Handbook for MA Students
2022-2023

The Office of the Registrar - in coordination with the University Dean - publishes the Student Handbook.

Please note:

Policies, rules, and regulations in this Student Handbook apply to all University for Peace M.A. and Study Abroad Programme students. It is the responsibility of each student to be aware of these policies and, as members of the University for Peace community, to conduct themselves accordingly.

The University for Peace reserves the right to amend these policies. Any policy changes during the academic year will be announced with ample time prior to implementation.

If you have questions or suggestions about the Student Handbook, please contact:

The Office of the Registrar
University for Peace
P.O. Box 138-6100
San José, Costa Rica
Telephone: (506) 2205-9005
E-mail: registrar@upeace.org
Table of Contents

MISSION OF THE UNIVERSITY FOR PEACE ................................................................. 4

GENERAL INFORMATION AND SERVICES ............................................................. 5
  Academic Calendar .................................................................................................. 5
  Main UPEACE Offices Providing Services for Students ........................................ 5
  Mail Information .................................................................................................... 6

ACADEMIC LIFE ................................................................................................... 21
  Student Records .................................................................................................. 24
  Academic and Administrative Matters ................................................................. 26
  Academic Grievances ............................................................................................ 26
  Grading System and Granting of Credits ............................................................... 26
  ECTS Validation System ....................................................................................... 28
  Course Evaluation Process ................................................................................. 31
  Graduation Requirements .................................................................................... 31
  Graduation Extensions ........................................................................................ 33
  Request for Transcripts and Certification of Enrolment Letters ......................... 33
  UPEACE Second MA Degrees ......................................................................... 34

POLICIES ............................................................................................................... 35
  UPEACE Code of Conduct .................................................................................. 35
  Examinations and Attendance ............................................................................. 38
  Administration of Examinations ......................................................................... 39
  Attendance and Absences .................................................................................... 39
  UPEACE Code of Ethical Conduct for Students, Staff, and Faculty ...................... 41
  Emergency in the Event of an Act of Violence or Criminality Protocol ................ 45
  UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual 
  Harassment, and Abuse of Authority ................................................................ 55
  UPEACE Policy on Protection against Retaliation for Reporting Misconduct and for
  Cooperating with Duly Authorized Audits or Investigations ............................. 70
Illegal Drug, Alcohol, and Smoking Policy and Procedures at UPEACE ............... 77
Students’ Bill of Rights and Responsibilities ........................................................... 83
Student Life Committee .......................................................................................... 87
Student Council of the University for Peace .......................................................... 87
The Board of Management of the University for Peace ......................................... 88

OTHER SERVICES ................................................................................................. 90
Transportation ......................................................................................................... 90
Cafeteria .................................................................................................................. 90
MISSION OF THE UNIVERSITY FOR PEACE

The University for Peace (UPEACE) was established as a Treaty Organization with its own Charter under an International Agreement endorsed by the United Nations General Assembly in pursuance of its Resolution 35/55 of 5 December 1980. The mission of UPEACE is:

*To provide humanity with an international institution of higher education for peace with the aim of promoting among all human beings a spirit of understanding, tolerance, and peaceful coexistence, to stimulate cooperation among peoples, and to help lessen obstacles and threats to world peace and progress in keeping with the noble aspirations proclaimed in the Charter of the United Nations.*

The UPEACE Charter establishes that:

"...the University shall contribute to the great universal task of educating for peace by engaging in teaching, research, postgraduate training and dissemination of knowledge fundamental to the full development of the human person and societies through the interdisciplinary study of all matters relating to peace."
GENERAL INFORMATION AND SERVICES

Academic Calendar

First Semester: August to December 2022
• Orientation session: 25-26 August 2022
• First day of class: 29 August 2022
• Last day of class: 14 December 2022

Second Semester: January to June 2023
• First day of class for the second semester: 09 January 2023
• Holy Week (Easter): 03-07 April 2023
• End of Academic Year Celebration (for regular M.A.s) 14 June 2023

UPEACE Institutional Breaks (Campus Closed)
• Christmas/New Year Holiday Break: 15-Dec-2022 to 08-Jan-2023
• Holy Week (Easter): 03-07 April 2023

Observed Costa Rican Holidays (Campus Closed)
National Hero Day - 11 April
Labour Day - 1 May
Annexation of Guanacaste - 25 July
Virgin of Los Angeles - 2 August
Mother’s Day - 15 August
Independence Day - 15 September
Army Abolition Day – 01 December
Christmas Day - 25 December

Main UPEACE Offices Providing Services for Students

Office of the Registrar and Academic Administration
This office, located in Building 4, next to classroom 4, oversees the implementation of university processes and policies related to academic affairs. It also provides information and assistance to students and alumni and works closely with academic and administrative offices to promote and document student academic success.

Office of the Registrar and Academic Administration Staff

Ms. Angela Willis
Registrar
admissions@upeace.org

+506 2205 9000  info@upeace.org  www.upeace.org
payments@upeace.org
awillis@upeace.org

Mrs. Vanessa Granados
Registrar Officer
registrar@upeace.org
vgranados@upeace.org

Mrs. Antonela Alpizar
Admissions Officer
specialprogrammes@upeace.org
admisiones@upeace.org
aalpizar@upeace.org

Mrs. Cinthya Diaz
Visas Officer
visas@upeace.org
cdiaz@upeace.org

Mr. Alvaro Castro
Housing Assistant
housing@upeace.org
acastro@upeace.org

Financial Services Office
This office is located right across from main parking area at the main entrance. They accept payments in cash and by credit/debit cards. These payments include tuition payments, transcript fees, and extension of studies, DHL for diploma delivery, and insurance fees. The contact for students is Mrs. Katherine Mora kmora@upeace.org

Mail Information

We recommend students to use the UPEACE mailing address for personal mail, or shipping of personal items (always use certified mail). Students should instruct friends and relatives to address mail as follows:

University for Peace
Student Name
C/O Reception
P.O. Box 138-6100
San José, Costa Rica
Central America
For courier companies such as DHL please use the following location address:
University for Peace

Student name
Reception
El Rodeo de Mora, Ciudad Colón
San José, Costa Rica
Phone: (506)2205-9000

Please note that most of the time, the use of postal mail may involve the payment of customs duties and complicated paperwork.

If a package is retained at the Postal Customs, it must be collected in person, or by a third party with an authorization authenticated by a lawyer.

Certain products have restrictions to be shipped by air and have a series of import requirements. Therefore, we highly suggest reviewing the document below before making your purchase, so that it does not result in a waste of time and money. In the following links, you can find information and a list of restricted items or special requirements established by governmental agencies or international organizations.

https://boxcorreos.com/productos_restringidos.aspx
https://boxcorreos.com/assets/restringidos.pdf

Sending documents via DHL
To request DHL services, students must write an e-mail to reception@upeace.org and ask for a written cost estimate by providing a complete physical address and a phone number. Then go the Financial Services Office, pay the cost, and finally bring the receipt back to the receptionist’s window. The package will be processed. To ensure quality service follow these recommendations:

- Make sure to provide the right information
- Complete physical address (DHL does not deliver to P.O. Boxes)
- Phone number (include area code)
- Contact name and email

UPEACE will not be held responsible for any problems the student may encounter with DHL and will not refund any fees.

Security and Safety

Please always carry a card with the following personal information:

- Your name
Your academic programme
Your academic officer and program director phone numbers
Your phone number
A local friend number and address to contact in case of an emergency
Your landlords’ phone number and address
Your private insurance contact and emergency phone

The emergency number in Costa Rica is 9-1-1. Also, you can request an “Emergency Contact List Card” at reception.

Guidelines for General Safety

- As a UPEACE student, you must take measures to protect your safety, and all students are expected to observe the following safety guidelines while in Costa Rica or traveling within the Central American Region:
  - Be responsible for your personal safety
  - Do not walk alone on the road to and from UPEACE or anywhere in Costa Rica at night.
  - Celebrations and other leisure time activities should be done in company of classmates or other known persons in a respectful and responsible way
  - Inform host families or friends of your whereabouts on weekends and vacations
  - Protect personal belongings, e.g., laptops, passports, electronic devices, money, etc.
  - Never provide your bank account information to other parties
  - Avoid carrying large amounts of cash; if you really need to carry cash keep it hidden
  - Keep your original passport stored in a safe place; if you must carry it keep it with the utmost care
  - Do not open your door to unknown persons

In case of an emergency:
1. Call 911. Always the first thing to do.
2. After the emergency is stabilized, you can call to UPEACE for additional support.

The University for Peace has security measures in place to safeguard students, staff, and their property. Students are expected to pay attention to any safety alerts and instructions. For security reasons, students may be required to show their IDs while on campus. Also, for security and natural disaster reasons students must keep the Housing Office housing@upeace.org informed about any address and phone number changes.
On-Campus Security

Security Guards
The University for Peace is committed to ensuring the safety and well-being of its community members. Recognizing that a safe environment is a shared responsibility, a private security company offers 24-hour protection. Any concern or complaint about these matters should be addressed to the Operations Department by contacting the Head of Operations, Mr. Warner Masis, by email: wmasis@upeace.org or by phone: (506) 2205-9041.

Besides UPEACE Campus security measures, students are responsible for their personal belongings. The students are advised not to leave any personal belongings unattended, particularly in such public places as the cafeteria, classrooms, meeting rooms, library, student lounge or corridors. The University does not take responsibility for lost or stolen articles.

Students must help to maintain a peaceful and secure environment and take responsibility for informing security of any suspicious situations on campus that may affect the wellbeing of others. Reports about security must be addressed to the Head of Operations at the above email and phone number.

Students are allowed to invite family and friends to visit the UPEACE Campus, with the understanding that their guests must comply with all campus regulations, including registering at the main entrance (they must show a formal legal ID), wearing the visitor’s ID and not consuming or distributing alcohol or drugs on campus.

Video Surveillance
To strengthen the security, video cameras are recording through the main corridors and classrooms.

Earthquakes and other major events of national emergency
Costa Rica is a tropical country that is situated in an area of convergence for several tectonic plates that give origin to a variety of volcanos and to many geographic fault lines, but also to continued seismic activity that is perceived by the general population very frequently. Thereby the importance of readiness and preparedness in the face of vulnerability to a major earthquake.

In the event of an earthquake, keep in mind the following principles of safety and response actions:
1. Do not panic, keep calm.
2. If the earthquake catches you indoors, stay indoors. Take cover under a sturdy piece of furniture. Stay away from glass, or loose hanging objects.
3. If you are outside, move away from buildings, steep slopes, and utility wires.
4. If you are in a crowded place, do not rush for cover or through doorways.
5. If you are in a moving vehicle, stop as quickly as safety would permit, but stay inside the vehicle until the shaking stops.
6. Once the tremor ends, walk calmly towards the nearest security zone.

After an earthquake:
1. Do not walk barefoot since there might be glass or other sharp objects on the floor/ground.
2. Utilities (Electricity, water, gas, internet, telephones/mobiles) may not be working after an earthquake.
3. The police and fire departments are likely to be tied up. If the phone is working, use it only in case of emergency.
4. At home, be aware that items may fall out of cupboards or closets. Check for cracks and structural damage to the roof, walls, and foundation of the facilities.
5. Be aware that some earthquakes are foreshocks, and the main shock might occur later.
6. If are leaving home, or going on a trip, please inform a friend and/or host family of your location before your departure, and/or after the event.
7. Do not enter nor seek refuge in damaged buildings.
8. If an earthquake catches you on the beach, be very mindful and attentive to tsunami alerts.

Procedure for status report & assistance request after major events of national emergency

All students, interns and volunteers are required to submit a wellbeing status report to their corresponding Academic Coordinator (Faculty Member coordinating your program) and/or Staff Member Focal Point, as soon as possible and soon after any incident of major national emergency (extreme weather event, earthquake, tsunami alert, wild/structural fire, explosives and/or firearms threats, terrorism, civil unrest, among others) through the following mechanism:

• The Academic Coordinator and/or Staff Member Focal Point (in the case of interns and volunteers) will create a WhatsApp Chat Group (digital communications app) in which to include the students of each academic program and or interns/volunteers under their supervision.
• All members of each Chat Group will produce a text message in which to include:
Your Full Name, Your Location, Your Health Status, Your Needs for Assistance (if any, for instance, transport & evacuation, access to medical care, shelter):

<table>
<thead>
<tr>
<th>Model</th>
<th>[Student’s Name], [Your Current Location], [Health Status Report], [Itemization of assistance needs]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example 1</td>
<td>Pedro Navajo, Puerto Viejo/Talamanca, Healthy and uninjured, road blocked by landslide, no assistance needed</td>
</tr>
<tr>
<td>Example 2</td>
<td>Maggy Thui, Punta Uvita, Diabetic Type 1 and with limited stock of insulin, road blocked by landslide, assistance needed to locate medical services</td>
</tr>
</tbody>
</table>

- The Academic Coordinator and/or Staff Member Focal Point will gather and validate the information derived from the reporting process, and transfer the communicated needs of students, interns and/ volunteers to the Head of Operations Department, who will coordinate with the appropriate UPeace Unit/Office or external organization that is responding to the event.

**Fire**

Especially during the dry season (January – April, typically), there can be wildfires occurring in the areas nearby the communities of El Rodeo, Ciudad Colon, Puriscal, Santa Ana, and many others in the country as well. At UPEACE and in El Rodeo, a team of staff members and local citizens are trained to respond these fires. However, the first one to see a fire anywhere must report it immediately, then later and depending on your own training level, you may:

1. If the fire is small and if you are properly trained, you may use the nearest fire extinguisher at hand. Do not attempt to extinguish any fire if there is a threat to your safety.
2. Notify the receptionist to alert the fire brigade.
3. There are fire alarms with sensors that will be triggered automatically when a fire occurs. Also, near the library, there is a manual fire alarm, pull the handle when an incident happens.
4. Call 9-1-1
5. Exit the building.
6. After hours always call 9-1-1

**United Nations Security Regulations**

The University for Peace abides by the United Nations Security Regulations, established by the UN Department of Safety and Security; therefore, all UN security...
measures apply to UPEACE staff and students if all requirements are fulfilled by them.

To be covered by these measures, it is important to keep your contact information updated with the Housing Office housing@upeace.org UPEACE will provide the pertinent UN security authorities in Costa Rica with the necessary contact information on UPEACE staff and students, for their protection. The protection provided by UN security authorities includes evacuation from disaster areas, and a Post-Exposure Prophylaxis (PEP-Kit) for protection against HIV, regardless of mode of exposure, among other items.

Healthcare and Wellbeing Services

The University for Peace provides students, staff, and visitors with primary care medical and wellbeing services daily. Primary care is understood as the day-to-day healthcare given by a health care provider that acts as the first contact and principal point of continuing care for persons within a healthcare system and coordinates other specialist care that the person may need, thus, depending on the nature of the health condition, patients may then be referred for secondary or tertiary care.

The office is staffed by a clinical psychologist, a general physician, and a registered nurse, each one respectively licensed by the corresponding professional board in Costa Rica. This service is overseen by the Department of Human Resources at UPEACE. The office is located next door to the Front Desk by the main parking area.

During office hours, services include

- Unlimited consultation with a general physician, free of charge.
- Unlimited imaging and laboratory studies as prescribed by a physician and performed by the Costa Rican Social Security Fund (CCSS), or as prescribed by a physician and authorized by the private insurer contracted by the student.
- Emergency care assessment and emergency response coordination, including ambulance transport from campus to hospitals.
- Outpatient diagnostic procedures (such as vital signs assessment, physical examination, micro-method glycemia, otoscopy); as well as therapeutic interventions (such as nebulization, oral, intramuscular, and intravenous medication administration, minor surgery procedures and sutures, ear wash, among others).
- Immunization assessment and completion of vaccination schedules.
- Specialist referrals and assistance with finding and booking appointments.
- Technical assistance with managing public and private insurance enrolments.
• Health and wellbeing education.
• Sexual and reproductive health services and education
• Smoking cessation as well as support for any other substance abuse disorders.

Important Notes:
• The costs for treatments outside the scope of the on-campus Healthcare Office are the responsibility of the student.
• The on-campus Healthcare Office do not cover relatives or friends. However, referrals may be obtained from the physician.
• The UPeace medical service does not replace any treatment or care program you have with your private family doctor or specialist
• After hours, patients will be referred to a private or public clinic for treatment. Any urgent medical assessment, due to illness or injury, during campus off-hours must be seek through the **9-1-1 Emergency Line**.
• The physician and registered nurse may be contacted during office hours by phone or email:
  • Karina Mora Fuentes, physician: (506) 2205-9045 / 8791-4931 kmoraf@upeace.org
  • Luis Murillo Mejías, registered nurse: (506) 2205-9059 lmurillo@upeace.org

**Health Insurance**

All UPEACE students of regular MA programs will be asked to provide proof of private insurance as an admission requirement, while at the same time UPeace will process the inclusion to the Costa Rican Social Security Fund (also known as Caja or CCSS, the single and largest public insurer in the country) of all regular MA students without any fees added to the financial terms.

The rationale behind this double-insured status seek for our students corresponds with the desired standard to guarantee access to medical services (be it diagnostic, therapeutic or rehabilitation) as soon as possible as the need arise.

**Wellbeing Coordinator and Psychologist**

Both, students, and University staff can use the services of the Wellbeing Coordinator / Psychologist. A safe and confidential space is provided to share and discuss any personal concerns that may affect your daily life. If you want to schedule an appointment you can write to Valeria Benavides vbenavides@upeace.org

**How to obtain a valid leave of absence**
The appropriate process to obtain a valid leave of absence for when deemed clinically necessary that students should take time off from school to recover from an injury or illness, is as follows:

- **Medical Leave of Absence Granted by Upeace Healthcare Office:** any UPeace Healthcare Staffer can issue a leave of absence, for that the patient must have been evaluated, in-person on campus or virtually. Then, the staff member will send an email to all interested parties (student, professor, and medical record) to communicate the leave of absence.

- **COVID-19 related absence:** due to the new socialization rules imposed by the COVID-19 pandemic and under Ministry of Health guidelines, any person experiencing symptoms like fever, cough, sore throat, loss of sense smell and/or taste, and diarrhoea, must not attend school nor the workplace; the same rule will apply to any person known to have had close contact with a confirmed positive case of COVID-19 because after exposure if symptoms develop, and should therefore receive immediate medical assessment and must follow the management plan defined jointly with the treating physician.

- **Medical Leave of Absence Granted by a Private Provider:** When the student is not able to reach campus for a health assessment, then he or she can also choose to visit a private healthcare provider, licensed by the Costa Rican Board of Physicians. These licensed professionals can also provide medical justification to grant a leave of absence by issuing a medical report of the consultation.

- **Medical Leave of Absence Granted by CCSS:** When the student is not able to reach campus, he/she can also choose to book services at any of the EBAIS (community clinic), county clinics and/or hospitals run by CCSS, when doing so, CCSS healthcare services can issue a “Comprobante de Asistencia” (Proof of Attendance) that the students must request in order to certify his/her attendance to medical services and therefore also justify his/her absence from class.

- **Unjustified absence:** when students are ill or injured and choose to stay home without a licensed healthcare professional indication, then such absences will not be validated by UPeace Healthcare Services Office. Please note that, when choosing to stay home and contacting UPeace Healthcare Services Office (by any means other than in-person) to ask for advice and/or assistance with booking services elsewhere, such contacts do not count as medical evaluation and therefore do not provide grounds for our staff to issue a leave of absence.
Student Temporary Residency (STR) for Costa Rica

UPEACE follows Costa Rican regulations regarding visas and immigration. For details about the Student Temporary Residency processes, please refer to the General Information Document sent to all students prior to arrival. Please be advised that documents submitted for Immigration purposes (Birth Certificate and Criminal Records) will not be returned to you.

In cases when students are not able to obtain the pre-approved Student visa at a Consulate outside of Costa Rica, they may file a request to obtain the student temporary residency through the visas Officer upon arrival in Costa Rica. This process will have an additional cost of US$200 payable to the Immigration Office accounts at a local Banco de Costa Rica (BCR).

To acquire their legal status in Costa Rica, students are fully responsible for providing UPEACE all necessary requirements to obtain the Student Residency timely. Nevertheless, neither UPEACE nor the Visas Officer will be held responsible for difficult situations with the Costa Rican Immigration Authorities, in cases where students did not comply with the requirements to obtain their Student Residency. You may contact the visas officer at visas@upeace.org

The Role of the Visa Office
For this purpose, the role of the visa’s office is to assist students with their application process for Student Residency. This will allow students to focus on their studies and avoid uncomfortable situations during the process. However, please note that the University has no influence over the decisions taken by the Immigration Office regarding the approval or disapproval of residencies, or any unforeseen additional requirements

Computer and Internet Resources

Email Information
Each student is allotted 1024 GB of storage space in their student e-mail inbox. All official mail will be sent to their UPEACE email inbox.

How to Access Email
The e-mail system is web based. It can be accessed at https://www.office.com

The student e-mail address follows the following format: username@master.upeace.org or username@doctorate.upeace.org
For example, John Doe’s e-mail address would be jdoe@master.upeace.org. IT will set a temporary random password. The system will ask the students to change the password the first time they log in.

**Student Intranet**  
In here, you can find important links, your schedule, cafeteria menu, forms, and many other resources. You can access it at [http://student.upeace.org](http://student.upeace.org) and login using the credentials provided by the Academic Department.

**Wireless internet access on Campus**  
There is a wireless access throughout the UPEACE campus the network is called **Pax1** and the password to access it is **CL34nport!!** If students cannot connect, they may contact the IT Department.

**Virtual Classroom**  
The Virtual Classroom gives students access to course readings and other resources. Students can log in at [https://classroom.upeace.org/](https://classroom.upeace.org/) using the credentials provided by the IT Department.

**Computers on Campus**  
There are computers available for students use on the library. All the computers have MS Office installed as well as internet access.

The username to log in into the computers is **student** and the password is **Peace2023**.

It is forbidden to remove network cables from any of the computers in the library. **No food or drinks are allowed** in the library.

**Printing**  
The university promotes to print as little as possible. For small needs, you can coordinate with the IT support officer to allow you to print.

- IT is in building # 4 next to the Operations Department.
- Prints are made from multifunctional device located in Building # 4.
- Prints will be charged to the students.
  - A balance will be sent to the students every 3 months.
  - The student can go to the Finance Department at any moment to pay.
  - At the end of the year, students who have pending balances will not be able to have the “graduation checklist” signed – which is a requirement to graduate.
General Recommendations
The University is running on a hybrid system, and therefore some students will join virtually. Consequently, the classes will be stream and the professor will maintain contact with the students on campus and with those online. Please bring your laptop or tablet to class. We also advise to use headphone for some of the interactions with virtual students.

- When using your own device while attending a hybrid class, please remember to mute both, the microphone, and the speakers.
- Always use antivirus software. Students must acquire an antivirus by their own means.
- Store files on USB or cloud drives when using UPEACE computers
- Make regular backups when using their laptops
- Do not share passwords
- Be careful with USB units and external drives. Many students have lost or damaged the information on their USBs

Technology Requirements
The technology requirements to join virtual classes are:

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth
- A webcam or HD webcam - built-in, USB plug-in, or:
  - An HD cam or HD camcorder with a video-capture card
  - Virtual camera software for use with broadcasting software like OBS or IP cameras
- Note: For macOS, Zoom client 5.1.1 or higher is required

Supported operating systems
- MacOS X with macOS 10.9 or later
- Windows 10*

Note: Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.

- Windows 8 or 8.1
- Windows 7

Supported browsers
- Windows: Internet Explorer 11+, Edge 12+, Firefox 27+, Chrome 30+
- macOS: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

Note: Some features in the web client are not supported on Internet Explorer.
Processor and RAM requirements
- Processor: Intel i3/i5/i7 or higher, or AMD equivalent
- RAM: 8 Gb or higher

Bandwidth requirements
- The bandwidth used by Zoom will be optimized for the best experience based on the participant’s network. It will automatically adjust for 3G, Wi-Fi, or wired environments.
- We recommend to at least have 4 Mbps.

Options for Printing, Photocopies and Scanning
External suppliers offer the services of printing, photocopying, digitizing, and binding of extensive documents and thesis, Ziggy Bookstore, Original Video, Toyos and SG, all are in a range of 200 meters around the bus stop of Ciudad Colon center.

Anthologies and Books
Students will be able to acquire their anthologies and books for each course free of charge on the virtual campus of the university once academic support officers inform that they are ready. It is the decision of each student to print the anthologies. If this is the case, students can go to external suppliers such as Ziggy Bookstore, Original Video, Toyos or SG.

Audio-visual Equipment
The Audio-visual Unit (AVU) - located next to the Student Lounge - provides audio-visual equipment for students, faculty, and staff projects on campus. The Audio-visuals Officer, Gerardo Romero, can be reached at gromero@upeace.org

Depending on equipment availability, the following users are eligible to utilize UPEACE equipment under the media checkout programme:
1. Students with academic projects who intend to use media equipment in fulfilment of classroom assignments that directly require the use of media equipment.
2. University academic and non-academic staff.

To ensure equity, audio-video equipment is provided for short-term loans only (during the day and until 4:00 p.m.).
Academic and non-academic staff and students are responsible for damages to the AV equipment resulting from negligence. They are not responsible for normal wear and tear damage to the AV equipment.

The responsibilities of the user include:
- To return the equipment at the end of the day to the Audio-visual Unit (AVU).
- To take all steps to prevent damage to, or loss of, the equipment while on loan.
- To ensure that any university equipment is used lawfully and in accordance with UPEACE policies (specific attention is drawn to asset management, intellectual property, and ethics policies).
- To refrain from lending this equipment to third parties.
- To provide consumable items such as batteries, tapes, etc. Only users with proper training in the use of the equipment will be allowed to use it.

Checkout/Reservation Process for Audio Visual Equipment

1. **Staff, Faculty or Students**: AV equipment must be reserved online using the form available on the Staff page. A printed copy of the completed form should be provided to AVU for processing.
2. **AVU Staff**: Once the request is confirmed and entered the system, AVU staff will send a confirmation e-mail.
3. The Requesting Party should review the confirmation and report any discrepancies.
4. AVU Staff will examine the equipment prior to check-out to make sure it is in good condition.
5. AVU Staff will examine the equipment upon return to make sure no problems are found.

**Note:** AV media equipment is available for checkout during normal UPEACE office hours (Monday–Friday from 8:00 am – 4:00 pm). Equipment should be returned or picked up no later than 4:00 pm to allow time for inspection and processing.

**Library**

The University for Peace Library offers its services and collections to support learning and research. The library staff has a welcoming attitude to provide services guiding students towards the appropriate resources and information discovery.
Borrowing materials
Users must present their UPEACE ID to borrow items from the library. Books may be kept for up to 7 days and renewed twice for similar periods when not on hold or reserved for another user. Each student is responsible for returning books or library items and its replacement cost, if lost or damage occurs. Items may be returned in the book drop slot at the information counter when the library is open. As a graduation requirement and clearance checklist, all books must be returned accordingly.

Food is not allowed; however, beverages are permitted in leak-proof, or spill-proof closed bottles or containers.

Access to Learning Resources:

**Library Catalogue/General Collection:** This online public reference source connects you to browse and discover the library General Collection displaying its bibliographic data. Available freely on the internet at [LibraryCatalogGeneralCollection](https://u10307uk.eos-intl.net/U10307UK/OPAC/Index.aspx) or [https://u10307uk.eos-intl.net/U10307UK/OPAC/Index.aspx](https://u10307uk.eos-intl.net/U10307UK/OPAC/Index.aspx)

**Library Databases:** The library subscribes a selection of specialized academic databases offering a wide range of peer reviewed journal articles and full-text documents to complement research papers. Access through library website [https://www.upeace.org/pages/scholarly-journal-databases](https://www.upeace.org/pages/scholarly-journal-databases)

**For remote access outside the campus,** databases sites are password protected and can be accessed with a library-assigned login credential. For assistance regarding Off-Campus access please contact Library Coordinator - Katia Moraga kmoraga@upeace.org or askalibrarian@upeace.org

Library opening hours are Monday-Friday 08:00 a.m.-3:45 p.m.
ACADEMIC LIFE

Registration

Second Term Registration
For students to register for the second term there must be no outstanding balance on their account and the second term payment must have been received in full. Also, students must have filed the STR request at Immigration.

Consequences of late payments
Tuition payment is due and payable on the established dates. Students who fail to pay by the due date will be prohibited from registering for the second term, using student services such as the library, printing, Internet, or receiving transcripts or certifications, etc. It is a student responsibility to provide proof of payment to restore such services. In addition, a US $50 administrative fee will be charged every month until payment is made in full.

Student IDs
All students will receive a UPEACE ID from the Registrar’s Office. This ID will have the student’s name, UPEACE number and a bar code to enable use of the library resources.
- To enter the University campus students may be required to show ID at the security point.
- Lost student IDs must be reported immediately to the Registrar’s Office to make a replacement.
- The student ID replacement fee is $15 US. Upon payment of the fee at the Finance Office students must bring the receipt to the Registrar’s Office and request a new one.

Withdrawal and Reimbursement Policy
If a student withdraws his/her enrolment from UPEACE, s/he must inform the Coordinator of the Academic Department and the Registrar and Director for Academic Administration in writing, indicating the date the withdrawal is effective and explaining the reasons for withdrawal.

Conditions:
- If the withdrawal is before arrival to UPEACE, the student will receive a reimbursement of the total amount paid minus the $2,500 non-refundable fees.
If the withdrawal takes place within the first four weeks of classes during the academic term, the student will receive a reimbursement of 60% of the payment already made minus the $2,500 non-refundable fees.

If withdrawal takes place after the first four weeks of classes, in the first academic term only, the student will receive 40% of the payment already made minus the $2,500 non-refundable fees.

Administrative fees are non-refundable

Academic Advising

During the academic year, UPEACE students receive academic advising. All, resident and visiting professors, are required to keep office hours for advising. For specific information related to course enrolment, assignments, or graduation requirements, students must consult with their Coordinators of Departments. In the second semester, students are assigned an advisor to guide them towards their final graduation requirements. Students may suggest the name of a faculty member to serve as their advisor. The final decision lies on the respective Coordinator of the Programme.

Change of Programme

Due to effects on the overall distribution of students in the academic programmes and the financial implications it may have on the academic departments and considering administrative matters; the University will not authorize change in enrolment of a student to a programme different from the one to which the student was admitted unless there are exceptional reasons for the same. The decision on whether exceptional circumstances exist to permit change of programme and whether the request should be considered and granted will be made by the Heads of the Departments concerned - in consultation with the Dean and Academic Coordinator. A decision thus made shall be final and conclusive.

Deadline and Procedure

The deadline for making an exceptional request for a change of MA programme is the last day of the UPM-6001 Foundation Course. Students must complete the "Switch Programme Form" available at the Registrar Office and take it to the Programme Coordinator or Head of Department. The form should be accompanied with the following documents:

a. A statement from the student containing the exceptional reasons why the permission to switch programmes should be considered and granted. This document should also include a 'Statement of Purpose' for enrolment in the new programme.
b. Curriculum Vitae (CV)

The student will receive official notification following the completion of the Foundation Course.

Switching Courses

Students wishing to attend courses offered in other on-campus Master programmes may do so after consulting with their current Head/Coordinator of Department/Programme and the Head/Coordinator of the Department/Programme offering the course they wish to attend. Approval of course switch lies with the two Heads/Coordinators of Departments/Programmes based on their assessment of several factors related to the course’s relevance to the student’s studies, course enrolment, and the mandatory or required nature of the course that the student wishes to substitute.

Students wishing to switch courses must request the Switch Course Form (3 copies) at the Registrar’s Office. The form must bear both Heads/Coordinators of Departments’/Programmers’ signatures. One copy must be submitted to the Registrar’s Office and the other two, to the corresponding Academic Department. **Incomplete forms will NOT be accepted.**

Taking Online Courses

UPEACE offers an online master’s degree programme in Sustainable Peace in the Contemporary World. Because of the independent administrative, academic, and financial structure of the online programme, students from face-to-face master’s degree programmes are not automatically eligible to take courses in the online programme. Enrolment in online courses is regulated in the following manner:

a. Students may switch a course from their face-to-face master’s degree programme to an online course only upon approval of the Head/Coordinator of their Department/Programme and approval of the Coordinator of the Online Programme according to the section titled ‘Switching Courses.’

b. If the switch is approved, students must pay 50% of the regular tuition charged by the online programme for the course concerned, only upon which the enrolment can be processed.

c. The only circumstances in which students may be enrolled in an online course free of cost are:
   i. If the switch in accordance with paragraph (a) is necessitated because the student has not been able to or cannot attend a course in the face-
to-face programme due to a medical emergency, in which case, an appropriate certification from the UPEACE Medical Office is necessary.

ii. If the switch in accordance with paragraph (a) is necessitated because the student, due to other extenuating circumstances considered justifiable by the Head/Coordinator of her/his department/programme, has not been able to or cannot attend a course in the face-to-face programme. For the sake of clarity, a job or internship opportunity at any time before the end of regular coursework at UPEACE is not considered an extenuating circumstance meriting total waiver of tuition.

iii. If the student has chosen Capstone Project as the final graduation project and needs an online course to reach the minimum number of credits required from coursework to graduate.

d. Students wishing to enrol in an online course for any reasons other than the ones mentioned above will be able to do so upon payment of 50% of the regular tuition for the online course.

e. Each Course in the online programme is self-funded and proceeds only if it reaches a minimum number of paying participants to cover its costs. Students must be aware that if the required financial threshold is not reached two days prior to the scheduled start, the online course may be cancelled at short notice, and any paid tuition refunded.

**Student Records**

General Definition and Handling of Student Academic Records:
Student Records are official and confidential documents in the custody of the University for Peace. Therefore, all documents containing student personal information will be treated with the utmost discretion and privacy.

Documents provided by a student to be admitted to an academic programme or other related processes, are the property of the University for Peace. The Office of the Registrar and Academic Administration manages and keeps all student academic records.

Documents required for admission **will not be returned** to the applicants after the decisions regarding admissions have been made. Once the admissions process has been completed, these documents will become part of the student academic record at UPEACE.
If an applicant is not admitted to an MA programme, the application documents will be kept by the Admissions Office for 2 years. If the applicant has not re-applied to an academic programme during this period, the documents will be destroyed.

**Location of Student Academic Records**
The Registrar’s Office maintains the official academic record of each student in perpetuity. To this end, the Registrar’s office also maintains each student’s accurate mailing address, and contacts students regarding official academic actions taken by the University, for example revision of grades, notification of academic misconduct, extension of Final Graduation Assignment deadlines, etc.

In cases when the Academic Department notifies students of any official academic action, a copy must be sent to the Registrar’s office to be filed in the student’s academic record.

**Persons Authorized to Review Student Academic Records**

1. **Students and Alumni**
   Students have the right to inspect and review their own official academic records in the Registrar’s Office, in the presence of a Registrar’s staff member; and have the right to challenge records when they are inaccurate, misleading, or otherwise in violation of the student’s privacy rights. This applies to students presently enrolled at UPEACE and alumni, but not to applicants seeking admission to the institution.

   Students will be able to obtain copies of documents from their own student academic record, such as transcripts, CVs, or similar documents, excluding letters of recommendation, upon approval by the Registrar. Such copies will have the Department’s seal indicating that the documents were photocopied from the UPEACE Student Academic Records.

2. **Coordinators of Department and Faculty Members:**
The Coordinators of Academic Departments, other faculty members, also have the right to inspect and review the student academic records at the Registrar’s Office, in the presence of a Registrar’s Office staff member.

**Information to Third parties:**

In cases when academic institutions or employers contact the Registrar’s Office to verify academic credentials obtained at UPEACE; the Registrar’s Office will confirm such credentials with the previous written consent/authorization of the students or alumni.
Removal of Student Academic Records
Under no circumstances are any of the documents to be removed from the student academic records. The student academic records may leave the Registrar's office, only if authorized by the Rector, the Dean, and the Registrar of the University. They will approve the transport of such records to other Departments of the University for Peace if they consider it necessary. In such circumstances, all student academic records must be returned intact to the Registrar's office.

Academic and Administrative Matters
For dealing with any concern related to academic affairs, whether academic or administrative, students have several options. If the concern is related to a current course the student is attending, the matter should first be addressed with the course professor. If not satisfied, the student may address the matter with the Programme Coordinator. If still the matter is not solved, then the student may take the problem to the Head of Department. If the difficulty continues, then the Academic Coordinator of the University can be contacted who will bring the matter to the attention of the Dean of the University for a final decision.

For other academic issues, students should contact their advisor and then the Programme Coordinator, if not solved then the Head of Department may be contacted. Matters involving student life issues may be addressed with the Registrar, and subsequently with the Academic Coordinator and thereafter the Dean of the University.

Academic Grievances
Grievances are often resolved informally and satisfactorily between students and staff, or among staff members. Therefore, when students have a grievance of any type, they should try to address it directly with those involved. If the issue is not appropriately resolved, the student might engage Faculty members, Programme Coordinators and Heads of Departments. If informal approaches are not satisfactory, a formal complaint might be filed with the Academic Coordinator of the University who will bring the matter to the attention of the Dean of the University, who will then appoint a three-person committee to review the complaint and issue a decision. An appeal to that decision might be filed with the Rector, who will make a final decision after reviewing all the feedback.

Grading System and Granting of Credits
1. At UPEACE, one credit is equivalent to 15 classroom hours. Each classroom hour is 50 minutes of actual teaching time. A three-credit course, for example, is therefore
45 classroom hours. This is equivalent to three hours per day, with a half hour break, Monday through Friday for three weeks.

2. UPEACE grades are based on a 10-point scale. The minimum passing grade is 7.0. Students must keep a minimum weighted average of 8.0 in each term to maintain enrolment at UPEACE, and an overall weighted average of 8.0 to graduate.

3. Although UPEACE applies a numerical scale for grading, for the purposes of comparison and interpretation by other higher education institutions, we suggest the following conversion:

<table>
<thead>
<tr>
<th>UPEACE Grade</th>
<th>Letter</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.5 – 10</td>
<td>A</td>
<td>Excellent</td>
</tr>
<tr>
<td>9.0 – 9.4</td>
<td>A-</td>
<td></td>
</tr>
<tr>
<td>8.5 – 8.9</td>
<td>B+</td>
<td></td>
</tr>
<tr>
<td>8.0 – 8.4</td>
<td>B</td>
<td></td>
</tr>
<tr>
<td>7.5 – 7.9</td>
<td>C+</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>7.0 – 7.4</td>
<td>C</td>
<td></td>
</tr>
<tr>
<td>Below 7.0</td>
<td>F</td>
<td>Fail</td>
</tr>
</tbody>
</table>

3. Once the grade is reported to the Registrar’s Office, it will be reflected on the permanent student record.

4. On occasions when a final grade is not available, the transcripts will report the following temporary symbols:
   - IP (In Progress): when, at the time of issuing the transcript, the assignments are still under preparation, within the normal time frame of the respective academic department.
   - N (No Report): when the student has submitted all required assignments within the normal time frame of the academic activity, but the professor has not yet submitted the grades.
   - I (Incomplete): when the student has not been able, because of justifiable and extenuating circumstances to complete the assignments within the normal time frame of the academic activity.
   - All incomplete (I) and in progress (IP) grades will automatically become a failing grade (X) if the course is not completed within the academic year (or an official deadline extension)
   - X (Failed): when a student enrolled in a course never attended or ceased attending the course; and assessment of academic performance could not be rendered. This grade will be assigned by the professor. If the courses for which grades are missing are required, to complete the degree credits,
the student will NOT receive the Diploma and final transcript until the course has been completed and the final grade results reported to the Registrar’s Office.

- All grades under 7.0 will be reflected in the official transcript as failed (X).

6. Failing a course (not achieving a grade of at least 7.0) will result in that course not being counted towards the required number of credits for graduation. Upon a request from the student, the Programme Coordinator or Head of Department may develop options for the student to make up the failed course. The failed course grade will still appear on the transcript as (X).

7. Within three weeks after the end of class, the Academic Departments will first release grades to the students.

8. Students can appeal a grade for a specific assignment or the final course grade. The appeal process includes the following steps:
   a. Students have up to two days to begin an appeal process, directly with the course professor.
   b. The professor may allow the student to revise and resubmit his/her assignment based on the faculty feedback.
   c. If a student is still not satisfied with a new grade, he/she can appeal to the Department Coordinator who will convene a committee composed of two other professors and the Department Coordinator. The professor whose grade is being appealed cannot be a member of the Committee.
   d. The student will be informed of the decision of the appeals committee within 2 weeks of the receipt of the appeal by the Department Head.

9. If within the two days there are no appeal requests, grades will be submitted to the Registrar Office and will be considered final.

10. All grades and credits for approved or fail courses will be reflected on the student transcript of records. Under no circumstances, courses and grades can be choose, or eliminated.

**ECTS Validation System**

In consultation with UPEACE academics and other equivalency standards, the Registrar uses the following conversion table for ECTS conversion of UPEACE credits:

1 UPEACE credit = 1.5 ECTS  
2 UPEACE credits = 3 ECTS  
3 UPEACE credits = 4.5 ECTS
4 UPEACE credits = 6 ECTS

The Committee has considered the following:

One UPEACE credit is equivalent to 15 classroom hours. Each classroom hour is 50 minutes of actual teaching time. A three-credit course, for example, is therefore 45 classroom hours. This is equivalent to three hours per day, with a half hour break, Monday through Friday for three weeks. As a result, 40-42 credits required in a master programme represents 600 (average) classroom hours.

ECTS system 1 credit (ECTS) is around 10 hours of learning. A master program (second cycle) requires between 60 - 120 credits (1 - 2 years). As a result, a single year European Master of Arts requires 600 hours like UPEACE. This is based on the definition of 1 UPEACE credit to include:

- 15 hours of faculty instruction
- 30 hours of student work
- Total of 45 hours

This policy will be used for conversion/validation with all partner Universities.

**Course Categories**

**M**: Mandatory: These are courses required by each Master Programme and must be completed to graduate with a degree in the programme. In very exceptional cases, decided by the Programme Coordinator, when a student proves that s/he had completed a course equivalent to a Mandatory course, a waiver from attending such course may be granted. It is the responsibility of the student to attend a different course in lieu of the waived one (following proper guidelines for changing courses), and to ensure that they accumulate the number of courses/credits required to graduate.

**O**: Optional: These are courses offered in each Master Programme to enrich students’ knowledge and skills in their area. Students, in consultation with the Programme Coordinator, and within certain limits that are set in the respective program description may opt to attend courses offered in other programmes during the same period that an optional course is offered in their programme. It is the responsibility of the student to attend a different course in lieu of the waived one (following the proper procedure for changing courses), and to ensure that they accumulate the number of courses/credits required to graduate. UPEACE may also recognize academic credits for students attending academic conferences or for other individual projects, provided the academic parameters are agreed upon on a case-by-case basis with the Programme Coordinator.
Courses with credit
Students are expected to attend and participate in all classes, complete the course assignments and final papers according to the professor’s rules in the specific course. For regular MA students the results will be reflected in the transcript of records.

For external participants’ registration must be done through the UPEACE admissions office upon completion of all requirements. Once the corresponding academic department delivers the grades to the Registrar Office an official transcript may be issued upon request.

Courses for training
Students are expected to attend and participate in all classes. Students may or may not complete the course assignments and/or final papers and therefore no grade will be assigned.

For regular MA students the course may be included in the official transcript and will have “0” credits and the letter “T” which stands for “training”. Registration for course training must be done with the corresponding Academic Support Officer. For external participants the corresponding registration must be done through the UPEACE admissions office upon completion of all requirements. At the end of the course a “certificate of completion” will be issued.

Auditing Courses
Students or visitors with prior authorization may audit a course. It is important to note that the conditions and requirements are at the discretion of the professor. No official document will be issued.

Process for course withdrawal
Course withdrawal is an option for specific and extenuating circumstances, such as a medical and/or family emergencies that can be documented, and/or justifiable academic reasons. Course withdrawal request and approval must take place the second day of class at the latest. And the course will not be reflected on the official transcript. The following procedure must be followed:

1. Complete two “course withdrawal” forms. The forms are available at the Registrar Office and from each Academic Support Officer.
2. Handle one form to the corresponding Academic Support Officer, and one to the Registrar Office.

When an official course withdrawal takes place beginning the third day of class onwards; the course will be reflected on the student transcript with 0 credits and the letter “W” which stands for “withdraw”. 
If no official course withdraw is registered the student will fail the course and will be reflected on the student transcript of records with 0 credits and “X” which stands for “fail”

Course Evaluation Process

The information you provide on the course evaluation form will be one of the bases for the review of teaching effectiveness at the University for Peace. Hence, your thoughtful and constructive assessment on each item will be very useful in the continuing effort of the university to provide quality and relevant education in pursuance of the overall mission of UPEACE.

Students are encouraged to evaluate the course and the instructors in a respectful manner as you would wish your work to be evaluated.

To maintain confidentiality, your anonymous responses will not be available to the instructors until after the course grades have been submitted to UPEACE Registrar Office.

Under no circumstances, the Registrar Office will share the results of the evaluations until the grades are submitted.

Graduation Requirements

To graduate means that the student has successfully completed the required course credits and the Final Graduation Assignment (Thesis, Internship, Capstone Project) and is eligible to receive the Diploma and the transcript reflecting these results. To graduate, the following processes must be completed:

- Submission of the “Graduation Checklist” to the Registrar’s Office prior to the end of the academic year ceremony or departure.
- Submission of the completed “Final Graduation Remittance Checklist” to Registrar’s Office by Academic Support Officer. The form must have the corresponding advisor (s) signatures.
- For Internships or Capstone, an electronic version of the “Final Report” should be filed with the Registrar Office.
- For thesis, the submission of the “Final Graduation Project” to the library is mandatory.
- Maintenance of good financial standing with UPEACE regarding tuition and other student affairs.
- Each student is responsible for DHL diploma delivery fees.
Total amount of credits to graduate
The minimum number of credits required for all UPEACE MA Programmes is 41-42 credits within an 11-month period. Exceptions are made for students of dual MAs with other institutions. For example, in the Natural Resources and Sustainable Development Programme and the Hankuk Dual Campus Programme, students are required to take a minimum of 21 credits during their period at UPEACE. This number is equivalent to the number of credits these students are required to complete through American University and Hankuk University, respectively. Students from Universidad Javeriana de Cali must complete 22 credits, and students from Universidad Alfonso X El Sabio must complete 24 credits.

Students from the APS programme should complete the required number of credits for the corresponding MA in Costa Rica and the number of credits designed for their Ateneo de Manila University component.

Students from other dual or joint programmes with other partner universities must complete the required number of credits mentioned in each specific agreement. For precise questions about academic requirements within dual or joint programmes, you may contact the Registrar’s Office at registrar@upece.org

Appealing Process for Graduation Project Final Grade

Students can appeal the final grade awarded for their capstone project report, thesis, internship, or IRP based on the following procedures:

1. Students have up to 5 days to begin an appeal process directly with the capstone coordinator, thesis supervisor, IRP supervisor or internship supervisor (UPEACE).
2. The student shall submit a rationale (2-page maximum) for appealing the final grade.
3. The student’s Programme Coordinator (if he/she is not the thesis supervisor or supervisory committee member or IRP supervisor or capstone report reader or internship supervisor) or the Department Head will convene an ad hoc appeals committee composed of the Program Coordinator or Department Head and two other professors. The supervisor or thesis supervisory committee members whose grade is being appealed cannot be a member of the Committee.
4. The ad hoc appeals committee will review the final submitted reports (thesis, IRP, capstone, or internship reports /host organization evaluation) and the student rationale and make a final judgement to either uphold the final grade or to change the final grade (higher or lower).
5. The student will be informed of the decision of the appeals committee within 1 month of the receipt of the appeal by the capstone coordinator, thesis supervisor, IRP supervisor or internship supervisor (UPEACE).

Graduation Extensions

Students who do not complete the final assignment on time must request an enrolment extension from their Head of Department/Programme Coordinator, in writing. An extension, without additional fees, may be granted for one semester (end of December). Students may also request a second extension with a 100 USD administrative fee until the end of the following academic year (usually the end of June) and it will be the last opportunity for students wishing to graduate. The Head of Department or Programme Coordinator will approve the extension and inform the Registrar, who will then proceed accordingly.

Request for Transcripts and Certification of Enrolment Letters

The Registrar will authorize the release of transcripts of the academic record for every UPEACE student or alumni.

Upon request by the student, one free official transcript will be issued for internships, scholarships, immigration purposes, student loans or personal use. Additionally, one free official transcript will be issued upon conclusion of all academic requirements. Additional transcripts cost $20 US each.

Upon request by the student, the Registrar will mail official transcripts to any university or institution for admissions or employment purposes. The student must make the corresponding payment - transcript and mailing fee - at the Finance Department, bring/send the receipt to the Registrar and make a request, in writing, to the Registrar at least two working days in advance, indicating the name of the person or institution to whom the transcript must be sent. The Registrar’s email is registrar@upeace.org

Certification of Enrolment Letters

Students may request a letter certifying that they are enrolled as a student at UPEACE from the Registrar.

Upon email request by the student, to the Registrar, at registrar@upeace.org, the Registrar will mail Certification of Enrolment Letter to any university or institution for admission, employment, or immigration purposes. The student must make the request, in writing, at least two working days in advance to
registrar@upeace.org and must indicate the name of the institution, or the person to whom the certification must be sent.

The Registrar will not be held responsible if last minute requests cannot be serviced.

**UPEACE Second MA Degrees**

Upon completion of a UPEACE first degree (having been awarded the corresponding diploma) and fulfilment of all financial commitments to UPEACE, alumni are invited to apply to a second MA programme. Each request of admission will be analysed on a case-by-case basis.
POLICIES

UPEACE Code of Conduct

Students are expected to:

- Always conduct themselves in an orderly fashion and to adhere to a common-sense code of behaviour.
- Be honest, behave with dignity and treat others with respect and courtesy while under the jurisdiction of the University and while participating in university-sponsored activities.
- Do not harass others verbally, emotionally, or physically.
- Come to Campus free from the influence of alcohol or drugs and do not to use or possess such substances on Campus. UPEACE is an alcohol and smoke free campus.
- Contribute to a safe University environment free from fear, and avoid acts of violence, weapons, and contraband.
- Treat all property belonging to the University and others with care.
- The general dress code at UPEACE is casual, unless otherwise required due to the nature of any occasion. While all clothing and grooming styles are respected, students are expected to present themselves in a clean and neat appearance, including wearing footwear. Students are expected to also be respectful of the multicultural setting of UPEACE and avoid wearing stamps, symbols, designs or fashions that might reasonably be perceived as offensive or threatening by others.

Students will be sanctioned if found engaging in any of the following activities:

a. Intentionally damaging UPEACE property, equipment, or installations.
b. Misusing University funds or scholarships.
c. Falsifying documents (administrative, academic, or financial).
d. Harassing—sexually or otherwise—other students, faculty, or non-academic staff.
e. Using or distributing illicit drugs on the University premises or during related University activities.
f. Violating UPEACE’s Non-discrimination Policy.
g. Disregard for University Policies and Rules.

Plagiarism
All students are expected to follow high standards of personal and professional integrity in the creation and presentation of their academic work at the University for Peace.
For this reason, the University for Peace considers that plagiarism is among the most serious breaches of academic honesty and is not tolerated under any circumstances. It will be punished and may result in expulsion from the University for Peace.

Plagiarism is among the most serious breaches of academic honesty and is not tolerated under any circumstances. Plagiarism involves the use of someone else’s ideas or words without full acknowledgement of and reference to the source. This definition covers all published and unpublished material, whether in manuscript, printed or electronic form. Plagiarism may be intentional or unintentional, and consent of the author of the source is inconsequential. Plagiarism includes the following instances:

- Failure to use quotation marks when text is directly copied from another source.
- Paraphrasing or copying text from another source without due acknowledgement by way of a reference.
- Adopting the same frame or structure of another author’s written work without due acknowledgement by way of a reference.
- Adopting the ideas or concepts, or the sequence thereof, of another author’s written work without due acknowledgement by way of a reference.

Plagiarism is, therefore, not only about copying the text of another author’s work, but also about presenting someone else’s approach (the “paradigm”) without acknowledgement, thereby suggesting that your work was the result of your own creativity and originality.

These rules apply to all written work. That includes, but is not restricted to: exams, papers, group reports, PowerPoint presentations, thesis, posters, etc. The same rules apply to group work and documents produced by several contributors. It is the responsibility of every member of the group or every contributor to verify that the plagiarism rules have been followed in the whole assignment. If a student has any doubts about the nature of plagiarism, the rules for use and citation of sources or other issues relating to academic honesty, it is the student’s responsibility to seek clarification from faculty before submitting a written assignment.

Procedure:

A faculty member suspecting that a student’s academic assignment was plagiarized will report the case to the respective Head of Department who will maintain academic records of the case and make a decision that will be communicated to the student.
The student will have the right to appeal the decision to the University Dean within 10 days of receiving it. Upon receiving an appeal, the Dean will review all evidence and make the final decision. Decisions in cases of plagiarism will include expulsion from the University for Peace if a student commits more than two offenses.

**Expected Classroom Behaviour**
Students are expected to arrive before the class starts and stay until the class ends unless other arrangements have been made with the professor. Discourse in the classroom and via email will be civil and respectful of all members of the class and wider learning community. Students will use the internet during class time only to the extent required for class activities. If there are classroom issues to be addressed, students will communicate in timely, respectful, and appropriate ways with the professor, other students, and if necessary, with the Department Coordinator. In view of the COVID-19 pandemic, use of face masks and safe social distancing is mandatory in classrooms and on all premises within the campus. Eating food during class requires removal of face masks and hence is not permitted.

**Use of Internet in the Classroom**
To maintain professionalism and respect for professors and fellow students, disruption of classes is not acceptable. The use of cell phones is allowed only to the extent required for class activities. Students will avoid inappropriate use of internet. Individual professors may introduce stricter rules in their classes.

**Cheating**
It is an academic offense for students to engage in unfair academic practices or to cheat in any examination, or in any other part of their academic work whether such work will be formally assessed and whether there has been intention to deceive.

**Academic Offenses and Unfair Academic Practices Include:**

a. Copying the work of another student or otherwise communicating with another student in an examination.
b. Obtaining answers prior to an examination.
c. Using the work of others (whether written, printed or some other form) without acknowledgement.
d. Repeating work previously submitted for a different assessed assignment without full acknowledgement of the extent to which that previous work has been used.
e. Falsifying data or evidence.
f. Submitting a fraudulent claim of extenuating circumstances.
g. Unauthorized copying or sharing of answers in academic examinations.
h. Plagiarizing material submitted for assessment.
It is an academic offence for a student to knowingly assist another student in engaging in unfair academic practices.

When submitting any piece of academic work, a student shall acknowledge in writing any assistance received or any use of the work of others.

**Disciplinary Actions**

Under University regulations, students who violate these standards of conduct are subject to disciplinary action from a minimum of a warning to a maximum of expulsion from the University.

The Head of Department or Programme Coordinator and the Dean of the University will deal with reported cases of academic offenses and recommend disciplinary action to the Rector that is appropriate to the specific case. Penalties regarding academic or disciplinary violations will be filed on the student’s record and kept confidential. No information about such actions will be provided to other institutions, unless specifically requested. Academic violations will be reflected in the academic transcripts as a low or failed grade in the course during which the offense occurred. Faculty and non-faculty staff have an ethical responsibility to honestly answer questions on recommendation forms and other documentation referring to the student’s conduct during an academic programme. Therefore, if a student requests that a professor or any other staff member fill out one or more recommendation forms for further studies or job applications, or if any institution requests information about the conduct of the student through any other means for the above-mentioned purposes, the staff member must honestly refer to academic or disciplinary violations if the document specifically requests this information.

**Examinations and Attendance**

Special arrangements may be made for students who are ill at the time of their examinations, who have a physical disability, or who, for good reason, are unable to sit for an examination at the specified time.

Regulations and procedures relating to extensions and penalties for the late submission of coursework are the responsibility of the individual professor and the Coordinator of Department. It should be noted, however, that an extension of the submission date of a Final Assignment will follow the guidelines specified previously in this handbook under the Graduation section.
Administration of Examinations

Attendance at all examinations, formal assignments, associated with the approved course of study or project is compulsory and any student who does not present himself or herself for such an examination at the time and place arranged, except when prevented from doing so by illness or other sufficient cause, will be deemed to have failed that part of the examination. Misreading of the examination timetable will not be regarded as “sufficient cause”. Staff who are supervising the examination have the authority to order the removal of any student from the examination room.

Attendance and Absences

If joining in-person classes, students are expected to:
- Bring their own laptop and earphones/buds to each class.
- Join the virtual classroom for each session, even when present for the in-person class.
- Check that the audio of their laptops is working properly.
- Join virtual breakout groups for group work to integrate with online students

If joining the classes online, students are expected to:
- Have a reliable internet connection.

All students are expected to:
- Inform each professor if they are joining the course online or in-person; if they join some sessions online and some in-person, students will also inform each professor of this. This is to ensure the professor can organize class group work.

For technology requirements to join virtual classes, refer to the Computer and Internet resources on page 14.

Regular attendance at all the classes is expected. As a matter of courtesy, absence from class should be accounted for by informing the class instructor in writing about the motives. Absences will proportionately reduce the participation grade unless extenuating circumstances are documented (for example by a medical certificate). Visits by family and friends and attendance at weddings do not count as “extenuating circumstances”.

Whatever the reason for absence, students are always responsible for the material covered in the lectures they may have missed.
Students who fail to attend more than 20% (twenty percent) of the class will not be approved to complete the class. When their absences are properly justified, they may negotiate with the course professor for the submission of additional independent work.
UPEACE Code of Ethical Conduct for Students, Staff, and Faculty

Preamble: Reaffirming the values and principles of the United Nations, as enshrined in its Charter, the University for Peace (UPEACE) stands for a culture of ethics, diversity, and respect. Members of the UPEACE community are committed to act in accordance with the highest ethical standards of personal and professional conduct.

The UPEACE Code of Ethical Conduct is premised on the principles of respect for human rights, responsible behaviour, integrity, and justice to create a working environment sensitive to the needs and well-being of all Faculty, staff, students, and visitors involved with the University. The Code constitutes the ethical framework for the conduct of all resident or visiting University members as well as other visitors who engage with the University.

The values and principles underpinning this Code of Ethical Conduct help to establish basic standards of behaviour, conduct and responsibilities. However, the detailed application of these standards in various dimensions or aspects of university life will be clarified and continually enhanced through policies, procedures, and organisational agreements to be formulated as needed.

(See for example, the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Power; UPEACE Policy on Protection against Retaliation for Reporting Misconduct and for Cooperating with Duly Authorized Audits or Investigations; Code of Academic Conduct; and UPEACE Research Ethics Guidelines.)

Values and Principles

Respect for Human Rights and Dignity
UPEACE is committed to ensuring respect for the human rights and dignity of all Faculty, staff, students, and visitors. Every University member is prohibited from any act of discrimination and harassment based on culture, ethnic or “racial” identity, religion or faith, nationality, sex, gender identity or expression, sexual orientation, age, disability, beliefs, or marital or parental status.

Respect for Diversity and Equality
UPEACE community members are expected to promote respect for the diversity and equality as well as equal opportunity with respect to university services, programs and/or employment of its students, faculty, staff, visitors in terms of social, cultural, and economic backgrounds, beliefs, attitudes, and orientations.
Independence, Academic Freedom, and Integrity
All faculty, staff, and students at UPEACE are expected to maintain their independence and freedom of opinion, expression, intellectual inquiry, scholarly critiques, and research free from undue interference albeit subject to any existing statutory or policy obligations. At the same time, they will uphold the reputation and integrity of UPEACE through practising honesty, truthfulness, fairness, transparency, incorruptibility, and accountability.

Responsibilities to Colleagues
All UPEACE staff, faculty and students are expected to maintain collegial and professional relationships and a harmonious working environment. It must be based on nonviolence, dialogue, mutual respect, civility, openness to diverse views and opinions; participatory decision-making, creative conflict resolution, fair and impartial criticism of performances, transparency, recognition, and support of the merits of everyone and the availability of democratic processes to appeal administrative or management decisions.

Conflicts of Interest
Any conflicts of interest on the part of Council members, faculty, staff, and students should be immediately reported and eliminated to maintain the integrity of individuals involved or the University; thereby preserving the public’s respect and confidence in the University. For example: Staff involved in outside business with students, dual relationships within the same department, among others.

Confidentiality of information
All University members are expected to preserve and respect the confidentiality of university information or records and any disclosure will require appropriate authorisation. Such confidential information should not be used for personal benefit.

Health, Safety and Environmental Sustainability
All faculty, staff and students are expected to perform their duties and work in ways that protect everyone from health risks and unsafe conditions and help to ensure environmental sustainability at UPEACE. All COVID-19 related protocols are mandatory and must be always followed.

Responsible Use of University Resources
All UPEACE members should use the University’s resources including funds, assets, equipment, information technology and other property in a responsible, efficient, documented, non-wasteful and ethical manner.

Responsibilities to Teaching, Learning and Students
All UPEACE resident and visiting faculty are expected in their teaching responsibilities to ethically mentor students based on:

a. continuously enhanced knowledge, scholarship, and pedagogical competencies in their academic and professional fields.
b. respect for students as individuals able to demonstrate autonomy and independent intellectual thinking in a safe and mutually respectful learning environment.
c. an examination of alternative perspectives, viewpoints and paradigms on substantive issues and problems in their fields of study, including on controversial and sensitive themes and topics.
d. fair evaluation of students based on criteria openly stated at a course’s commencement, reflective of course performance and constructive feedback.
e. respect for the confidentiality of personal student communications, evaluations, and papers unless such release is required for appeals of grades or will be in the best interests of the student or may help to prevent harm to others.
f. avoidance of dual-role relationships which can lead to harassment and/or abuse of authority.
g. non-discrimination based on cultural, ethnic, or “racial” identity, sex, gender, sexual orientation, religion or faith, disability, age, marital or parental status, social background and/or political beliefs.
h. not engaging in sexual harassment and all other forms of harassment or abuse of power. See separate Sexual Harassment Policy.

All UPEACE students are expected to fulfil their ethical responsibilities as learners by:

a. demonstrating a commitment to develop their scholarly and intellectual capacities in the fields of their courses or programme.
b. maintaining a culture of mutual respect and dialogue between and among students and instructors.
c. upholding academic integrity and honesty by not engaging in plagiarism, cheating and misrepresentation.
d. not discriminating against other students and/or instructors based on cultural, ethnic, or “racial” identity, sex, gender, sexual orientation, religion or faith, disability, age, marital or parental status, social background and/or political beliefs.
e. not engaging in sexual harassment and all other forms of harassment or bullying.
f. fair and constructive evaluation of instructors based on the merits of their teaching competencies.
Reporting Breaches and Enforcement of the Code
Each University member is expected to act in accordance with this Code of Ethical Conduct and to report any perceived or suspected violation or breach of the Code to the appropriate supervisor or other administrator, who will then conduct an impartial, careful, and expeditious investigation of the alleged breach with reference to the values and principles underpinning the Code and other pertinent detailed policies, procedures, and guidelines. If such reported breaches are found to be valid, UPEACE Administration shall implement corrective or remedial actions, which may include disciplinary measures as embodied in employment contracts.
Emergency in the Event of an Act of Violence or Criminality Protocol

1. INTRODUCTION

The global and national contexts point to increasingly diverse and intensified situations and manifestations of violence. At the same time, the collection of statistical data on this matter makes these violent dynamics more evident.

Costa Rica, although one of the safest countries in Latin America, has a high incidence of violence. Last year, more than 500 violent acts were reported in the Mora district alone.

<table>
<thead>
<tr>
<th>Cantón</th>
<th>Distrito</th>
<th>Violencia Domestica</th>
<th>Armas y Explosivos</th>
<th>Penalización Violencia</th>
<th>Psicotrópicos</th>
</tr>
</thead>
<tbody>
<tr>
<td>San José</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Colón</td>
<td>1,2</td>
<td>229,4</td>
<td>4,6</td>
<td>2,9</td>
</tr>
<tr>
<td></td>
<td>Guayabo</td>
<td>1,8</td>
<td>190,5</td>
<td>9,3</td>
<td>20,3</td>
</tr>
<tr>
<td></td>
<td>Tarabouce</td>
<td>2,0</td>
<td>215,5</td>
<td>15,7</td>
<td>5,9</td>
</tr>
<tr>
<td></td>
<td>Piedras Negras</td>
<td>0,0</td>
<td>282,3</td>
<td>0,0</td>
<td>20,2</td>
</tr>
<tr>
<td></td>
<td>Sicarios</td>
<td>0,0</td>
<td>89,8</td>
<td>0,0</td>
<td>0,0</td>
</tr>
<tr>
<td></td>
<td>Tarís</td>
<td>0,0</td>
<td>0,0</td>
<td>0,0</td>
<td>0,0</td>
</tr>
</tbody>
</table>

Table taken from Observatorio de violencia en Costa Rica

The objective of this protocol is to provide comprehensive support to the UPEACE community (staff and students) during their stay in Costa Rica, and thus mitigate the negative impact of violent events.

The guiding principle of this protocol is that violence, in all its expressions, has an impact on the development of people's lives. This document is intended to provide guidance to the different parts involved in a case of violence. At the same time, it seeks to clarify important definitions, conducts, and behaviours.
2. GLOSSARY OF ABBREVIATIONS AND INSTITUTIONS THAT MAY BE INVOLVED IN CASES OF VIOLENCE

**Caja Costarricense de Seguro Social (CCSS):** Entity that governs social security (sickness, retirement, maternity, and paternity, among others). Its functions include attending to emergencies that threaten the lives and health of victims, as well as preventing sexually transmitted infections (including HIV) and pregnancy.

**Judicial Branch:** The Judicial Branch is one of the three branches of the Republic of Costa Rica, in charge of ruling on both civil and criminal matters and overseeing the interpretation and enforcement of the law.

**National Women's Institute (INAMU):** Promotes the effective exercise of women's human rights, as well as their autonomy, inclusion, empowerment, and works to combat gender violence in coordination with the Costa Rican State and civil society. Its functions include providing legal and psychosocial support and accompaniment to women in situations of violence, if needed, during legal proceedings.

**Judicial Investigation Organism (OIJ):** Institution in charge of collaborating with the discovery and scientific verification of crimes and their alleged perpetrators. Complaints can be filed with the OIJ, with the corresponding prosecutor's office (which depends on the place where the crime occurred), or directly with the police (by calling 911).

**Municipal Police:** In charge of the order and security at the local community level.

**Red Cross:** Institution in charge of attending to emergencies on site and transporting victims to the nearest health centres.

**UPEACE Committee Against Violence:** Interdisciplinary committee organised at the University for Peace, which collaborates with, guides, and accompanies possible victims of violence in times of need.

3. DEFINITIONS

3.1. Violence: According to the WHO, violence is defined as the intentional use of physical force or power, against oneself, another person, or a group or community, that causes or has a high likelihood of causing injury, death, psychological harm, developmental disturbance or deprivation.
3.2. Sexual Violence: According to the WHO, it consists of any sexual act, attempt to engage in a sexual act, unwanted sexual comments or advances, or actions to market or otherwise use a person's sexuality through coercion by another person, regardless of that person's relationship to the victim, in any setting, including the home and workplace.

3.3 Gender-based Violence: According to the UN, it constitutes violence directed against a person because of their gender, as well as expectations about the role they should play in a social group.

3.4 Victim of Sexual Violence: A person (regardless of gender) who has undergone an act involving anal, vaginal, or oral penetration against their will.

3.5 Assault: Consists of taking, or attempting to take, anything of value that is the property of another person using force, threat, or violence, that places the victim in fear of immediate harm.

4. SCOPE OF APPLICATION

The UPEACE Committee Against Violence will be activated upon the report of violent events that includes manifestations of criminality or gender-based violence (including those based on sexual orientation and identity).

It is necessary to differentiate between the concepts of emergency and urgency:

- **Emergency**: A state of crisis caused by a disaster or situation in which the lack of assistance would lead to death within minutes. It requires immediate action to save lives and property, prevent suffering, and meet the needs of those affected.

- **Urgency**: It can be generated by different causes and the degree of severity can be variable. Its evolution may be slow and not necessarily fatal, but it must be treated within hours at the most, to avoid major complications.

4.1 Purpose of the Committee:

Provide guidance to staff and students at the University for Peace who request assistance in dealing with situations of violence and require support in accessing the country's legal and health systems.
4.2 Functions of the Committee:

1. Provide support in emergency situations due to sexual violence and criminality.
2. Provide psychological and medical care to assess the health status of staff and students affected by situations of a sexual and criminal nature.
3. Provide guidance to staff and students in the search for organisational, institutional, and community support networks.

4.3 Emergency Response Procedures

In the event of an emergency situation, the Committee, once informed of the situation, shall activate the following procedure:

✓ At all times and as a first step, the person/victim should always call 9-1-1.
   Once the emergency situation has been received and processed by the 9-1-1 emergency agent, the Committee will provide support and guidance as required.

In the event that the person who has been the victim of violence contacts a member of the Committee before contacting 9-1-1, the Committee members should ask the following questions and record them in the caller’s file:
1. Have you contacted 9-1-1?
2. Please state today’s date (to verify state of consciousness).
3. Do you have any bodily injuries or pain?
4. Are you in a safe place to receive emergency support (it is important to know if the person can wait at this place while emergency care arrives)?
5. Can you provide the address of your location? If the person answers yes, he/she is then directed to contact 9-1-1
6. Are you accompanied? It is important to know if the companion is in a position to call emergency services. If the answer is yes, the caller/companion is then directed to contact 9-1-1.

Important Note:
It is important to be aware that calling 9-1-1 is not equivalent to a complaint, since the entity is in charge of attending to the emergency and assessing whether the person who has been a victim of violence needs medical attention.

Thus, the caller should be informed that the University for Peace has a specialised committee to deal with these specific types of situations and offer support. Communication can be established between the caller/companion and any member of the committee.
4.4 Actions Contemplated by the UPEACE Committee Against Violence in Response to Violence and Crime Emergencies

The Committee has general procedures for dealing with different situations. In addition, there is a normative ethical framework that will govern the Committee's actions at all times (Annex 2).

Once the case has been received by a member of the committee, the following actions will be activated:

- Provide guidance, support, and assistance based on the Code of Ethics for Committee Members (Annex 2).
- Once the situation has come to the attention of the Committee, all assistance provided must be recorded in a single file, to which only committee members, the Ombudsperson, and the country's judicial authorities will have access.
- Generate an interdisciplinary action plan to address the situation(s).
- Review the action plan and make modifications when necessary.

5. LEGAL SUPPORT

Our objective is to provide assistance in legal matters, to provide guidance to the person who has been a victim of violence, and to proceed with the formal investigation process.

In Costa Rica, any crime can be reported to the competent authorities by means of a complaint. Any person in Costa Rica - adult or minor, national or foreigner - can file a complaint about a situation that has a criminal component or constitutes sexual/gender-related violence.

You can file a complaint in several ways, among them through the Public Force (Police), the Prosecutor's Office or local courts, the tourist police or - as recommended by the U.S. Embassy - the Judicial Investigation Agency (OIJ).

It is important to note that filing a complaint is only the first step in the investigation process and that there is no defined period of time for obtaining a resolution.

The following institutions offer an online portal or form for filing a complaint (SPANISH ONLY):

- Office of the Comptroller
- National Office of the Ombudsperson
- Ministry of Public Safety (drug-related complaints)
- Ministry of Public Safety (other complaints)
The complaint should contain an accurate, clear, and complete description of the facts, with sufficient detail to allow for further evaluation. The complaint should be guided by the following questions:
(1) What happened?
(2) Who is the alleged perpetrator?
(3) How did it happen?
(4) Where did it occur?
(5) Why did it happen?

It is also necessary to include names, circumstances, places, dates, and details about the alleged event, an estimate of economic damages (if any), and evidence such as documents or witnesses.

Regardless of the competent authority that receives the complaint, once it is filed, it is assigned a number to track its status. The office handling the complaint determines the facts of the case according to State guidelines. If accepted, the complaint may be further investigated or transferred to an internal government unit.

Investigations are conducted if there are sufficient elements to pursue a conviction. Although this differs from case to case, the clearer, more detailed, and accurate the information provided and the evidence supporting the facts, the more input the office will have to pursue an investigation.
If a complaint under review is outside the scope of the authority with which it has been filed, the authorities will advise the person filing the complaint so that the situation can be appropriately resolved.

Anonymous criminal complaints may be filed, but if anonymity limits the ability to investigate further, the authorities may request further information from the person filing the complaint; otherwise, the complaint may be archived/closed.

Confidentiality will be maintained if there is danger to the moral or physical integrity of the person filing the complaint. In cases of sexual harassment, persons with HIV or AIDS, or minors under 15 years of age who are alleged victims or perpetrators, confidentiality is guaranteed. When the age of the minor is equal to or more than 15 years, but less than 18 years, the person filing the complaint shall be consulted about confidentiality in the case.

5.1 Contacts of Interest:

Judicial Investigation Police (OIJ)
Email: oij_denuncias@poder-judicial.go.cr
Confidential line: 800 8000 645

**Office of the Comptroller General of the Republic**
E-mail: contraloria.general@cgr.go.cr
Telephone 2501-8000 or 2501-8025

**National Women’s Institute (INAMU)**

*INAMU Consultation Centre on Violence Against Women*
Opening hours: 8:00 am - 4:00 p.m.
Email: delegacion@inamu.go.cr

*INAMU Information and Orientation Centre for Legal and Psychological Support for Women*
Offices located in District 4 Catedral. Cantón 1 San José, located in Barrio González Lahmann, 50 metres north of the Templo Votivo del Sagrado Corazón de Jesús or 75 metres south of CONAPAM.
Opening hours: Monday, Tuesday, Thursday and Friday 8:00 a.m. - 3:00 p.m. Wednesdays from 1:00 p.m. to 3:00 p.m.
Phone: (506) 2527-1911
E-mail: cio@inamu.go.cr

Verbal reports can also be made in person, with officers, by contacting the OIJ offices in the area where the events occurred, many of which are open 24 hours a day.

### 6. PSYCHOLOGICAL SUPPORT

This aspect of the support wheel aims to provide initial assistance with emotional support, to help the person who has been a victim of violence get in touch with their support system, as well as provide precise information about possible next steps.

To this end, the following should be taken into account:

**6.1 Practising active listening:** Active listening consists of listening to the person who has been a victim of violence, without interruptions or judgements, trying at all times to show empathy for what has happened, validating each of their feelings. It should be taken into account that the person may or may not want to share what has happened, so it is essential to give them the necessary space to express themselves without feeling pressured. Do not be afraid of moments of silence. The
body language projected to the person who has been a victim of violence is a fundamental tool to show empathy and understanding.

6.2 Show understanding: Avoid making value judgements, questioning, or expressing opinions. Nor is it advisable to minimise the facts. Words of strength should be expressed, emphasising that they are doing the right thing by sharing what happened, as well as their courage in doing so. The information shared should be kept confidential at all times, and it is best not to make promises you are not sure you can keep.

6.3 Avoid confusion: The person who has been a victim of violence should be reassured at all times, so do not overwhelm them with questions that make them talk about what happened. The person should be encouraged to share what happened only with those who can help. The person should never confront the aggressor.

6.4 Assess the emotional state of the person who has been a victim of violence: If it is possible to identify that there is an alteration, which can be manifested by changes in breathing, anger or crying, a better breathing technique should be indicated. For example: take a deep breath, hold it for 4 seconds, exhale slowly and repeat as many times as necessary.

6.5 Defining needs: After a traumatic event, it can be difficult for the victim to sort out their thoughts; this makes it difficult for them to identify next steps, so they can be helped to prioritise next actions.

6.6 Support system: Once we have helped them to identify their needs, it is essential to put the person who has been a victim of violence in contact with a group of people who can provide emotional support. These support systems are usually their friends and family. Other sources of support are governmental entities (i.e., INAMU and the Women's Delegation) or UN Women (United Nations), which have psychosocial support programmes (this information can be offered to the person who has been a victim of violence, if requested).

7. SOCIAL SUPPORT

Each country has its own way of dealing with situations of violence. It is important to remember that, although there are differences, you are always entitled to ask questions and seek clarification.

When a situation of sexual violence occurs, it can be confusing knowing what to do.
The following guidelines may be helpful:

7.1 **The person who has been a victim of sexual violence is unwilling or unable to file a complaint:** In Costa Rica, people over 18 years of age have the right to decide whether or not to report a situation of sexual violence. If this is the case: the person is offered the possibility of receiving guidance and orientation from the committee and the UPEACE psychologist.

7.2 **The person wants to and can file a complaint:** When filing a complaint, the person who has been a victim of violence should take into account that the place to file will depend on where the events occurred (for example: if the event occurs in Ciudad Colón, the report should be made to the Public Prosecutor's Office in Pavas).

**NOTE:** Each person who has been a victim of violence and who does not speak Spanish has the right to a translator, which is assigned by the Prosecutor's Office to benefit communication.

8. **MEDICAL ATTENTION**

If medical attention is required, especially if the person has been a victim of sexual assault, the **first thing to do is to call 9-1-1.** This call will activate the Inter-institutional Protocol of Integral Attention to Victims of Sexual Assault, also known as the First-72-Hour Protocol.

**72-Hour Protocol:**
- When 9-1-1 is called and the sexual assault is reported, the person who has been a victim of violence is taken to the nearest hospital, where priority will be given, and timely care provided:
  - The person's suggestion is accepted regarding who will serve as companion at the hospital:
    - Re-victimisation is to be avoided.
    - A quiet place is provided for the assessment and accompaniment.
    - Psychological support is provided for crisis intervention.
    - A thorough physical examination is carried out.
    - Laboratory tests are run.
    - Treatment is provided for the prevention of sexually transmitted infections (chlamydia, gonorrhoea, syphilis, trichomoniasis and vaginosis), including HIV.
    - Emergency contraceptive therapy is provided.
    - Tetanus vaccination, and the first dose of hepatitis B vaccination is provided.
• Victim safety is provided at all times.
• Follow-up in the hospital with Psychiatry, Social Work, and Infectious Diseases.
Section 1: Definitions

1.1 Discrimination is any unfair treatment or arbitrary distinction based on a person’s race, sex, sexual orientation, gender identity, religion, nationality, ethnic origin, disability, age, language, social origin, appearance, political opinion, or other status. Discrimination may be an isolated event, policy, decision, conduct, omission or a series of them affecting one person or a group of persons similarly situated and may manifest itself through harassment or abuse of authority.

1.2 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, actions or other conduct which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create 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. Disagreement on work performance is normally not considered harassment and is not dealt with under this policy but under the Staff Manual of the University. Similarly, disagreement on academic performance is not normally considered harassment and is not dealt with under this policy but under the Student Handbook of the University.

1.3 Sexual harassment is 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 study, is made a condition of employment, enrolment, or academic performance, 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 different or same sex. Persons of any sex, gender identities, or sexual orientations can be either the victims or the offenders.

With respect to Costa Rican staff of the University whose employment conditions are governed by Costa Rican labour laws, the Law No. 7476 titled ‘Ley Contra El Hostigamiento Sexual en el Empleo y la Docencia, as amended by Law No. 8805 titled ‘Modificacion de law Ley Contra el Hostigamiento Sexual en el Empleo y La Docencia, Nº 7476’, including with any amendments, supplements or replacements
thereto as may be made from time to time, shall be applicable. The present policy shall also be applicable to the extent it is not inconsistent with the said law.

1.4 Abuse of authority is the improper use of a position of influence, power or authority against another person. This is particularly serious when a person uses their influence, power or authority to improperly influence the career or employment conditions of another, including, but not limited to, appointment, assignment, contract renewal, performance evaluation or promotion. It is equally serious when an academic or non-academic staff member uses their influence, power or authority to improperly influence the career or academic conditions of a student or alumnus. Resident and Visiting faculty of the University are expected to exercise reasonable academic quality control over performance by students, and therefore, their actions or decisions relating to assignment of grades, extension of deadlines, supervision of academic work, feedbacks, amongst others, will not normally constitute abuse of authority. Abuse of authority may also include conduct that creates a hostile or offensive work environment which includes, but is not limited to, the use of intimidation, threats, blackmail or coercion. Discrimination and harassment, including sexual harassment, are particularly serious when accompanied by abuse of authority.

1.5 For the purposes of the present policy, discrimination, harassment, including sexual harassment, and abuse of authority shall individually and collectively be referred to as “prohibited conduct.” It is possible for the same act or omission to constitute more than one prohibited conduct at the same time.

Section 2: General principles

2.1 Every staff member (including resident faculty and administrative staff), student, intern, consultant, visiting faculty, visiting scholar, and contractor has the right to be treated with dignity and respect, and to work and study in an environment free from discrimination, harassment and abuse. Consequently, any form of discrimination, harassment, including sexual harassment, or abuse of authority is prohibited.

2.2 The University has the duty to take all appropriate measures to ensure a harmonious work and study environment, and to protect its staff and students from exposure to any form of prohibited conduct, through preventive measures and the provision of effective remedies when prevention has failed.

2.3 In their interactions with others, all staff members, students, interns, consultants, visiting faculty, visiting scholars, contractors, and other persons to whom the present policies apply, are expected to act with tolerance, sensitivity and
respect for differences. Any form of prohibited conduct at the University or in connection with its activities is a violation of these principles and may lead to disciplinary action, whether the prohibited conduct takes place at the University, in the course of official travel, an official mission, or authorized field course, or in other settings in which it may have an impact on the University.

2.4 The present policy shall apply to all staff and students of the University. The University shall make the present policy applicable also to all visiting faculty, scholars, and interns, by incorporation in contracts. Similarly, the policy shall apply to all other consultants and contractors in whose contracts the present policy has been incorporated.

2.5 Complaints of prohibited conduct may be made by any staff member, student, visiting faculty, visiting scholar, consultant, contractor, gratis personnel, including interns, or any other person who may have been subject to prohibited conduct on the part of any person to whom this policy applies in a work-related or study-related situation, in accordance with Section 5 below. A Report of prohibited conduct may also be submitted by a third party who has direct knowledge of the situation, in accordance with Clause 5.11 below.

Section 3: Duties of Stakeholders

3.1 All staff members, students, visiting scholars, visiting faculty, interns and other persons to whom this policy applies have the obligation to ensure that they do not engage in or condone behaviour which would constitute prohibited conduct with respect to their peers, supervisors, supervisees, students and all other persons performing duties for the University or studying at the University.

3.2 Managers, supervisors, heads of departments, and coordinators of programmes, including those in the academic departments and programmes, have the duty to take all appropriate measures to promote a harmonious work and study environment, free of intimidation, hostility, offence and any form of prohibited conduct. They must act as role models by upholding the highest standards of conduct. Managers and supervisors, including in the academic departments and programmes, have the obligation to ensure that complaints of prohibited conduct are promptly addressed in a fair and impartial manner in accordance with Section 5 below. Failure on the part of managers and supervisors to fulfil their obligations under the present policy may be considered a breach of duty, which, if established, shall be reflected in their annual performance appraisal, and may result in administrative or disciplinary action, as appropriate.
Section 4: Preventive measures

4.1 Prevention of prohibited conduct is an essential component of the action to be taken by the University. In the discharge of its duty to take all appropriate measures to ensure a harmonious work and study environment and to protect its staff and students from any form of prohibited conduct, the following preventive measures will be used.

4.2 The University shall conduct regular and mandatory awareness programmes for all staff and students to raise awareness of the University’s zero tolerance of prohibited conduct, to provide guidance on the relevant policy and procedures and to foster the creation of a harmonious working and study environment, free from intimidation, hostility, offence and any form of prohibited conduct or retaliation. In particular, all staff members and students shall be required to complete a mandatory online training programme on prevention of discrimination, harassment, sexual harassment and abuse of authority. The successful completion of this programme shall be reflected in staff members’ performance appraisal. Only students who successfully complete the programme shall be entitled to graduate or receive transcripts from the University.

4.3 Other programmes will continue to be offered to all persons to whom this policy applies, including during orientation for students and professional development sessions for staff. Specific training will be provided to those involved in informal resolution and the formal procedures set out in Section 5 below.

4.4 The Head of Human Resources office shall ensure that staff, visiting faculty, visiting scholars, interns, consultants and contractors are provided with a copy of this policy upon commencement of their appointments/services. Similarly, the Director for Academic Administration shall ensure that all students are provided with a copy of this policy upon commencement of their academic studies at UPEACE.

4.5 Staff members, students, visiting scholars, visiting faculty, interns, consultants, contractors, and any other persons to whom this policy applies are responsible for familiarizing themselves with the University’s policy on prohibited conduct and with the various options and internal channels available for addressing such conduct.

4.6 In order to resolve problems which could potentially give rise to instances of prohibited conduct, managers, supervisors, heads of departments, and coordinators of programmes shall maintain open channels of communication and ensure that staff members or students who wish to raise concerns can do so freely and without fear of adverse consequences.
4.7 If there is a need for confidential guidance or advice on matters which could give rise to instances of prohibited conduct, staff members, students, visiting scholars, visiting faculty, interns, consultants and contractors may consult the Ombudsperson/s, who are bound by strict rules of confidentiality under their terms of reference. Staff members, students and other stakeholders may also consult any of the other officials listed in section 5 below.

**Section 5: Corrective measures**

5.1 Individuals who believe they are victims of prohibited conduct are encouraged to deal with the problem as early as possible after they become aware that it has occurred. The aggrieved individual may choose an informal or a formal resolution process, as explained below. Regardless of the choice made, the aggrieved individual is encouraged to prepare and keep a written record of events, noting dates, places, a description of what happened and the names of any witnesses and of anyone who may have information concerning the incident or situation at issue.

5.2 All reports and allegations of prohibited conduct shall be handled with sensitivity in order to protect the privacy of the individuals concerned and ensure confidentiality to the maximum extent possible.

5.3 Managers and supervisors, including those in the academic departments and programmes, have the duty to take prompt and concrete action in response to reports and allegations of prohibited conduct. Failure to take action may be considered a breach of duty and may result in administrative action and/or the institution of disciplinary proceedings.

5.4 Persons accused of prohibited conduct may seek assistance from any of the persons listed in Clause 5.6 below.

*Informal Procedures*

5.5 In many cases, the situation can be resolved informally. An informal approach, including Restorative Justice, offers the opportunity to resolve a complaint or grievance in a non-threatening and non-contentious manner. Aggrieved individuals are encouraged to notify the offender of their complaint or grievance and ask them to stop the conduct that gives rise to the said complaint or grievance, as, in some instances, the alleged offender may not be aware that their behaviour is offensive. However, disparity in power or status or other considerations may make direct communication or confrontation difficult, and aggrieved individuals are not required to confront the offender. In no circumstances can informal approach be forced onto either the aggrieved individual or the alleged offender. Where the prohibited conduct
complained of also constitutes a criminal offence, such as in aggravated forms of sexual harassment, informal resolution cannot be a substitute for formal procedures, although they may take place in addition to such formal procedures.

5.6 Aggrieved individuals may ask for assistance from a third party in seeking informal resolution, including Restorative Justice. Depending on the situation and on their level of comfort with one official rather than another, they may seek the assistance of any of the following:

(a) the Ombudsperson/s;
(b) the Head of the Department concerned or any other staff member in such department;
(c) the Head of Human Resources;
(d) the Secretary of the Governing Council of the University;
(e) the Registrar of the University;
(f) a member of the Rector’s or Deans’ offices;
(g) a member of the students’ representative body.

5.7 The official from whom assistance has been requested may, with the consent of the aggrieved individual, meet informally with the alleged offender to apprise them of the situation and discuss the manner in which it might be resolved to the satisfaction of all concerned. Where the prohibited conduct complained of may also constitute a criminal offence, such as in aggravated forms of sexual harassment, the officials listed in Clause 5.6 above from whom assistance has been sought shall encourage the aggrieved party to submit an official complaint in accordance with Clause 5.11 and shall also proceed to submit a report under the said Clause.

5.8 All involved in the informal resolution process must recognize the need to treat the situation with the necessary sensitivity and confidentiality.

5.9 Regardless of the outcome, the officials listed in Clause 5.6 above shall provide continuing support to the aggrieved party at every stage of the process taking into account the positive or negative consequences of the proposed course of action. If the temporary assignment of the aggrieved party or the alleged offender to another position is proposed, this may not take place without the consent of the individual concerned.

5.10 An unsuccessful attempt to resolve the matter informally does not preclude it from being pursued formally under the following provisions.

Formal procedures
5.11 In circumstances where informal resolution is not desired or deemed appropriate by any of the parties involved in the informal procedures, or the same has been unsuccessful, or where the prohibited misconduct complained of may also constitute a criminal offence, the aggrieved individual may submit a written complaint or electronic complaint from an official email address to the Ombudsperson, or in case the position is held jointly, then to either or both of the Co-Ombudspersons. In case the complaint is against one of the Co-Ombudspersons, then the written or electronic complaint may be submitted either to the other Ombudsperson or to the Rector of the University. Formal resolution may also be initiated by the submission of a written or electronic report of prohibited conduct from a third party who has direct knowledge of the situation to the Ombudsperson, or in case the position is held jointly, then to either or both of the Co-Ombudspersons (and/or to the Rector, in case of a report against one of the Co-Ombudspersons). Complaints or Reports against the Rector should be submitted directly to the President of the Governing Council and such complaints/reports shall be dealt with by the Governing Council under procedures it may deem appropriate. In case the allegations are against any visiting staff, consultant, visiting faculty, visiting scholar, or intern, a copy of the written or electronic complaint or report should be sent to the Rector, Dean/s, Head of Human Resources and to the Secretary to the Governing Council for monitoring purposes. In case the allegations are against any student, a copy of the written or electronic complaint or report should be sent to the Rector, Dean/s, Registrar, and to the Secretary to the Governing Council for monitoring purposes. In exceptional cases where the complainant or the third party is not in a position to do so, complaints or reports may also be accepted orally by the Ombudsperson/s or the Rector as the case may be. However, in such cases, the oral complaints or reports must be converted promptly into written format by the Ombudsperson/s or the Rector as the case may be, including information mentioned in Clause 5.12 below, and the said document must be signed by the complainant or the third party before it can be considered to be part of a formal procedure.

5.12 The complaint or report should describe the incident(s) of alleged prohibited conduct in detail and any additional evidence and information relevant to the matter should be submitted. The complaint or report should include:

(a) The name(s) of the aggrieved individual(s) and the alleged offender(s);
(b) Date(s) and location(s) of incident(s);
(c) Description of incident(s);
(d) Name(s) of witness(es), if any;
(e) Names of person(s) aware of incident(s), if any;
(f) Any other relevant information, including documentary evidence if available;

+506 2205 9000  info@upeace.org  www.upeace.org
(g) Date of submission and signature of the aggrieved individual or third party making the report.

5.13 Upon receipt of a formal complaint or report, the Ombudsperson/s will promptly review the complaint or report, to assess whether it appears to have been made in good faith and whether there are sufficient grounds to warrant a formal investigation. If that is the case, the Ombudsperson/s, shall promptly, and in any case, no later than 5 days, appoint a panel (hereafter referred to as the ‘Panel’) of at least three individuals from the University or, if necessary, from outside the University, in accordance with Clause 5.14 below. In case of complaint against one of the Co-Ombudspersons, the role of the said Ombudsperson for the purpose of the formal procedures applicable to that case shall be taken over by the Rector.

5.14 In selecting the members of the Panel, the Ombudsperson/s or the Rector, as the case may be, shall take into consideration the nature of the alleged prohibited conduct, the need for neutrality and impartiality of the Panel members with respect to both the aggrieved individual and the alleged offender, and the ability of each member in discharging the duty assigned with competence and due diligence. No Panel shall have all members of the same sex. In cases involving sexual harassment where the aggrieved individual is a female, then the Panel shall have two female members. In case the Panel is established for a complaint or report involving a student as either a victim or an alleged offender, then one member of the Panel shall be a representative of the student body. The student member shall be nominated by the Ombudsperson/s. The Panel members should treat the situation with the necessary and appropriate sensitivity and confidentiality.

5.15 All proceedings shall be governed by the general principles of due process, proportionality, probity and impartiality. In cases of sexual harassment, a pro-victim approach will be adopted, which for the purposes of this policy, includes the principle that in case of doubt, an interpretation in favour of the victim should be preferred.

5.16 The aggrieved individual and the alleged offender shall be promptly informed by the Ombudsperson/s or the Rector, as the case may be, of the establishment of the Panel. The alleged offender shall be informed of the nature of the allegation(s) against them. In order to preserve the integrity of the process, information that may undermine the conduct of the investigation or result in intimidation or retaliation shall not be disclosed to the alleged offender at that point. This may include the names of witnesses or particular details of incidents.

5.17 At the request of a party or of its own motion, the Ombudsperson/s or the Panel may recommend to the Rector, along with reasons, the imposition of precautionary measures. In case the complaint is against an Ombudsperson/s, the
Rector may on his or her own motion, and a reasoned decision, also impose precautionary measures. The following precautionary measures may be adopted:

a) The staff member or student may be relocated for a renewable period of up to three months, provided that the conditions reasonably permit. In case the alleged offender is a student, choice between relocation to a programme or course other than that of the victim or taking alternative courses in the online modality will be presented to the alleged offender, who shall be entitled to choose between the two options provided.

b) In exceptional cases where the presence of the alleged offender on campus may vitiate the work or study environment, a staff member may be suspended from work with pay. In case the alleged offender is a student, in exceptional cases where the presence of the alleged offender on campus or in online courses may vitiate the study or work environment, the student may be suspended from participation in academic coursework at the University. Except where the student concerned is determined to have committed a prohibited conduct in accordance with this policy, the University shall guarantee enrolment in the courses missed during the period of suspension, or alternative courses in case the coordinator of the programme and the student concerned agree, when they are so offered in the next academic year.

c) The alleged offender may be directed to refrain from contacting or communicating, directly or indirectly, with the aggrieved individual.

d) The alleged offender may be directed to refrain from interfering with the work or study of the aggrieved individual.

e) Any other precautionary measures, as may be deemed necessary by the Rector, may be imposed to ensure physical and mental safety and security of the aggrieved individual.

5.18 The Panel shall, within five days from its establishment, convene to determine the place and dates for the hearings, and the procedures to be followed, in accordance with this policy. Following the meeting, the Panel shall promptly serve a notice to the alleged offender along with the following:

a) The present policy and the UPEACE Policy on Protection against Retaliation for Reporting Misconduct and for Cooperating with Duly Authorized Audits or Investigations.
b) The complaint or report received along with any testimonies or documentary evidence which may have been submitted along with the complaint or report. The identity of the complainant, informant, or any witness when it is so submitted, may be withheld by the Panel only if it is so requested specifically by any person/s mentioned above in relation to themselves, and if the Panel considers that the due process rights of the alleged offender will not be impacted by such non-disclosure.

A period of no less than ten days from the issuance of the notice shall be given to the alleged offender to submit a written response along with any testimonies or documentary evidence in support of their case. The Panel shall also state in the notice, the date, place and time when the first hearing shall take place. Such hearing shall be scheduled at a date no sooner than the expiry of ten days from the end of the period afforded to the alleged offender to respond to the notice. The notice shall be signed by all members of the Panel. A copy of the notice along with all its annexes shall be provided on the same day to the aggrieved individual. The aggrieved individual or alleged offender may also provide a list of witnesses whose testimonies they wish to produce in the hearings.

5.19 The investigation shall include interviews with the aggrieved individual, the alleged offender, and any other individuals who may have relevant information about the conduct alleged, including any witnesses which the parties may name. The aggrieved individuals and alleged offenders are entitled to be represented by lawyers in such hearings. All persons interviewed in the course of the investigation shall be reminded of the UPEACE Policy on Protection against Retaliation for Reporting Misconduct and for Cooperating with Duly Authorized Audits or Investigations.

5.20 The Panel may conduct as many hearings as are required for completion of the investigation. In a case concerning sexual harassment, Panels shall endeavour to complete the hearing in no more than two sittings. After the conclusion of the hearings, the Panel shall prepare a detailed preliminary report within a period of ten days, giving a full account of the facts that the Panel has ascertained and attaching all documentary evidence, such as written statements by witnesses or any other documents or records relevant to the alleged prohibited conduct. The preliminary report shall be provided to the aggrieved individual and the alleged offender at the same time. A period of ten days from the date of provision of the preliminary report to the aggrieved individual and the alleged offender shall be provided to them to respond in writing to the preliminary report.

5.21 After the expiry of twenty days from the date of provision of the preliminary report, regardless of whether the aggrieved individual or the alleged offender has responded in writing, the Panel shall conduct its final hearing, where the aggrieved
individual and the alleged offender may submit their final arguments. A prior notice of at least ten days shall be provided to the aggrieved individual and the alleged offender with respect to the date and place of the final hearing.

5.22 Within a period of five days from the conclusion of the final hearing, the Panel shall submit its final report to the Ombudsperson/s, or to the Rector as the case may be. The Final Report of the Panel shall contain the following:

a) the names and positions in relation to the University of the aggrieved individual and alleged offender;
b) the names and addresses of the lawyers, in case any party is so represented;
c) facts which have been established along with evidence and reasoning in support of such findings;
d) a statement of the unfounded allegations, if any, along with reasoning in support of such findings;
e) the recommendations of the Panel;
f) dissenting Opinions of member/s of the Panel, if any; and
g) date and place of the Final Report, and the signatures of all members of the Panel.

A copy of the Final Report shall be provided by the Ombudsperson/s to the Rector, the Disciplinary Authority, aggrieved individual and the alleged offender.

5.23 For the purpose of the present policy, the Disciplinary Authority shall be as follows:

a) In case the complaint or report is against a staff member or a student, the Dean. In case there is more than one Dean, then the Rector shall designate the Disciplinary Authority on a case-by-case basis.

b) In case the complaint or report is against the Dean/s or the Ombudsperson/s, the Rector.

5.24 After taking into account the findings and recommendations of the Panel, and except where the findings are against the Ombudsperson/s, the recommendations of the Ombudsperson/s, the Disciplinary Authority shall make a final decision on the case within a period of 10 days. The final decision along with detailed reasons shall be promptly communicated to the aggrieved individual and the alleged offender. In case the Disciplinary Authority is the Dean/s, then the final decision shall be communicated at the same time to the Rector and the Ombudsperson/s.
5.25 The aggrieved individual or the alleged offender may submit an appeal against the decision of the Disciplinary Authority within 10 days from the communication of such decision, to the Rector. In case the Disciplinary Authority is the Rector, then appeal may be submitted to the President of the Governing Council of the University. Appeals shall be decided within a period of 10 days from the date of such submission. Decisions on appeals shall be communicated to the aggrieved individual and the alleged offender at the same time.

5.26 On the basis of the final decision of the Disciplinary Authority or the Appellate Authority, and where deemed necessary, taking into account the opinion of the Ombudsperson/s, the Rector shall, within a period of 10 days, take one of the following courses of actions:

(a) If the final decision is that no prohibited conduct took place, the Rector will close the case and so inform the alleged offender and the aggrieved individual in writing.

(b) If the final decision is that there was a factual basis for the allegations and that, while not sufficient to justify disciplinary action against the alleged offender, the facts would warrant some other form of corrective or preventive action, the Rector shall determine the type of action to be taken and inform the alleged offender of such proposed action. Such action may include mandatory training, reprimand, a change of functions or responsibilities, counselling or other appropriate corrective measures. The aggrieved individual shall be promptly informed of the final measures determined as appropriate.

(c) If the final decision is that the allegations were well-founded and that the conduct in question amounted to prohibited conduct, the Rector shall determine what disciplinary action may be necessary.

i) Disciplinary action against staff members to whom Costa Rican labour laws are applicable, shall proceed in accordance with such laws. Without prejudice to the applicable laws, such disciplinary action may include written reprimand of misdemeanour reflected in work performance appraisal, suspension without pay for an appropriate period, or dismissal without any liability on the part of the University, amongst others.

ii) With respect to staff members to whom Costa Rican labour laws are not applicable, the disciplinary actions mentioned in sub-clause (i) above, amongst others, may be taken.
iii) With respect to students, disciplinary actions may include written reprimand of misdemeanour reflected in academic transcripts, suspension from the University for an appropriate period without any liability on the part of the University, or expulsion from the programme of studies and/or the University without any liability on the part of the University, amongst others.

iv) Disciplinary action against any visiting faculty, visiting scholar, consultant, or intern, may include written reprimand of misdemeanour reflected in work performance appraisal, suspension without pay for a period determined appropriate, or termination of contract without any liability of the University, amongst others.

v) Disciplinary action against any contractor or staff of contractor may include suspension or termination of the contractual obligations, amongst other options, as may be applicable in terms of the contract.

The decision of the Rector shall be final for the purposes of this policy. In all cases, the aggrieved individual shall be informed by the Rector of the outcome of the investigation and of the action taken.

5.27 If the final decision is that the allegations of prohibited conduct were unfounded and based on malicious intent, the Rector shall decide whether disciplinary or other appropriate action should be initiated against the person who made the complaint or report.

5.28 The timelines mentioned in this Section shall be diligently followed, unless extension is deemed necessary by the Ombudsperson/s, Panel, Disciplinary Authority, or the Rector as the case may be. Extension of timelines should not be granted in cases involving sexual harassment, in relation to which the final decision must be made within a period of three months from the date of complaint or report.

5.29 In case the University has more than one Ombudsperson jointly holding responsibilities, the Co-Ombudspersons shall make all decisions and recommendations required by this Section jointly. In cases where Co-Ombudspersons (or in cases of complaint against one of the Co-Ombudspersons, then the Rector and the other Co-Ombudsperson) cannot come to a consensus on any of their joint tasks under this Section, a third member may be appointed by the Rector on a case-by-case basis as necessary.
Section 6: Monitoring

General

6.1 The Ombudsperson/s shall provide annual report to the Rector and the Governing Council, which shall include an overview of all preventive, corrective, disciplinary, and other measures taken with a view to implementing the present policy.

6.2 As stated in Section 5.11 above, a copy of any formal complaint or report of prohibited conduct shall be submitted to the Rector, Office of Human Resources, Secretary to the Governing Council, Dean/s, and/or Registrar as the case may be, for the purpose of monitoring the complaints and reports received and actions taken.

Monitoring during the investigation

6.3 Where an investigation is initiated following receipt of a formal complaint or report of prohibited conduct, appropriate measures shall be taken by the Ombudsperson/s to monitor the status of the aggrieved party, the alleged offender and the work unit(s) concerned and/or student and student groups that may be affected until such time as the Panel’s Final Report has been submitted in accordance with Clause 5.22. The purpose of such monitoring shall be to ensure that all parties comply with their duty to cooperate with the investigation and that no party is subjected to retaliation as a result of the complaint or the investigation. Where retaliation is detected, the Ombudsperson/s or the Rector as the case may be, shall be promptly notified and the matter shall be handled in accordance with the UPEACE Policy on Protection against Retaliation for Reporting Misconduct and for Cooperating with Duly Authorized Audits or Investigations.

Post-investigation review

6.4 Once corrective measures or disciplinary action have been taken, the immediate academic or administrative supervisors, as applicable, shall keep the situation under review. These measures may include, but are not limited to, the following:

(a) monitoring the status of the aggrieved party, the alleged offender, the work unit(s) concerned, and/or student and student groups that may be affected, at regular intervals in order to ensure that no party is subjected to retaliation as a consequence of the investigation, its findings or the outcome. Where retaliation is detected, the Ombudsperson/s shall be promptly notified in accordance with the UPEACE Policy on Protection against Retaliation for
Reporting Misconduct and for Cooperating with Duly Authorized Audits or Investigations.

(b) ensuring that administrative or disciplinary measures taken as a result of the investigation have been duly implemented;

(c) identifying other appropriate action, in particular preventative action, to be taken in order to ensure that the objectives of the present policy are fulfilled.

Section 7: Final provisions

7.1 The present policy shall enter into force upon approval by the Governing Council of the University.
Section 1: General

1.1 It is the duty of staff members, students, visiting scholars, visiting faculty, interns, and other persons to whom the University’s policies apply to report any material breach of the University’s regulations, rules, administrative procedures or policies to one or more officials whose responsibility it is to take appropriate action. An individual who makes such a report has the right to be protected against retaliation. An individual is presumed to make such a report in good faith unless and until proven otherwise.

1.2 It is also the duty of staff members, students, visiting scholars, visiting faculty, interns and other persons to whom this policy applies to cooperate with duly authorized audits and investigations. An individual who cooperates with a duly authorized audit or investigation has the right to be protected against retaliation. An individual is presumed to cooperate in good faith unless and until proven otherwise.

1.3 Retaliation against individuals who have reported misconduct or who have cooperated with audits or investigations violates the fundamental obligation of all staff members, students, visiting scholars, visiting faculty, interns and other persons to whom the University’s policies apply, to uphold the highest standards of efficiency, competence and integrity and to discharge their functions and regulate their conduct with the best interests of the University in view.

1.4 Retaliation means any direct or indirect detrimental action recommended, threatened or taken because an individual engaged in conduct protected by the present policy. When established, retaliation is by itself a misconduct and although not necessarily so, it may also amount to prohibited conduct within the meaning of the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of authority.

Section 2: Scope of application

2.1 Protection against retaliation applies to any staff member, student, visiting scholar, visiting faculty, intern and any other person who has a duty to report misconduct or cooperate with duly authorized audits or investigations and who:

(a) reports the failure of one or more staff members, students, visiting scholars, visiting faculty, interns and other persons to whom the University’s
policies apply to comply with his or her obligations under the University’s rules, regulations, administrative procedures or policies, including any request or instruction from any such person to violate such rules, regulations, administrative procedures or policies. In order to receive protection, the report should be made as soon as possible and not later than two years after the individual first becomes aware of the misconduct. The individual must make the report in good faith and must submit information or evidence to support a reasonable belief that misconduct has occurred; or

(b) cooperates in good faith with a duly authorized investigation or audit.

2.2 The present policy is without prejudice to the legitimate application of regulations, rules, administrative procedures, and policies including those governing evaluation of work or academic performance, and non-extension or termination of appointment. However, the burden of proof shall rest with the University administrators authorized to apply such regulations, rules, administrative procedures and policies, who must prove by clear and convincing evidence that they would have taken the same action absent the protected conduct referred to in section 2.1 above.

2.3 Intentionally making a report or providing information that is false or misleading constitutes misconduct and may result in disciplinary or other appropriate action. It may also amount to prohibited conduct within the meaning of the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Authority.

Section 3: Reporting misconduct through established internal mechanisms

3.1 Reports of prohibited conduct covered by the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Authority should be made in accordance with the procedures mentioned in the said policy. Reports of other misconduct may be made to the Office of the Ombudsperson/s, the Head of the Department concerned, the Rector, the Dean/s or exceptionally, to the President of the Governing Council of the University. It is the duty of the aforesaid authorities to protect the confidentiality of the identity of the individual making such a report and all communications through those channels to the maximum extent possible, unless the law or university regulations, rules, administrative procedures or policies otherwise require, or the individual concerned provides prior consent to disclosure.
Section 4: Reporting misconduct through external mechanisms

4.1 Notwithstanding Section 3 above, protection against retaliation will be extended to an individual who reports misconduct to an entity or individual outside of the established internal mechanisms, where the criteria set out in subparagraphs (a), (b) and (c) below are satisfied:

(a) such reporting is necessary to avoid:
   (i) a significant threat to the individual’s safety and security; or
   (ii) a significant threat to public health and safety; or
   (iii) substantive damage to the University’s operations; or
   (iv) violations, actual or threatened, of national or international law; and

(b) the use of internal mechanisms is not possible because:
   (i) at the time the report is made, the individual has reasonable grounds to believe that they will be subjected to retaliation by the person(s) they should report to pursuant to the established internal mechanism; or
   (ii) it is likely that information or evidence relating to the misconduct will be concealed or destroyed if the individual reports to the person(s) they should report to pursuant to the established internal mechanisms; or
   (iii) the individual has previously reported the same information through the established internal mechanisms, and the University has failed to inform the individual in writing of the status of the matter within three months of such a report; and

(c) the individual does not accept payment or any other material benefit from any party for making such report.

Section 5: Reporting retaliation to the Ombudsperson/s, the Rector, or the President of the Governing Council

5.1 Individuals who believe that retaliation has been taken or is recommended or threatened against them because they have reported misconduct or cooperated with a duly authorized audit or investigation should forward all relevant information and documentation available to them to the Office of the Ombudsperson/s as soon as possible. In case the complaint is against the Ombudsperson/s, such complaint may
be made to the Co-Ombudsperson (if the position is jointly held) or to the Rector. Reports may be made in person, by regular mail, by e-mail, by fax, or by phone.

5.2 The functions of the Ombudsperson/s or the Rector, as the case may be, with respect to protection against retaliation for reporting misconduct or cooperating with a duly authorized audit or investigation are as follows:

(a) to receive reports of retaliation or of recommendations or threats of retaliation;
(b) to keep a confidential record of all reports received;
(c) to conduct a preliminary review of the report to determine if (i) the individual who made the report engaged in a protected conduct; and (ii) there is a prima facie case that the protected conduct was a contributing factor in causing the alleged retaliation or recommendation or threat of retaliation.

5.3 The Ombudsperson/s or the Rector, as the case may be, will seek to complete their preliminary review as soon as practicable, and in any case, no more than 15 days of receiving the report of retaliation or recommendation or threat of retaliation.

5.4 All offices, staff members, students, visiting scholars, visiting faculty, interns and other persons to whom this policy applies shall cooperate with the Ombudsperson/s or the Rector, as the case may be, and provide access to all records and documents requested by such persons, except for medical records that are not available without the express consent of the staff member, student, or any other person concerned to whom the policy applies.

5.5 If the Ombudsperson/s or the Rector, as the case may be, find that there is no credible case of retaliation or recommendation or threat of retaliation but find that there is an interpersonal problem, they will advise the individual who made the report of the existence of informal mechanisms of conflict resolution in the University.

5.6 If the Office of the Ombudsperson/s or the Rector as the case may be, find that there is a managerial problem based on the preliminary review of the report or the record of reports relating to a particular department or office, they will advise the manager concerned.

5.7 If the Ombudsperson/s or the Rector, as the case may be, find that there is a credible case of retaliation or recommendation or threat of retaliation, an investigation shall be initiated through the establishment of a Panel. Procedures incorporated in Sections 5.13 to 5.22 of the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of authority,
shall apply to such investigation, with such modifications as may be deemed necessary by the Panel. In case the Ombudsperson/s or the Rector find that there is a credible case of retaliation or recommendation or threat of retaliation which may likely also amount to prohibited conduct under the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Authority, then the said policy, including further procedures incorporated in Sections 5.23 to 5.29, shall also apply as if they form part of this present policy.

5.8 In cases of retaliation or recommended or threatened retaliation not amounting to prohibited conduct within the meaning of UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Authority, the following further procedures shall apply.

5.9 Pending the completion of the investigation, the Ombudsperson/s may recommend that the Rector take appropriate measures to safeguard the interests of the individual who made the complaint, including but not limited to temporary suspension of the action reported as retaliatory and, with the consent of the staff member or student who made the report, temporary reassignment of the individual within or outside the individual’s office or programme/course of study, or placement of the individual staff member on special leave with full pay. The Rector may also take such measures at his full discretion.

5.10 Once the Panel’s final report has been submitted, the Ombudsperson/s shall inform in writing to the individual who made the report of the outcome of the investigation and shall make recommendations on the case to the Rector. The recommendations may include disciplinary actions to be taken against the retaliator. In case of reports against the Ombudsperson/s, the Rector shall decide what actions may be taken.

5.11 Reports against the Rector shall be made to the President of the Governing Council of the University, who shall deal with such reports in accordance with such procedures as the Governing Council may approve.

Section 6: Protection of the person who suffered retaliation

6.1 If retaliation against an individual not also amounting to prohibited conduct within the meaning of the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Authority, is established, the Ombudsperson/s or the Rector as the case may be, may, after taking into account any recommendations made by the Panel and after consultation with the individual who has suffered retaliation, recommend to the administrative or academic supervisor of the individual concerned appropriate measures aimed at correcting negative consequences suffered as a result of the retaliation or
recommended or threatened retaliation. In case of staff members, such measures may include, but are not limited to, the rescission of the retaliatory decision or recommendation or threat of retaliation, including reinstatement, or, if requested by the individual, transfer to another office or function for which the individual is qualified, independently of the person who engaged in retaliation or recommendation or threat of retaliation. In case of students, such measures may include, but are not limited to, the rescission of the retaliatory decision or recommendation or threat or retaliation, including those relating to academic performance or supervision, or if requested by the individual, transfer to another programme or course mutually agreed upon with the Dean. Such measures may also include directions to the retaliator to refrain from acts of retaliation or recommendations or threats of retaliation.

6.2 If the Ombudsperson/s is/are not satisfied with the response from the supervisor concerned or the retaliator concerned, they may make a recommendation to the Rector to take appropriate action.

6.3 The procedures set out in the present policy are without prejudice to the rights of an individual who has suffered retaliation to seek redress through the internal recourse mechanisms. An individual may raise an issue of violation of the present policy by the Administration in any such internal recourse proceedings.

Section 7: Action against the person who engaged in retaliation

7.1 Retaliation against an individual because that person has reported misconduct on the part of one or more University staff, student, intern, visiting scholar, visiting faculty, intern or other persons to whom this policy applies, or has cooperated with a duly authorized audit or investigation of the University constitutes misconduct which, if established, shall lead to disciplinary action against the retaliator, as deemed necessary or appropriate by the Rector. In case of staff members who are governed by Costa Rican labour laws, such disciplinary actions may be taken in accordance with such laws. In abundant caution, it is reiterated that in case of retaliation also amounting to a prohibited conduct within the meaning of the UPEACE Policy on Prohibition of Discrimination, Harassment, Including Sexual Harassment, and Abuse of Authority, procedures of the said policy, including for disciplinary actions, shall be followed.
Section 8: Prohibition of retaliation against outside parties

8.1 Any retaliatory measures against a contractor or its employees, agents or representatives or any other individual engaged in any dealings with the University because such person has reported misconduct by University staff, student, intern, visiting scholar, visiting faculty, intern or other persons to whom this policy applies, will also be considered misconduct. Provisions of Section 7 shall apply as if the contractor or its employee, agent or representative or such other individual were the individual referred to in Section 7.

Section 9: Final provisions

9.1 The present policy shall enter into force upon approval by the Governing Council of the University.
Illegal Drug, Alcohol, and Smoking Policy and Procedures at UPEACE

Article I

Section 1 – The University for Peace believes that:

a. A comprehensive alcohol and illegal drug policy address the reality of illegal drug use and associated problems in the community and reflects a commitment to the health, safety, and welfare of the University community.
b. Members of the university community should not be adversely affected by alcohol or other illegal drugs whilst engaged in university business.
c. Members of the university community should observe local laws in relation to using, possessing, giving, or selling alcohol or illegal drugs.
d. Alcohol and illegal drug misuse is a social and health problem, which is responsive to prevention, appropriate diagnosis, and treatment.
e. The inappropriate, irresponsible, and unlawful use of alcohol or illegal drugs affects academic performance, health, safety, and personal relationships, and may result in damage to property or affect the rights and enjoyment of others.
f. All members of the University community share a responsibility to protect the academic environment by maintaining high standards of professional and personal conduct.
g. The university has a legitimate interest in taking appropriate action if alcohol or illegal drug use is adversely affecting the health, safety, or performance of an individual or group within the university or brings the University into disrepute.

Section 2 – This policy promotes UPEACE’s commitment to:

a. Encouraging and assisting staff and students to realize their full academic and personal potential within an environment that actively promotes their health, wellbeing, and safety.
b. Minimizing alcohol and illegal drug-related harm to individuals, property, and the reputation of the university.
c. Encouraging moderation and a responsible attitude toward the consumption of alcohol.
d. Complying with all legal responsibilities applicable to university-related activities.
Section 3 – The University for Peace will ensure a healthy and safe environment in relation to alcohol and illegal drugs by:

a. Encouraging moderation and a responsible approach toward the serving and consumption of alcohol.
b. Ensuring an inclusive environment for staff, students, visitors, or any other members of the UPEACE community who choose not to consume alcohol.
c. Promoting awareness of personal safety and security.
d. Providing support for staff, students, and others in the UPEACE community who wish to address their patterns of alcohol or illegal drug use. This may involve inviting them for rehabilitation and facilitating access to treatment by contacting the company doctor, the counsellors, or referring to IAFA (Costa Rican Institute for Alcoholism and Drug Dependence).

Section 4 – The University for Peace will manage risk through these policies and procedures by:

a. Outlining the responsibilities of staff, faculty, students, visitors, and any other member of the UPEACE community.
b. Specifying emergency and security procedures to be followed in the event of an adverse alcohol or illegal drug-related incident.
c. Ensuring that there will be an Event Manager at all University events who will be responsible for coordination regarding the use of alcohol and requesting a permit from the Municipality, if needed.

Article II
Application

The purpose of the Alcohol and Illegal Drug Policy and Procedures is to provide guidelines for the management of alcohol and use of illegal drugs in the University community.

The Alcohol and Illegal Drug Policy and Procedures apply to every member of the University community and to all activities undertaken on university sites, University events after working or class schedule, and activities organized by UPEACE off-campus. This includes:

1. All enrolled students and/or course participants.
2. Staff members while working for or representing the University in any capacity.
3. Service providers, consultants, volunteers, interns, visiting fellows, visitors, or any member of the UPEACE community.

4. Activities on University campus, regional offices, teaching sites, and field trips.

While in residential and/or hotel accommodation, students and professors are expected to follow guidelines for the use of alcohol established by the Property Owner or management of that property.

**Article III**

**Legislation**

Under Costa Rican Law, educational institutions are encouraged to uphold a prevention-oriented policy towards alcohol and illegal drugs.

According to the Law, the use of alcohol and illegal drugs in educational institutions is forbidden. Also, to bring about, sell, or use alcohol, illegal drugs, or stimulants in the workplace is forbidden (art. 9, 70 and 293 of Costa Rican Labour Code). This internal policy supports the prohibition of illegal drugs on campus and a prevention-oriented policy on the use of alcohol.

Costa Rican legislation provides penalties for those employees and employers who work under the influence of alcohol or any other similar condition.

**Article IV**

**Responsibilities**

1. Students must ensure that they do not attend the University if adversely affected by alcohol or illegal drugs.

2. Students are encouraged to seek assistance if they require support in dealing with an alcohol or illegal drug problem.

3. Every activity organized by the University, on or off campus, will have an Event Manager who will refrain from alcohol consumption during the activity and will make sure that no staff members working in the activity will become inebriated during his/her working time.

4. Staff must ensure that they do not attend the University if adversely affected by alcohol or illegal drugs. If a staff member has a major role or primary task in the organization of an event taking place outside of the
regular working schedule, he/she should use extreme precaution in the consumption of alcohol and preferably avoid its consumption altogether.

5. Staff members who are taking prescription or over-the-counter drugs that have specific warnings on use should bring the matter to the attention of their supervisor prior to commencing work.

6. Staff in charge of university vehicles and machinery or undertaking hazardous activities must not be under the influence of alcohol and/or drugs and must always comply with relevant Costa Rican laws.

7. Coordinators of Department and Supervisors are responsible for identifying and addressing safety issues or impaired performance resulting from alcohol or illegal drug use. They must act if there is a risk to the wellbeing or welfare of the person or others.

8. Staff members are responsible for setting parameters for acceptable behaviour and addressing inappropriate behaviour in students. Staff members are not expected to diagnose or counsel students who appear to be misusing alcohol or illegal drugs. However, they do have a responsibility, where appropriate, to confidentially encourage students to seek assistance if they believe misuse of alcohol or illegal drugs is occurring.

9. Where the behaviour of a student, staff, or visitor is influenced by illegal drug or alcohol use and this behaviour is improper, unsafe, or constitutes a risk to his/herself or others, this issue must be addressed immediately. Staff members are to avoid acting in a manner that may itself be unsafe or aggravate the situation and must bring the matter to the attention of their immediate Supervisor or Coordinator of Department.

10. Where there is an issue of safety or issues which disturb/perturb others, Security must be contacted. Under such situations, the Supervisor or his/her Representative responsible for security issues shall also be contacted (i.e., Senior Management, Coordinator of Department, Event Manager, or security liaison person). The Supervisor and/or Representative responsible for security issues will be responsible for confirming that the person in question (student, staff, or visitor) is intoxicated, and persuading that person to leave the group and go to a private office to rest and recover.
11. Depending on the severity of the person’s intoxication, the Supervisor or his/her Representative responsible for security issues may follow the medical protocol. If the condition of the person in question is not serious, and he/she is driving a personal vehicle, his/her car keys shall be removed, and alternative transportation shall be arranged.

12. Staff members working alongside a colleague whose wellbeing or job performance appear to be adversely affected by alcohol or illegal drug use are encouraged to support them in seeking appropriate assistance.

13. Under Costa Rican Law, medical teams are obliged to act and inform health services if they feel a student, faculty, or staff member is at risk.

**Article V**

**Wine and Beer License**

Under the Costa Rican Criminal and Civil Code, it is an offense to sell alcohol without a liquor license, either directly or indirectly. These laws apply to all property owned or leased by the University for Peace.

**Article VI**

**Legal Consequences**

1. The Costa Rican Labour Code, under article 72, prohibits employees from working while intoxicated or under any other similar condition; doing so can be considered grounds for dismissal after the employer has warned the employee.

2. The Costa Rican Labour Code, under article 81, emphasizes that employee dismissal (as described in Article VI.1 of this policy) requires a previous warning and a repetition of the offense.

3. The effects of intoxication on human health, including drunkenness-illness, also have negative consequences in the workplace, such as deteriorated interpersonal relationships, increased absenteeism, decreased work performance, reduced productivity, increased accidents, and disciplinary problems, as well as the increased costs associated with frequent staff turnover, training, and recruitment, and, finally, damages to UPEACE’s image.

4. Where a student fails to seek assistance for an alcohol or drug problem, and their behaviour is improper, unsafe, or negatively impacts upon the wellbeing
or enjoyment of others, disciplinary action or other University procedures may be instituted.

5. If the University determines that a staff member is impaired by alcohol or illegal drug use, the University will direct that staff member to cease work immediately. Where a staff member has been encouraged to seek assistance for an alcohol or other illegal drug problem but fails to do so and his/her actions have a negative impact on the safety or enjoyment of other staff or students, disciplinary action or other University procedures may be instituted.

Article VII
Smoking

ANTI-TOBACCO LAW No.9028
As of 5 April 2012, Costa Rica enforced the ANTI-TOBACCO LAW No.9028 to be observed in public and private working places, educational institutions, restaurants, bars, and all public places like bus stops and parks, throughout the country. UPEACE is therefore, a smoke free campus.

Rights of Non-Smokers
Non-smokers have the right to require the immediate supervisor to admonish the offender to cease their behaviour or direct a formal complaint to official authorities.

Pets
The University for Peace is committed to protecting the environment and keeping animals and species living in freedom. For health and safety reasons, no pets are allowed on campus premises, including but not limited to classrooms, offices, and cafeteria.

Service dogs/pets will be allowed upon submission of all required documentation to the doctor’s office kmoraf@upeace.org
Students’ Bill of Rights and Responsibilities
(Written by Students)

I. Definitions

1. Unless otherwise provided for herein or clearly delineated by their context, all words shall be interpreted according to their normal, regularly used meaning.

2. “Student” shall mean any person enrolled in an education programme at the University for Peace, or any person enrolled in an individual class at the University for Peace. No distinction shall be made between those paying tuition, those funded by third-party loans or scholarships, and those receiving funding assistance from the University for Peace.

3. “The University” shall mean the University for Peace as established by United Nations General Assembly Resolution 33/55, including its headquarters in Costa Rica and any other campus location opened by the University for Peace, or operated under the substantial control of the University for Peace.

If students are enrolled in a University for Peace programme operated by another university or encompassed within the auspices of a campus under the substantial control of another organization, the University for Peace will clearly outline and articulate the body of rights and responsibilities which apply to those students.

Notwithstanding the foregoing, the University for Peace will use its best efforts to ensure that the rights enumerated below are considered the “floor” or minimum body of rights, rather than the “ceiling” or maximum body of rights.

II. Student Rights

1. Students have the right to receive regular and organized instruction consistent with the aims of the programme and courses in which they are enrolled, recognizing the University’s reliance on visiting professors and the risks and benefits therewith.

2. Students have the right to be taught by professors who are qualified to effectively teach at the graduate level.

3. Students have the right to classes which begin and end at their scheduled times. For classes taught in 3-hour (or longer) blocks of time, students have the right to a reasonable break midway through the class period.
4. Students have the right to a proper correlation between the number of:
   a. classroom hours and
   b. credits for which the course is valued. For the purposes of this right, a classroom hour means 50 minutes, and 1 course credit means 15 classroom hours. While these classroom hours should never be decreased, there may be circumstances such as field trips and other events when the number of classroom hours may be increased.

5. Students have the right to access citation format support and to materials about citation and plagiarism issues.

6. Students have the right to fair test-taking conditions which do not discriminate against the lack of ownership of a laptop computer. No Student shall be subjected to a different or lower standard of test-taking condition simply because they do not own or have the use of a laptop computer.

7. A Student’s grade in a course will be determined only by academic achievement consistent with the aims and content of that course. At the beginning of the course or by way of the course syllabus, the instructor will make known the factors that will be considered in determining the grade, such as class attendance, class participation, papers, examinations, projects and/or presentations.

8. A Student has the right to timely feedback and to have papers, tests and all other evaluated submissions graded and returned within a reasonable amount of time. For the purposes of this article “reasonable” shall generally be defined as 3 weeks.

9. Students have the right to purchase and/or to electronically access all reading materials and assignments a reasonable time before any such materials are needed. Students will be able to purchase course readers at least 3 business days prior to the commencement of any course.

10. Students have a right to reasonable confidentiality in their communication with professors.

11. While recognizing that English language proficiency is a requisite for admission, Students have the right to English language support.

12. Students have the right to mentoring and academic guidance.
13. Foreign Students have a right to the full cooperation and assistance of the university in seeking legal (not tourist) residence status for the full tenure of their enrolment as well as any other reasonably necessary ancillary academic activity which is required to be carried out.

14. Students have a right to share in the governance of the University:
   a. All departments, graduate programmes and/or emphases should include graduate student representatives in the decision-making process where appropriate.
   b. When appropriate, Students should have representatives on campus-wide committees, with voting privileges (where appropriate), according to the guidelines of shared governance.

15. Students have a right to clearly defined and published official grievance procedures at the departmental and campus-wide levels.
   a. Consistent with this right, Students have a right to procedures appropriate to the nature of the case and the severity of the potential discipline.
   b. When a formal hearing is required, a student has a right to the following minimum procedural standards to assure a fair hearing:
      i. The opportunity for a prompt and fair hearing, upon the request of the student, at which the University shall bear the burden of proof, and at which the student shall have the opportunity to present documents and witnesses and to confront and cross-examine witnesses presented by the University. No inference, however, shall be drawn from the silence of the accused.
      ii. A record of the hearing; an expeditious written decision based upon the preponderance of evidence, which shall be accompanied by a written summary of the findings of fact.
      iii. An appeal.

16. Students have a right to be evaluated based on the established criteria set forth in each respective syllabus.

17. Students have the right to information about their schedule, including coursework and extra class obligations, in a timely manner. Moreover, when appropriate, students have the right to dialogue with their departmental leadership in scheduling any such extra-class obligations.

18. A Student has the right to meet with his or her instructor to ask questions about or discuss course material.
19. All Students have the right to use the educational resources of the University.

20. All Students have the right to adequate indoor recreation space.

21. The University recognizes that free inquiry and free expression are indispensable elements for the achievement of the goals of an academic community. Students – both individually and collectively – have the right to freedom of expression, including the right to dissent, protest and/or take reasoned exception to the information and views offered in any course.

22. Financial aid offered and officially accepted will not be revoked except for serious cause after a hearing by an ad hoc Financial Assistance Committee. Students will be notified and/or allowed to be present at any such financial aid hearing.

23. Each student has the right to fair and reasonable treatment by other members of the university community.

24. Students have the right to receive timely and accurate information from the University regarding housing options.

25. All students have the right to the opportunity to participate in and receive the benefits of the programmes at University for Peace regardless of race, colour, creed, religion, national origin, sex, age, gender identity, marital status, status as parent or caregiver, physical or mental disability, physical features, medical condition (cancer-related, genetic characteristics, or immunological disabilities including HIV/AIDS), ancestry, citizenship, pregnancy, source of income, or status as a disabled person, war veteran, detained or imprisoned person, or participant in a war.

III. Student Responsibilities

1. Each student has the responsibility to know and abide by what is contained in the “UPEACE Student Handbook” and all other applicable and well-publicized university regulations and policies.

2. Each student is responsible for learning the content and the skills required by his or her courses.

3. Each student is responsible for being honest in all of his or her classes. Students will not cheat on examinations, copy another student’s work,
plagiarize from secondary sources or from other students, or engage in any other forms of academic dishonesty.

4. Students have a responsibility to attend their classes and are expected to arrive by the beginning and remain for the class period. The student has a responsibility to notify the Department Coordinator and their instructors of extended absences due to illness or other allowable reasons. If a student knows that they will be absent on a particular day, the student is responsible for seeing the instructor beforehand to obtain the assignments for that day.

5. If a student misses a class, they are responsible for making up the work by obtaining a classmate’s notes and handouts and by turning in any assignments due.

6. The student is responsible for arranging any modifications of class requirements necessitated by special needs, such as medical conditions, physical disabilities, or learning disabilities with faculty. Students with physical or learning disabilities who desire accommodations are required to provide documentation of their disability before accommodations are provided.

**Student Life Committee**

1. The student life Committee is the primary point of dialogue and coordination among the various units of the University which deal with the issues related to the student life of the University community.

2. The Committee shall be composed of the Dean, who will be the coordinator, the Heads of the Academic Departments, the Registrar, and the members of the Executive Board of the Student Council of the University.

3. The Committee shall have following functions:

   1.1 Coordinate the various units involved with student services.
   1.2 Coordinate issues related to academic administration that have not been resolved at the departmental level.
   1.3 Make recommendations to the Rector on matters of his competency.
   1.4 Meet twice a month or on the frequency that is required to address the items on its agenda.

**Student Council of the University for Peace**

The Student Council will be governed by the following rules:
1. The Student Council of the University for Peace is the official entity of representation of students of the University. It is composed of the entire student body.

2. The Student Council of the University for Peace will be coordinated by a body of directors who shall be elected by each of the master’s programmes. Each programme will elect a Main Representative and/or a Substitute Representative.

3. The Group of representatives will act as Board of Directors who will elect a President, a Vice President and a Secretary.

4. The Student Council of the University for Peace should serve as a forum for dialogue between the students of the community, trying to serve as a channel of communication between the student body and the various authorities of the University for Peace.

5. The Student Council of the University for Peace shall establish its own internal rules of operation and shall notify them to the Registrar of the University.

6. The students must elect their representatives during the first 45 days of the academic year.

**The Board of Management of the University for Peace**

The Board of Management will be governed by the following rules:

1. The Board of Management is the institution’s coordinating body for diverse areas: academic, administrative, relations with students, professors, and others.

2. The Board of Management is presided by the Rector of the University or by the person designated by him in his absence. The Board of Management will also be integrated by the following members: The Dean, the Academic Coordinator, Heads of Academic Departments, the Secretariat, the Registrar, and the Director of Finance and Administration. The Rector can invite any member of the Faculty, Administrative Staff, or students to participate.

3. The Board of Management of the University for Peace will have the following functions:
a. Coordinate and facilitate the joint work between the diverse academic and administrative units of the University.

b. To recommend to the Rector the decisions in the diverse areas of his competence to enhance the fulfilment of the mandate of UPEACE.

c. Guarantee better communication between the diverse units to enhance the fulfilment of the mandate of UPEACE.

4. The Board of Management will meet at least once a month or on the frequency that the Rector requires. Also, the Board can meet when half plus one of the members require it from the Rector.

5. The Board of Management will have a Secretariat who will keep the agenda and minutes of the meetings.
OTHER SERVICES

Transportation

UPEACE offers transportation from Campus to Ciudad Colón and back, according to the schedules provided during Orientation and updated throughout the year. This is also an outsourced service. The Reception Desk and the Security Booth will have the updated bus schedules posted. However, students are responsible for regularly checking their official UPEACE emails to learn about schedule changes.

Notes:
• Departure times are to be respected.
• Students must arrive 5 minutes earlier than the scheduled departure times
• All buses are properly identified with the UPEACE logos
• The staff bus from UPEACE will only transport students if seats are available; thus, priority will be given to members of the staff and students are expected to wait for the student buses

In case of any questions or suggestions, contact the Chief of Operations by email at wmasis@upeace.org

Rules for bus transportation:
• No animals are allowed on buses.
• No liquor, smoking or drugs are permitted on board.
• Avoid entering the bus soaking wet or with muddy clothes and shoes, make efforts to respect the property of the bus company.
• Drinking and eating are not permitted on the bus.

Cafeteria

The cafeteria services are offered by a concessionary. The campus cafeteria is open during working hours (8:00 am to 3:50 pm) Monday through Friday. It offers:
• Breakfast: served from 8:00 to 10:00 am
• Snacks
• Bakery
• Sandwiches
• Lunch: served from 11:30 am to 1:00 pm

Every day, Monday through Friday, there is a different choice of menu. It is also possible to buy portions at proportional individual prices. The cafeteria also offers vegetarian and vegan options. If students want the vegan option, they must inform the cafeteria staff early in the morning.
It is very important that students do not take cafeteria utensils or dishes out of the cafeteria. For environmental reasons, students should participate in the cafeteria-recycling programme and bring their own mugs whenever possible.