



POLTAVA UNIVERSITY OF
ECONOMICS AND TRADE



STUDENTS OMBUDSMAN
СТУДЕНТСЬКИЙ ОМБУДСМЕН

Argumentation in the communicative activity of the students ombudsman

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Полтавський університет економіки і торгівлі

40
років
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Personal development:

- It is important to note that I am researching the legal argumentation in the theory of argumentation.
- Acting as a students' ombudsman is a platform for me to test this theory in practice.

Students ombudsman - a person who is constantly involved in the communicative activities. In the process of performing my professional duties, I communicate with both students and representatives of the administration. My main function is to act as a mediator, a kind of "translator" between these two integral parts of the educational process in the higher education.

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The activity of the students' ombudsman of PUET is obeyed by the Regulations of the student's ombudsman (DPSYA PD 9-7.2-199-05-21) (Approved by the PUET Academic Council on August 30, 2021, Protocol № 8). [URL](#)

Principles of activity:

humanism

legality

justice

impartiality

objectivity

independence

accessibility

transparency

privacy

confidentiality

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Purpose of activity means
establishing justice:

Justice (justitia) = **law** (jus)

- Rule of law as a principle
- Justice as a value



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Functions of the student's ombudsman:



representative
preventive
consultative
information
protective

representative

preventive

consultative

information

protective

Tasks

of the students's ombudsman:

- to represent the interests of students before the Rectorate of the University, the Academic Councils of the University and the Institute, in local and state authorities;
- to analyze the state of realization and provision of rights, freedoms and interests of students of the University and separate structural subdivisions;
- to take preventive measures to prevent violations of the rights, freedoms and legitimate interests of students;

Tasks of the students' ombudsman

continuation

- To organize events for explaining to students their legal status, scope of their rights and responsibilities;
- To take the necessary measures in case of violation of the rights, freedoms and legitimate interests of students;
- To provide recommendations on conflict prevention between students and other participants in the educational process;
- to provide background and advisory information to participants in the educational process at the University.

In the process of the interpersonal communication, designed to oversee the rights, freedoms and legitimate interests of higher education, argumentation is a very necessary skill.

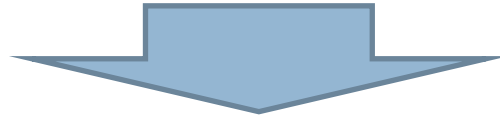
Fact

The World Economic Forum
has included
argumentation in the
TOP-10 skills in 2025

URL

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At the same time, the Law of Ukraine
“On Education” (URL) reading
comprehension, ability to express one's
opinion orally and in writing, critical and
systematic thinking, ability to logically
justify position, creativity, initiative, ability
to constructively manage emotions,
assess risks, make decisions, to solve
problems, the ability to work with other
people are common skills for all
competencies.



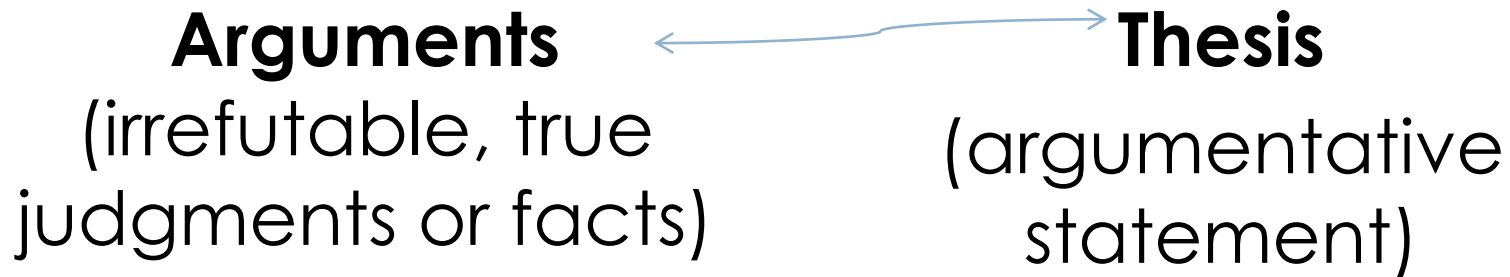
Argumentation occupies an important place in the implementation of communicative activities by the students ombudsman.

What is an
argumentation?

Argumentation (latin «argumentum»)

An argumentation is a type of an intellectual activity in the process of which the belief in the truth or falsity of an arbitrary position is formed, as well as its evaluation and expediency is determined both for the author and for the interlocutor or audience.

Structure of argumentation:



Demonstration should generalize and / or structure deductive reasoning

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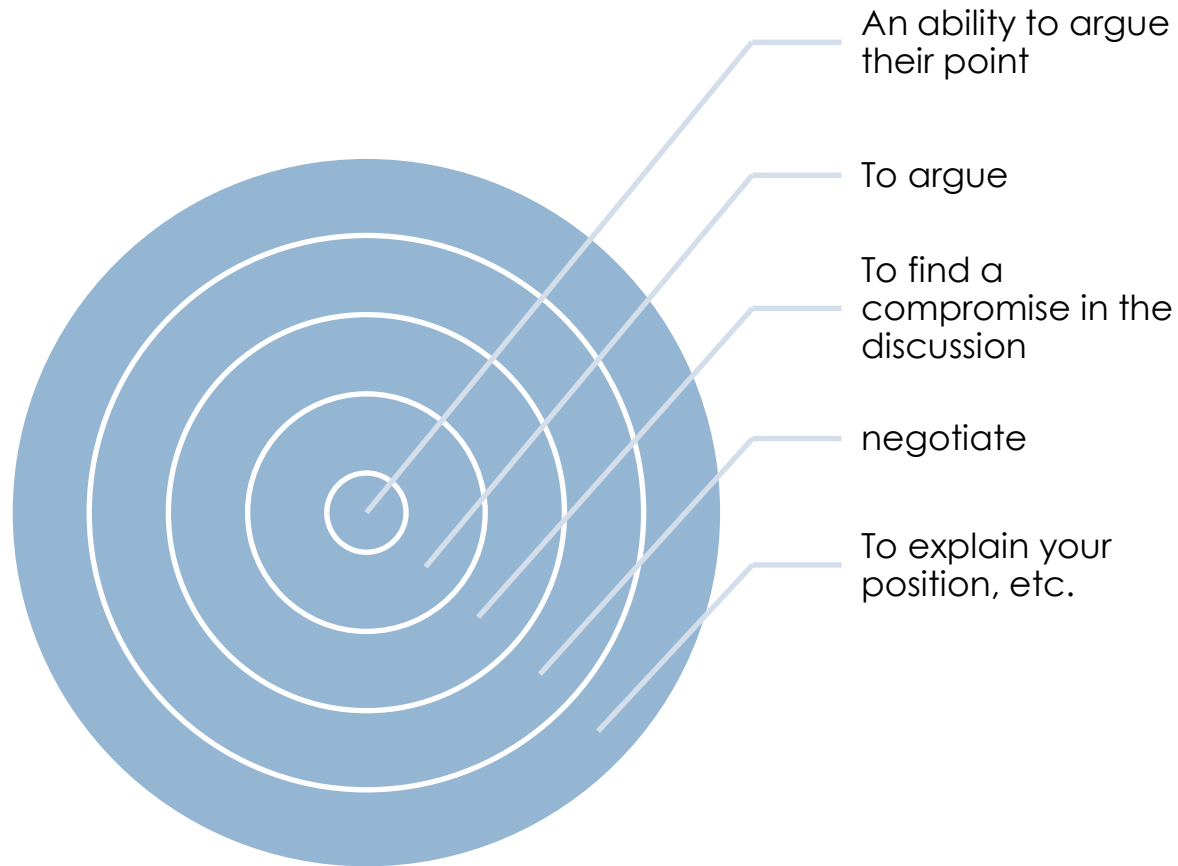
Types of arguments:

I have a law degree,
which helps me to
address the following
types of legal
arguments:

- texts of normative legal acts;
- witness statements;
- court's decisions
- doctrine
- other



Argumentation provides such «soft skills»:



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Thank you for attention!

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