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"Approved" Rector of the
Georgian Aviation University, Professor

_____ S. Tepnadze

_____ 2019

Resolution № _____

*Georgian Aviation University Mechanisms to support the
rights and legitimate interests of students*

Original copy

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i. Changes

Changes are made with the participation of the Rector and the Quality Assurance Service. Changes for confirmation will be provided to the Rector of the University. Execution of a procedure in violation of the above, rule is unacceptable.

Compiled by:	Approved:
Quality Assurance Service	The Rector
Date:	Date:

<i>Removed page</i>				<i>Added page</i>			
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2. *Document control*

Document control is the subject to the procedures specified in the Quality control book. The purpose of these rules and procedures is to create a system that will enable employees to easily recognize documents and use them in the organization. All controlled documents must be created and saved in the format and according to the rules that are described in the Quality control book. This will create a system of procedures by which the creation, updating and distribution of documents will be easy.

2.1 *List of documents to be sent*

<i>Organization</i>	<i>Format</i>	<i>Copy number</i>
Quality Assurance Service	Print	Original copy
Quality Assurance Service	Electronic	Electronic version
University Website	Electronic	Electronic version

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3. Introduction

1. Regulatory documents of the Georgian Aviation University and the educational material and technical base provide an environment focused on the protection of the legitimate interests and rights of students. All documents are made public by posting them on the website of their university (www.ssu.edu.ge).

4. The Main part

Article 1. Purpose

Georgian Aviation University uses this mechanism as a tool to regulate the services offered to students, which ensures the protection of the interests and rights of students and ensures the principle of equality.

Article 2. Provision of material and technical services

1. Georgian Aviation University provides the necessary environment for higher education and offers students:
 - Safe and secure buildings;
 - A safe and secure yard, car park, and stadium located on its territory;
 - "Green" environment;
 - Spaces for teamwork;
 - Quality wireless and wired internet;
 - A library rich in print and electronic resources with networked computers;
 - Bright and spacious auditoriums equipped with projectors and furniture;
 - Conference room with projector, comfortable furniture, an air-conditioning system for events;
 - Computer classes equipped with new equipment;
 - Helicopter and aircraft flight attendants;
 - Various training laboratories equipped with aircraft systems;
 - Aerodynamic tube for scientific activities;
 - Aircraft maintenance training organization located at Tbilisi International Airport with a Boeing 737-200 aircraft belonging to the University;
 - Mimino, a university-owned training airport in Telavi, an aircraft fleet and an aircraft maintenance company;

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- An adapted environment for people with disabilities;
- Regulated university spaces and bathrooms with uninterrupted water supply;
- Primary medical care;

Cafeteria;

Article 3. Protection of students' interests Agreement

1. Upon enrollment, a contract is concluded for all students, which defines any formal relationship between the student and the university. The agreement defines the student's rights and is a legal guarantee that the student's rights will be fully protected.

Quality assurance of the learning process

1. Quality service ensures control over the implementation of the educational process at high quality at the Georgian Aviation University;
2. Described in detail in quality assurance mechanisms.

Mobility, internal mobility, and recognition of education received during the study period

1. The compatibility of the learning outcomes achieved by the applicant within another educational program/institution with the educational programs offered by the University is determined by the Recognition Commission.
2. Described in detail the regulatory rules of the learning process.

Objective and transparent assessment of knowledge

1. Georgia Aviation In university In writing (Intermediate, Final / additional examinations) is organized by the Educational Process Regulation Service.
2. It is described in detail in the rules governing the educational process and in the rules of conducting exams.

Awarding a qualification and issuing a diploma

1. In the case of successful mastering of the credits defined by the educational program, the student will be given the relevant qualification and a diploma will be issued.
2. Described in detail in the regulatory rules of the learning process

Methodology for developing an individual curriculum

1. The purpose of the methodology is to develop an individual curriculum for students with different abilities and needs in order to facilitate their active and smooth involvement in the learning process in order to achieve the learning outcomes provided by the curriculum and training courses/modules.

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2. Described in detail in the methodology of individual curriculum development

Supporting interests

1. Support for students' legal rights is provided by the Dean, who is the main contact person for the student in case of any problems or uncertainties. The Dean is a kind of mediator, a link between students and academic and administrative staff. Students have the right to contact the Dean, Deputy Rector, or Rector and receive feedback from them on a specific issue.

Article 4. Career Support

1. In order to promote the employment and career development of students and graduates, the staff of the Employment and Career Development Manager has been established at the Georgian Aviation University, whose main function is to take care of the career development of students and alumni of the University. Career Development Manager:
2. Takes care of establishing effective communication with the University partners for the purposes of student employment;
3. Assists students in developing the skills necessary for employment;
4. Advises students on employment and career development issues;
5. Ensures the acquisition, analysis, and application of results on local and international labor market requirements and modern labor trends;
6. Provides information to students about job vacancies, internships, job descriptions, as well as helps them find similar information;
7. Ensures data on graduates, creates a unified database, and communicates with them;
8. Studies the needs of graduates to promote their career advancement;
9. Informs the graduates about important events and activities organized by the University;
10. Ensures the conduct of the Alumni Satisfaction Survey on the issues within its competence and the sharing of the survey results among the relevant structural units;
11. Organizes training and workshops for students to develop the skills necessary for employment;
12. Organizes student meetings with potential employers;
13. Plans and organizes student meetings with successful graduates;

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14. Performs other tasks of the Rector within his / her authority.

Article

5.

The mechanism for Supporting Socially Vulnerable Students

1. The purpose of the mechanism is to define a supportive rule for socially vulnerable students of the Georgian Aviation University, which in turn will encourage the full integration of these students in various educational and university processes.

2. Described in detail in the Socially Vulnerable Students Support Mechanism