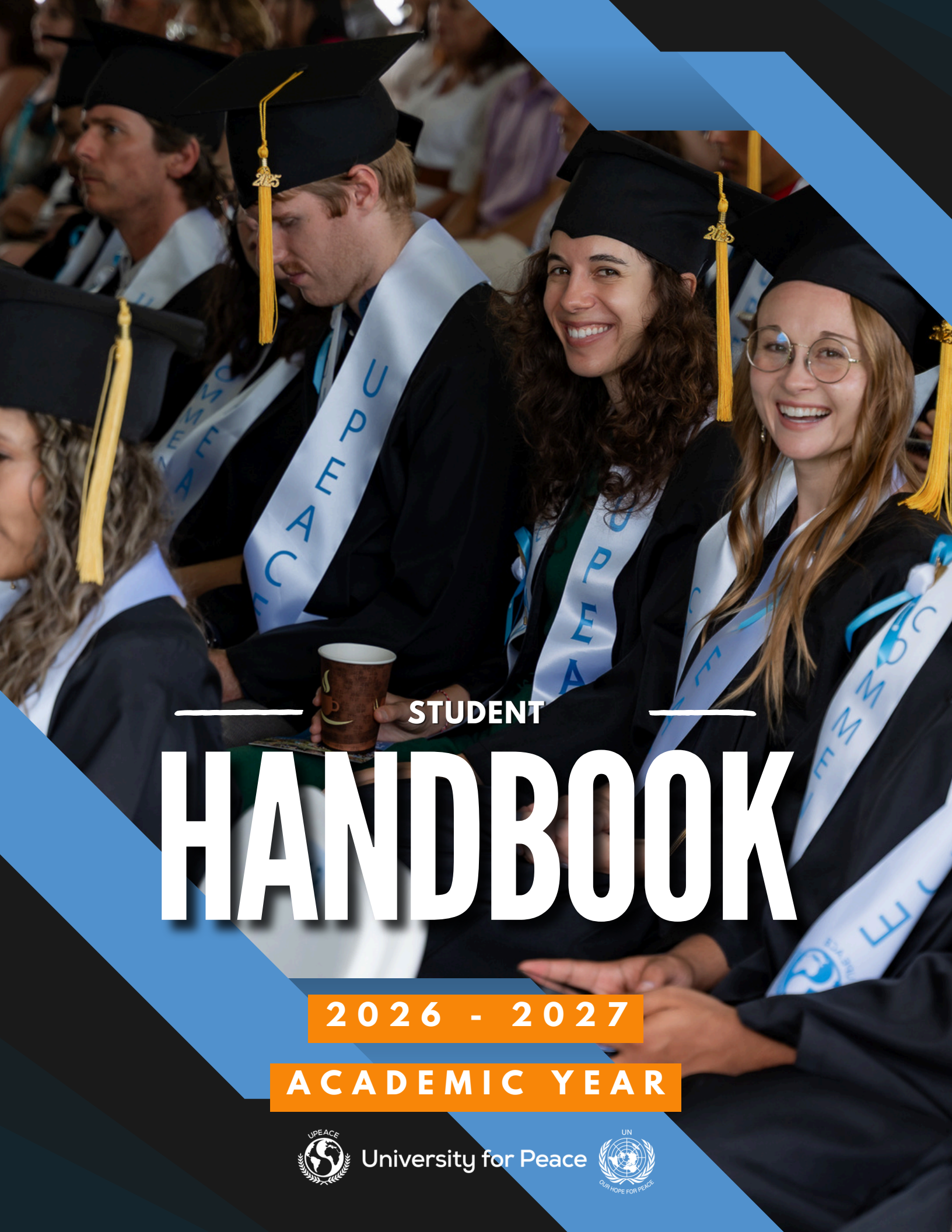




STUDENT

HANDBOOK

2026 - 2027

ACADEMIC YEAR



University for Peace





University for Peace



The University for Peace Student Handbook

The **University for Peace Student Handbook** is intended to provide students with comprehensive guidance on academic, administrative, and social matters. It serves as a key resource to support students throughout their academic journey, with the aim of fostering a positive and enriching student experience.

This handbook outlines the official policies, procedures, and expectations that all students are required to understand and adhere to during their time at UPEACE.

The University for Peace reserves the right to amend the contents of this handbook, as necessary. Any updates or revisions will be communicated to students in a timely manner. The handbook is reviewed and published annually by the Office of the Registrar, in collaboration with the Office of the Vice-Rector.

For inquiries or further information, please contact the Office of the Registrar at +506 2205-9065 or via email at registrar@upeace.org.

The University for Peace reserves the right to revise the contents of this handbook as deemed necessary. Any modifications will be communicated appropriately to students, faculty, and staff



Orientation session 01 to 04 September 2026	First day of class 07 September 2026	Last day of class 11 December 2026
First day of class 11 January 2027	Holy Week (Easter Week) 21 to 28 March 2027	End of Academic Year Celebration (For regular M.A's) 04 June 2027

IMPORTANT DATES

First Semester: August to December 2026

Second Semester: January to June 2027

01 January <i>New Year</i>	21 to 28 March <i>Holy or Easter Week</i>	11 April <i>National Hero's Day</i>
01 May <i>Labour Day</i>	25 July <i>Annexation of the province of Guanacaste to Costa Rica</i>	02 August <i>Costa Rican's Patron Saint</i>
15 August <i>Mother's Day</i>	31 August <i>Day of the Black Person and Afro-Costa Rican Culture</i>	15 September <i>Independence Day</i>
01 December <i>Abolition of the Costa Rican Army</i>	25 December <i>Christmas Day</i>	

IMPORTANT DATES

*Costa Rican Holidays
(UPEACE Campus Closed)*



Arrival and Orientation

Students should plan to arrive in Costa Rica during the week before classes begin to participate in orientation activities and prepare for the start of the academic term.

During orientation, students receive their UPEACE student ID and information for accessing their institutional email account, Moodle, and other essential University services. The programme also introduces students to campus resources, academic expectations, and life at UPEACE while providing opportunities to meet classmates and members of the University community.

Regular classes begin the following week.

Mission of the University for Peace

The University for Peace (UPEACE) is an international treaty organization established under its own Charter through an International Agreement adopted by the United Nations General Assembly in Resolution 35/55 of 5 December 1980.

The mission of UPEACE is:



“To provide humanity with an international institution of higher education for peace with the aim of promoting among all human beings a spirit of understanding, tolerance and peaceful coexistence, to stimulate cooperation among peoples, and to help lessen obstacles and threats to world peace and progress in keeping with the noble aspirations proclaimed in the Charter of the United Nations”.

The UPEACE Charter establishes that:



“... The University shall contribute to the great universal task of educating for peace by engaging in teaching, research, postgraduate training and dissemination of knowledge fundamental to the full development of the human person and societies through the interdisciplinary study of all matters relating to peace”.



Student Services and Support Offices

Office of the Registrar and Academic Administration

The Office of the Registrar and Academic Administration is located in Building 4, adjacent to Classroom 4. This office is responsible for overseeing the implementation of academic policies and procedures across the University. It serves as a crucial point of contact for both students and alumni, providing guidance, information, and support. In collaboration with other academic and administrative units, the office works to promote and document students' academic progress and success.

The Office of the Registrar and Academic Administration is located in Building 4, adjacent to Classroom 4. This office is responsible for overseeing the implementation of academic policies and procedures across the University. It serves as a central point of contact for students and alumni, providing guidance, information, and administrative support. In collaboration with other academic and administrative units, the office works to support and document students' academic progress throughout their studies.

Contact Information

- **Registrar and Academic Records:** registrar@upeace.org
- **Admissions:** admissions@upeace.org
- **Admissions – Spanish Programmes:** admisiones@upeace.org
- **Doctoral Admissions:** doctorate@upeace.org
- **Payments and Enrolment Inquiries:** payments@upeace.org
- **Visas and Immigration:** visas@upeace.org
- **Housing Inquiries:** housing@upeace.org

Department of Finance

The Financial Office is located directly across from the main parking area, just beyond the UPEACE main gate. This office is responsible for processing several types of student payments, including international wire transfers, domestic bank transfers, in-person credit/debit card transactions, and online payments (excluding American Express and Discover). It also manages the generation of student invoices and other related financial services.

For payment confirmations and additional information, students are encouraged to contact:

Raquel Rivera Pérez (She/Her)

Accounting Assistant

✉ rrivera@upeace.org



Reception

The Reception is located in Building 3, next to the Healthcare and Wellbeing Office. Reception assists with:

- Incoming and outgoing mail and courier services
- DHL quotations and shipments
- Package notifications and collection
- Lost and Found
- Classroom and room reservations
- General campus information

Laura Chinchilla (she/her) Receptionist

 reception@upeace.org

 +506 2205-9000

Reception Services

The Reception Office is located in Building 3, near the Medical Office. Students may visit Reception or contact reception@upeace.org for assistance with postal mail services, domestic and international courier shipments, incoming package notifications, and other related correspondence services.

Receiving Mail and Packages

Students receiving mail or packages at UPEACE must ensure that the sender includes the student's full name.

Postal mail

- Student's full name
- Reception Office
- University for Peace
- P.O. Box 138-6100
- San José, Costa Rica
- Central America

Courier delivery

- Student's full name
- Reception Office
- University for Peace
- El Rodeo de Mora, Ciudad Colón
- San José, Costa Rica
- Telephone: +506 2205-9000



STUDENT NAME
UPEACE Reception Desk

*University for Peace
El Rodeo de Mora, Ciudad Colón
San José, Costa Rica
Tel: (506) 2205-9000*





Reception accepts deliveries from DHL, Correos de Costa Rica, UPS, FedEx, and similar providers. When an item arrives, the recipient will be notified through their UPEACE email account.

Recipients must collect their items from Reception, verify that the correspondence or package is addressed to them, and sign the collection log.

Collection by an Authorized Third Party

- Authorize someone else to collect an item, the recipient must email reception@upeace.org from their UPEACE account and copy wmasis@upeace.org. The email must include the authorized person's:
 - Full name
 - Identification number

The authorized person must present valid identification and sign the collection log. Items will not be released without prior written authorization.

Uncollected Items

Reception will store incoming correspondence and packages for up to **three months** from the date of receipt. The recipient will be notified and, when necessary, sent a reminder. After three months, uncollected items may be returned to the postal or courier provider for final disposition or return to the sender.

Customs and International Shipments

International shipments may be inspected by Costa Rican customs authorities and may require payment of taxes or duties, additional documentation, or other clearance procedures.

The recipient is responsible for:

- Paying applicable duties, taxes, and charges
- Providing required documentation
- Completing customs-clearance procedures
- Complying with Costa Rican import restrictions

Reception may provide general information, but UPEACE cannot complete customs procedures, submit documents, or make payments on a recipient's behalf. Students may receive instructions directly from Correos de Costa Rica or another provider by email, WhatsApp, or written notice.



Sending Documents and Packages

DHL

Reception can assist students with outgoing DHL shipments. DHL collections normally take place on **Mondays, Wednesdays, and Fridays**, so requests should be submitted in advance.

To request a quotation and detailed information on how to send a document or package via DHL, email [**reception@upeace.org**](mailto:reception@upeace.org).

Correos de Costa Rica

Reception can assist with domestic shipments through Correos de Costa Rica on weekdays, subject to the provider's collection schedule. International shipments through Correos de Costa Rica must be arranged directly at an appropriate postal branch.

Responsibility for External Delivery Services

UPEACE's role is limited to receiving incoming items and assisting with the preparation and transfer of outgoing shipments. Once an item has been transferred to a postal or courier provider, that provider is responsible for transportation, tracking, customs processing, and delivery. UPEACE is not responsible for delays, loss, damage, misdirection, customs charges, import restrictions, or additional costs arising after an item has been transferred to an external provider. Students should retain their tracking number and direct delivery inquiries to the relevant postal or courier service.

Lost and Found at UPEACE

Found items should be taken to the Reception Desk, where they will be stored in the designated Lost and Found area. Students looking for a missing item should contact or visit Reception. Students are encouraged to check classrooms, auditoriums, the Library, cafeteria, shuttle, and other shared spaces before leaving. Unattended items that appear hazardous or suspicious should not be moved or handled; students should notify Reception or another UPEACE staff member immediately.

UPEACE is not responsible for personal belongings that are lost, misplaced, damaged, or stolen on campus.



Security and Safety

Emergency Contact Information

Students are strongly advised to always carry an emergency information card. This card should include the following details:

- Full name
- Academic programme at UPEACE
- Name and contact information of the Academic Support Office and Programme Head/Coordinator
- Personal phone number
- Name, address, and phone number of a local emergency contact (e.g., a friend)
- Name, address, and phone number of your property owner
- Name and contact details of your private insurance provider

In case of emergency within Costa Rica, dial 9-1-1.

Printed Emergency Contact Cards are available at the Reception Desk.

Personal Safety and Security

UPEACE is committed to maintaining a safe environment for its community. Personal safety is a shared responsibility, and everyone is encouraged to remain aware, look out for others, and report safety concerns promptly.

The following precautions may help reduce risk. They do not place responsibility on anyone who experiences crime, harassment, violence, or other harm.

- Stay aware of your surroundings and trust your judgment. If a situation feels unsafe, move to a secure location and seek assistance.
- When possible, use well-lit, frequently travelled routes and avoid walking alone in isolated areas, particularly at night. Let someone you trust know where you are going and when you expect to return.
- When travelling overnight or for several days, share your itinerary and contact information with a trusted friend, relative, host family, or landlord.
- When attending social events, plan how you will travel to and from the location, remain in contact with people you trust, and look out for one another.
- Keep laptops, phones, passports, money, and other valuables secure. Do not leave personal belongings unattended in public or shared spaces.
- Avoid carrying large amounts of cash or displaying valuable items unnecessarily in public.
- Protect passwords, banking details, identification numbers, and other sensitive information. Never share account credentials or verification codes.
- Keep your original passport in a secure place whenever possible. Unless the original is required for travel, identification, or an official procedure, carry a copy of the biographical page.



- Keep the doors and windows of your residence secured. Do not provide access to people you do not know or whose identity or purpose you cannot verify.
- Carry your UPEACE ID or Student Permit Card while on campus and when accessing University facilities or restricted areas.
- Keep your residential address and Costa Rican contact information up to date with the Housing Assistant and other designated UPEACE personnel. Accurate information is essential for emergency communication and assistance.
- Follow official UPEACE safety alerts, emergency instructions, and security protocols.
- Report unattended objects, suspicious activity, or other safety concerns to UPEACE personnel. Do not approach or handle anything that may present a danger.
- In an immediate or life-threatening emergency, call Costa Rica's emergency services by dialling 9-1-1.

Campus Safety and Emergency Procedures

Everyone at UPEACE must follow University safety instructions, participate in emergency drills, and promptly report situations that may present a risk.

In an immediate emergency, call 9-1-1. Once it is safe to do so, notify the appropriate UPEACE contact.

Campus Access and Security

Students and visitors must register at the main entrance, present valid identification, and wear a visitor badge while on campus. Students hosting visitors are responsible for ensuring that their guests follow UPEACE regulations. Weapons and other items or substances prohibited under University policies are not permitted on campus or at UPEACE events.

Video surveillance is used in designated campus areas for legitimate safety and security purposes. Recorded footage may be reviewed when necessary and in accordance with University policies.

To report a non-emergency safety concern, contact:

Warner Masís (he/him)

Head of Operations

 wmasis@upeace.org

 +506 2205-9041

Emergency Preparedness

Students should:

- Learn the evacuation routes, emergency exits, designated assembly areas, and alarm procedures for the places where they study and live.
- Keep a basic emergency kit at home containing water, non-perishable food, essential medication, a flashlight, batteries or a portable charger, personal-care items, and copies of important documents.
- Follow official alerts and instructions from UPEACE and Costa Rican authorities.
- Participate in emergency drills conducted by the University.



- Information about recent seismic activity is available from the [Vulcanological and Seismological Observatory of Costa Rica](#).

During an Earthquake

- Indoors: Drop to the ground, take cover under sturdy furniture or protect your head and neck, and hold on until the shaking stops. Stay away from windows, glass, shelves, and objects that may fall. Do not run outside during the shaking.
- Outdoors: Move to an open area away from buildings, utility lines, trees, and steep slopes.
- Driving: Pull over in a safe location away from bridges, buildings, and utility lines, and remain inside the vehicle until the shaking stops.
- **After the shaking:**
 - Follow evacuation instructions and proceed calmly to the designated assembly area.
 - Expect aftershocks and stay away from visibly damaged buildings.
 - Wear shoes to protect yourself from broken glass and debris.
 - Be alert to damaged electrical, water, or gas systems.
 - Use phone services primarily for urgent communication.
 - Follow information issued by UPEACE and Costa Rican emergency authorities.

Fire Safety

- If you see or suspect a fire:
- Activate the nearest fire alarm and alert Reception or a staff member. A manual alarm is located near the Library.
- Call 9-1-1.
- Evacuate immediately using the nearest safe exit and proceed to the designated assembly area.
- Do not re-enter the building until authorized to do so.

Use a fire extinguisher only if the fire is small, you have been trained, and you can do so without placing yourself or others at risk. Otherwise, evacuate immediately.
For fires occurring off campus or outside University office hours, call 9-1-1.

Emergency Status Reports

Following a major national emergency or when UPEACE activates its emergency reporting procedure, students, interns, and volunteers must report their status as soon as it is safe to do so.

Academic Coordinators will create group chats for students under their supervision. Staff focal points will do the same for interns and volunteers. Each person must provide:

- Full name
- Current location
- Health and safety status



- Any immediate assistance required
- Example: Kim Smith – Ciudad Colón – Safe, no injuries – No assistance required.

Coordinators and focal points will verify the information received and communicate requests for assistance to the Head of Operations for follow-up with the appropriate UPEACE office or external authority.

United Nations Security Regulations at University for Peace

As a member of the United Nations Country Team in Costa Rica, UPEACE participates in the United Nations Security Management System coordinated by the UN Department of Safety and Security (UNDSS). Eligible UPEACE students, faculty, and staff therefore benefit from UN security protocols and assistance in emergency situations.

To receive security alerts and facilitate a timely response when assistance is needed, members of the UPEACE community must keep their contact information up to date in the designated database or notify the UPEACE Housing Assistant of any changes. When required for security coordination, the University shares the necessary contact information with the relevant UN security authorities in Costa Rica.

Depending on the nature of the emergency and the applicable UN protocols, support may include evacuation assistance from disaster-affected areas, access to Post-Exposure Prophylaxis (PEP) following potential exposure to HIV, and other measures intended to protect the safety and wellbeing of eligible members of the UPEACE community.

Maintaining accurate contact information and following applicable security guidance helps UPEACE and its UN partners communicate quickly and provide effective assistance during an emergency.

If you have any questions about UN Security Guidelines and Protections, please contact:

Warner Masís (he/him)

Head of Operations

✉ wmasis@upeace.org

☎ +506 2205-9041



Healthcare and Wellbeing Services

UPEACE provides students, staff, and visitors with daily access to on-campus primary healthcare and psychological support. These services offer an initial point of contact for routine, non-life-threatening physical and mental health concerns.

The Healthcare and Wellbeing Office is staffed by a general physician and a psychologist, both licensed and registered with their respective professional regulatory bodies in Costa Rica. Care is provided in a respectful, inclusive, and non-discriminatory manner, with due regard for each person's privacy, dignity, autonomy, and informed consent.

Consultations and health information are treated as confidential and managed in accordance with applicable Costa Rican law and professional ethical standards. Information may be disclosed only with the individual's consent or when disclosure is required by law or necessary to address a serious and immediate risk to health or safety.

When a health concern requires diagnostic testing, specialized treatment, or a higher level of care, the physician or psychologist may recommend or coordinate a referral to an appropriate external healthcare provider. Any costs associated with external consultations, tests, treatment, or medication are the responsibility of the patient unless otherwise covered by their health insurance.

The Healthcare and Wellbeing Office is located directly across from the Reception Desk. It is not an emergency medical facility. Anyone experiencing a serious or life-threatening emergency should contact Costa Rica's emergency services by calling 9-1-1.

Services Offered

- Consultations with the general physician, provided at no additional cost and as clinically appropriate
- Laboratory tests and diagnostic imaging prescribed by the physician, accessed through the Costa Rican Social Security Fund (CCSS) or subject to authorization and coverage by the student's private health insurer
- Initial assessment and stabilization of urgent medical concerns, including coordination of ambulance transportation from campus to an appropriate medical facility when necessary
- Outpatient clinical assessments and diagnostic procedures, including vital-sign monitoring, physical examinations, blood glucose testing, and otoscopy
- Outpatient treatments and minor procedures, when clinically indicated, including nebulization, medication administration, wound care, suturing, and ear irrigation
- Review of immunization records and guidance on completing recommended vaccination schedules
- Referrals to medical specialists and assistance coordinating appointments
- Guidance and technical assistance with enrolment in public or private health insurance
- Health promotion and wellbeing education
- Sexual and reproductive healthcare, information, and education



- Support for tobacco and nicotine cessation, as well as concerns related to alcohol or other substance use

Eligibility, Costs, and Access to Care

- Services, treatments, diagnostic tests, medications, and specialist consultations provided outside the scope of the on-campus Healthcare and Wellbeing Office may involve additional costs. Students are responsible for expenses not covered by the Costa Rican Social Security Fund (CCSS) or their private health insurance.
- Relatives and friends of UPEACE students are not ordinarily eligible to receive services through the Healthcare and Wellbeing Office unless they are formally covered under the applicable CCSS plan. The Office may, however, provide information about external healthcare providers and specialist referral options.
- UPEACE healthcare services are intended to complement, not replace, ongoing treatment provided by a student's private physician, psychologist, psychiatrist, or other healthcare specialist. Students receiving ongoing care should continue following the treatment plan established by their healthcare provider.
- Outside the Office's regular hours, students requiring non-emergency medical attention should seek care at an appropriate public or private clinic. Anyone experiencing a serious or potentially life-threatening medical emergency, whether on or off campus, should call Costa Rica's emergency services immediately by dialling 9-1-1.

For information or assistance during office hours, students may contact:

Rocío Trejos (she/her)

UPEACE Physician and Registered Nurse

✉ rtrejos@upeace.org

☎ +506 2205-9045

Health Insurance

All students enrolled in regular academic programmes at the University for Peace are required to provide proof of coverage by a private health insurance provider. In parallel, UPEACE facilitates the enrolment of each student in the Costa Rican Social Security Fund (Caja Costarricense de Seguro Social – CCSS), the country's primary public health insurance system. This dual coverage model is designed to ensure timely access to essential healthcare services, including diagnostic, therapeutic, and rehabilitative care, regardless of the nature or urgency of the medical need.

Medical Leave of Absence

Students may request a medical leave of absence when clinically required due to illness or injury. The following procedures apply:

Medical Leave Approved by the UPEACE Healthcare Office – To obtain a leave authorized by UPEACE medical staff (rtrejos@upeace.org or vbenavides@upeace.org), the student must undergo an in-person evaluation on campus. Upon approval, the responsible healthcare provider will issue the leave and notify all relevant parties (student, faculty, and medical records) via email.



Medical Leave Issued by a Private Healthcare Provider – If a student is unable to visit the UPEACE Healthcare Office, they may consult a private physician licensed by the Costa Rican Board of Physicians. The physician may issue a medical certificate based on clinical evaluation and supporting evidence.

Medical Leave Issued by CCSS – Students may also seek care at CCSS facilities, including EBAIS (Basic Integrated Health Care Teams), county clinics, or public hospitals. In such cases, students must request a Comprobante de Asistencia (Proof of Attendance) to certify their medical visit and justify their absence from class.

Pregnancy Leave of Absence – UPEACE is committed to supporting the health, wellbeing, and academic participation of students who are pregnant. Pregnancy experiences vary, and students may require medical care, temporary adjustments, or a leave of absence at different stages of pregnancy.

Students who need time away from their studies because of pregnancy, childbirth, recovery, or related health concerns should follow the medical leave procedures outlined above. Students are encouraged to seek support as early as possible so that their individual circumstances and any necessary academic arrangements can be considered. Pregnant students may be referred to an appropriate healthcare centre for prenatal care.

UPEACE has an on-site physician available to students. Private medical specialists are also available in Costa Rica, although consultations and treatment may involve out-of-pocket expenses.

For questions or assistance related to health services, students may contact:

Rocío Trejos (She/Her)

UPEACE Physician and Registered Nurse

✉ rtrejos@upeace.org

☎ +506 2205-9045

Medical Documentation for Absences

Students who are unable to attend classes or meet academic obligations because of illness or injury may be asked to provide documentation from a licensed healthcare professional.

The UPEACE Healthcare and Wellbeing Office can validate a medically related absence only when the student has received an appropriate clinical assessment or provides acceptable documentation from an external healthcare provider.

Students are welcome to contact the UPEACE medical team by phone or email for general guidance or assistance arranging external care. However, communication limited to requesting advice, information, or help scheduling an appointment does not constitute a clinical evaluation. The medical team therefore cannot issue documentation for an absence based solely on that type of contact.



Psychological Support and Wellbeing Services

Mental health is an integral part of overall health and wellbeing. Personal circumstances, relationships, academic demands, work responsibilities, and adjusting to a new environment can all affect how a person feels and functions. Seeking support is a positive and appropriate step at any time, not only during a crisis.

UPEACE encourages community members to draw on the support available to them, whether through trusted peers, academic advisors, colleagues, staff, or professional services. The University also provides confidential psychological and wellbeing support through its Wellbeing Coordinator and Psychologist.

Students may schedule an appointment to discuss personal, emotional, academic, professional, or interpersonal concerns affecting their wellbeing or daily life. Support is provided in a private, respectful, inclusive, and non-judgmental environment. Conversations are treated as confidential in accordance with applicable law and professional ethical standards.

To schedule an appointment, please contact:

Valeria Benavides (she/her)

Wellbeing Coordinator and Psychologist

vbenavides@upeace.org



Computer and Internet Resources

UPEACE Email Account Information

Each student is provided with a UPEACE email account, which includes 1,024 GB of storage space. All official communications will be sent to this email account.

Email Access

The UPEACE email system is web-based and can be accessed at <https://login.microsoftonline.com>.

Student email addresses follow the format: username@master.upeace.org. For example, John Doe's email address would be: jdoe@master.upeace.org.

The IT Office, located in Building #4, will provide a temporary password for initial access. For security reasons, students are strongly encouraged to change this password upon first login.

For assistance, students may contact the IT Office via email at support_it@upeace.org or helpdesk@upeace.org or by phone at +506 2205-9060.

Virtual Classroom

The Virtual Classroom platform provides students with access to course readings, academic resources, and other learning materials. Students can log in at <https://classroom.upeace.org> using their UPEACE credentials.

For updated access codes or login assistance, please contact the IT Office at support_it@upeace.org.

Printing, Photocopying and Scanning

UPEACE encourages the use of digital materials whenever practical to reduce paper consumption and support the University's sustainability commitments.

Printing, photocopying, and scanning services are available when required for academic purposes.

Printing and photocopying operate through a prepaid credit system:

1. Add credit to your account through the Finance Department.
2. Submit your request to the IT Office.
3. The applicable charge will be deducted from your available balance.

Requests requiring payment cannot be processed without sufficient credit. Fees, service hours, and procedures may change, so students should consult the latest information provided by the Finance Department and IT Office.



Local Printing and Document Services

Several businesses near the central bus stop in Ciudad Colón offer printing, photocopying, scanning, and binding services, including support for lengthy documents and theses. Options within approximately 200 metres of the bus stop include Ziggy Bookstore, Original Video, Toyos, and SG. Services, opening hours, prices, and availability may change. Students and faculty should confirm their requirements and associated costs directly with the service provider.

Technology Requirements for Students

Essential Specifications for Virtual Learning

Students participating in online or hybrid courses must have reliable access to a computer, a stable internet connection, and the audio and video equipment needed to attend live sessions and complete course activities.

The requirements below are intended to support videoconferencing, access to UPEACE learning platforms, document preparation, multimedia content, online assessments, and collaborative work.

Computer Requirements

Component	Minimum requirement	Recommended
Processor	Modern 64-bit dual-core processor	Quad-core Intel Core i5, AMD Ryzen 5, Apple M1, or comparable processor
Memory	8 GB RAM	16 GB RAM
Storage	At least 10 GB of available space	At least 20 GB of available space
Display	1280 × 720 resolution	1920 × 1080 resolution or higher
Camera	Built-in or external webcam capable of 720p video	1080p webcam
Audio	Working microphone and speakers or headphones	Headset with an integrated microphone



A smartphone or tablet may be useful as a secondary device but should not be the student's only means of accessing courses. Some assignments, assessments, videoconferencing functions, and document-management tasks require a laptop or desktop computer.

Specialized cameras, camcorders, capture cards, virtual-camera applications, and broadcasting software are not required unless specifically requested for an individual course.

Supported Operating Systems

Computers must use an operating system that is currently supported by its developer and continues to receive security updates. Supported options include:

- Windows 11
- A version of macOS currently supported by Apple
- A version of ChromeOS currently receiving automatic updates, provided it is compatible with all software required for the student's programme
- A current 64-bit Linux distribution compatible with UPEACE learning platforms and required course software

Operating systems that no longer receive standard security updates, including Windows 7, Windows 8, Windows 8.1, and standard installations of Windows 10, do not meet these requirements.

Students must keep their operating system, browser, antivirus protection, and required applications updated.

Browsers and Software

Students should have:

- The current version, or the immediately preceding version, of Google Chrome, Microsoft Edge, Mozilla Firefox, or Safari
- The current version of the Zoom Workplace desktop application
- Software capable of opening and creating commonly used document, spreadsheet, and presentation formats
- A current PDF reader
- Permission to install required applications and browser updates on their computer
- Internet Explorer is not supported.

Internet Connection

A stable broadband connection is required for live classes, video streaming, screen sharing, online assessments, and uploading course materials.



Connection	Minimum	Recommended
Download speed	5 Mbps per user	10 Mbps or higher per user
Upload speed	3 Mbps per user	5 Mbps or higher per user

A wired connection provides the greatest stability. Reliable Wi-Fi, fibre, cable, or 4G/LTE/5G service may also be used. A 3G connection is not considered sufficient for regular participation in online courses.

Students using mobile internet should confirm that their data plan can accommodate frequent videoconferencing, streaming, and file downloads. Where possible, students are also encouraged to identify an alternative internet connection or device that can be used during an outage or equipment failure.

Students should test their computer, internet connection, camera, microphone, speakers, browser, and Zoom application before their first online session. Individual programmes or courses may establish additional technical requirements when specialized software or equipment is needed.

The Audiovisual Unit at the University for Peace

Audiovisual Equipment and Recording Studio

The Audiovisual Unit (AVU) provides equipment and production facilities for UPEACE-related academic assignments, projects, and institutional activities. The AVU is located in Building 3, next to the Student Lounge.

Contact:

Gerardo Romero (He/Him)

Audiovisuals Officer

 gromero@upeace.org

Recording Studio

UPEACE has a fully equipped recording studio available to students for producing podcasts, videos, interviews, presentations, and other multimedia content. Use of the studio must be arranged in advance with the Audiovisuals Officer and is subject to availability. Students should contact Gerardo Romero to discuss their project, technical requirements, and preferred recording date and time.



Equipment Eligibility and Availability

Audiovisual equipment may be borrowed by:

- Students completing course assignments or academic projects
- Faculty and staff undertaking UPEACE-related activities or projects

Equipment is available subject to availability and for same-day use only. Loans, collection, and returns are processed Monday through Friday, from 8:00 a.m. to 4:00 p.m. All equipment must be returned to the AVU by 4:00 p.m. on the day it is borrowed.

Reservations and Checkout

To request equipment:

1. Submit the designated online reservation form, providing information about the project and the equipment required.
2. Wait for confirmation from the AVU. A request is not considered approved until a confirmation email has been received.
3. Review the confirmation carefully and report any errors or discrepancies promptly.
4. Collect the equipment from the AVU during office hours.

AVU staff will inspect the equipment before checkout and again when it is returned.

Borrower Responsibilities

While equipment is on loan, borrowers must:

- Protect it from loss, theft, damage, and improper use
- Use it only for the approved UPEACE-related purpose and in accordance with University policies, including those concerning asset management, intellectual property, privacy, and ethical conduct
- Follow all operating instructions and use specialized equipment only if they have received appropriate training
- Keep the equipment in their possession and not transfer it to another person without prior authorization from the AVU
- Provide any consumable materials specifically required for their project
- Report any malfunction, damage, loss, or other issue to the AVU immediately
- Return all equipment and accessories in the condition in which they were received by the established deadline

Borrowers may be held responsible for loss or damage resulting from negligence, unauthorized use, or failure to follow these requirements. They are not responsible for deterioration resulting from normal wear and tear.



Library Resources

UPEACE Library Services and Access

The UPEACE Library is dedicated to supporting academic learning and research by providing comprehensive collections and responsive services. Our staff is committed to offering a welcoming environment, guiding students in locating and utilizing the right resources for their information needs.

Borrowing Materials

To borrow materials, library users must present a valid UPEACE ID. Books may be checked out for up to 7 days and can be renewed twice for the same period, provided they are not on hold or reserved by another user. Each borrower is responsible for the timely return and care of all borrowed items. In cases of loss or damage, the user must cover the replacement cost. Items can be returned either at the library's welcome desk or via the book drop slot.

Food is not permitted inside the library. Beverages are allowed only in leak-proof or spill-proof bottles or containers.

All borrowed items must be returned as part of the graduation and clearance process.

Access to Learning Resources

Library Catalogue: The online reference tool allows users to browse and discover the library's General Collection, displaying full bibliographic information. It is freely accessible on the internet.

Library Databases: The library subscribes to a variety of specialized academic databases, offering a broad selection of peer-reviewed journal articles and full-text PDF documents to support research. These resources can be accessed through the library's website.

Remote Access: Off-campus access to most electronic resources is password-protected and requires student login credentials provided by the library. For assistance with remote access, please contact Library staff at askalibrarian@upeace.org Monday to Friday, 8:00 a.m. – 3:45 p.m.



UPEACE Academic Programmes and Departments

The University for Peace offers graduate degrees, joint and dual degree programmes, professional certificates and diplomas, and individual courses across a range of interdisciplinary fields.

Our programmes combine critical inquiry with practical learning, preparing students to understand complex global challenges and contribute meaningfully to peacebuilding, sustainable development, human rights, international law, and related areas.

Depending on the programme, students may study on campus, online, or through a hybrid format. The following section provides an overview of UPEACE's academic programmes by Academic Department.

Department of Peace and Conflict Studies (DPCS)

Master's Programmes

M.A. in Gender and Development (GD)

M.A. in Gender and Peacebuilding (GPB)

M.A. in International Peace Studies (IPS)

M.A. in International Peace Studies Specializing in Media, Peace and Conflict Studies (IPSMPCS)

M.A. in Peace Education (PE)

M.A. in Religion, Culture and Peace Studies (RCPS)

Certificate Programmes

Certificate in Gender and Peacebuilding

Certificate in Media and Peace

Certificate in Peace and Conflict Studies

Certificate in Peace Education

Department of Environment and Development (DED)

Master's Programmes

M.A. in Environment, Development and Peace (EDP) with specializations in Climate Change, Sustainable Food Systems, and Environmental Security and Governance

M.Sc. in Ecology and Society (ES)

M.A. in Development Studies and Diplomacy (DSD)

Certificate Programmes

Certificate in Environment, Development and Peace

Certificate in Development Studies and Diplomacy

Certificate in Indigenous-Led Conservation and Peace



Department of International Law (DIL) Master's Programmes

M.A. in Indigenous Science and Peace Studies (ISPS).
M.A. in International Law and Diplomacy (ILD).
M.A. in International Law and Human Rights (ILHR)
M.A. in International Law and the Settlement of Disputes (ILSD).

Certificates:

Certificate in International Law and Diplomacy
Certificate in International Law and the Settlement of Disputes

Departamento de Estudios Regionales (DER) Programas de Maestría

Maestría en Ambiente Desarrollo y Paz (ADP)
Maestría en Derecho Internacional de los Derechos Humanos (DIDH)
Maestría en Resolución de Conflictos, Paz y Desarrollo (RCPD)

Distance Education Programme (DE) Academic Offer

M.A. in Sustainable Peace in the Contemporary World
Automated / Self-directed Courses
Certificates and Diplomas
Individual Course-Taking (ICT) for credit and training purposes

Doctoral Programme (DP)

Doctorate Degree in Peace and Conflict Studies (UPEACE HQ)
Executive Doctorate in Commercial Diplomacy (Gioya Higher Education Institution)
PhD in Leadership and Sustainable Development (China)
PhD in Peace, Governance and Development (Somalia)

The language of instruction for UPEACE programmes is English, with the following exceptions:

- Master's programmes offered in Spanish by the Department of Regional Studies
- The Doctoral Programme in Leadership and Sustainable Development, which is taught in Chinese.

Partnership Programmes

UPEACE works with partner institutions in Costa Rica and around the world to deliver joint academic and professional programmes. Designed for professionals, diplomats, and others seeking specialized knowledge and practical skills, these programmes cover areas including law, diplomacy, gender and development, and sustainability.

The following section presents UPEACE's institutional partners and the programmes offered through each collaboration.



University for Peace



LL.M. in Transnational Crime and Justice – UNICRI, Italy

LL.M. in Cybercrime, Cybersecurity and International Law – UNICRI, Italy

M.A. in Natural Resources and Sustainable Development – American University, USA

Maestría Internacional en Prevención del Lavado de Activos y Delitos Conexos - Fundación para el Estudio del Lavado de Activos y Delitos (FELADE), Costa Rica

Maestría en Resolución de Conflictos, Paz y Desarrollo - Pontificia Universidad Javeriana de Cali, Colombia

Maestría en Resolución de Conflictos, Paz y Desarrollo – Universidad de Santander, Colombia

Maestría en Resolución de Conflictos, Paz y Desarrollo – Jurisprudencia Especial para la Paz, Colombia

Maestría en Derecho Internacional de los Derechos Humanos - Universidad de Santander, Colombia

Maestría en Derecho Internacional de los Derechos Humanos - Jurisprudencia Especial para la Paz, Colombia

Study Abroad Programme, University of Saskatchewan, Canada

Study Abroad Programme, University of Dubrovnik, Croatia

UPEACE Affiliated Centers

Chair on Countering Illicit Trade and Preventing Transnational Organized Crime

Earth Charter

Human Rights Centre

UPEACE Center for Executive Education



National and Global Recognition of our UPEACE Degrees

Institutional Status, Accreditation, and International Recognition

The University for Peace was established in 1980 under United Nations General Assembly Resolution 35/55, which adopted the International Agreement for the Establishment of the University for Peace and its Charter. The Charter defines UPEACE as an international institution of higher education for peace and grants it the authority to confer master's degrees and doctorates.

UPEACE's Headquarters Agreement with the Government of Costa Rica recognizes the University's legal personality and its capacity to fulfil its purposes and functions from its headquarters in Costa Rica.

SINAES Accreditation

UPEACE has been a full member of Costa Rica's National System of Higher Education Accreditation (SINAES) since 2008. SINAES is the country's official higher education accreditation body.

Accreditation is granted to individual academic programmes following a formal quality-assurance process. UPEACE's membership in SINAES does not mean that every programme is automatically accredited. Students should consult the official SINAES directory for the current accreditation status of individual UPEACE programmes.

International Recognition

UPEACE is listed in the World Higher Education Database (WHED), maintained by the International Association of Universities in collaboration with UNESCO. WHED is an authoritative international reference for recognized and degree-conferring higher education institutions.

UPEACE degrees and academic credentials are issued under the authority of the University's Charter and institutional legal framework. Recognition requirements for further study, professional practice, public-sector employment, or immigration purposes vary by country. Graduates should confirm any evaluation, legalization, equivalency, or recognition procedures required in the country where they intend to use their qualification.

UPEACE has also expanded its academic portfolio to include undergraduate-level programmes, extending access to its interdisciplinary approach to peace education alongside its established graduate, doctoral, and professional offerings.



Immigration, Residency, and Student Documentation

Immigration Procedures

The UPEACE Visas Officer provides guidance and support to students throughout the application process for both pre-approved or entry visas to Costa Rica and the Student Temporary Permit (STP) once they arrive in the country. While the Visas Officer is available to assist and advise, they cannot be held accountable for unforeseen circumstances that may arise during the application process.

Student Responsibilities:

- Submit all required documentation promptly and in full.
- Maintain initiative-taking communication by following up with the Visas Officer regarding the status of their application.
- Respond promptly to all correspondence related to their immigration process.
- Remain informed about the status and progress of their applications, including understanding their options and any potential outcomes or challenges that may emerge.

Important Notes:

Please be aware that the university has no influence over the decisions made by the Costa Rican Immigration Office regarding the approval or denial of student residency applications. Consequently, neither UPEACE nor the Visas Officer can be held responsible for unexpected events during the process, nor for any changes or adjustments to immigration laws or regulations. By understanding these roles and responsibilities, students can better navigate the visa and residency process, ensuring a smoother transition to their studies at UPEACE.

For immigration questions, please contact:

Cynthia Díaz (She/Her)

Visa Officer

 visas@upeace.org

Student Temporary Permit (STP) for Costa Rica

UPEACE strictly follows Costa Rican regulations regarding student visas and immigration matters. For detailed information on the Student Temporary Permit process, please consult the General Information Document included with your admission materials, or reach out to:

Cynthia Díaz (She/Her)

Visa Officer

 visas@upeace.org

Important Notes:

- The process begins once you have made your initial tuition payment.
- Your first step is to obtain either a pre-approved or entry visa to Costa Rica from the Costa Rican consulate nearest to your state, province, or department.

- Immediately upon arrival in Costa Rica, you must contact the Visas Office (VO) to initiate the STP process. You are fully responsible for providing all required documentation to ensure the process proceeds smoothly and on time.
- After all documents have been collected, the VO will upload your complete file to the Immigration Office's digital system and later submit hard copy packages.
- Documents provided to the VO for the immigration process, such as your birth certificate and criminal records, will most likely not be returned.

If you are unable to obtain a pre-approved student visa, you may request student temporary residency through the VO immediately after arriving in Costa Rica. This process requires an additional, non-refundable fee of \$200 USD, payable to the Immigration Office via a local Banco de Costa Rica (BCR) account. This will change your status from “tourist” to “student.”

Under optimal circumstances, the process may take 3-4 months. However, delays can occur due to requests for new or additional documentation, unexpected legislative changes, service saturation, or insufficient personnel. These situations may affect the completion deadline. On rare occasions, UPEACE has had to seek assistance from higher authorities, though immediate action cannot be guaranteed.

Neither UPEACE nor the Visas Office has any influence over government decisions and cannot be held responsible for unforeseen issues arising from students failing to follow the process.



Illustrative image of DIMEX card for students

UPEACE Student Identification Cards

The Registrar's Office issues a UPEACE identification card to every enrolled on-campus student. The card serves as proof of student status and provides access to designated Library services and resources. It may also qualify students for discounts offered by external organizations in Costa Rica, including reduced admission to some national parks. Discounts are determined by the individual service provider and are not guaranteed by UPEACE.

The card displays the student's:

- Photograph submitted through the online application



- Full name
- Academic programme
- Academic year or validity period
- UPEACE student identification number

Each student receives a unique identification number based on their programme and year of entry, followed by a four-digit sequence, for example: **ILHR-25-5800**. A barcode on the reverse of the card enables access to applicable Library services.

Lost or Stolen UPEACE ID Cards

Lost or stolen cards should be reported to the Registrar's Office promptly.

- **Lost card:** Pay the **USD 15 replacement fee** through the Finance Office and present proof of payment to the Registrar's Office.
- **Stolen card:** File a report with the nearest police station and submit a copy to the Registrar's Office. The replacement fee will be waived when a police report is provided.



Image for illustrative purposes



Accommodation in Costa Rica

UPEACE does not have on-campus residences. Students may choose from off-campus options including homestays, studios, shared apartments, and houses. Furnishings, utilities, internet access, and other amenities vary by property and should be confirmed before renting.

Before Renting

Students should obtain and review a written rental agreement before moving in or making a payment. The agreement should clearly state:

- Monthly rent and payment date
- Security-deposit amount and payment schedule
- Services and utilities included in the rent
- Property furnishings and inventory
- Contract duration and termination requirements
- Rules for visitors, shared spaces, pets, and other relevant matters
- Conditions and timeframe for returning the security deposit

Students should inspect the property, document its condition with photographs, and request receipts for all payments. Questions or requested changes should be resolved in writing before the agreement is signed.

First-Month and Deposit Arrangements

Some property owners participating in UPEACE housing arrangements may allow students to pay the security deposit with the second month's rent rather than when moving in. This arrangement is not automatic and must be confirmed with the property owner in writing.

Some participating properties may also offer an initial one-month arrangement so that students can determine whether the accommodation meets their needs. Students remain responsible for the **full first month's rent**, even if they decide to leave the accommodation before that month ends.

Before moving in, the student and property owner should document the terms of the first month in writing, including the rental amount, payment deadline, services included, and the student's right to leave at the end of the month without continuing the tenancy.

Students who remain after the first month must follow the agreed process for signing or continuing the rental contract and paying the second month's rent and security deposit.

Rental Expectations

Property owners are expected to:

- Provide accommodation that is safe, clean, and in the condition represented
- Clearly communicate rental terms, costs, and property rules
- Respect the tenant's privacy and personal safety
- Respond within a reasonable period to repair and maintenance requests
- Return the security deposit in accordance with the rental agreement, less any properly documented deductions



- Refrain from harassment, abuse, discrimination, intimidation, extortion, or other unlawful conduct

Students are expected to:

- Read and comply with the rental agreement
- Pay rent and other agreed charges on time
- Care for the property and report damage or maintenance concerns promptly
- Communicate respectfully and document important requests or agreements in writing
- Follow agreed rules concerning visitors, shared spaces, noise, and property access

UPEACE may provide housing information and help students communicate with property owners, but rental agreements are entered into directly between the student and the property owner. Students experiencing a housing concern, language barrier, or serious disagreement are encouraged to seek assistance from the designated UPEACE housing contact.

Disability Access and Accommodations

UPEACE is committed to providing an inclusive learning environment for students with disabilities, learning differences, chronic health conditions, mental health conditions, and other accommodation needs.

All admitted students must complete the Confirmation of Enrolment Form. Completing the form is required, but disclosing a disability, diagnosis, or health condition is voluntary. Students requesting accommodations should provide only the information necessary for UPEACE to understand and respond to their needs. Information shared for this purpose will be handled confidentially and used to coordinate appropriate academic, technological, physical-access, or health-related support.

Students are encouraged to communicate accommodation needs as early as possible, particularly when adjustments to teaching, assessment, technology, campus access, or facilities may be required. Academic Coordinators can meet individually with students to discuss available options and connect them with the appropriate University office.

Accessible routes and ramps are available in designated campus areas. Students with mobility or other physical-access requirements should contact UPEACE in advance to discuss access to specific buildings and activities. Service animals are accommodated in accordance with applicable University policies and requirements.



Course Registration and Academic Procedures

Academic Advising

Academic advising helps students understand programme requirements, make informed academic decisions, and plan for their educational and professional goals. Students may consult their Programme Head, Academic Coordinator, advisor, or professors regarding:

- Academic policies and degree requirements
- Course selection and programme planning
- Practical or experiential components
- Internships and professional opportunities
- Final graduation projects and theses
- Academic challenges or concerns

During the second semester, students may suggest a faculty member to advise their final graduation project based on the project's subject and the faculty member's expertise. The Programme Head or Academic Coordinator makes the final assignment, taking into account academic suitability, faculty availability, and workload.

Students should participate actively in the advising process by preparing for meetings, monitoring requirements and deadlines, communicating regularly with their advisor, and seeking guidance early when questions or difficulties arise.

Course Categories

UPEACE courses are classified as Mandatory, Optional, or Recommended.

Category	Purpose and requirements
Mandatory	Core courses that must be passed to complete the programme. A student who previously completed an equivalent course may request a waiver from the Programme Coordinator. If approved, the student must take an alternative course to maintain the credits required for graduation.
Optional	Courses that complement the core curriculum and allow students to explore relevant academic or professional interests. Approval from the Programme Coordinator is required, particularly for courses outside the student's programme.
Recommended	Courses suggested by an Academic Department or faculty member to strengthen particular skills, broaden the student's knowledge, or address an identified academic need. These are often offered outside the student's primary programme.

All course additions, substitutions, and waivers must follow the applicable registration procedures. Students must confirm that their selections satisfy the programme's graduation requirements.



Academic credit may also be awarded for approved conferences or individual projects. Such activities must be agreed upon in advance with the Programme Coordinator and meet the applicable academic and documentation requirements.

Adding and Dropping, and Substituting Courses

Students may add, drop, or substitute courses only within the deadlines established in the academic calendar and after consulting their Programme Coordinator. **Mandatory courses are not eligible for substitution.**

The following conditions apply:

- Students may substitute no more than **12 credits per academic year**.
- Mandatory or core courses cannot be substituted.
- The replacement course must carry the same number of credits as the original course or more.
- Only academically relevant courses offered through other UPEACE master's programmes will be considered.
- Forms must be complete and signed electronically, digitally, or by hand by the appropriate Department Head or Academic Coordinator. Incomplete or unsigned requests may be rejected.
- When the substitution involves two Academic Departments, the approved form must be shared with both Departments and submitted to the Registrar's Office.

Course changes do not alter the minimum number of credits required for graduation. Students are responsible for monitoring their credit totals and completing any shortfall created by a change. For example, a student who replaces a three-credit course with a two-credit course must earn the missing credit through another approved course or academic activity.

A course change is not final until it has been approved and officially recorded through the applicable University process.

Withdrawing After a Course Begins

Students who need to withdraw after a course has started must submit a formal request. Valid grounds may include a documented medical or family emergency or an academically justified concern approved by the relevant Academic Department.

To withdraw:

1. Obtain and complete two copies of the **Course Withdrawal Form** from the Registrar's Office.
2. Obtain the required signatures from the relevant Academic Department.
3. Submit one copy to the Academic Department Support Officer and the other to the Registrar's Office.

The academic-record outcome depends on when the request is submitted:

- **By the end of the second day of the course:** If approved, the course will not appear on the student's transcript.
- **From the third day onward:** If the late withdrawal is approved, the course will appear on the transcript with **zero credits** and a grade of **"W" (Withdrawn)**.



- No official withdrawal submitted: A student who stops attending or does not complete the course without formally withdrawing will receive zero credits and a grade of "X" (Failed).

A course change is not final until it has been approved and officially recorded through the applicable University process.

Switching Academic Programmes

Students may request to switch to another academic programme during the First Course and no later than its final day. To begin the process, the student must meet with the Department Chair responsible for their current programme and explain the reasons for requesting the change. The student must then complete the designated programme-change form and obtain the signatures of both the current Department Chair and the Department Chair responsible for the programme they wish to join.

A programme change is not effective until the completed form has been approved and officially recorded by the University.

UPEACE Grading System and Credit Allocation

At UPEACE, one academic credit represents 15 contact hours, with each academic hour consisting of 50 minutes of instruction. A three-credit course therefore includes 45 contact hours.

Three-credit courses are typically taught over three consecutive weeks, Monday through Friday. Classes generally meet for three academic hours each day, in either a morning or afternoon session, with a 20 to 30-minute break.

Grading Requirements

UPEACE uses a 10-point numerical grading scale:

- 7.0 is the minimum passing grade for an individual course.
- A weighted average of at least 8.0 must be maintained each term to continue in the programme.
- A final weighted average of at least 8.0 is required for graduation.

The conversion table below is provided as a general reference for institutions that use a different grading system. Final decisions regarding grade equivalencies, credit recognition, and transferability are made by the receiving institution.



UPEACE Grade	Description	Equivalent (Letter Grade)	Equivalent (GPA)
10 – 9.5	Outstanding	A+	4.0
9.4 – 9.0	Excellent	A	4.0
8.9 – 8.5	Very Good	A-	3.7
8.4 – 8.0	Good	B+	3.3
7.9 – 7.5	Satisfactory	B	3.0
7.4 – 7.0	Acceptable	B-	2.7
Below 7.0	Fail	F	0.0

Provisional and Final Grade Symbols

Final grades submitted to the Registrar's Office become part of the student's permanent academic record. Before recording them, the Registrar's Office reviews submissions for completeness and administrative accuracy and may request clarification or correction from the relevant Academic Department when necessary.

When a final grade cannot be submitted by the established deadline, an appropriate provisional symbol will be entered in the student's record. The provisional symbol will be replaced once the Academic Department submits the final grade.

The following provisional symbols may be used:



Symbol	Meaning	Description
IP	<i>In Progress</i>	Indicates that course assignments are still under review for final grading. Professors must submit grades by the established deadline. If a student has appealed a grade, the course will be marked as “In Progress” until the appeal is resolved.
N	<i>No Report</i>	Used when a student has submitted all required assignments on time, but the professor has not yet submitted the final grade.
I	<i>Incomplete</i>	Assigned when a student is unable to complete course requirements due to valid justification. The grade remains “Incomplete” until the Academic Department confirms that all requirements have been fulfilled.
X	<i>Failed</i>	Assigned when a student was enrolled but did not attend, did not meet the minimum attendance requirement, or did not participate in virtual sessions. No academic performance was assessed.

Important Notes:

- Grades marked as IP (In Progress), or I (Incomplete) will automatically convert to X (Failed) if the course is not completed within the academic year or by an officially approved deadline extension.
- If a student fails to complete a mandatory course required for graduation, the diploma and final transcript will not be issued until the course is completed and the final grade is submitted to the Registrar’s Office.
- All grades below the minimum passing grade of 7.0 will appear as X (Failed) on the official transcript.



ECTS Validation System

UPEACE uses a standardized conversion to the European Credit Transfer and Accumulation System (ECTS) to support international academic recognition and mobility.

UPEACE Credits	Equivalent (ECTS Credits)
1 UPEACE credit	1.5 ECTS
2 UPEACE credits	3 ECTS
3 UPEACE credits	4.5 ECTS
4 UPEACE credits	6 ECTS

Basis for the Conversion

One UPEACE credit represents 45 hours of total academic work.

For face-to-face and hybrid programmes, this normally includes:

- 15 hours of direct faculty instruction
- 30 hours of independent study, preparation, assessment, and related academic work

For online programmes, one credit also represents 45 hours of academic work, generally comprising:

- 12 to 15 hours of engagement with instructors and other participants
- 30 to 33 hours of independent study

ECTS credits are based on learning outcomes and total student workload. Using the reference value of 30 hours of work per ECTS credit, the UPEACE conversion is calculated as follows: **45 hours of academic work ÷ 30 hours per ECTS credit = 1.5 ECTS credits**

UPEACE uses this conversion when issuing academic records and supporting credit validation under institutional agreements. Final decisions regarding recognition, transfer, or equivalency remain with the receiving institution and any applicable partnership agreement.

Courses for Training

UPEACE master's students may take an additional course for training rather than academic credit. Registration must be arranged in advance with the relevant Academic Support Officer.

Students who complete all course requirements will have the course recorded with:

- Zero academic credits
- The designation "T" for Training instead of a numerical grade



Training courses do not count toward graduation requirements or the student's weighted grade average. Students who do not complete the required assignments or final assessment will not receive a grade or training designation.

External participants wishing to take an individual course must apply through the UPEACE Admissions Office at admissions@upeace.org. Registration is subject to available space, submission and approval of the required documents, and payment of the applicable fees.

After the participant successfully completes the course, the Academic Department will report the result to the Registrar's Office. A Course Completion Certificate may then be issued upon request.

Auditing Courses

UPEACE students and external participants may request permission to audit a course. Approval is granted at the discretion of the course professor and may depend on space, course format, and other academic considerations.

Auditors may attend the course but are not required to complete assignments or assessments. Audited courses carry no academic credit or grade, do not appear as completed coursework, and do not result in a certificate.

The professor may establish reasonable attendance or participation expectations based on the nature of the course.

Course Evaluation

Course evaluations give students an opportunity to provide candid, constructive, and respectful feedback on course content, teaching, organization, and the overall learning experience. UPEACE uses this feedback to strengthen its programmes and improve teaching quality.

Completion Requirement

Students must complete the course evaluation before proceeding to the next course block. Until the evaluation has been submitted, students will be unable to view their grades in Moodle or advance to the next course in the programme. The evaluation system may record whether a student has completed the form for administrative purposes. However, individual responses are anonymous and are not linked to the student's identity in the information shared with the instructor.

Confidentiality

Instructors will not receive course-evaluation results until all final grades have been submitted to the Registrar's Office. Feedback will be shared in a manner intended to protect student anonymity. The Registrar's Office will not release evaluation results to instructors before final grades have been officially submitted.



Failed Courses and Grade Appeals

Failed Courses

Credits from a failed course do not count toward the credits required for graduation. Students who fail a course must consult their Programme Coordinator or Department Head to determine whether the course may be retaken or replaced by another approved course. Failed courses remain on the official transcript and are identified by the applicable grade symbol, such as “X” or “F.” Any course taken subsequently to replace or recover the missing credits will appear as a separate entry.

If a student fails or does not complete two or more courses without an approved justification, the Academic Department will review the student's academic standing. The student will be given an opportunity to provide relevant information before the Department decides whether the student may continue, continue subject to specific academic conditions, or be withdrawn from the programme. The decision will be communicated in writing.

Release of Grades

Academic Departments should provide final course grades within three weeks of the course end date.

Students may request a review of an assignment grade or final course grade when they believe that:

- A calculation, recording, or administrative error occurred
- Published assessment criteria were not applied appropriately or consistently
- A material procedural irregularity affected the assessment
- Relevant information was overlooked
- Bias, discrimination, or a conflict of interest may have affected the decision

Disagreement with the instructor's academic judgment alone is not sufficient grounds for an appeal.

Grade Appeal Procedure

Step 1: Review by the Instructor

The student must submit a written request to the course instructor within five business days of receiving the grade. The request should identify the grade being questioned, explain the grounds for review, and include any relevant supporting information.

The instructor will review the request and provide a written response. If an error is identified, the instructor may correct the grade and notify the appropriate Academic Department and Registrar's Office.

An appeal does not automatically entitle a student to revise or resubmit an assignment. Revision or resubmission may be permitted only when authorized by the course assessment rules or approved as an appropriate remedy.



Step 2: Formal Appeal

If the matter is not resolved, the student may submit a formal written appeal to the Programme Coordinator or Department Head within five business days of receiving the instructor's response.

The appeal must include:

- The grade or decision being appealed
- The grounds for the appeal
- A copy of the original request and the instructor's response
- Any relevant supporting documentation

Late appeals may be considered when documented exceptional circumstances prevented the student from meeting the deadline.

Appeals Committee

The Department will appoint an Appeals Committee consisting of:

- The Programme Coordinator or another designated chair
- Two additional faculty members

The instructor whose grade is under appeal may provide information to the Committee but may not serve as a member. Committee members must not have another conflict of interest relating to the appeal.

Decision

The student will normally receive the Committee's written decision, including the reasons for its conclusion, within ten business days of the complete appeal being received. The Committee may uphold the original grade, correct an error, require a new assessment review, or approve another appropriate academic remedy. Its determination constitutes the final academic decision under this procedure.

Academic Records and Official Certifications

All final grades, whether passing or failing, form part of the student's official academic record and appear on the transcript. A failed course is not removed when it is retaken or replaced; the subsequent course appears as a separate entry.

A recorded grade may be amended only to correct a verified administrative error or implement an authorized grade-appeal decision. Approved changes must be submitted to the Registrar's Office and recorded in accordance with University procedures.

Certifications of Academic Records

Enrolled students may request an electronic certification of their academic record for internships, further study, employment, or other official purposes.

Each certification includes:

- Student's full name
- UPEACE student identification number
- Academic programme and enrolment period



- Completed courses, grades, and credits earned
- Registrar's official signature
- Date of issuance

Students may receive up to three certifications free of charge during their enrolment at UPEACE. Each additional certification costs USD 10.

Requests must be submitted in writing to registrar@upeace.org. The normal processing time is two to five business days.

Management, Privacy, and Access of Academic Records

Student academic records are official and confidential documents maintained by UPEACE. The Registrar's Office is responsible for their management, security, and long-term preservation.

Documents submitted for admission, enrolment, or immigration purposes become part of the University's institutional records and are not returned. Following enrolment, each student's record is maintained in physical and electronic formats. Physical documents submitted by applicants who are not admitted may be retained by the Admissions Office for up to two years and then securely destroyed.

Students are responsible for keeping their contact information current. Academic Departments must copy the Registrar's Office on formal notifications, decisions, or agreements affecting a student's academic status so that the official record remains complete.

Privacy and Authorized Access

Access to academic records is limited to authorized UPEACE personnel with a legitimate academic or administrative need.

Department Heads, Academic Coordinators, and faculty members may review relevant student records through the Registrar's Office. When access to a physical file is required, the record must be reviewed in the presence of an authorized staff member.

Personal or sensitive information may be disclosed only:

- With the individual's written consent
- When required or expressly permitted by law
- When necessary to respond to a serious and immediate threat to a person's health or safety

Only the information necessary for the authorized purpose may be accessed or disclosed.

Students and graduates may request access to their records and ask for inaccurate or misleading information to be corrected. Access to confidential letters of recommendation may be restricted. Requests should be submitted to the Registrar's Office.

External Verification

UPEACE may respond to requests from educational institutions, employers, credential-evaluation services, or other external organizations only when the student or graduate has



provided written consent or a signed authorization form, unless disclosure is otherwise required by law.

Security and Removal of Records

Original academic records must not be removed from the Registrar's Office without authorization from the Rector, Vice-Rector, or Registrar. When temporary access by another UPEACE office is authorized, the record must be tracked, protected, and returned promptly and intact. Academic records may not be altered, destroyed, copied, or shared except through an authorized University procedure.

Returning to Complete a UPEACE Master's Programme

A returning student is someone seeking to resume a master's programme after an absence, leave, suspension, or withdrawal. The process depends on the student's academic record and the time elapsed:

- Completed coursework but pending graduation project: Contact the Academic Department to request an enrolment extension. Extension and supervision fees may apply. A second extension may be considered, but continued non-completion will require review by an Academic Committee.
- Returning after more than two years with incomplete requirements: Contact the Registrar's Office for an academic-record review. If reinstatement is approved, the student may be required to complete refresher courses, follow current graduation requirements, meet new deadlines, and pay applicable fees. The available pathway will depend on whether the original programme is still offered.
- Withdrew with 15 credits or fewer: The student will generally need to submit a new application to a currently available master's programme. Previously completed courses may no longer be eligible for transfer.

Reinstatement is not automatic and requires approval from the Registrar's Office and the relevant Academic Department.

Returning students should contact registrar@upeace.org for guidance on their individual circumstances, required documentation, current academic requirements, and applicable procedures.



Guidelines for Addressing Academic, Administrative, and Grievance Issues

Academic and Administrative Matters

UPEACE encourages students to raise concerns as early as possible and through the office or person best positioned to address them.

Type of concern	First point of contact	Escalation path
Course content, requirements, assignments, or classroom matters	Course professor or instructor	Programme Coordinator, then Department Head
Academic planning, programme requirements, or progress	Academic Advisor or Programme Coordinator	Department Head
Administrative matters or other aspects of student life	Registrar's Office	Academic Coordinator, then Vice-Rector
Unresolved academic or administrative matter	Academic Coordinator	Vice-Rector
Grade appeal	Follow the Grade Appeal Procedure	As established in that procedure

Students should normally complete each step before escalating a concern. However, they may proceed directly to a higher or more appropriate authority when the matter is urgent, involves a conflict of interest, or cannot reasonably be addressed through the usual route.

Informal Resolution of Grievances

Many concerns can be resolved through respectful and direct communication. When appropriate, students are encouraged to discuss the matter with the person involved and explain the concern and the resolution they are seeking.

A student is not required to confront another person directly when doing so would be unsafe or inappropriate, including in situations involving harassment, discrimination, threats, retaliation, serious misconduct, or a significant power imbalance. In such cases, the student may proceed directly to a formal complaint or use the reporting procedure established under the relevant University policy.

Formal Grievance Procedure

Students should first raise complaints with their Programme Coordinator. If the matter remains unresolved, it may be referred to the UPEACE Academic Coordinator and, as a final step, to the UPEACE Ombudsperson.



If the complaint involves the Programme Coordinator or UPEACE Academic Coordinator, or approaching either person would be inappropriate, the student may contact the Ombudsperson directly:

Kattya Araya (She/Her)
UPEACE Ombudsperson
✉ ombudsperson@upeace.org

Formal complaints should clearly describe the concern, relevant dates and individuals, previous steps taken, supporting information, and the resolution being requested.

The Ombudsperson will guide the formal procedure in accordance with applicable UPEACE policies on prohibited conduct, discrimination, racism, harassment, sexual harassment, abuse of authority, and retaliation. Complaints will be considered impartially, with appropriate confidentiality and an opportunity for relevant parties to provide information and respond. Retaliation against anyone who raises or participates in a complaint is prohibited.

Fairness, Confidentiality, and Communication

UPEACE is committed to handling complaints fairly, transparently, and without unnecessary delay. Review committees will be selected based on relevant experience and impartiality, and members must disclose any potential conflicts of interest.

Information will be handled discreetly and shared only with those who require it to review or respond to the matter. Complainants and other relevant parties will have an opportunity to provide information, clarify the facts, and respond to material concerns. Students will receive appropriate updates throughout the process and a written explanation of the final decision, including any available review or appeal options.

Status of Returning Students Following Disciplinary or Administrative Action

A student who is not permitted to return because of unresolved conduct violations or failure to meet readmission requirements will receive written notice of their status, the reasons for the decision, any conditions that must be satisfied, and the applicable review or appeal process.

Possible statuses include:

- **Suspension:** Temporary separation from the University for a defined period. Return may require completion of specified academic, behavioural, or administrative conditions.
- **Expulsion or dismissal:** Permanent separation from the University. The student is not eligible to return.
- **Administrative withdrawal:** Removal from enrolment because the student did not complete readmission requirements or meet applicable deadlines. A new application may be required, and readmission is not guaranteed.
- **Conditional readmission:** Permission to return subject to clearly defined academic, behavioural, or administrative conditions. Failure to meet those conditions may result in further action.
- **Disciplinary hold:** A temporary restriction on registration or other specified University activities until the underlying matter or required condition has been resolved. Students seeking clarification about their status, readmission requirements, or appeal options should contact the Registrar's Office or the authority identified in their written notification.



Graduation Requirements

Graduation Requirements for Standalone UPEACE Master's Programmes

Standalone UPEACE master's programmes normally require a minimum of 41 or 42 credits, depending on the programme. This is equivalent to approximately 61.5–63 ECTS credits.

To graduate, students must complete all academic and administrative requirements, including:

- Submission of an official final bachelor's transcript and an official graduation certificate or diploma, in a format accepted by UPEACE
- Completion of the minimum credits and all mandatory courses, training, and academic components required by the programme
- Submission of the Final Graduation Remittance Checklist by the Academic Department to the Registrar's Office, including the supervisor's evaluation, final grade, and signature
- Submission of the required final project:
- Internship or capstone: Electronic copy of the final report for the student's academic file
- Thesis: Printed copy of the final thesis for the UPEACE Library
- Clearance of all outstanding financial obligations, including tuition, insurance extensions, and other balances
- Payment of any applicable courier or mailing costs for delivery of the graduation packet

Appeals of Final Graduation Project Grades

Students may appeal the final grade assigned to a thesis, internship, capstone, or Independent Research Paper if they believe the evaluation was inaccurate or unfair.

The appeal must be submitted to the graduation project supervisor within five working days of receiving the final grade and must include a written explanation of no more than two pages.

The Programme Coordinator will convene an ad hoc Appeals Committee consisting of the Programme Coordinator or Department Head and two additional professors. The supervisor and anyone involved in the original evaluation may not serve on the Committee.

The Committee will review the final project and the student's written rationale. It may uphold, increase, or reduce the grade. The student will receive the Committee's decision within one month of the appeal being received.

Graduation Requirements for Joint and Dual-Degree Programmes

Credit requirements for joint and dual-degree programmes are established through agreements with partner institutions and differ from those of standalone UPEACE programmes.



Partner institution	Location	Minimum credit requirement
American University (AU)	Washington, D.C., United States	21 UPEACE credits
Pontificia Universidad Javeriana Cali	Colombia	22 UPEACE credits
Universidad Alfonso X el Sabio (UAX)	Spain	24 UPEACE credits
Hankuk University of Foreign Studies (HUFS)	Republic of Korea	21–24 UPEACE credits from required and elective courses
United Nations Interregional Crime and Justice Research Institute (UNICRI)	Turin, Italy	40 UPEACE credits, including core courses, examinations, and moot court simulations
United Nations Institute for Training and Research (UNITAR)	Geneva, Switzerland	42 combined UPEACE and UNITAR credits

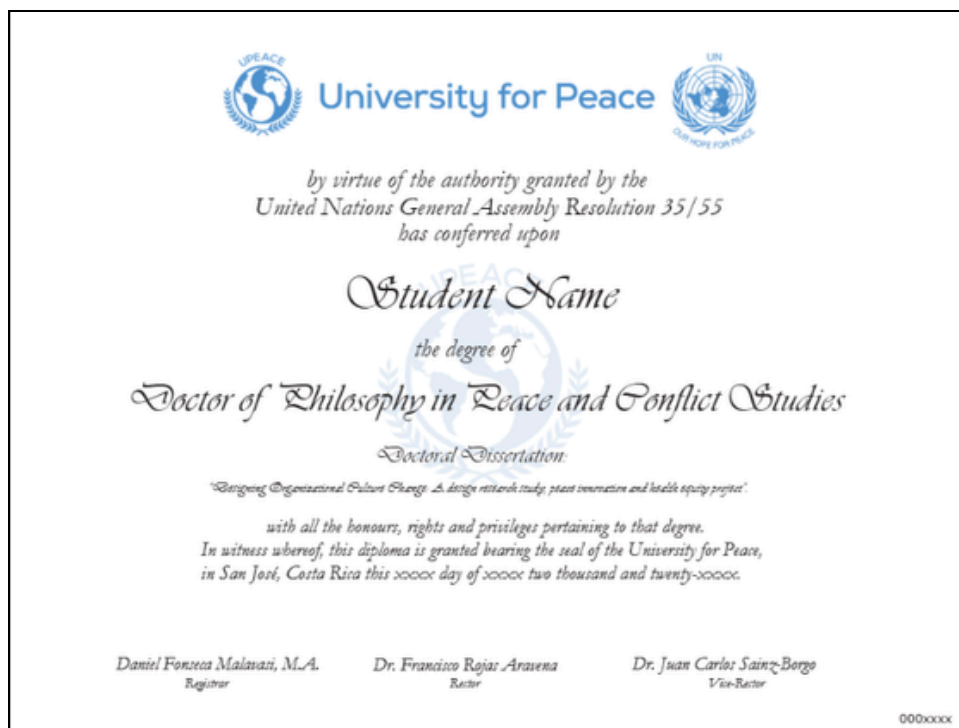
Students enrolled in other joint or dual-degree programmes must complete the credits and other requirements specified in the applicable institutional agreement and programme study plan.

For questions or further clarification, please contact the Registrar's Office at registrar@upeace.org.

Graduation Requirements for Doctoral Students

UPEACE offers doctoral programmes on a full-time, three-year or part-time, four-year basis. To graduate, doctoral students must:

- Submit an official master's transcript and graduation certificate or diploma, either as originals or certified copies
- Complete 120 academic credits:
- Research proposal: 40 credits
- Doctoral dissertation: 60 credits
- Coursework: 20 credits
- Clear all outstanding financial obligations, including tuition
- Pay any applicable courier or mailing costs for the graduation package



Graduation Requirements for Postdoctoral Students

Before issuing a postdoctoral certificate, the Registrar's Office must verify that the researcher has:

- Submitted an official final doctoral transcript and doctoral diploma or graduation certificate
- Submitted the completed postdoctoral research project
- Received a final evaluation from the designated evaluator
- Cleared all outstanding financial obligations
- Paid any applicable courier or mailing costs

Completion Requirements for Certificate Programmes' Students

To receive a Certificate of Completion and an official Transcript of Records, certificate students must:

- Submit an official final bachelor's transcript and graduation certificate or degree in a format accepted by UPEACE
- Complete 12 UPEACE credits, equivalent to 18 ECTS credits
- Clear all outstanding financial obligations
- Pay any applicable courier or mailing costs for delivery of the certificate and transcript

Graduation Extension Requests

Master's students normally have six months after completing coursework to submit their final graduation project. For programmes that conclude coursework in June, the standard deadline is the end of December.



Students requiring additional time must submit a written request to their Department Chair, Programme Coordinator, or Academic Advisor, explaining the circumstances and proposed submission date. Requests should be submitted before the existing deadline whenever possible.

If the extension is approved, the student must pay the applicable extension fee and, for a thesis, any additional supervision fee. Current rates are available from the University.

Once payment is confirmed, the Academic Support Officer and Registrar's Office will provide instructions for completing the process.

This procedure also applies, with any necessary programme-specific adjustments, to doctoral candidates requesting additional time to complete their dissertations.

UPEACE Official Diploma and Academic Documents

Once all academic, administrative, and financial requirements have been completed, UPEACE verifies the graduate's eligibility and obtains the required institutional signatures. Processing normally takes 8 to 15 weeks, calculated on the basis of business days and excluding weekends and University holidays.

Graduates receive scanned copies by email and a physical document holder bearing the official gold UPEACE logo. It contains:

- Official UPEACE diploma
- Official Transcript of Records in a sealed envelope
- Certified true copy of the Transcript of Records
- UPEACE congratulations letter

Diploma Specifications

Master's and doctoral diplomas are printed on 13 × 10-inch parchment paper and include the graduate's full name, degree awarded, conferral date, official gold and watermarked seal, and the signatures of the Rector, Vice-Rector, and Registrar.

An original diploma is issued only once. Certified true copies of diplomas and additional official transcripts may be requested from the Registrar's Office.

Delivery

Documents may be:

- Sent by international courier or domestic mail to a physical address and valid telephone number provided by the graduate
- Collected on campus by the graduate
- Collected by a third party with the graduate's written authorization

UPEACE may withhold diplomas and transcripts until all academic and financial obligations, including applicable delivery charges, have been cleared.



Apostilles

UPEACE documents are not apostilled automatically. Graduates who require an apostille for international use must follow the procedures established by the Ministry of Foreign Affairs and Worship of Costa Rica, including completing the required online information, scheduling an appointment, and presenting valid identification and the documents prepared by the Registrar's Office.

Graduates who are no longer in Costa Rica may request UPEACE assistance with the process. Service and processing fees apply to each document.

Current requirements and appointment information are available on the [Ministry's official website](#).

Additional Academic Documents

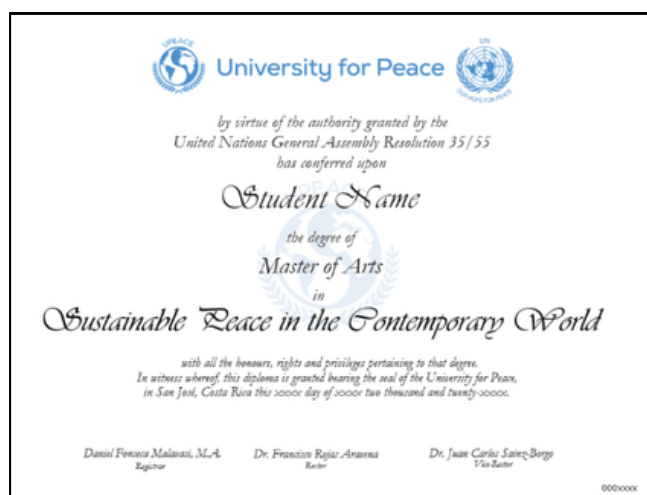
Official transcripts, certifications of academic records, and certified true copies of diplomas may be requested in electronic or physical format, as applicable. Service and delivery fees may apply. Current rates and requirements are available from registrar@upeace.org.

Name Changes

Requests to change the name appearing on a diploma must be submitted to the Registrar's Office at least one month before printing.

The graduate must provide:

- An updated government-issued identification document or passport
- An official name-change resolution or certificate issued by the relevant national civil registry or equivalent authority
- An identification document or passport alone is not sufficient evidence of a legal name change. Driver's licences and marriage certificates are not accepted for this purpose.



Illustrative image: UPEACE master's diploma



The process of verifying graduation eligibility and collecting all required signatures from authorized officials typically takes 8-15 weeks (working days).

Pricing and Delivery Options

Document Type	Delivery Method	Cost
<i>Official Transcript (security paper, sealed envelope)</i>	Electronic or campus pick-up	\$20 USD
<i>Official Transcript (security paper, sealed envelope)</i>	Delivery services	\$20 USD + shipping
<i>Certification of Academic Records (with UPEACE logo, stamp, and Registrar's signature)</i>	Electronic or campus pick-up	\$15 USD
<i>Certified True Copy of Degree (with golden and water seal, Registrar's signature, and UPEACE stamp on reverse)</i>	Electronic or campus pick-up	\$10 USD
<i>Certified True Copy of Degree (with golden and water seal, Registrar's signature, and UPEACE stamp on reverse)</i>	Mail delivery	\$10 USD + shipping

Official Certifications and Forms

Enrolled students, graduating students, and alumni may request official letters or forms confirming their enrolment, academic standing, programme completion, or graduation status. These documents are provided **free of charge** and may be used for further studies, internships, employment, travel, or other administrative purposes.

Requests should specify the document's purpose and any information that must be included. Contact the Registrar's Office at registrar@upeace.org.

Processing time: 7–10 business days.



Verification of Academic Records

The Registrar's Office verifies UPEACE academic credentials for employment, further study, and credential-evaluation purposes. Requests from institutions, employers, or screening companies require the student's or graduate's written consent.

The requesting organization must submit:

- A signed consent or education-verification form
- The individual's relevant identifying and academic information
- A copy of the diploma or official transcript, if required

Requests should be submitted sufficiently in advance of any external deadline.

Processing time: 7–10 business days.

Note: Applicants using World Education Services (WES) in the United States or Canada should contact registrar@upeace.org and provide their WES reference number and documentation requirements.

Complimentary Courses for UPEACE Alumni

UPEACE alumni are eligible for:

- Tuition discounts on a second UPEACE degree
- One complimentary course per academic year

The complimentary course may be selected from regular English- or Spanish-language master's programmes offered face-to-face, online, or in hybrid format, subject to availability and applicable course requirements.

For available courses and eligibility information, contact the Admissions Office at admissions@upeace.org.

Pursuing a Second Master or a Doctorate Degree at UPEACE

UPEACE graduates may apply for a second master's degree or doctoral programme. For a second master's degree, an individualized academic pathway may be considered when the previous and proposed programmes are sufficiently compatible.

Eligibility, programme compatibility, academic requirements, admission conditions, and other administrative considerations are determined by the University and the relevant Academic Department in accordance with the procedures applicable at the time of application.



Participation in any pathway is not automatic and remains subject to academic and administrative review and approval.

Graduates interested in exploring these opportunities are encouraged to contact the Chair of the Academic Department responsible for the programme in which they are interested. Information on UPEACE academic programmes and the corresponding Academic Departments may be consulted on the [UPEACE website](https://www.upeace.org).

UPEACE Policies and Student Responsibility

UPEACE policies establish the standards, rights, responsibilities, and procedures that support a respectful, inclusive, safe, and academically rigorous University community. All students are responsible for reading, understanding, and complying with the policies applicable to them throughout their studies at UPEACE.

The Student Handbook and UPEACE policies are provided to students during Orientation Week and remain accessible through the University's official channels. Students are therefore expected to familiarise themselves with their contents. Lack of knowledge of a policy, or failure to read it, does not excuse non-compliance. Students who are uncertain about the meaning or application of a policy are responsible for seeking clarification from the appropriate University office.

UPEACE policies may be revised or updated from time to time. Students are responsible for reviewing updates communicated through official University channels. Where this Handbook summarises or refers to a UPEACE policy, the official and most current version of that policy shall prevail.

Information



UniversityforPeace



UPEACE



universityforpeace



University for Peace (UPEACE)



UPEACE01