# SYSTEM
# INTERNAL UNDERWRITING
# QUALITY

Edition 06

# Contents

## 1. Introduction to the Universidad Europea de Valencia

The European University of Valencia (UEV) has had its own autonomy since 2013, following the declaration of Recognition of the European University of Valencia according to law 9/2012. It used to belong to the Laureate International Universities network, which brought together more than 70 institutions from different continents.

In 2018, Laureate International Universities began a divestment process in Universidad Europea de Valencia, which ended with the acquisition by the Permira capital fund in 2019.
The Universidad Europea de Valencia has defined its Mission, Vision and Values.

**Mission**

To provide our students with a comprehensive education, training leaders and professionals prepared to respond to the needs of a global world, to add value to their professions and to contribute to social progress with an entrepreneurial spirit and ethical commitment.

To generate and transfer knowledge through applied research, thus contributing to progress and placing us at the forefront of intellectual and technical development.

**Vision**

The European University considers academic excellence as one of its strategic pillars. Thus, our educational model has adopted the principles of the European Higher Education Area based on the holistic learning of the individual. In this model, the lecturer is a reference point and also a counsellor who accompanies the student throughout their university life. The student, for his or her part, draws his or her own educational pathway, developing the knowledge, Competencies, skills and values demanded by today's society. Our model places special emphasis on the maturity and autonomy of the student, so that he or she learns to adapt to an increasingly complex and ever-changing world.

**Values**
Collaborative
International
Analytical Reliable
Reliable Bold
Responsible

**Facilities**

At present, the teaching spaces of the Universidad Europea de Valencia are located in following Head offices, all of them in the city of Valencia:

General Elío Complex / Spanish Legion

It houses the administrative Head office of the University and various theoretical and specific classrooms. It includes the following premises or buildings:

o    Building A: Alameda 7. Administrative Head office; Vice-Chancellor's Office, Departments and University Library. - LEARNING, RESEARCH AND INNOVATION RESOURCE CENTRE. It is located on the ground floor and mezzanine of a building facing Paseo Alameda.
   o   Building B; C/ General Elio 10. Classrooms, dental classroom, research laboratory.
   o   Building C: C/ General Elio 2, Acc (Spanish Legion 13). General and specific classrooms.
   o   Local F: Plaza Legión española, 4, bajo. Health care simulation workshop.
   o   The Universidad Europea de Valencia also has a University Dental Clinic at Calle Alfambra, 4 to provide work experience for the Bachelor's Degree in Dentistry and related university master's degrees.

Turia Complex

In the vicinity of the Turia Garden. It occupies a plot of 7,903 m2. and houses various theoretical and specific classrooms and student services. It will be operational from 2023 and is located between Paseo de la Pechina and Calle Guillem de Castro. It includes the following premises or buildings:

   o   Building G: Calle Guillem de Castro, 175. It occupies the former San Juan Bautista Asylum, built between 1868-1874 to house and educate boys and girls on a charitable basis, which has been refurbished and adapted to provide higher education in accordance with the current needs of educational centres. It has a built surface area of 5,407m2 distributed over two floors.

   o   Building H: On the same plot at Calle Guillem de Castro, 175, it is a new building, smaller than the Asylum and has been designed in harmony with the main building, both in its proportions and its chromatography. It has a built surface area of 1,753 m2 distributed in a semi-basement, ground floor and two floors.

## 2.  Internal Quality Assurance System

The University's Internal Quality Assurance System is made up of:

o  Quality Policy

o  Processes and their corresponding procedures

o  Records and indicators of procedures

o  The Quality Manual

The Internal Quality Assurance System (IQAS) is an ordered set of processes, activities and resources that aims to:

- o  To guarantee compliance with the requirements set out in current legislation on official university education.
- o  Providing relevant information to stakeholders
- o  To promote decision-making based on objective and reliable data.
- o  Fostering a culture of continuous improvement

### 2.1 Object

The purpose of this Quality Manual is to describe the guidelines of its Internal Quality Assurance System (IQAS), which applies to the strategic, key and operational processes of the University to ensure that the services and activities developed respond to the requirements established by customers, comply with the legal requirements, and with the guidelines established in the AUDIT programme of the National Agency for Quality Assessment and Accreditation, making the University's mission a reality.

The SAIC takes quality assurance as its starting point and moves towards global quality , understood as a "set of coordinated activities to direct and control an organisation with regard quality" and which encompasses quality assurance itself, together with the planning, control and improvement of the system. The requirements of the University's SAIC focus on achieving quality in Training, as well as the satisfaction of the different interest groups and increasing this satisfaction, improving continuously and putting the appropriate measures in place to non-conformities.

 This Manual describes the structure of the system and the requirements to be addressed.

## 2.2 Outreach

The scope of the Internal Quality Assurance System includes all the official qualifications that are taught in each of its Centres and for which the University is responsible, whether they are Bachelor's Degrees, Master's Degrees and PhDs. The system also includes the University'cross-curricular services, which are necessary to make its mission a reality.

As a whole, it contemplates the Quality Policy, which applies to all the University' activities and, more specifically, to the value chain of the training offer. This offer includes the design of the portfolio, its implementation, as well as decision-making for improvement, complying with the "University Training Improvement Cycle", which is coherent with the PDCA (Plan-Revaluate-Assess-Improve) cycle of continuous improvement.

Specifically, the development of this cycle includes:

- o To determine the policy and objectives underpinning the quality culture at the Universidad Europea de Valencia.
- o Detect and respond to the needs of the different interest groups through an innovative and student-centred training offer.
- o To develop the different Syllabuses, checking that the actions carried out within them are aimed at favouring student learning.
- o To guarantee the excellence of both teaching and non-teaching staff through the promotion of Training and the development of the necessary Skills to carry out their duties.
- o Establish, implement and improve material and service resources, according to needs, to ensure the proper development of their students' learning.
- o Analyse the results obtained from the measurement of their processes and products and use the information obtained to make decisions to improve the quality of learning.
- o To inform the various stakeholders about the status of its Degrees and programmes.

These guidelines are deployed in the different processes that the University has identified and whose sequence and interaction are detailed in the **Process Map.**

The Management Board of the University guarantees the availability of resources for the development of all of them and the existence of criteria and methods necessary to ensure that both the operation and control of processes are effective.

All identified processes are monitored, measured and analysed on a scheduled basis and actions are implemented to achieve planned results and continuous improvement in relation to the following key aspects:

- o Response to the University's mission and vision.
- o Meeting stakeholder expectations.
- o Commitment to comply with Legal Affairs and other applicable requirements.

o Systematisation of actions in the subject of the quality of the training offer, in accordance with the Framework EHEA (European Higher Education Area).
o Active, transparent information, dissemination and communication of the results obtained and the actions proposed to achieve excellence.
o Provision of the necessary technical and human resources to develop the system.

## 2.3 Process map
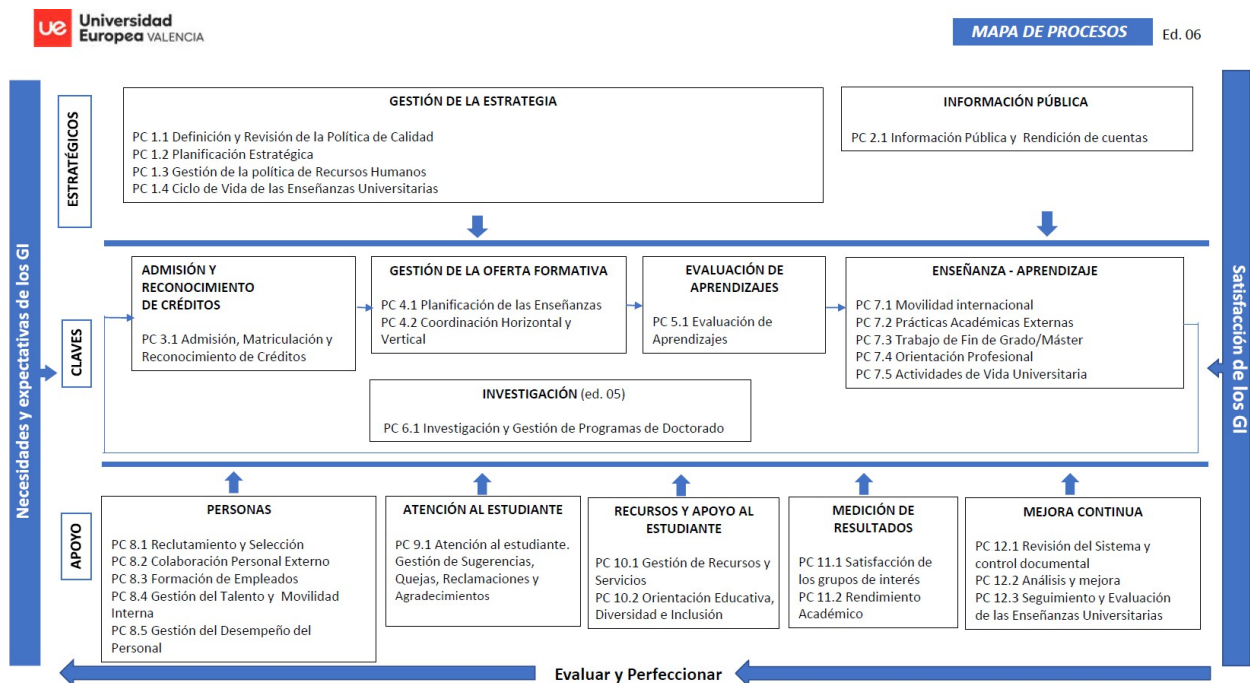


## 3. Normative References

For the elaboration of this manual and the rest of the documentation of the system, a set of standards, laws and documents have been taken into account, among which the following stand out:

o Organic University Act 6/2001 of 21 December 2001.
o Organic Law 4/2007, of 12 April, which amends Organic Law 6/2001, of 21 December, on Universities.

- o Organic Law 3/2018 of 5 December 2018 on the protection of personal data and guarantee of digital rights approving the regulation implementing Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC.
- o Royal Decree 640/2021, of 27 July, on the creation, recognised and authorisation of universities and university centres, and institutional accreditation of university centres.
- o Royal Decree 822/2021, of 28 September, which establishes the organisation of university education and the procedure for quality assurance.
- o Royal Decree 99/2011, of 28 January, regulating official PhD studies.
- o Documents edited by ANECA (Spanish National Agency for Quality Assessment and Accreditation) for the design and implementation of the IQAS in Spanish Universities. Guide to the Certification Model for the implementation of Internal Quality Assurance Systems. AUDIT Programme. ANECA (SPANISH NATIONAL AGENCY FOR QUALITY ASSESSMENT AND ACCREDITATION).
- o Assessment Protocol: Renewal of the accreditation of official university Bachelor's and Master's Degrees in the Valencian Region. Valencian Agency for Assessment and Foresight (AVAP).
- o Model of Degree report for the renewal of accreditation to be drawn up by the university. Tables and evidence. Valencian Assessment and Foresight Agency (AVAP).
- o Assessment protocol: monitoring of official university Bachelor's Degrees and Master's Degrees in the Valencian Community. Valencian Agency for Assessment and Foresight (AVAP).
- o Model report of the Degree monitoring of official Bachelor's and Master's Degrees in the Valencian Community. Valencian Assessment and Foresight Agency (AVAP).
- o Current internal regulations of the Universidad Europea de Valencia

For its part, to ensure the correct development of the SAIC, the University establishes a set of internal policies, rules and protocols that are applicable to the different Fields and Departments, or in a generic way for all university staff.

In addition, the Legal Affairs Department ensures the identification, registration, updating and implementation of legal and other requirements leading to changes in internal regulations through the corresponding Methodological.

## 4. Stakeholders

For the definition of the quality policy and objectives, as well as for the identification of the procedures and elements that guarantee the expected quality in the different activities within the scope of SAIC, the needs of the different stakeholders have been taken into consideration.

## 4.1 Identification of IGs

All persons, bodies, entities or institutions with an interest in the Universidad Europea de Valencia, in the teaching it provides and in the results it obtains.

| INTERNAL STAKEHOLDERS | EXTERNAL STAKEHOLDERS | REGULATORY BODIES |
| --- | --- | --- |
| Teaching and research staff (PDI) | Alumni | Spanish Government |
| Administration and Services Staff (PAS) | Official and/or professional bodies | Autonomous Government |
| Students | Other universities or higher education institutions | Spanish National Agency for Quality Assessment and Accreditation (ANECA) |
| University Management Boards, Centres, Departments and Degrees | Companies, entities or organisations that collaborate with the Universidad Europea de Valencia | Valencian Agency for Assessment and Foresight (AVAP) |
| University Services | Employers | |
| | Suppliers | |
| | Society at large | |

Internal Stakeholders are those who are part of the university community and have a direct link with the University in the development of their current and frequent activities.

External Stakeholders are those who are not part of the university community, but who are related to or interested in the activities of the Universidad Europea de Valencia.

The regulatory bodies draw up the reference frameworks to be taken into account when carrying out the activities contemplated in the Internal Quality Assurance System (IQAS).

## 4.2 Stakeholder Engagement

Stakeholders have various mechanisms for participation in the planning, measurement of results, analysis, improvement and monitoring of the Quality System.

- o Formulation of complaints, suggestions, claims and acknowledgements through the different means defined in procedure PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements.
- o Formulation of any comments or suggestions deemed relevant during the consultations established in the procedure PC 11.1 Stakeholder satisfaction.
- o Dissemination and accountability: the University maintains updated information on the Degrees offered on the website, where they can be consulted by the different interest groups. The Centre has a public space on the website where it provides all stakeholders with relevant information on its activity and training offer. As an additional element to the information offered on the website, other communication or dissemination channels are used, which also provide information on the academic offer and the centres to which they belong, as well as any information of interest on the relevant Degrees, Centre, University or Quality System. These communication channels are included in the Centre's Communication Plan.
- o Participation in the Activities contemplated in any of the IAS procedures, either through their direct involvement or through their representatives in bodies with responsibility, as shown in the following table:

| | Equipo Directivo de Centro | Personal Docente e Investigador (PDI) | Personal de Administración y Servicios (PAS) | Estudiantes | Representantes de Órganos de Gobierno | Agentes externos* |
|---|:---:|:---:|:---:|:---:|:---:|:---:|
| **At University level** | | | | | | |
| Academic Council | x | | x | | x | |
| Management Board | x | | x | | x | |
| Advisory Council | | | | | | x |
| Students' Representative Council | | | | x | x | |
| Quality Assurance Committee (QAC) | x | x | x | x | x | x |
| **At Centre level** | | | | | | |
| Faculty Board/School | x | x | x | x | x | |
| Department Meeting | x | x | | | | |
| Teaching staff | x | x | | | x | |
| Centre Quality Committee (CCC) | x | x | x | x | x | |
| Innovation Committee | x | x | x | x | x | |
| Modification Committee | x | x | x | x | x | |
| **At the Degree level** | | | | | | |
| Degree Quality Commission (CQC) | x | x | x | x | | |
| Committee for the Assessment of the Learning Achievement of the Degree (CEAT) | x | x | x | x | | |

*Members from outside the university community, such as representatives of companies or institutions that collaborate with the University in the development of externships or research projects, official or professional associations, Alumni, employers.

## 5. Organisational structure

The structure on which the system is based has been approved by the Management Board at the proposal of the President, the Vice-Chancellor's Office and the representatives of the Centres. The functions, responsibilities and profiles that comprise it have been validated by the Human Resources Department and approved by the Management Board, and are documented in the University's organisational charts and in the list of job profiles defined by HR.

The functions directly related to the SAIC are defined in the different procedures that deploy the training action. To ensure communication of links, whether between Departments, Fields and/or Faculties, a copy of the organisational charts is permanently available on the University intranet.

The organisational structure of the Universidad Europea de Valencia is based on the management team and the bodies responsible for the different teaching and non-teaching Fields, guaranteeing that the coordination and interrelationships between all of them result in an educational offer that meets the requirements of students, official institutions and society in a continuous and systematic manner.

**Executive Committee or Management Board**

The direction, supervision and management of the University is vested in the President of the University, who is appointed by the governing body. The Management Board (MC), which is chaired by the President and also comprises the Vice-Chancellor and the Executive Vice-Presidents, is the collegial body that immediately assists the President.

The **Management Board** (MC) is the collegiate body that provides immediate assistance to the President. It is chaired by the President and is also made up of the Vice-Chancellor and the Executive Vice-Presidents. The functions of the Management Board are the study, deliberation and coordination of all matters relating to the business management of the University: approval of new structures, approval of the academic offer at the proposal of the Academic Council of Universities, preparation and management of budgets, administration of assets, establishment and modification of job descriptions, and resolution of those subjects attributed to it by the Rules of Organisation and Functioning of the Universidad Europea de Valencia.

The Management Board acts as the Management Board of any organisation committed to the establishment, development, review and improvement of an Internal Quality Assurance System. In this sense, it is the body that establishes the University's policy and objectives in the subject of quality.

**Academic Council**

The **Academic Council** (GC) is the collegiate body that immediately assists the Vice-Chancellor in the study, deliberation and coordination of matters relating to the academic management of the University. Among others, the Academic Council is responsible for making proposals to the Management Board,

for approval, of the new official and unofficial academic offerings of the University; the preparation, approval, modification and termination of the Syllabus relating to the official and unofficial courses taught at the University and, in accordance with the guidelines of the Management Board, the appointment of the University's teaching staff.

**University Advisory Council**

An advisory body currently composed of external members who have obtained the relevant recognised personal and academic qualities and/or for their performance of tasks or functions in which they have made an outstanding contribution to the world of science, technology, research, the humanities, business or culture.

**Vice-Chancellor's Office**

The Vice-Chancellor's Office manages the development of the University's mission with regard to the development and planning of academic activity and educational development.

The different Academic Centres are coordinated, as well as the management of the University's Academic approach and the development of research and knowledge transfer.

**Pro-Vice-Chancellor's Office**

There are two Pro-Vice-Chancellors' Offices: the Pro-Vice-Chancellor for Students and University Life, and the Pro-Vice-Chancellor for Teaching Staff and Research, with the aim of strengthening support for the two main pillars of the University's activity: the teaching staff and the students.

The Office of the Pro-Vice-Chancellor for Teaching Staff and Research manages the School of Doctoral Studies and Research for the deployment and development of research and research transfer at the University, the Quality Assurance Team for the deployment, monitoring and assessment of continuous improvement at the Centres and at the University in general, the Degree Innovation and Assessment of Learning Unit for the deployment and development of innovation processes and modification of the training offer and the assessment of learning in its programmes, and the Academic Model and Digital Transformation Unit, for the development and deployment of the Training plan for the teaching staff and the University's Academic approach.

The Office of the Pro-Vice-Chancellor for Students and University Life manages student life throughout their time at the University. It facilitates the deployment and development of university life by promoting the creation of clubs and associations, supporting students with special educational needs, guaranteeing equal conditions in their university life and promoting voluntary work. It leads and encourages international mobility, develops actions that improve the employability of students and their integration into the world of work, as well as promoting entrepreneurial culture. It is the Pro-Vice-Chancellor responsible for managing externships, curricular and extracurricular, working in coordination with the Faculties and School, for their quality and adaptation to the training needs of the students.

students. The Library's mission is to facilitate access to information resources, promote their dissemination and collaborate in the processes of knowledge creation.

**Teaching Field**

There are currently three Centres (Faculty and School) led by their corresponding Head of Centre (Vice-Dean/Area Director) and the Heads of Department for each of the Fields. In addition, each Centre has the support of different figures from cross-curricular areas to support its academic activity: Academic Director, Assessment of Learning, Academic Quality, student services (Academic Advisor), Registrars Office (credit recognition), Academic Planning, Professional Practice, Admissions and Online Tutors, in addition to the other departments of cross-curricular areas that support the Centre's activity. The teaching staff at each centre report to the Department Management Board.

Decision-making regarding the management of the Centres is carried out by the Faculty/School Board, led by the Head of Centre and in which the Head of Department participates, as well as any other member necessary in relation to the issues to be dealt with.

The Centre Manager is responsible for the management of the Centres, strategic planning, in accordance with the University's strategy and the deployment of Training, applying criteria of quality and excellence; he/she leads the growth and ensures the correct implementation of the programmes, academic quality and continuous improvement of his/her areas of responsibility, for which he/she participates in the generation of new products, the monitoring and continuous improvement of existing ones and the link with the professional sectors of reference.

The Department Management Board manages the human and material resources of the Department, coordinates the activities and tasks of the professors of the Department and other teaching and non-teaching departments, guarantees the quality of university teaching and promotes the necessary improvement actions to make the qualification of the Centre to which it is attached highly competitive.

The lecturers are the leading experts in the Field of knowledge in which they teach and are the student's reference. They participate in the horizontal and vertical coordination meetings and in the Quality Commissions to contribute suggestions for improvement.

**Non-teaching Field**

The main mission of the non-teaching Field is to support the teaching and learning process of the University in each of its areas of activity.

The University determines the competencies required for the performance of the duties of non-teaching staff by documenting them in job profiles and ensuring that staff meet the Competencies expected of them.

The organisational structure of the University is set out in the [University Organisation Chart](#), .available on the Intranet

# 6. Internal Quality Assurance System Structure and Deployment

The University's SAIC aims to respond to the standards for Quality Assurance in Higher Education in the EHEA (ESG). To this end, its development is based on the AUDIT model, which is based on the following objectives:

o   Establish the basic requirements for an internal quality assurance system for university centres.
o   Establish the reference framework to enable universities to consider how to improve their performance.

## 6.1 Coordination Mechanisms

To ensure and facilitate the implementation of the Internal Quality Assurance System, the University has the following coordination mechanisms at different levels:

**Quality Assurance Committee (QAC)**

The Quality Assurance Committee (QAC) is a cross-curricular body that acts as one of vehicles for internal communication of the University's policy, objectives, plans, programmes, responsibilities and achievements in the subject of Quality.

The Quality Assurance Committee meets at least once a year, coinciding as far as possible with the closing and beginning of a new academic year. In this way, as much information as possible is available so that quality and university-wide issues can be discussed.

 The Quality Assurance Committee has the following objectives:

o   Ratify the Quality Policy.
o   Verify the implementation of the University's SAIC.
o   To review and analyse the achievement of the objectives of the University's Quality Policy.
o   Identify cross-curricular actions for the improvement of the University that affect the academic Field. Monitoring the effectiveness of the processes and updating , if necessary, as well as communicating changes related to SAIC documentation.
o   To study and, where appropriate, approve the implementation of the SAIC improvement proposals suggested by the other members of the University.

Members of the Quality Assurance Committee:

o  Office of the Pro-Vice-Chancellor for Teaching Staff and Research who acts as President of the Committee and/or the Director of Quality Assurance on his or her behalf.
o  Representatives from different University Fields, who participate by passing on information from their Department and, in turn, collecting information to be communicated in their areas. In any case, they must participate in the figures of:
o  : Head of the Centre.
o  Non-teaching Field: representatives of the University's cross-curricular areas, whose activity has an impact on the quality of the programmes and the institution.
o  Students
o  Alumni
o  Employers

**Board of the Centre**

This mechanism makes it possible to deal with cross-curricular issues at the centre, making it possible to align the issues that affect the training programmes with the decisions taken at higher levels.

Main functions of the Board:

o  Defining, implementing and assessing the school's strategy with the collaboration of the Head of Department and the Head of Department Area Director.
o  Establish, drive and assess the school's performance in terms of cross-curricular quality criteria.
o  Drawing up the Centre's global improvement plan.
o  Maintain and improve the Internal Quality Assurance System.
o  Lead, together with the Quality Assurance Team, the process of data collection and processing of key information for the proper management of the Centre.
o  Leading the process of implementing improvement plans for the qualification and ensuring that the objectives set are in line with those set by the University.
o  Leading the achievement of distinctions, certifications and accreditations both nationally and internationally by the Centre.

Members of the Board:

o  Head of the Centre: chairs the Board of . Submits any problems, suggestions or good practices detected to the Academic Council. Ensures the proper functioning of the centre in terms of the Training of students at all educational levels and their overall satisfaction. It reports progress and problems detected in the development of the actions of the centre.

improvement in each training programme. They act as the Quality Managers of the different knowledge fields that are integrated in each of the centres.

- o Heads of Departments: they bring issues that mainly affect the teaching staff and the material resources for teaching.
- o Academic Director: transfers aspects related to the Academic approach.
- o Any other member that may be necessary in relation to the issues to be dealt with, both from the cross-curricular fields involved and from students or student representatives.

### Centre Quality Commission (CCC)

Through this mechanism, the results of the cross-curricular areas that form part of the SAIC and that have an impact on the quality of the centre and its qualifications are integrated at the centre level. Each member shares the information of their Field regarding the situation of the academic year in that centre, identifying areas of improvement in progress, planned and new proposals.

The objectives of the Centre's Quality Commission are as follows:

- o Improve communication between all the cross-curricular Fields whose activity impacts on the academic quality of the Centre.
- o Sharing the activity of the different Fields by identifying and analysing data and results at the Centre level.
- o Incorporate into the centre's improvement plan those objectives and actions in which different Fields intervene, including cross-curricular aspects for all the Degrees.
- o To facilitate and systematise the monitoring and updating of the centre's improvement plan.

Members of the centre's Quality Commission:

- o Head of the centre: convenes and leads the meetings of the Commission.
- o Members of the School Board: Heads of Department and Academic Management Board: they report on the Activity and results of their Field.
- o Representatives of the cross-curricular Fields involved in SAIC procedures:
- o provide results of their activity related to that institution and which have an impact on the quality of their qualifications.
- o Representative of the Quality Assurance Team: transfers information on academic indicators and the Centre's Satisfaction Surveys.
- o Representative of the Degree Innovation and Assessment of Learning Unit: transfers information on the Centre's Learning outcomes.
- o Student representative: conveys the opinions of his or her peers, at the centre level.
- o Teachers: who transfer global input at the level of the Centre.

**Degree Quality Assurance Committee (CQC)**

The Degree Quality Commission-Learning Assessment Committee (CCT-CEAT) is one of the coordination mechanisms that, together with the Centre Quality Commission (CCC) and the Quality Assurance Committee (CAC), facilitate the implementation of the Internal Quality Assurance System (SAIC).

The CCT-CEATs are a series of meetings held throughout the academic year, the purpose of which is to analyse the functioning of each programme as a whole.

At least one meeting will be held at the beginning and one at the end of the academic cycle of the Degree, with the possibility of holding a follow-up meeting. It is recommended that the initial meeting be held within the first two months of the start of the year and the final meeting during the last month of the academic cycle.

The assistants who will participate in the CCT-CEAT, regardless of the fact that any other member may join, depending on the needs, will be:

o   Centre Field Manager
o   Graduate Degree Coordinator
o   Master's Degree Programme Director.
o   Head of Department
o   Students
o   Teachers (TFG/TFM Coordinator and Internship Coordinator) or any other course considered.
o   Quality Manager (PAS)
o   Head of Learning Assessment (PAS)
o   Academic Advisor (PAS)
o   Online Tutor (PAS)
o   Academic Director

In order to guide the meetings, by default, the content of the meetings will seek to address the following issues related to the quality of the Degree, based on the Assessment criteria of the re-accreditation processes:

o   Planning and Strategy: Aligning the Centre's strategic challenges with the programmes.
o   Programme design: On the basis of what information the Innovation/modification of a Degree has been decided. The implementation of the Degree is reviewed.
o   Compliance with the memory: Teachers| Syllabus| Recognitions and Validations | Admission | Delivery mode, Language and number of places, etc.
o   Externships: Coordination between internal and external tutor| Student Monitoring
   | Assessment| External tutor and student satisfaction.
o   TFG / TFM: Regulations and Learning Guide|Selection of topics | Assessment | Student monitoring | Selection of the defence panel.
o   Results of the Degree: main performance and satisfaction indicators

- o Public Information: Updated website with available and relevant information (minimum to comply with regulatory requirements).
- o Information Management: Ordered and identified evidence available in the information repository.

**Improvement plan**

The Degree Improvement Plan and the Centre Improvement Plan are drawn up following a review of the functioning of the programmes and the Centres in the Degree Quality Committee (CCT) or Centre Quality Committee (CCC) respectively.

The Degree Improvement Plan is a document that describes the actions planned to improve the quality of the programme and the fulfilment of the commitments acquired, based on objective data from inputs analysed in the CCT-CEAT, monitoring and accreditation renewal processes, Compliance processes or any other input that identifies a need for improvement in the programme.

This plan is established after the initial CCT-CEAT and will be monitored by the Head of the Degree (Degree Coordinator/Master's Degree Director), accompanied by the Quality Manager.

The Centre Quality Managers will submit to the Centre Boards and the Centre Quality Commissions (CCC) those actions reflected in the improvement plans of the Degrees that require a decision to be taken by the dean's office, so that they can be dealt with in these forums or incorporated into the Centre improvement plan.

The Centre's Improvement Plan is established after the CCC has been held as a result of the analysis of the inputs of the Centre and the stakeholders participating in the meeting.

Improvement plans shall include objectives associated with specific, measurable, achievable, relevant and time-bound indicators, and shall include the causes that motivate the definition  the objectives, identify those responsible for , timeframe for implementation and their monitoring.

The monitoring of the improvement plans is reflected in the corresponding minutes, CCT-CEAT and CCC.

## 6.2 Internal Assessment Mechanisms Quality Assurance

**Satisfaction Studies**

In order to identify the needs, expectations and the degree of satisfaction and quality perceived by the stakeholders, the Quality Assurance Team stratifies the different stakeholders, as well as the aspects assessed, as follows:

**Students**

- o Satisfaction with teachers
- o Satisfaction with the Qualification
- o Satisfaction with the academic externships
- o Satisfaction with mobility programmes: Incoming/Outgoing
- o Satisfaction with the Simulated Hospital Teachers (PDI)
- o Satisfaction with their Teaching Activity
- o Satisfaction with the Simulated Hospital
- o Alumni. Employability study
- o PAS (Administration and Services Staff)
- o Satisfaction with the University and its activity in relation to the Degrees.
- o Employers. Satisfaction with students on academic externships.
- o Ad hoc studies on specific services
- o User satisfaction with the University Dental Clinics of the University

**Internal audit**

The objective of the internal audit is to assess the degree of implementation of the SAIC, to detect the strengths and opportunities for improvement in its implementation and to identify the main recommendations to ensure its correct development.

This process is led by the Quality Assurance Team together with the Centre managers, and its scope covers all the procedures that make up the University's SAIC.

The Quality Management Board schedules internal audits taking into account:

- o Fields to be audited, responsible parties and scope of the audit.
- o Results of previous audits
- o Status of activities to be audited (Bachelor's Degree of implementation, etc.)
- o Dates foreseen for its implementation.

They can be scheduled annually and as partial audits grouped by Field, so that after five years the entire IACS has been reviewed, without prejudice to audits of a specific area for any justifiable reason. Although they can be carried out at any time of the year, it is convenient to carry them out when consolidated data is available and/or the

closing of a cycle, in a way that makes it possible to see the evolution of different quality-related dimensions over time.

**Academic Compliance Study-Annual Academic Report**

Every year, after the end of the academic year, the Quality Assurance Team carries out a study at programme level called the Compliance Study or Annual Academic Report, which analyses the programme with respect to the year completed, identifying possible critical points or threats that may affect its smooth running.

This report is completed by the Field Manager and Degree Coordinators in collaboration with the Quality Assurance Team.

The Report focuses on the criteria of the Accreditation Renewal process, including the Core indicators of the Degree and their subsequent analysis. For each element to be assessed, the level of compliance is indicated with a colour code, in addition to including an overall analysis for each criterion.

The Report also includes the annual improvement plan for the programme drawn up at the closing CST. Each criterion in the report is accompanied by the improvement actions that apply to it with the result of each one of them, without detriment to possible new improvement actions resulting from the Compliance study.

The relevant aspects of this study are transferred to the agenda of the Degree Quality Committee, Centre Quality Committee, Centre Board or Quality Assurance , as appropriate, incorporating the aspects detected for improvement in the improvement plan for the following year's Degree.

**Other review mechanisms and channels**

In order to guarantee adequate coordination, the University has different figures who participate to a greater or lesser extent in the different coordination mechanisms:

o *Field Manager (Vice-Dean)*, ultimately responsible for ensuring the quality of all programmes in his or her Field.
o *Head of Department*, as head of the teaching staff, ensures coordination in aspects related to teaching management.
o *Degree Coordinator (Bachelor's Degree)*, in charge of the vertical coordination of the Degree and of ensuring horizontal coordination between the different teaching staff, guaranteeing consistency between courses/modules, as well as coherence with what has been approved in the Qualification Report.
o *Programme Director (Master's degree)*, ensures the horizontal and vertical coordination of your programme, guaranteeing consistency between modules.

o *Subject/module coordinator*, in charge of the coordination of a course/module in the event that it is taught by several teachers in different groups or different modalities. He/she is assigned by the Director of the Department.

**Delegates and Students' Representative Council**

Degree delegates are elected each academic year to represent the students on their programmes. Their direct interlocutors are the Academic Advisors, to whom they can transmit their complaints or suggestions so that these can be channelled to the corresponding persons responsible for their resolution/analysis. They also participate in the Degree Quality Committee, the Centre Quality Committee and the Quality Assurance Committee, as well as in meetings with those responsible for the Centre or the Field to which their Degree belongs.

The Students' Representative Council is the body representing students at institutional level. It holds regular meetings with the Vice-Chancellor, Vice-Chancellor for Students and University Life and the Pro-Vice-Chancellor's Office for Student Affairs and the Pro-Vice-Chancellor for Student Affairs and the Pro-Vice-Chancellor's Office for Student Affairs.

**University Ombudsperson**

Students have the figure of the University Ombudsperson, who is the person in charge of watching over and protecting the rights and freedoms of students in the actions of the different bodies and services of the University, as defined in the University Ombudsperson Regulations of the University and regulated in Organic University Act 6/2001, of 21 December, in the Fourteenth Additional Provision.

## 6.3 System review

The University not only establishes the system to guarantee the quality of its educational offer and services, but also, together with its commitment to its different clients, it creates and works according to the principle of continuous improvement.

The data and conclusions obtained serve as input for the review of the system, thus ensuring that the actions taken to improve service provision are in line with the interests and demands of the University's various stakeholders. The data also serve to measure the level of achievement of the Quality Policy Objectives.

The internal quality documents are drawn up jointly by the heads of each Field or Department and the Quality Assurance Team once the needs for drafting/modification have been identified by any of them.

The Quality Assurance Team collects and assesses the motivations that may make it necessary to modify procedures. The need to modify procedures may arise from the analysis of the performance indicators associated with the procedures and with the objectives of

The quality and improvement processes that arise in the organisation, or as a suggestion issued by different stakeholders through surveys or the System's deployment mechanisms.

As a consequence of the revisions and modifications that have taken place in the documents that form part of the System, the list of procedures in force is included. Documentation control includes:

o   Quality policy.
o   Internal Quality Assurance Manual
o   Process Map
o   Complementary documentation considered relevant

**Public information**

The Universidad Europea de Valencia establishes the necessary mechanisms to guarantee that all the information related to the qualifications and programmes provided by the University is up to date and responds to the needs of the different external and internal stakeholders, as stated in the procedure PC 2.1 Public Information and Accountability.

## 7.  Change control

| EDITION | DATE | REASON FOR AMENDMENT |
| :--- | :--- | :--- |
| 01 | 12/12/2012 | Initial Version |
| 02 | 30/05/2016 | Updating the Quality Assurance System Manual |
| 03 | 25/04/2018 | Updating the Quality Assurance System Manual |
| 04 | 10/01/2022 | Updating the Quality Assurance System Manual |
| 05 | 02/05/2022 | Replacement of the term "guarantee" by "assurance" in line with the new AUDIT model (2018 version) and "PGC" by PC". Introduction of a specific section on stakeholders. Update of Annex IV |
| 06 | 08/01/2024 | Updating the Quality Assurance System Manual |

## 8. Annexes

Annex I List of documentation Ed. 06 Annex II

Glossary

Annex III List of AUDIT Criteria and SAIC Procedures Annex IV. SAIC
Procedures, Registers and Indicators

**Annex I. List of Documentation Ed.06**

The list of the documentation of the Internal Quality Assurance System Edition 06 is as follows:

- Quality Policy
- PC 1.1 Definition and Revision of the Quality Policy
- CP 1.2 Strategic Planning
- CP 1.3 Human resources policy management
- CP 1.4 Life Cycle of University Degrees
- CP 2.1 Public Information and Accountability
- PC 3.1 Admission, Enrolment and Credit Recognition
- CP 4.1 Curriculum planning
- PC 4.2 Horizontal and Vertical Coordination
- CP 5.1 Assessment of Learning
- PC 6.1 Research and PhD Programme Management
- CP 7.1 International Mobility
- CP 7.2 External Academic Internships
- PC 7.3 Bachelor's Degree/Master's Degree Final Year Project
- CP 7.4 Vocational Guidance
- CP 7.5 University Life Activities
- CP 8.1 Recruitment and Selection
- PC 8.2 Collaboration External Staff
- CP 8.3 Employee Training
- CP 8.4 Talent and Internal Mobility Management
- PC 8.5 Staff Performance Management
- PC 9.1 Student Affairs. Management of Suggestions, Complaints, Complaints and Acknowledgements
- PC 10.1 Resources and Services Management
- CP 10.2 Educational Guidance, Diversity and Inclusion
- PC 11.1 Stakeholder satisfaction

- o  PC 11.2 Academic Performance
- o  PC 12.1 System review and document control
- o  PC 12.2 Analysis and Improvement
- o  PC 12.3 Monitoring and Assessment of University Education
- o  IT 01 Internal Audit. PC 12.1 System Review and Document Control
- o  IT 01 Satisfaction Surveys. PC 11.1 Stakeholder Satisfaction
- o  IT 01 Academic Compliance Study. PC 12.3 Monitoring and Assessment of University Studies
- o  IT 01 Communication Plan. PC 2.1 Public Information and Accountability.

## Annex II. Glossary

For the purpose of this Handbook and to enhance understanding, the following terms and definitions apply:

**Subject**: A teaching unit that administratively makes up the Syllabus. Academically, it is a constituent part of a subject.

**Improvement action**: A specific activity or task, included in an improvement plan, that needs to be carried out in order to achieve the established objective.

**Competencies**: Set of skills, abilities, attitudes, values, emotions and motivations that each individual or group puts into action in a specific context to cope with the demands of each situation.

**ECTS**: This is the European Credit Transfer and Accumulation System used to quantify a student's workload in relation to a course/subject in order to pass it.

**Stakeholders**: All persons, bodies, entities or institutions with an interest in the Universidad Europea de Valencia, in the teaching it provides and in the results it obtains.

**Alumni**: Students who have completed all the credits that make up the , regardless of whether or not they have applied for a Degree. In the case of ECTS, this includes other directed academic activities and the volume of work that the student must carry out in order to pass the subjects, courses or equivalents and thus achieve the educational objectives.

**Incoming student**: A student from another university who is taking an academic year at the Universidad Europea de Valencia (UEV).

**Outgoing student**: A student of the Universidad Europea de Valencia who is spending a year at another university abroad.

**National Agency for Quality Assessment and Accreditation (ANECA)**: Body responsible for carrying out assessment, certification and accreditation activities in the Spanish university system with a view to its continuous improvement and adaptation to the European Higher Education Area (EHEA).

**Agència Valenciana d'Avaluació i Prospectiva (AVAP)**: **Valencia Autonomous** Region's university quality assessment body.

**Indicator**: Qualitative or quantitative expression to measure the extent to which previously set objectives are achieved, in relation to the different criteria to be assessed for a given process (each criterion can be assessed with one or several associated indicators).

**Subject**: Academic unit comprising one or more subjects that can be conceived in an integrated way.

**Verified report**: Document approved by the competent body describing how the qualification is to be taught.

**Quality objectives**: Proposed challenges for quality improvement, improvement of the institution, the training offer, the unit or the services being evaluated.

**Entry profile**: Conceptual description of the desirable characteristics of the new student in terms of knowledge, Skills and attitudes favourable for studying and completing the studies they are beginning with greater chances of success. In addition, it also gives an account of the academic options taken, academic grades obtained and sociological data of interest.

**Syllabus**: Curricular design that applies to certain courses of study provided by an educational institution.

**Verification Procedure for Official Degrees**: The ANECA (Spanish National Agency for Quality Assessment and Accreditation) VERIFICA programme assesses the Syllabus proposals for Degrees designed in accordance with the European Higher Education (EHEA).

**Procedure for the Authorisation of Official Degrees**: in the Valencian Region, the Regional Ministry of Education, Universities and Employment is responsible for their authorisation and AVAP for the Assessment of the related activities established by the Organic University Act. The AVAP Assessment together with the verification of the Degree are essential requirements for authorisation.

**Procedure for Modification of Official Degrees**: Procedure that allows changes to be made to already verified Degrees, provided that such modifications do not imply a change in the nature and objectives of the Degree registered.

**Accreditation renewal process for official Degrees**: AVAP's programme for the Renewal of Accreditation (ReAcredita) of the official qualifications of the Valencian Universities aims to check if the results of the Degree are adequate and allow for

ensure continuity of delivery until the next renewal of accreditation.

**Monitoring process for Official Degrees**: the purpose of AVAP's monitoring programme for official university Degrees in the Valencian Community is to monitor compliance with the project contained in the Syllabus verified by the Governing Council of Universities. Two modalities are established:

o Regular follow-up

o Special Follow-up

**Quality policy**: Orientation of the organisation towards concrete quality commitments that ensure continuous improvement and the satisfaction students' needs and expectations.

**Material resources**: Facilities (classrooms, study rooms, computer rooms, laboratories, meeting rooms, library reading posts) and equipment, bibliographic resources, scientific, technical, welfare and artistic material that the University needs to provide its services.

**Bibliography resources**: Systematic set of classified collections in all formats - books, magazines, videos, CD-Rom, DVD, databases, multimedia, etc. - and which respond to the needs of teaching, research, cultural activities and non-teaching departments.

**Annex III List of AUDIT Criteria and SAIC Procedures**

| SAIC PROCEDURES | AUDIT CRITERIA | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | C1 | C2 | C3 | C4 | C5 | C6 | C7 | C8 | C9 | C10 |
| PC 1.1 Definition and Revision of the Quality Policy | x | | | | | | | | | x |
| CP 1.2 Strategic Planning | x | x | | | | | | x | | |
| CP 1.3 Human Resources policy management | | | | x | x | | | | | |
| CP 1.4 Life Cycle of University Degrees | | x | | | | | | | | |
| CP 2.1 Public Information and Accountability | x | x | | x | x | x | x | x | x | x |
| PC 3.1 Admission, Enrolment and Credit Recognition | | | x | | | | | | x | |
| CP 4.1 Curriculum planning | | | | x | x | | | | | |
| PC 4.2 Horizontal and Vertical Coordination | | | x | | | x | | x | | |
| CP 5.1 Assessment of Learning | | | x | x | | x | | x | x | |
| PC 6.1 Research and PhD Programme Management | | | | x | | x | | | x | |
| CP 7.1 International Mobility | | | x | | | | | | x | |
| CP 7.2 External Academic Internships | | | x | | | | | | | |
| PC 7.3 Bachelor's Degree/Master's Degree Final Year Project | | | x | | | | | | | |
| CP 7.4 Vocational Guidance | | | x | | x | | x | | | |
| CP 7.5 University Life Activities | | | x | | x | | x | | | |
| CP 8.1 Recruitment and Selection | | | | x | x | | | | | |
| PC 8.2 Collaboration External Staff | | | | x | x | | | | | |
| CP 8.3 Employee Training | | | | x | | | | | | |
| CP 8.4 Talent and Internal Mobility Management | | | | x | x | | | | | |
| PC 8.5 Staff Performance Management | | | | x | x | | | | | |
| PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements. | | | x | | x | x | | x | x | |
| PC 10.1 Resources and Services Management | | | | | x | | | | | |
| CP 10.2 Educational Guidance, Diversity and Inclusion | | | x | | x | | | | | |
| PC 11.1 Stakeholder satisfaction | | | x | x | x | x | | x | x | x |
| PC 11.2 Academic Performance | | | | | | x | | x | x | |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| PC 12.1 System review and document control | x | | | | | | | | x | x |
| PC 12.2 Analysis and Improvement | x | x | x | x | x | x | x | x | x | x |
| CP 12.3 Monitoring and Assessment of University Education | | x | | x | | x | | x | x | |

**Annex IV. SAIC Procedures, Records and Indicators**

| PROCEDURES | RECORDS | INDICATORS |
|---|---|---|
| PC 1.1 Definition and Review of the Quality Policy | Quality Policy<br><br>Strategic Quality Plan | N/A |
| CP 1.2 Strategic Planning | Minutes of the meetings of the Strategic Plan drafting group<br><br>Strategic Plan of the Centre<br><br>Minutes of faculty board meetings dealing with monitoring and assessment of the Strategic Plan<br><br>Minutes of Department/teaching staff meetings communicating the Strategic Plan<br><br>Minutes of Delegates' meetings communicating the Strategic Plan<br><br>Centre Improvement Plan Centre<br><br>Indicator Sheet | N/A |
| CP 1.3 Human Resources policy management | Human Resources Policy | N/A |

| CP 1.4 Life Cycle of University Degrees | Minutes and portfolio of new Degrees and modifications | Ratio Verification of New Qualifications |
| --- | --- | --- |
| | Mandatory report of new Degree | Ratio of Modified Degrees Ratio of Modified Degrees |
| | Interim and Final Report on the Assessment of the Verification Proposal. AVAP | Ratio of Graduate Degrees Implanted |
| | Degree verification report | Ratio of Extinguished Degrees |
| | Verification Resolution of the Governing Council of Universities | |
| | Interim and Final Report on the Assessment of the Modification Proposal. AVAP Approved modification report. | |
| | Pass of the Academic Council of Degrees to be implemented | |
| | Official Application for implementation with the Degrees to be implemented. Proof of Introduction Academic Council Pass of the Degrees to be extinguished. | |
| | Official application for termination with the Degrees to be terminated. Proof of submission Order of authorisation for the introduction and termination of official university courses. | |
| | Publication of the official Type of the Degree (Spanish State Official Gazette) Publication of the Syllabus Spanish State Official Gazette | |
| | Publication of the Syllabus DOGV | |
| PC 2.1 Information Public and Accountability | Graduate Degree web page (Quality Assurance Team) | C/D rating ratio obtained in the re-accreditation reports C/D rating ratio obtained in the |
| | Graduate Degree web page (Marketing Department) | regular monitoring reports |
| CP 4.1 Curriculum planning | Published timetables available to students | Student satisfaction with the online Virtual Campus (Bachelor's Degree) |
| | | Student satisfaction with the online campus (Postgraduate) |

| | Student grade reports | Satisfaction of teaching staff with the characteristics of the Virtual Campus, its tools, applications and functionalities (Bachelor's Degree) |
|---|---|---|
| | Teaching allowance | Satisfaction of teaching staff with the characteristics of the online campus, its tools, applications and functionalities (Postgraduate) |
| | Classroom allocation | Classrooms/laboratories/spaces (On-campus or online) where class sessions are held (Bachelor's Degree) <br> The classrooms/laboratories/spaces (On-campus or online) where the class sessions take place (Postgraduate) |
| PC 4.2 Horizontal and Vertical Coordination | Minutes of the Board of Governors' Meeting <br><br> Minutes/ Introduction to the Department Meeting. Bachelor's Degree <br> Introduction/ Teaching Staff Minutes Master's <br> degree Coordination Minutes <br> Subject/module coordination minutes | Student satisfaction with the coordination of qualifications (Bachelor's Degree) Student satisfaction <br><br> with the coordination of qualifications (Graduate) |
| CP 5.1 Assessment of Learning | Web Learning Guide <br><br><br> Learning guide+ annexes online campus <br> Learning outcomes assessment report and improvement plan of the course/module <br> Assessment report on the Learning outcomes and improvement plan of the Qualification | Ratio of published learning guides (Bachelor's Degree) <br><br><br> Ratio of published learning guides (Postgraduate) Ratio of <br> Learning Assessment Committees (LAC) <br><br><br> Ratio of starting and finishing Bachelor's Degree Learning Assessment Committees (CEAT) (Bachelor's Degree) |

| | Institutional Learning Assessment Report at Centre Level | Ratio of starting and finishing Learning Assessment Committees (CEAT) for the Degree (Postgraduate) |
|---|---|---|
| | Institutional Learning Assessment Report at the Institutional Level | |
| CP 6.1 Research and PhD programme management | Strategic Plan for Research | Total number of scientific publications according to Field |
| | Call for entries for research groups Call for entries for internal projects | Number of first quartile (Q1) and international publications |
| | | Income from research contracts as well as competitive calls for entries |
| | Contracts and research projects managed | Number of research projects in national and international competitive call for entries |
| | Documentary commitment signed by the aforementioned School for the assignment of PhD students to the University's lines of research. | Number of PhDs and doctoral candidates by programme Number of patents or IP registrations |
| CP 7.1 International Mobility | List of Mobility Programmes | Number of students taking part in Outgoing mobility programmes Number of students taking |
| | Planning Mobility Programmes (Calls for entries) | part in Incoming mobility programmes |
| | Bilateral Mobility Agreements | Overall satisfaction of Outgoing Students |
| | Grant agreement (Erasmus only) | Overall satisfaction of Incoming Students |
| | Certificate of stay (entry and exit, only Erasmus) Learning agreement/Training Agreement- Credit recognition | Number of Teachers in Erasmus Outgoing Programmes |
| | Final Report of the stay (Erasmus Programme) Satisfaction Survey of the stay | Number of agreements in force in the Erasmus and other student mobility programmes |
| CP 7.2 External Academic Internships | Agreements on academic externships | Number of Agreements in place Number of Annexes in place |
| | Annexes of academic externships | |

| | | Ratio of students with assigned academic externships Student satisfaction with internships (Bachelor's Degree) Student satisfaction with internships (Postgraduate) |
| --- | --- | --- |
| | | Satisfaction of professional tutors with internship students (Bachelor's Degree) |
| | | Satisfaction of professional tutors with internship students (Postgraduate) |
| PC 7.3 Bachelor's Degree/Master's Degree Final Year's project | TFG/TFM Coordination Act | Overall student satisfaction with the TFG/Project |
| | TFG/TFM Learning Guides | Overall satisfaction with the TFM by students |
| | Student/topic/tutor/tutorial/defence panel register | Student satisfaction with the TFG tutor (follow-up, reviews and evaluations, etc.) |
| | Assessment and monitoring rubrics | Student satisfaction with the TFM tutor (follow-up, reviews and evaluations, etc.) |
| | TFG/TFM defence panel minutes | Satisfaction with the coordination of the TFG (dates, , assignment, etc.) by the students. Satisfaction with the coordination of the TFM (dates, , assignment, etc.) by the students. |
| CP 7.4 Vocational Guidance | Register of students receiving counselling professional | Satisfaction with the Training on Employability and Entrepreneurship |
| | Registration of offers and candidates | Number of career guidance counselling sessions carried out |
| | Register of individual counselling | Number of events, forums and workshops held |
| CP 7.5 University Life | List of late entrants | Number of University Activities Offered |
| | List of low performing students contacted | Number of participants in university life events |
| | List of Life Activities on offer University | Number of students participating in clubs and associations |
| | List of students who carry out Activities university students | Ratio of low-achieving students contacted |

| | | |
|---|---|---|
| | Database of volunteers and stakeholders | Ratio of late entrants contacted Number of clubs and societies Number of volunteers |
| CP 8.1 Recruitment and Selection | Vacancy File Vacancy Application Vacancy Application Candidate Registration | Ratio of closed vacancies Ratio of open vacancies |
| | Specific records Faculty of Health Sciences: Hospitals Agreement Table Hospital Registration Candidates | Average number of days to close vacancy Ratios of internally filled vacancies Number of new PhD teaching staff contracts Number of new PhDs on teaching staff |
| PC 8.2 Collaboration External Staff | Graduate Degree Timeline Contractual Documentation Teaching Allowance | Ratio of new business registrations |
| CP 8.3 Employee Training | Budget Training Training Plan Training Plan Training databases | Number of training actions offered Ratio of trained employees Employee satisfaction with the training offer |
| CP 8.4 Talent and Internal Mobility Management | Talent identification documentation Annual call for entries for the Teaching Career Plan | Ratio of Management Board positions with identified successor in the short term Ratio of teaching posts that are filled internally Ratio of non-teaching posts that are filled internally Voluntary rotation first year in post |
| PC 8.5 Staff Performance | Employee performance appraisal | Ratio of completed employee assessments Distribution of employee performance ratings |

| | | |
|---|---|---|
| PC 9.1 Student Affairs. Management of Suggestions, Complaints, Complaints, Claims and Acknowledgements | Student Ombudsman Reports Student Affairs Reports<br><br>Register student portal applications | Number of Suggestions / Complaints / Grievances / Acknowledgements Received<br><br>Number of requests to the University Ombudsperson received |
| PC 10.1 Resources and Services Management | Purchase request | Number of access sessions to digital resources |
| | Bibliography purchase order/subscription request | Number of visits to the Learning, Research and Innovation Resource Centre Library web site |
| | Preventive maintenance plan | Number of visits to the Learning, Research and Innovation Resource Centre's facilities |
| | Maintenance sheet | Number of Training sessions carried out by the Learning, Research and Innovation Resource Centre Library |
| | Works planning list | Number of attendees at the Learning, Research and Innovation Resource Centre Library Training in Competencies |
| | IT incident report | Satisfaction of teaching staff with the facilities of the classrooms used in your teaching (Bachelor's Degree) |
| | List of accredited providers | Faculty satisfaction with the facilities of the classrooms used in your teaching (Postgraduate) |
| | Planning of services | Satisfaction of teaching staff with the facilities of the laboratories, workshops and experimental spaces that used in your teaching (Bachelor's Degree) |
| | Monitoring report on services | Faculty satisfaction with the facilities of the laboratories, workshops and experimental spaces used in your teaching (Postgraduate) |
| | | Student satisfaction with the 24x7 support provided during the delivery of the qualification (Bachelor's Degree) |
| | | Student satisfaction with the 24x7 support provided during the delivery of the qualification (Graduate)<br>Satisfaction of teaching staff with IT support (Bachelor's Degree) |
| | | Satisfaction of teaching staff with IT support (Postgraduate) Number of |
| | | IT incidents managed |
| | | Number of purchase requests |

| | | |
|---|---|---|
| CP 10.2 Educational Guidance, Diversity and Inclusion | Documents for the attachment, detachment and follow-up of ACNEAE students. | Number of students attended Number of curricular adjustments made. Number of awareness-raising workshops Number of teachers advised. |
| PC 11.1 Stakeholder satisfaction | Satisfaction results reports for each stakeholder group Satisfaction Survey Sheet<br><br>Satisfaction Results Infographics | Response Rate Satisfaction Survey with the Qualification (Bachelor's Degree)<br><br>Response Rate Satisfaction Survey with the Qualification (Postgraduate)<br><br>Response Rate Satisfaction with the Qualification (PhD) Response Rate Satisfaction with the Teaching Staff (Bachelor's Degree) Response Rate Satisfaction with the Teaching Staff (Postgraduate) Response Rate Satisfaction with the Teaching Staff (Graduate) Response rate in the Assessment Survey of Teaching Activity (Bachelor's Degree) Teaching Activity Assessment Survey Response Rate (Postgraduate) Response rate of the Survey on Thesis Supervisors' Satisfaction with their Teaching Activity Response rate of the Employability Study of Alumni (Bachelor's Degree) Alumni Satisfaction Survey Response Rate (Postgraduate) Alumni Satisfaction Survey Response Rate (PhD) Overall Satisfaction with the University of the Administrative and Service Staff<br><br>Knowledge of the Quality Policy by Teaching Staff (Bachelor's Degree) Knowledge of the Quality Policy by Teaching Staff (Postgraduate) Knowledge of the Quality System and its processes by Teaching Staff (Bachelor's Degree) Knowledge of the Quality System and its processes on the part of the teaching staff (Postgraduate) Knowledge of the results of satisfaction with your teaching on the part of the teaching staff (Bachelor's Degree) Knowledge of the results of satisfaction with your teaching on the part of the teaching staff (Postgraduate) Awareness of the results of surveys of the qualification(s) in which you teach by teaching staff (Bachelor's Degree) |

| | | |
|---|---|---|
| | | Awareness of the results of the surveys of the Degree/s in which you teach by the teaching staff (Postgraduate) |
| PC 11.2 Academic Performance | Degree/Centre Indicators Sheet | Rate of Return Success Rate<br><br>Assessment rate<br><br>Drop-out rate<br><br>Graduation rate<br><br>Efficiency Rate |
| PC 12.1 System review and document control | Open Hearing<br><br>IAS indicator sheet<br><br>PC List Records Indicators Change Control Document | Ratio of procedures modified Ratio of<br><br>indicators modified |
| PC 12.2 Analysis and Improvement | Quality Assurance Committee Minutes<br><br>Minutes of the Centre's Quality Commission<br><br>Minutes of the Degree Quality Committee-Learning Assessment Committee (CCT-CEAT)<br>Improvement Plan Degree<br>Improvement Plan Centre | Ratio of completed actions of the Centre's improvement plan<br><br>Ratio of actions in of the Centre's improvement plan<br><br>Ratio of unimplemented actions of the Centre's improvement plan |
| PC 12.3 Monitoring and Assessment of University Education | Up to date registration of Graduate qualifications<br>Interim and final monitoring reports. AVAP<br><br><br>Interim and final reports on Accreditation Renewal. AVAP | Success Rate of Degrees Re-accreditation of Degrees<br>Degree success rate regular follow-up after verification<br><br><br>Degree success rate regular follow-up after renewal of accreditation |

| | Annual Monitoring Report of the Degree (Compliance) | Degree success rate special follow-up after verification Graduate success rate special follow-up after modification |
|---|---|---|
| | | Degree success rate special follow-up after accreditation renewal |