

ENOHE Webinar

29 September 2016 - 2pm (BST)

The webinar will be a discussion of the video presentations. These will be available at enohe.net/webinar-2016 a few days before the webinar.

Programme

Welcome, Judy Clements OBE, *England & Wales*

ENOHE: A Story, Josef Leidenfrost, ENOHE President, *Austria*

History and evolution of the European Network Ombudsmen Higher Education. When, where, why and how it began. How it evolved. Who it is for. How it is organised (or not).

Refining one's work: How to become a professional Ombudsman, Wolf Hertlein, *Germany*

Professionalism as an ombudsman is a process, not a state. This process of professionalisation consists of four elements: 1. Regarding the Golden Rule, 2. Defining basic principles of one's work, 3. Using every chance to learn from external experts and 4. Developing a positive attitude towards all persons involved in my cases.

The Growing Scheme in Norway?, Marianne Hova Rustberggard, *Norway*

How students are, and have been key to the increasing number of ombud programs for students in Norway. A tribute to student representation and influence.

Spain: Inscribed in law, Marta Elena Alonso de la Varga, *Spain*

Who are the ombudsmen, where are they, how are they selected, how long do they serve?

Annual reports: worth the effort?, Lies Poesiat, *Netherlands*

Why take the effort in writing an annual report, how can it help the Ombuds position and can you also benefit from it?

Membership expansion, Hilary Jones, *England & Wales*

Over the last year, the OIA's membership has increased and diversified. What can we learn as we grow?