of members of the UNU personnel;
- 41.13. Misconduct in research including breach of ethics in conducting research, including the falsification of data;
- 41.14. Hoarding or damaging library materials;
- 41.15. Disruptive, dangerous, aggressive or threatening behaviour, including by electronic means;
- 41.16. Misuse of UNU resources, equipment or supplies, including, but not limited to, computers and network, keys, records, permits, letterhead;
- 41.17. Disruption or obstruction of any teaching activity, examination, official meeting or other proceeding of or within the UNU;
- 41.18. Disruption or obstruction to any UNU personnel in the performance of their duties;
- 41.19. Unauthorized use of equipment, material or a facility or service;
- 41.20. Entering any part of the UNU premises to which the student knows, or ought reasonably to know, that entry is prohibited;
- 41.21. Failing to pay any fee or debt for which the student is personally responsible to the UNU on the date on which payment falls due.

## **XVI. General Procedures Regarding Disciplinary Action**

- 42. Matters relating to student misconduct will be addressed in accordance with Article 8 of the Framework Agreement between the UNU and the University of Bonn.
- 43. Procedures listed in this section shall apply to all matters of student misconduct that are determined to fall within the purview of the UNU.
- 44. Students found guilty of misconduct will be subject to a range of disciplinary actions ranging from a warning to expulsion.

### ***Procedural Fairness***

- 45. Fairness will be fundamental when dealing with students. Students shall be informed of policies, procedures or guidelines that may affect their academic progress or their conduct, and may question whether decisions are consistent with those policies, procedures or guidelines.
- 46. The procedures for handling offences shall reflect the UNU's commitment to fairness.
- 47. Every student shall be entitled to:
  - A presumption of innocence unless the contrary is established beyond reasonable doubt;

- 47.1. Be made aware of the case against him or her;
  - 47.2. Have matters addressed fairly and expeditiously;
  - 47.3. Be accompanied by a support person to any meeting with administrators and to any hearing;
  - 47.4. Have matters heard by those who are not sitting in judgment of their own actions or decisions;
  - 47.5. Know, respond to and seek clarification of evidence presented by witnesses; and
  - 47.6. Decisions based on the balance of probabilities with consideration given to consistency and UNU precedent.
48. UNU personnel may not investigate a matter in which they have a material interest or in which any potential conflict of interest may arise.

#### ***Charges of Misconduct***

49. An instructor or a person (whether or not a member of the UNU personnel) conducting an activity on behalf of the UNU may charge a student with misconduct either on their own initiative or on the complaint in writing of a third person but shall in every case first give the student an opportunity of making any representation.
50. A charge of misconduct shall be:
- 50.1. In writing, specifying the time and place of the alleged misconduct, giving relevant particulars;
  - 50.2. Signed by the instructor or person making the charge, and dated; and
  - 50.3. Lodged with the JAB, and the Office of the Rector.
51. The fact that a charge has been preferred against a student shall not be entered on any formal record kept by the UNU with respect to the student until the charge has been finally disposed of in accordance with these Rules, and then only if it results in the imposition of a penalty on the student.
52. If the student is found guilty of misconduct, the charge and the nature of the offence may be entered on the student's academic record.
53. Every decision after a hearing shall be recorded in writing and shall be transmitted to the JAB and the Office of the Rector.

#### ***Retention in Security of Documents***

54. Where misconduct has been alleged, the Rector may order the retention in security of any documents considered relevant to the allegation until the matter has been finally determined.
55. If the student in a case is found not guilty by the UNU, all records of the case, including the reports of all hearings, shall be expunged from the files of the UNU.

#### ***Procedure for Hearing Charges***

##### First Hearing

56. Charges of misconduct shall be heard in the first instance by the Director of UNU-EHS, unless the penalties available to the Director are inadequate, in which case, he or she may refer the case directly to the Rector.
57. In exceptional cases and after having received the lodging of a charge of misconduct in the Office of the Rector, the Rector may decide to refer the charge directly to an ad hoc Inquiry Committee for investigation.
58. At the first hearing the following shall be present:
- 58.1. The Director of UNU-EHS;
  - 58.2. The person who has laid the charge;
  - 58.3. The student;
  - 58.4. Any relevant witnesses;

- 58.5. A third-party independent observer.
59. The independent observer shall be a faculty member appointed by the Director of UNU-EHS. The person laying the charge and the student may also bring to the hearing an adviser and additional witnesses.
  60. At the first hearing, the person who has laid the charge shall present evidence in support of the charge against the student. The student shall be given the opportunity to respond and, if he or she wishes, to present evidence refuting the charge.
  61. The function of the independent observer shall be to observe the proceedings impartially, and in the event of an appeal to the judgment of the Director of UNU-EHS, be prepared to testify as to the procedures followed.
  62. After hearing the student, the Director of UNU-EHS may either dismiss the charge or, if there is clear and convincing evidence that the student has violated UNU rules, find the student guilty. If the student is found guilty, the Director of UNU-EHS may impose a penalty from the list provided in Rule 75.
  63. If the student fails to attend the first hearing without a compelling excuse, the hearing may proceed in his or her absence.
  64. If the issue is not resolved to the satisfaction of both parties, a written request may be made to the Rector of UNU, informing him or her of the need for a further hearing. Thereupon the Rector will constitute an ad hoc Inquiry Committee to investigate the matter further. This shall be the final appeal.

#### Inquiry Committee

65. An Inquiry Committee shall determine its own rules of procedure.
66. The Inquiry Committee nominated by the Rector shall include a Vice-Rector as Chair, the Director of UNU-EHS, and two senior academics drawn from within the University, neither of whom is a party to the matter before the Inquiry Committee.
67. The Inquiry Committee shall also include at least one postgraduate student from the joint master's programme nominated by the Chair.
68. The Inquiry Committee shall also collect written and signed statements from any previous independent observer, if the matter referred to the Inquiry Committee had been previously considered in hearings.
69. The Chair will identify an independent observer to oversee the proceedings of the Inquiry Committee. The independent observer shall be a senior academic of the UNU.
70. The Inquiry Committee shall provide all reasonable opportunities to the student against whom the complaint has been made to be heard and present his or her case to the Inquiry Committee.
71. The Inquiry Committee shall, upon hearing the evidence of all parties to the complaint and having reviewed all the supporting evidence, make a recommendation to the Rector on the action to be taken to resolve the dispute.
72. Before reaching a decision, the Inquiry Committee may consult an expert or experts in this regard.
73. A question arising for determination by an Inquiry Committee may be decided by a majority of its members.
74. The Inquiry Committee, if it finds the complaint proved, may recommend to the Rector:
  - 74.1. That the student be excluded from the UNU either permanently or for such periods as it shall determine;
  - 74.2. That the student's enrolment be terminated;
  - 74.3. That the marks awarded, in whole or in part, for any examination, essay or other assessment be set aside and a mark of zero (0) used in its place.
  - 74.4. That restitution be made for any property removed or damaged by the student;

- 74.5. That the admission of a student to a degree of the UNU be withheld pending the settlement of any outstanding obligation to the University;
- 74.6. That the student be expelled from residential accommodation provided by the UNU;
- 74.7. That the student be reprimanded; or
- 74.8. That any combination of the foregoing penalties be imposed.
75. Every decision of an Inquiry Committee shall be recorded in writing and shall be transmitted to the Rector.
- Rector to take action
76. Where the action recommended by the Inquiry Committee is one of, or a combination of the actions indicated in Rule 75, the Rector shall take such action as is necessary to implement the recommendation of the Inquiry Committee.

## **XVII. Student Complaints Procedure**

77. The UNU seeks to maintain the highest standards of integrity and fairness in its relationship with students. It recognizes that students need a clear framework within which to resolve problems they may encounter within the UNU. The student complaint procedure outlined here aims to ensure that students have accessible, consistent, and efficient procedures for the resolution of student complaints.
78. These procedures reflect the UNU's devolved structure and ensure that there is appropriate local and central responsibility for resolving student complaints.
79. Students who lodge a complaint or appeal in accordance with these procedures will not be victimized or discriminated against.
80. The UNU will monitor and review complaints made under these procedures in order to continually improve its processes, while respecting the confidentiality of individuals.

### ***Scope and Applicability***

81. Students enrolled in the joint master's programme may use these procedures.
82. Complaints must be made within a reasonable period from the event's occurrence. Complaints made outside this period will not normally be considered unless the student can demonstrate reasonable grounds why the complaint was not made earlier.
83. All student complaints and grievances will be handled in a serious, sensitive, confidential and timely manner and discussed only with those persons relevant to the case or who can provide specialist advice.
84. The complaints procedure may be used for both individual and collective concerns relating to:
- 84.1. Academic facilities;
  - 84.2. Academic services;
  - 84.3. Student support services;
  - 84.4. Administrative services;
  - 84.5. An alleged action or inaction by the UNU or a member of its personnel, including harassment;
  - 84.6. Teaching and supervision; or
  - 84.7. The behaviour of another student; or,
  - 84.8. Assessment of academic work;

85. Harassment is any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive environment. Harassment normally implies a series of incidents.
86. Sexual harassment is understood as any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work or studies, is made a condition of advancement or creates an intimidating, hostile or offensive work or study environment. While typically involving a pattern of behaviour, it can take the form of a single incident. Sexual harassment may occur between persons of the opposite or same sex. Both males and females can be either the victims or the offenders.
87. In the event that matters of a disciplinary nature arise through this process in connection with a member of the UNU personnel, they will be dealt with separately, at the discretion of the UNU, through the agreed personnel disciplinary procedures. However, every effort will be made to resolve the student's specific complaint through this complaints procedure.
88. Students seeking advice or further information on the complaints procedure may wish to consult:
  - 88.1. Their academic adviser and/or thesis supervisor;
  - 88.2. The Chair of the Joint Academic Board; or
  - 88.3. The Office of Academic Affairs (UNU Centre, Tokyo).

### ***Handling of Complaints***

89. The student complaints procedure is divided into two stages, which must be followed sequentially: the informal stage and the formal stage.
90. For matters of a very grave nature, the student may proceed directly to the formal complaint stage.
91. The informal stage of the procedure is designed to provide students with an opportunity to resolve concerns informally within their academic programme.
92. In general, the person who or office which is the subject of a complaint have a right to know what is being claimed and who is making a complaint. A copy of the complaint will normally be supplied to the person or office who or which is the subject of the complaint. There may be exceptions to this rule, for instance in the initial stages of harassment claims. If, in the context of another type of complaint, the student is concerned to protect his or her anonymity, the student may contact the JAB or the Office of Academic Affairs which may be able to make initial enquiries on the student's behalf.
93. Records of all complaints, applications for the review of decisions, and the outcomes of the complaint process will be retained for a period of five (5) years. These records will be kept strictly confidential and filed separately from the student or personnel file. Parties to the complaint will normally be allowed supervised access to these records.

### ***Informal Procedure***

94. Students are encouraged to raise their complaints directly with the person or office concerned. This should be done as soon as possible and normally within a few days of the problem arising. If the student does not know to whom to complain, they should seek the advice of their Academic Adviser.
95. If this initial discussion does not satisfactorily resolve the matter, the student should ask to discuss it informally with the Chair of the JAB as soon as possible and normally within a few days of the problem arising.

96. If the student is not satisfied with the response to his or her complaint, the student may proceed to the formal complaint stage. The formal complaint procedures should be initiated as soon as possible, normally within ten (10) days following the outcome of the informal complaint stage.
97. Subject to Rule 91, students may initiate a formal complaint procedure only when the mechanisms provided for in the informal procedure have been exhausted.

### ***Formal Procedure***

98. In order to lodge a formal complaint, the student must complete a Student Complaint Form and submit this to the UNU Office of Academic Affairs (UNU Centre, Tokyo).
99. The complaints form is designed to ensure that the UNU is provided with the information necessary to consider all aspects of the complaint. The complaint must be specific and comprehensively documented. The student should present full details, including their name and address, any relevant documentation, and dates, locations and witnesses as appropriate. Details of any previous unsuccessful attempts at informal resolution should also be included.
100. Students will be asked to indicate what type of remedy is being sought. Remedies might include changes in practice, financial compensation, disciplinary action against a student or member of the UNU personnel, or a combination of these.
101. Students may expect to receive an acknowledgement from the UNU Office of Academic Affairs of their written complaint within five (5) working days from receipt. The UNU will aim to resolve most complaints within thirty (30) working days. Students will be informed if there is likely to be any delay in the process.
102. Upon receipt of the complaint, the UNU Office of Academic Affairs will inform the Chair of the JAB.
103. The Vice-Rector for Academic Affairs will appoint an appropriate individual, normally a senior colleague, who has had no involvement in the informal process, to investigate the complaint. The Investigating Officer will be designated as soon as possible or within ten (10) working days of receiving the formal complaint. The student shall be notified in writing of such designation.
104. UNU personnel may not investigate a matter in which they have a material interest or in which any potential conflict of interest may arise.
105. If the Vice-Rector for Academic Affairs and the Investigating Officer are in agreement that the matter would be more appropriately dealt with by the Rector, they will inform the student and the matter will be referred to the Rector for review.
106. The Investigating Officer may seek further information from United Nations University personnel or students identified in the complaint. Where the Investigating Officer requires further clarification, the Officer may decide to meet with the relevant parties to the complaint.
107. The Investigating Officer will provide a written report to the Vice-Rector for Academic Affairs, including recommendations on measures to be taken to resolve the complaint.
108. The UNU shall inform the student in writing of the outcome of the complaint review process and shall state the reasons upon which it is based.
109. The Vice-Rector for Academic Affairs shall implement the recommendations, in part or in whole, in a timely manner.
110. Either party may appeal the decision of the Vice-Rector for Academic Affairs. In such cases, the matter will be put before the Rector for review.

### ***Appeal to the Rector***

111. The Rector may constitute an ad hoc Inquiry Committee to investigate the matter further or to provide expert advice.



112. The Rector may order the retention in security of any documents considered relevant to the investigation until the matter has been finally determined.

113. Having investigated the matter, the Rector will provide a written report to the Vice-Rector for Academic Affairs, including a decision on measures to be taken to resolve the complaint. He will inform the Chair of the JAB.

## **XVIII. Final Provisions**

### ***Amendments***

114. Amendments to these Rules shall be made pursuant to Article 2 the Framework Agreement between the United Nations University and the University of Bonn.

115. These Rules shall be valid for the duration of this joint master's programme. In the case of an amendment to these Rules, students will continue to adhere to the Rules in place at the time of their enrolment. Students who wish to adopt amended Rules must first submit a signed written request to the Chair of the JAB.

### ***Announcement***

116. The Joint Academic Board shall ensure proper announcement of these Rules, as provided by the UNU Rector and of all amendments to these Rules and any policies, guidelines and other such issuances pursuant thereto.

117. Up-to-date digital versions of the Rules, policies, guidelines and other such issuances will be made available to students in the joint master's programme.

### ***Unforeseen Circumstances***

118. With regard to these Rules, the Rector of the UNU in consultation with the Rector of the University of Bonn shall decide on any matter not provided for therein.

### ***Hardship***

119. The JAB may propose to the Rector of the United Nations University and/or the Rector of the University of Bonn the need for varying these Rules in a particular instance if strict adherence to these Rules would result in undue hardship for a student.

### ***Coming into Force***

120. These Rules shall take effect on xxx 2013.