AZERBAIJAN TECHNICAL UNIVERSITY

Statute of the Support Center for Minority Groups

Institutional Mandate

The Support Center for Minority Groups promotes equitable participation and access to university opportunities for underrepresented and marginalised communities, including ethnic minorities, women and other groups facing barriers, consistent with university EDI policy.

The Center does not determine an individual's identity or eligibility solely on assumptions about protected characteristics; support is based on expressed needs and applicable programme criteria.

1 General Provisions

1.1. This Statute defines the mandate, functions, governance, operational procedures, accountability and reporting arrangements of the Center within Azerbaijan Technical University (AzTU).

1.2. The Center operates under the oversight of the Rectorate and in coordination with the Social Development Center, Academic Affairs, Student Affairs, Human Resources and other competent units.

1.3. The Center is guided by AzTU's Equality, Diversity and Inclusion Policy, Non-Discrimination and Harassment Policy, relevant university regulations and applicable Azerbaijani law. Where provisions conflict, binding law and duly approved university rules prevail.

1.4. This document becomes effective only following approval by the authorised university body.

2 Governance and Responsibilities

2.1. The Rectorate exercises institutional oversight. A designated head/coordinator manages day-to-day operations, assigns cases and maintains approved records.

2.2. The Center cooperates with the Social Development Center and provides aggregated, anonymised updates to the Diversity and Inclusion Council for semester review.

2.3. Academic departments and administrative units remain responsible for implementing measures within their remit; the Center coordinates, advises and monitors rather than replacing those decision-makers.

2.4. Staff and participating mentors receive induction on confidentiality, respectful communication, referral boundaries and conflict-of-interest management.

Core Functions

- Provide confidential information, orientation and supportive consultation on access to academic, social and campus services.
- Identify recurring inclusion barriers and propose practical changes to university services, communications and participation opportunities.
- Coordinate inclusive outreach, peer-support opportunities, awareness sessions and appropriate referrals.
- Facilitate student voice and voluntary consultation with underrepresented communities in relevant university feedback processes.

Specific Operating Mechanisms

- **Outreach:** coordinate with Admissions and Student Affairs on accessible information sessions and regional engagement; keep event plans, participant counts and feedback.
- **Case support:** assess language, financial, social or administrative barriers; refer to scholarships, counselling, academic advisers or other authorised units where appropriate.
- **Participation:** gather anonymous feedback and hold consultation sessions; transmit thematic findings to the Social Development Center without exposing identities.
- **Anti-discrimination:** explain confidential reporting routes and support access to the competent complaint handler without investigating allegations beyond delegated authority.

Center Specific Indicators

- Number of unique individuals consulted (de-duplicated); number of consultations and median first-response time.
- Number of referrals initiated, completed and followed up; outreach events and attendance.
- Anonymous satisfaction findings and number/types of recurring barriers addressed.
- University-wide indicators (such as first-generation student totals) may be shown separately as contextual monitoring, not as direct Center outputs.

3 Access and Consultation Procedure

3.1. Eligible students, prospective students and staff may contact the Center directly or through a referral from a university unit. Access channels may include an office visit, university email, online request and scheduled appointment, subject to approved arrangements.

3.2. An intake record documents the request date, preferred contact method, requested assistance and consent for any information sharing. Only information necessary to deliver the service is collected.

3.3. A designated staff member conducts a private needs assessment, explains available options and agrees an action plan with the person concerned. Urgent safety or safeguarding issues are referred immediately to the competent university service.

3.4. Where specialist action is required, the Center makes a documented referral to the relevant university unit or authorised external service, with consent or another lawful basis.

3.5. The Center tracks actions, checks whether assistance was delivered, invites feedback and closes the case with a dated summary. Service timeframes are set by an approved operational procedure and monitored; this Statute does not assert unverified existing deadlines.

4 Rights Confidentiality and Complaints

4.1. Services are delivered impartially, without discrimination, victimisation or retaliation. Participation is voluntary except where mandatory legal or safety requirements apply.

4.2. Personal information is accessed only by authorised personnel, stored in restricted systems and retained under university records rules and applicable data-protection requirements. Public reports use aggregated, non-identifying information.

4.3. Users may request clarification, provide feedback or submit a complaint through established university channels. A complaint involving Center personnel must be routed to an independent competent unit.

4.4. Appeals against formal academic, employment or disciplinary decisions follow the university's established procedures; the Center may assist with navigation but does not replace the authorised appeal body.

5 Monitoring Evaluation and Reporting

5.1. The Center maintains a de-duplicated service register, dated consultation log, referral follow-up log, outreach attendance records and anonymised feedback summaries.

5.2. Semester reviews examine service reach, response timeliness, completed actions, unresolved barriers, user feedback and corrective measures.

5.3. An annual report identifies the reporting period, data definitions, evidence owners and verification status. University-wide demographic totals must not be labelled as Center beneficiaries.

5.4. The Center proposes an annual improvement plan to the competent university leadership and records follow-up on approved recommendations.

6 Resources and Cooperation

6.1. Activities are undertaken within staffing, premises and resources approved through the university budget and administrative procedures. This Statute does not establish an independent legal personality or automatic spending authority.

6.2. Cooperation with student organisations, departments and external partners requires appropriate authorisation, safeguarding and information-sharing controls.

7 Entry into Force and Revision

7.1. This Statute takes effect on the date of approval by the authorised university body.

7.2. Amendments are proposed through the Rectorate and adopted under the applicable university approval procedure.

7.3. The Center reviews this Statute periodically and following material changes to law, university policy or service delivery.

Annex A. Minimum Operational Records

- Confidential intake and consultation register; consent and referral records.
- Action plan / accommodation record, responsible unit and follow-up dates.
- Outreach or training event agenda and attendance evidence.
- Anonymised feedback and complaint-routing record.
- Semester monitoring summary and annual performance report.

Source and Approval Note

Prepared with reference to AzTU Annual Report 2025: Diversity, Inclusion & Accessibility (December 2025), the previously prepared 2025-2026 Center activity reports, and the AzTU Sustainability Centers page (https://aztu.edu.az/sdg/centers/). Operational steps in this draft require institutional confirmation before being described as formally adopted procedures.