



Erasmus+

Annex No 2 (1)

Student Agreement-Scholarship holder

Erasmus Mundus Joint Master in Sustainable Mineral and Metal Processing Engineering

Contents

1. Generalities	2
2. Parties	2
3. Key elements, duration, and attendance	2
4. Learning outcomes	3
5. Mobility, Internship and thesis work	3
6. EMJM diploma	4
7. Financial aspects	4
8. Final regulations.....	6
9. Student declaration	7
10. Appendices	7
11. Appendices	8
APPENDIX A: STUDENT MOBILITY	8
APPENDIX C: CREDIT SYSTEMS IN EACH PARTNER UNIVERSITY	13
APPENDIX D: GROUNDS & PROCEDURES FOR APPEAL.....	14
APPENDIX E COMPLAINTS: INTRODUCTION	16

Category: For scholarship holder (If required there will be a specific agreement for each category: Partner Countries/Programme Countries and Target countries)

1.Generalities

EMJM-PROMISE follows the Erasmus+ Program Guide related with the Key Action 2: Cooperation among organization and institutions - Partnership for excellence - Erasmus Mundus action.

This agreement details all essential rules applicable to the Master course and having a direct impact on students.

2.Parties

University of Oulu, Finland, hereinafter referred to as UOulu, University of Zagreb, Croatia, hereinafter referred to as UNIZG, Montanuniversität Leoben, Austria, hereinafter referred to as MUL and University Federico Santa Maria, Chile, hereinafter referred to as USM have – together collectively referred to as the “Consortium” – joined up to create the Erasmus Mundus Joint Master (EMJM) entitled “Master in Sustainable Mineral and Metal Processing Engineering (PROMISE)”.

The Unit of Oulu Mining School at the University of Oulu (UOulu), located at Pentti Kaiteran Katu 1, Oulu, Finland, Coordinating Institution of the EMJM in Sustainable Mineral and Metal Processing Engineering (PROMISE), represented in the present agreement by _____, the _____ as the First Signatory, and

Name of the student: _____

Last Name: _____

Date of Birth: _____

Place of Birth: _____

Nationality: _____

Passport Number/ID: _____

thereafter referred to as **the Student**, and as a second signatory, have agree the following terms and conditions:

3.Key elements, duration, and attendance

- 3.1 The student declares to meet the requirements to follow the Erasmus Mundus Joint Master in Sustainable Mineral and Metal Processing Engineering (PROMISE); particularly, he/she holds a Bachelor’s degree (or equivalent) and has the required English proficiency (as mentioned on the EMJM-PROMISE requirements and online application tool). The student declares that the information was provided during the application and registration, on the provided online application and pre-registration tools.
- 3.2 The student hereby commits him/herself to duly attend the Erasmus Mundus Joint Master PROMISE), having a duration of two (2) academic years of full-time study (24 months), beginning on 1 September 2022, in all of the following participating universities (of the PROMISE Consortium), in accordance with the programme of study supported by the European Commission:

University of Oulu (UOulu), Finland

Montanuniversität Leoben (MUL), Austria

University of Zagreb (UNIZG), Croatia and

Universidad Federico Santa Maria (USM), Chile

- 3.3 The attendance will be recognised by the respective institutions as integral parts of the qualification for which the student is preparing, as long as the student is successful in the respective examinations and assessments. To continue with the second-year study and to be a recipient of scholarship, students are requested to complete **60 ECTS** on the first year. Students must submit their transcript of records of the two semesters (year 1) to the local coordinator at least one week before the first Joint Management Board meeting (August).
- 3.4 Under the present agreement, the student agrees to attend continuously in accordance with the regulations of each institution and with the objective of successfully passing the courses/modules (30 ECTS approval in each semester is necessary to continue receiving the scholarship, total 120 ECTS). In case of no approval, the student can re-take the course with charge of the corresponding fee by ECTS), the fourth semester he/she must attend to the hosting industry for thesis work.
- 3.5 Students must fulfil with the approval of the obligatory and elective courses that belong to the program EMJM-PROMISE and follow the required recognition on each HEI.

4. Learning outcomes

Students will obtain the following specific competences:

- Understand the different separation processes and fundamentals for an effective separation of metallic and industrial minerals and apply this knowledge in practical separation trials for selected ores.
- Analyse the layout and process design for metallic and non-metallic mineral processing operations, including the key differences between the two and the reasons for these differences.
- Ability to integrate methods of mineral separation and multidisciplinary requirements into a coherent solution to separate valuable minerals from less valuable gangue material evaluating surface mineral properties, and applying chemical, physical, mathematical and geometallurgical based approaches.
- Perform simulations of mineral processing circuits and apply the model for production, trouble shooting, plant design and optimisation.
- Capability to evaluate, produce and apply technical knowledge and scientific information to develop new processes aiming to energy and water saving and apply the BAT for optimisation of mineral processes.
- Apply beneficiation processes for recycling, reuse and reduce the production of waste material in general and particularly materials related to WEEE and NORM residues.
- Perform risk analysis and protection measures (personal, in the work, in operation, for the environment).

Students will obtain generic competences, such as:

- Understand the purpose of mineral processing and their importance to the world economy and sustainable use of raw materials (critical thinking).
- Ability to work in multidisciplinary teams and solve technical and operational problems (solve-problems skills).
- Multicultural integration.
- Communication and entrepreneurial skills and others proposed in the T-shape education program.

5. Mobility, Internship and thesis work

EMJM includes compulsory physical mobility for all enrolled students (EMJM scholarship holders or not) consisting of a minimum of two study periods in two countries, of which at least one must be a Programme Country. These two countries must be different from the country of residence of the student at enrolment stage. Each of the two mandatory study periods must correspond to a workload of at least one academic semester (30 ECTS credits or equivalent). All Master programme study periods must take place in full partner HEIs, or under their direct supervision.

Compulsory mobility periods cannot be replaced by virtual mobility (distance learning)

One of the academic benefits for student are the internships and industry-thesis. A pool of thesis' topics shall be proposed by Industry-Associate partners (at the end of the first semester), and the HEI coordinator and the student must agree on the topic. Once the Associate Partner agrees on receiving the student, the student, the programme/partner country located (where the organisation is established), and the company, must all sign an agreement for the internship that describes the rights and responsibilities of all the parties involved, the duration of the internship, the name of the student's supervisor within the organisation, among other aspects. The student's internship supervisor will evaluate the student once the internship is finalised and a report is presented. It could be credited by the HEIS. Internships will last from 1 to 3 months (ideally 3), a period in which the student must develop their experimental plan, execute and gather data for their thesis projects

The dissertation of the master thesis (including discussions with supervisors during the master thesis writing period) is inherent in the programme of study.

6.EMJM diploma

The Student will receive multiple degrees from the hosting universities where the student has mobility (or a transcript of records from UNIZG) and a Diploma Supplement parchment Erasmus Mundus Joint Master 'PROMISE – Sustainable Mineral and Metal Processing Engineering from all four above mentioned universities.

For graduation and get the degree of Master EMJM-PROMISE, the student must be successful in the respective examinations achieving the learning outcomes of the program, completing 120 ECTS, certificate of attendance to at least one Summer School and thesis dissertation.

To get multiple diplomas, students must complete the common curriculum of EMJM-PROMISE as there will not be recognition of different courses. The student must register the four semesters in UOulu and MUL.

If the thesis is developed in a different university than UOulu, additionally to the host university requirements for thesis and graduation, the thesis must be uploaded in Laturi system of UOulu.

7.Financial aspects

- 7.1 To participate in the Erasmus Mundus Joint Master (EMJM) 'PROMISE' which is approved by the European Commission under the Framework Partnership Agreement (FPA) (project 101050446), the Student receives a scholarship of a total value of € 33600 for the entire two-year period of study (24 months), granted by the European Commission and the PROMISE Consortium, consisting of the universities mentioned above. This period covers study, research, placement activities, thesis preparation and defence and in line with the requirement of the PROMISE Master. During this period, the scholarship can only be awarded monthly and in full, to full-time students.

Scholarship and types of contribution:

- 7.2 **Contribution to the Student:** The scholarship will be paid to the Student in 24 monthly instalments of € 1 400 each¹ (the scholarship shall cover travel, visa, installation and subsistence costs), The payments of the monthly instalments will be paid directly by bank transfer at the beginning of each calendar month to the student personal bank account provided that the student complies with **Article 3**. The monthly payment will have a prorata discount for late arrival or early leaving from the program.
- 7.3 **Contribution to participation costs:** Tuition fees are paid by the consortium to the HEIs and no to students, this is paid as established in the Consortium agreement. The tuition fee covers

¹ The monthly subsistence allowance costs must not be given to: Scholarship holders for the PROMISE periods (study/research/placement/thesis preparation) spent in their country of residence.

enrolment, the right to attend classes and exams, access to university facilities (libraries, computer rooms, study places, e-mail account and other facilities). The tuition fee does not cover costs for books or readers to be used in courses, student union fees and/or official students' bodies fees, local health services u others not specified.

7.4 **Contribution to insurance costs:** A comprehensive insurance will be giving to all students with a selected insurer by PROMISE, this is an individual insurance only for students of PROMISE. The Student must cover with similar insurance in case he/she has a family.

The contribution to insurance costs is not paid to the Student. The consortium will arrange that the Student is covered according to Erasmus + Erasmus Mundus Programme minimum requirements for health and accident insurance coverage.

7.5 The scholarship holder cannot benefit from another EU funded scholarship scheme to follow the same (or another) EMJM master course (for the entire period of enrolment in the course)

7.6 Under the present contract, the student confirms:

- i) that he/she has not received any other scholarship or subvention financed by the European Commission under other Community programmes,
- ii) that he/she has not received an Erasmus Mundus Scholarship before,
- iii) that he/she will apply or register to partner universities accordingly to the HEIs rules.
- iv) that he/she will apply and paid for all necessary visas in due time and has informed the Consortium about all circumstances he/she knows that might prevent her/him from getting visa to one of the Consortium countries.
- v) that he/she will apply and pay for the services that a regular student paid (unions, local health services, others)

The payment plan of the contribution to the student during the two academic years 2022-2023 and 2023-2024 will be as follows:

The Academic Year 2022-2023:

Payment	Month	Amount (euros) scholarship
Payment 1	September 2022	1 400
Payment 2	October 2022	1 400
Payment 3	November 2022	1 400
Payment 4	December 2022	1 400
Payment 5	January 2023	1 400
Payment 6	February 2023	1 400
Payment 7	March 2023	1 400
Payment 8	April 2023	1 400
Payment 9	May 2023	1 400
Payment 10	June 2023	1 400
Payment 11	July 2023	1 400
Payment 12	August 2023	1 400
Annual total:		16 800

The Academic Year 2023-2024:

Payment	Month	Amount (euros) scholarship
Payment 1	September 2023	1 400
Payment 2	October 2023	1 400
Payment 3	November 2023	1 400
Payment 4	December 2023	1 400
Payment 5	January 2024	1 400
Payment 6	February 2024	1 400
Payment 7	March 2024	1 400

Payment 8	April 2024	1 400
Payment 9	May 2024	1 400
Payment 10	June 2024	1 400
Payment 11	July 2024	1 400
Payment 12	August 2024	1 400
Annual total:		16 800

- 7.7 A reduction or loss of the scholarship in case of the minimum mobility requirements are not fulfilled (proportionate amount corresponding, for instance, to the missing mobility period of the concerned academic semester)
- 7.8 After the last payment the Student should sign the acknowledgement of receipt of the total grant without delay and hand it to the PROMISE consortium representative at the institution where the Student is registered and currently studying.
- 7.9 Suspending scholarships (and scholarship payments) if students are forced to temporarily interrupt their studies (following duly justified and well documented reasons) and resume them afterwards, provided that the program is still ongoing (payments after the end of the program will be ineligible).
- 7.10 Any deliberate failure on the part of the Student to fulfil the conditions expected in terms of attendance at the Erasmus Mundus Joint Master Programme 'PROMISE', in particular non-fulfilment of the conditions stipulated in the present Agreement, constitutes sufficient reason for action to be taken towards resolving the issue and could lead to reimbursement of the scholarship awarded. In the case of reimbursement, the Coordinating Institution will determine the amount to be reimbursed, basing itself on the portion of the amount s/he should have received and which exceeds his/her actual expenditure incurred thus far (i.e. based on the number of months attended/completed, and/or a copy of their return ticket).
- 7.11 There is not extension of the scholarships and the Student is committed to good performance and finishing with the thesis presentation into the 24 months.

8. Final regulations

Upon exclusion, the Student shall in due time and before his/her departure pay for the following:

- the rent of his/her accommodation, for the month of the day of his/her exclusion
- the bank fees to pay for his/her bank account and his/her visa card, for the year of the day of his/her exclusion

The scholarship does not create or entitle an employer-employee relation between the University and the Student, and therefore is not subject to direct taxation.

In case of disputes, the rules and regulations established at the institution where the Student currently studies should be followed.

Any alteration to the present Contract or respective Annexes must be communicated in writing. All alterations to the initial situation must be immediately communicated by the Student to the Institution. Upon mutual agreement of contractual modifications, the Institution will issue an addendum to the present contract.

The Institution is exonerated from any responsibility for accidents, illnesses, injuries, losses or damages to persons or goods resulting from or in any way related to the activities that are the object of the present Contract. The Student is obliged to accept the insurance provided to students, related to the activities for the full duration of the study period.

9. Student declaration

In order to avoid double-funding of students, the EMJMD consortium requests the students to declare (both at the application stage and in the student agreement) the following:

- "The student candidate / scholarship holder declares to not have already benefited from a previous EMJMD scholarship or an Erasmus Mundus Master Course/Joint Doctorate scholarship.
- The student candidate / scholarship holder commits to not benefit from another EU funded scholarship scheme to follow the same EMJMD course for the entire period of the course.
- The financial support shall be repaid by the scholarship holder in case of fraud or false declaration."
- The pathway in the third semester is

10. Appendices

The following appendices constitute an integral part of the present Contract:

- APPENDIX A – Student Mobility
- APPENDIX B – Programme Regulations
- APPENDIX C – Credit Systems in Partner Universities
- APPENDIX D – Grounds and Procedures for Appeal
- APPENDIX E – Complaints

Further information is available from the PROMISE Web pages: www.master-promise.eu

First Signatory:

Second Signatory:

Main Coordinator University of Oulu

Student name: _____

Place and Date:

Place and Date:

11. Appendices

APPENDIX A: STUDENT MOBILITY

PROMISE is a two-year degree, awarding 120 ECTS (Table 1) divided into four semesters, students obtaining 30 ECTSs in each. In year one, all students arrive in Finland for joint induction into the programme and an intensive course in Mineral Processing Value Chain. During the year, in the second semester students move to Montanuniversität Leoben to intensify their learning on the Module Industrial Minerals Processing and Bulk Solids Technology. In the third semester the students choose one specialization stream in University of Zagreb (Circular Economy and Recycling) or University Federico Santa Maria (Sustainable Mineral Processing Plant Design and Engineering). The 4th semester of the programme is intended to be mostly 'hands on', enabling the trainees to have closer contact with the practical aspects of sustainable mineral processing issues and collaborating with associate partners (industry, research centres or suppliers) for the final Master Thesis development.

The Mobility is shown in Figure 1.

Figure 1 Programme structure and mobility

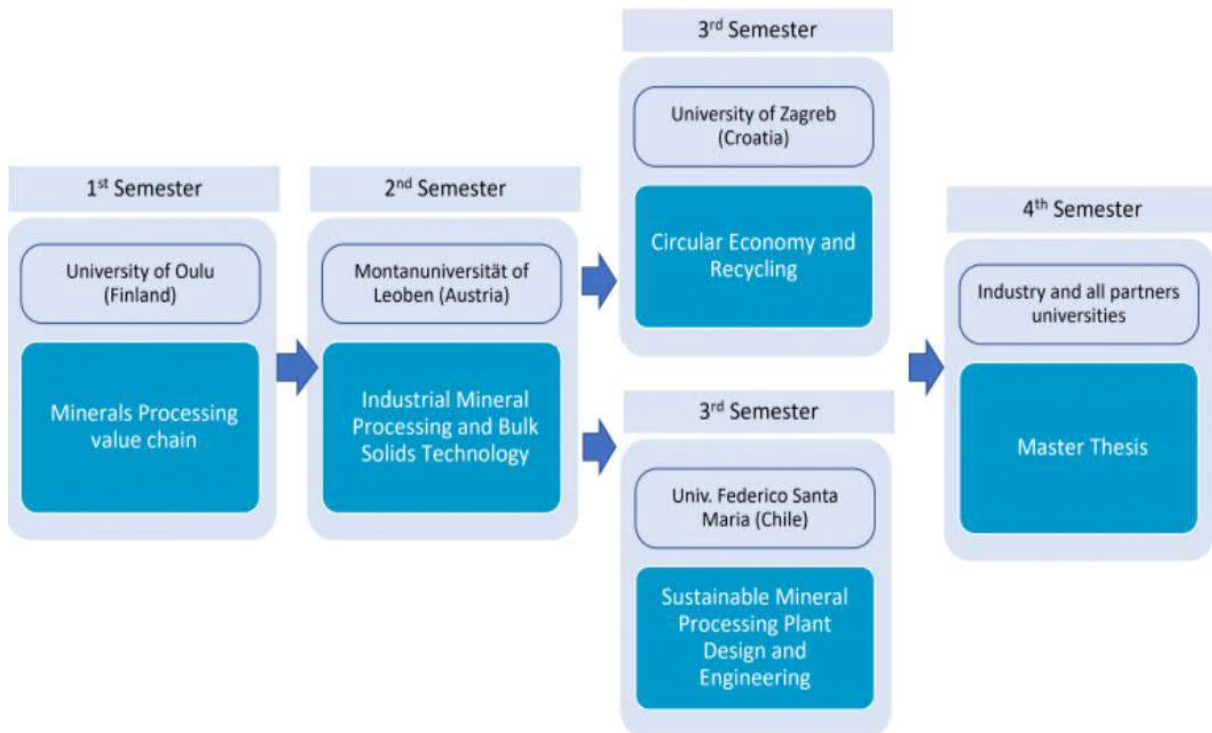


Table 1 Course Programme PROMISE

Obligatory courses

	UNIVERSITY	MODULE	COURSE	Pathway 1	Pathway 2
				ECTS	ECTS
SEMESTER 1	UNIVERSITY OF OULU-OULU MINING SCHOOL (FINLAND)	MODULE 1: Minerals Processing value chain	Mineral processing technologies	5	5
			Automation in mineral processing (focus in control)	5	5
			Quality requirements for concentrate	5	5
			Modeling and simulation in mineral processing	5	5
			Geometallurgy and process mineralogy	5	5
			Elective	5	5
			<i>Credits</i>	30	30
SEMESTER 2	MONTANUNIVERSITÄT LEOBEN (AUSTRIA)	MODULE 2: Industrial Mineral Processing and Bulk Solids Technology	Processing of industrial minerals	3	3
			Lab-Course on processing of industrial minerals	3	3
			Processing of construction Raw Materials	2	2
			Study trip to mineral processing plants	1	1
			Project study mineral Processing	3.5	3.5
			Bulk solid technology	4	4
			Sampling and Homogenization	4	4
			Sustainability in the raw materials sector	3	3
			Special Mineral economics	2	2
			Elective	5	5
			<i>Credits</i>	30	30
SEMESTER 3 two stream	UNIVERSIDAD FEDERICO SANTA MARIA (CHILE)	MODULE 3: Sustainable Mineral Processing Plant Design and Engineering	Energy Efficient Comminution	5	
			Water Efficient in Mineral Processing	5	
			Sustainable Mineral Processing Plant Design	5	
			Digitalization and Smart Systems in Mineral Processing	5	
			Sustainable Mineral Processing Engineering	5	
	Elective	5			
	<i>Credits</i>	30			
	UNIVERSITY OF ZAGREB (CROATIA)	MODULE 4: Circular Economy and Recycling	Recycling and waste treatment		5
			Urban Mining and circular economy		5
			Tailings Management and reprocessing		5
Solid - Liquid Separation				5	
Soil Remediation Technology				5	
Elective		5			
<i>Credits</i>		30			
SEMESTER 4	All partners universities and industry	THESIS	Thesis with Industry cooperation	30	30
Total				120	120

Elective courses

	UNIVERSITY	ELECTIVE COURSE	ECTS
SEMESTER 1	OULU MINING SCHOOL, UNIVERSITY OF OULU (FINLAND)	Survival Finnish	2
		Introduction to ore mineralogy	5
		Recycling and Treatment of Process Rejects	5
		Financial and Project Validation of Mining	5
		<i>Credits</i>	17
SEMESTER 2	MONTANUNIVERSITÄT LEOBEN (AUSTRIA)	German as a Foreign Language	4
		Seminar on Mineral Processing	2
		Occupational and Process Safety	3
		Machine Learning	3
		Exercises in Machine Learning	2
		Digital Analytical Chemistry in Geo-Materials and Environmental Science	3
		<i>Credits</i>	17
SEMESTER 3 (two streams)	UNIVERSIDAD FEDERICO SANTA MARIA (CHILE)	Spanish language and Chilean society	3
		Mineral Processing Plant Visits	2
		Interfaces transport CAD in mineral technologies (transport	5
		Presentation and Publication of Research	3
		<i>Credits</i>	13
	UNIVERSITY OF ZAGREB (CROATIA)	Introduction to Croatian Language and culture	2
		Management of NORM Residues in mining and mineral processing	3
		Environmental Geotechnics	3
		Presentation and Publication of Research	3
		<i>Credits</i>	11
		TOTAL	58

APPENDIX B: PROGRAMME REGULATIONS

TERMINOLOGY:

MODULE means one unit of assessed learning for which transferable credits are awarded. Credits are expressed as ECTS credits. Expected student commitment on a module includes, where relevant, all classes, practical work, tutorials, assignments, private study, and assessment.

PROGRAMME means a group of related modules that lead to the award of the Joint Master PROMISE.

PARTNER The partners are:

- University of Oulu (UOulu), Finland
- Montanuniversitaet Leoben (MUL), Austria
- University of Zagreb (UNIZG), Croatia or
- Universidad Federico Santa Maria (USM), Chile

TRANSCRIPT IF RECORDS means a detailed statement of the modules taken and the results obtained.

DIPLOMA SUPPLEMENT means a detailed statement, as specified by the Bologna Agreement, concerning the programme.

DIPLOMA means the certificate awarded to students who have successfully completed the programme.

ADMINISTRATIVE REGULATIONS

Modes of Study

- Students are full-time students of PROMISE.
- A proposed 'Interruption of Study' must be formally notified to the PROMISE Coordinating Administrator and the Joint Programme Board and may not normally last for more than 12 months. Absences in excess of this amount must be registered as 'Withdrawal'.
- A student must initially register for modules worth at least 60 ECTS credits in the first year.
- The maximum permissible duration of study leading to an award, from initial registration to completion of Programme requirements, but excluding time spent on interruption, suspension, for withdrawal, shall be three years.

Levels of Study

- The academic standard of each module, including the standard of its assessment, has been designated as being at master's level.

Registration

- It is the responsibility of each student to ensure that his/her registered Programme is in accordance with these Regulations.
- All students will be admitted to an approved Programme of study leading to a target award.
- All students entering in September will be required to be registered for the modules at the point of taking them.
- The target award will be assumed to be a master's degree.
- Rules for the registration and withdrawal from a module will be those of the institution offering the module.

Credit Accumulation and Transfer

- A successfully completed module earns a student a specified number of ECTS credits at master's level.

AWARD REGULATIONS

Nomenclature of Awards

- These Regulations apply to the *master's degree, which* may be conferred on eligible candidates.
- Eligibility for awards depends on attainment of the minimum number of 120 ECTS credits.
- There is no exit award at Postgraduate Certificate or Postgraduate Diploma for this programme.

Transcripts, Diploma Supplement and Certificates

- The award certificate shall carry the names of all Partner Universities.
- Following the end of each academic year or semester, where appropriate, all students will receive a *transcript*, which records all modules taken in accordance with the Partner, and, where appropriate, any award conferred.
- On satisfactory completion of the degree, each student will receive a Diploma Supplement.
- No student shall be entitled to the award unless all fees for residence and any other sums due to the relevant Partner have been paid and the rightful property of those Partners returned.

APPEALS and COMPLAINTS

- A candidate who believes that he/she has been incorrectly marked in a particular module, or incorrectly failed, or incorrectly programme-terminated, has in certain circumstances the right of appeal. An appeal must be about an academic decision. Details of the grounds on which candidates may appeal and of the initial procedures to be followed are set out in **Appendix D** to these regulations.
- Pursuance of other possible grievances should follow the complaints procedure. Details of the initial procedures for complaints are set out in **Appendix E**.

APPENDIX C: CREDIT SYSTEMS IN EACH PARTNER UNIVERSITY

University of Oulu (UOulu)

The credit system at UOulu is based upon a workload of 60 credits each academic year (30 credits per semester). This corresponds to the European Credit Transfer System of credits (ECTS).

Montanuniversitaet Leoben (MUL)

The credit system at MUL is based upon a workload of 60 credits (study points) each academic year (30 credits per semester). This corresponds to the European Credit Transfer System of credits (ECTS).

University of Zagreb (UNIZG)

The credit system at UNIZG is based upon a workload of 60 credits each academic year (30 credits per semester). This corresponds to the European Credit Transfer System of credits (ECTS).

Universidad Federico Santa Maria (USM)

The credit system at UNIZG is based upon a workload of 60 credits each academic year (30 credits per semester). This corresponds to the European Credit Transfer System of credits (ECTS). The is a complete equivalence with Program Countries

APPENDIX D: GROUNDS & PROCEDURES FOR APPEAL

INTRODUCTION

Study at the partner institutions is governed by the Consortium Agreement and Programme Regulations for the Joint Award of the degree of Master “PROMISE – Sustainable Mineral and Metal Processing Engineering” from the University of Oulu (UOulu), Montanuniversitaet Leoben (MUL), University of Zagreb (UNIZG), and Universidad Federico Santa Maria (USM) as long as the internal regulations of the participating university and / or legal regulations of the country, in which the study takes place, do not conflict.

1. An appeal must be about an academic decision.
2. An appeal must state the ground on which it is presented.
3. The only legitimate grounds for appeal should be one or more of the following:
 - the grading has been incorrectly recorded or incorrectly aggregated, or that the procedure for grading has been incorrectly followed.
 - that there has been an irregularity in the conduct of examinations or other forms of assessment, of such a nature as to cause reasonable doubts as to whether the Joint Examination Board would have reached the same conclusion if the alleged irregularity had not occurred.
 - that there have been circumstances which affected the candidate's performance which he/she could not or did not, for valid reasons, divulge prior to the meeting of the Joint Examination Board.
 - that the candidate has demonstrable reason to believe that one or more of the examiners were prejudiced or unreasonably biased.
1. A candidate wishing to appeal must give notice in writing to the corresponding Programme Management Bodies of the university in which the examination or assessment was held, or to the Local Coordinator as soon as possible, but not before publication of the confirmed results, and not later than two weeks after the dispatch of the confirmed results by the Universities. However, appeals received for good reason outside this time limit may be considered, up to a maximum of three months.
2. A decision on the appeal will be made as soon as possible and in consistency with the complexity of the issue and the availability of relevant staff to comment. The procedure from appeal to decision should not take longer than two months. In cases where an appeal against a full-time programme termination is being considered, a student is permitted to continue in attendance at modules for which he/she is already registered, pending the result of the appeal.
3. Appeals are considered (i) in accordance with the Equal Opportunities Policy of the Partners, and (ii) with due regard to confidentiality, so that consideration is restricted to a small number of staffs. An intending appellant is encouraged to seek informal advice from the Chair of the Joint Management Board before lodging a formal appeal.
4. The student will have the right to ask for the appeal to be considered according to the procedures of UOULU, MUL, UNIZG, and/or USM. These procedures will be advised to any

student wishing to pursue an appeal to the Coordinator of the university in which the examination or assessment was held or Support Project Manager.

5. The results of an appeal will be notified to all the Partners. All Partners agree to accept the result of an appeal having been heard by UOULU, MUL, UNIZG, and/or USM.

APPENDIX E COMPLAINTS: INTRODUCTION

Study at the partner institutions is governed by the Consortium Agreement and Programme Regulations for the Joint Award of the degree of Master “PROMISE – Sustainable Mineral and Metal Processing Engineering” from the University of Oulu (UOulu), Montanuniversitaet Leoben (MUL), University of Zagreb (UNIZG), and Universidad Federico Santa Maria (USM) as long as the internal regulations of the participating university and / or legal regulations of the country, in which the study takes place, do not conflict.

1. The Partners commit to provide quality in all of their various educational activities. However, there are times when things go wrong and students fail to receive the **level of service**, which might reasonably be expected. In those circumstances, a student is entitled to complain. There are four categories of student complaints.

- Academic Programmes
- Services
- Students
- Staff

2. A complaint will be most relevant to the level of service provided by only one of the Partners. In the first instance a student wishing to make a complaint should notify the Chair of the Joint Management Board. The Chair will then advise the student about how to follow the complaint procedures of the Partner concerned.

3. The progress of a complaint will be notified to the Joint Management Board by UOULU, MUL, UNIZG, and USM. All Partners agree to accept the result of a complaint having been heard by any of the Partners.