



MANDATE FOR THE STUDENT OMBUDSMAN AT NHH

Adopted by the Board of NHH on 18 April 2018

1. The student ombudsman shall be independent and shall assist and give advice to NHH students in matters that concern their studies.
2. The student ombudsman shall use the channels appropriate at all times to inform students of the services provided by the ombudsman. The student ombudsman shall also instruct the student representatives about students' rights and obligations.
3. The student ombudsman shall ensure that matters are satisfactorily and correctly dealt with and that students' rights are safeguarded. The student ombudsman shall also inform students about the case procedure and help to ensure that the matter is resolved at the lowest possible level.
4. The student ombudsman is independent and cannot be instructed. The principle of independence applies as far as practically possible. Nor shall the student ombudsman make any decisions in cases or in any other ways instruct case officers, committees etc. at NHH.
5. For each matter raised with the student ombudsman, he/she shall make a concrete assessment of whether it would be more natural for other established bodies at or outside NHH to provide help and advice.
6. The student ombudsman has a duty to maintain secrecy in and outside the organisation about all matters disclosed to him/her in the course of his/her duties pursuant to the Public Administration Act Section 13.
7. The student ombudsman reports to the Rector in the form of an annual report that is also presented to the Learning Environment Committee (LEC) and as an information item to the Board. The Rector shall be kept continuously informed about matters of principle or particular importance. The student ombudsman can submit matters for the Board of NHH in line with the applicable procedure for board matters.
8. The student ombudsman does not have access to the Common Student System (FS) and will only be given access to information about students or case documents if the student concerned has consented to such access.

9. The student ombudsman shall advise students in matters that concern them, but shall not, in principle, represent the student. Where natural, the student ombudsman can participate in meetings etc. together with the student.

10. In cooperation with the individual student, the student ombudsman is free to adapt his/her approach and work method to the case concerned.

11. The student ombudsman decides which cases to prioritise and whether a case is not suitable for consideration by the student ombudsman. Grounds shall be provided for why a request for assistance is rejected, and such rejections cannot be appealed.