Dąbrowa Górnicza, 16/10/2020.

**PROVIDING STUDENTS AND LEARNERS WITH SUPPORT FROM THE UNIVERSITY**

**§ 1 Purpose of the procedure**

1. The procedure defines the forms and methods of supporting students and listeners by the university in the following areas: teaching, research, material, conflict resolution and meeting the special needs of students and learners with disabilities.
2. The support is tailored to the needs of various groups of students (e.g. full-time and part-time, working and non-working, bringing up children, foreign students, etc.) and individual needs, including the needs of students with disabilities

**§ 2 Teaching support**

1. **In terms of teaching support, the university:**
2. provides students and learners with the opportunity to supplement or expand the knowledge, skills and social competences acquired during their studies by organizing additional training, courses, scientific seminars, open lectures;
3. gives students the opportunity to supplement their knowledge by organizing remedial classes;
4. provides support by organizing consultations with teachers;
5. appoints Rector's Plenipotentiaries for internships or internship specialists in order to coordinate and support students and learners in the process of finding and implementing internships;
6. enables students to participate in international exchange within the Erasmus program or other mobility programs implemented by the university;
7. enables students to use the Individual Study Organization (IOS) or the Individual Study Plan and Education Program (IPSiK) after meeting the conditions set out in the regulations relating to the above-mentioned forms of individualization of education;
8. provides students and learners with appropriate learning conditions by taking care of the didactic infrastructure
9. takes care of the systematic expansion of the resources of the Main Library and faculty libraries;
10. enables students and learners to use the reading room equipped with computer stations with Internet access;
11. enables students to help in the implementation of remote education by organizing training in the use of online learning tools, verification of learning outcomes in the online formula, support for e-learning platform administrators, remote examination systems, securing technical infrastructure (e.g. access to the package Office 365)
12. Relevant documents relating to the different types of teaching support:
13. the rules of applying for an IOS are specified in the Study Regulations;
14. the principles of granting an individual study plan and educational program are specified in the Study Regulations and Study Regulations according to an individual study plan and curriculum at WSB Academy;
15. The rules for the implementation of the internship are specified in the internship regulations.

**§ 3 Research support**

1. As part of research support, the university:
2. involves students and students in research and scientific work carried out within individual departments;
3. appoints tutors to support the scientific development of students who are particularly interested in scientific work and stand out with their scientific achievements;
4. supports the formation of research clubs on the premises of the university, appoints the supervisor of the research club from among research and teaching staff, provides funds for the activities of the research club;
5. enables students and learners to participate in conferences and seminars organized by the WSB University and by other universities;
6. enables students who are particularly distinguished in their scientific achievements, to apply for the Individual Organization of Studies (IOS) or the Individual Study Plan and Education Program (IPSiK) after meeting the conditions set out in the regulations relating to the above-mentioned forms of individualization of education;
7. enables students achieving scientific achievements to receive a research scholarship under the Special System of Scientific Scholarships awarded from the university budget
8. enables the publication of articles prepared by students and doctoral students in university and external publishing houses
9. distinguishes students with the highest academic results and those who have prepared the best diploma and doctoral dissertations with the Rector's award
10. enables the development of knowledge and gaining scientific experience within scientific circles
11. Related documents for each type of scientific support:
12. the rules of applying for an IOS are specified in the Study Regulations;
13. the principles of granting an individual study plan and educational program are specified in the Study Regulations and Study Regulations according to an individual study plan and curriculum at WSB University.
14. The rules for awarding scholarships under the Special Scholarship System are specified in the Regulations of the Special Scholarship System of the WSB University.

**§ 4 Material support**

1. In terms of material support, the university:
2. awards the following scholarships paid out of a subsidy from the state budget: social, for disabled people, rector's scholarships for the best students, allowances;
3. creates, from its own resources, a Special Fund for Scientific Scholarships for the payment of scholarships for full-time students with scientific achievements;
4. provides financial resources for the activities of the Student Government and research clubs;
5. provides funds for the participation of students in scientific conferences and student workshops.
6. Relevant documents relating to individual types of material support:
7. the rules for awarding scholarships from the state budget subsidies are specified in the Regulations on granting non-returnable material aid to students of the WSB University;
8. The rules of granting scholarships from the university budget are specified in the Regulations of the Special System of Scientific Scholarships of the WSB University.

**§ 5 Support for students and learners with disabilities**

1. In terms of supporting people with disabilities, the university:
2. adjusts the teaching infrastructure to the needs of students and learners with disabilities;
3. systematically modernizes the equipment of classrooms and libraries with equipment adapted to the needs of people with disabilities;
4. grants scholarships for people with disabilities, in accordance with the regulations in force at the university;
5. enables a change in the method of participation in classes, if the student's illness or disability does not allow him to participate in the classes in the standard mode Changes in the way of participation in classes may consist in particular in: increasing the standard absenteeism, changing the mode of classes to extramural, changing the forms of checking knowledge during classes, proposing solutions involving the inclusion of third parties in the classes, in particular interpreting sign language, teachers, stenographers, laboratory assistants helping students with hand disabilities;
6. at the student's request, the university adjusts the mode of taking exams or obtaining credits for a given class depending on the type of student's disability. As part of changing the form of credit or examination, it is possible to: extend the duration of a credit or examination, use additional technical devices, such as: computers, screening software, Braille devices, alternative keyboards, use an alternative form of recording, replace the written exam with an oral or oral exam , including third parties in the exam, e.g. sign language interpreters, stenographers and teachers;
7. appoints a coordinator for the disabled, supervising the process of supporting students and learners with disabilities
8. Relevant documents relating to support for people with disabilities:
9. the rules of granting scholarships to disabled persons from the state budget subsidy are specified in the Regulations on granting non-returnable material aid to students of the WSB University;
10. the conditions for adapting the organization and proper implementation of the teaching process to the special needs of disabled students are specified in the Study Regulations.

**§ 6 Support in resolving conflict situations**

1. The university provides students with the opportunity to file complaints and signal conflict situations.
2. Students and students are entitled to submit complaints, among others in connection with the violation of their rights and interests, improper performance of duties by university employees, as well as to signal conflict situations arising in the course of the education process.
3. Complaints or information regarding conflict situations may be submitted in any form: written, oral or electronic.
4. Students may submit complaints or signal conflict situations to the vice-deans competent for the field of study in which the student is studying, in person, through the starost of the group, a representative of the Student Government, the semester supervisor at the Dean's Office.
5. Postgraduate students report complaints or report conflict situations to the Head of Postgraduate Studies, through the tutor for a given postgraduate course or in person.
6. Complaints or conflict situations should be described in detail. In case of doubts as to their content, applicants may be requested to clarify them. The Vice-Deans and the Head of Postgraduate Studies are obliged to conduct exhaustive explanatory proceedings.
7. The resolution of the submitted complaint or information on the conflict situation should take place within 14 days, and in particularly complex situations - up to 30 days, about which the student and the listener submitting the complaint should be informed in oral, written or electronic form.
8. In the event of non-consideration or unsatisfactory resolution of complaints or signalling

conflict situations by deputy deans, learners are entitled to submit

a written appeal to the Dean, and in the case of postgraduate students to the Director of Postgraduate Studies.

1. Detailed rules for submitting complaints and applications are specified in the procedure for examining complaints and applications.

**§ 7 Other types of support**

1. In order to support students and learners in the process of planning their professional career and moving around the labour market, the university "
   1. runs the Academic Career Office, which provides consulting services in the field of broadly understood preparation for functioning on the labour market, organizes training courses improving competences useful on the labour market, presents job and internship offers;
   2. organizes classes conducted by teachers with professional experience gained outside the university;
   3. organizes meetings with practitioners, study visits, and additional training to expand knowledge and specialist skills.

2. Support in terms of security:

* 1. the university organizes information and education activities in the field of student safety and counteracting all forms of discrimination and violence, as well as rules of conduct and response in the event of a threat or breach of security, discrimination and violence against students, as well as assistance to victims.

1. In order to provide psychological support, the university provides psychological consultations in accordance with the agreed schedule.
2. In order to help students, solve legal matters, the university provides students and students with legal consultations on the premises of the university in accordance with the agreed schedule.
3. The university supports all manifestations of student's scientific, cultural, social, local government and sports activity.
4. Administrative staff provide information and organizational support.

**§ 8 Improving the process of supporting students and listeners at the WSB University**

In order to verify the degree of satisfaction with the support, the university conducts quantitative or qualitative research among students and then takes steps to improve this process.

**§ 8 Responsibility in the process of providing support to students and learners**

1. Rector:
2. initiates and supervises all activities focused on providing support to students and students of universities in the field of teaching, scientific, material and organizational support as well as in the field of support for people with disabilities;
3. appoints scholarship committees and appeals scholarship committees.
4. The Dean supervises the implementation of all forms and methods of supporting students and students within the faculty.
5. Vice-rector for development and student affairs - supervises and coordinates matters related to the activities of the student scientific movement, in particular scientific circles, and supervises and coordinates matters related to cultural and sports activities.
6. The scholarship committees carry out the procedure of granting financial assistance to students in accordance with the principles set out in the relevant regulations in force at the university.
7. The Vice-Deans and the Head of Postgraduate Studies consider complaints and signals regarding conflict situations reported by students and learners, respectively.
8. The Rector's Plenipotentiary for internships and internship specialists are responsible for coordinating the implementation of the internship process within a given field of study.
9. The head of the Academic Career Office is responsible for coordinating the services provided to students and learners in terms of preparation for coping with the labour market and planning their career.
10. The coordinator for people with disabilities is responsible for helping in solving problems of people with disabilities, reporting to university authorities the needs of people with disabilities in terms of organizational, didactic and infrastructural solutions.
11. The head of the scholarship department is responsible for coordinating the process of granting scholarships at the university, including, in particular, informing students about the possibilities of obtaining financial support.
12. Academic teachers provide students and students with scientific and didactic support in the implementation of the education process.
13. Administrative staff support students and learners in terms of organization and information.