Universidad Europea ANDALUCÍA

Seamlessly navigate the map with a single click

MAP OF PROCESSES Ed. 01

Stakeholder needs and expectations

STRATEGIC

STRATEGY MANAGEMENT

PGC 1.1 Definition and Revision of the Quality Policy
PGC 1.2 Strategic Planning
PGC 1.3 Management of Human Resources Policy
PGC 1.4 Life Cycle of University Studies

PUBLIC INFORMATION

PGC 2.1 Public information and Accountability

KEYS

ADMISSION AND CREDIT RECOGNITION

PGC 3.1 Admission, Enrolment and Credit Recognition

MANAGEMENT OF THE TRAINING OFFER

PGC 4.1 Curriculum Planning
PGC 4.2 Horizontal and Vertical Co-ordination

ASSESSMENT OF LEARNING

PGC 5.1 Assessment of Learning

TEACHING – LEARNING

PGC 6.1 International Mobility
PGC 6.2 Internships
PGC 6.3 Final Degree Project
PGC 6.4 Vocational Guidance
PGC 6.5 University Life Activities

NON-OFFICIAL TEACHINGS

PGC 7.1 Management of Non-Official Education

RESEARCH

PGC 8.1 Research and PhD Programme Management

SUPPORT

PERSONS

PGC 9.1 Recruitment and Selection
PGC 9.2 Collaboration External Staff
PGC 9.3 Training of Teaching and Non-Teaching Personnel
PGC 9.4 Talent Management and Internal Mobility
PGC 9.5 Personnel Performance Management

STUDENT AFFAIRS

PGC 10.1 Management of Suggestions, Complaints Claims and Acknowledgements

RESOURCES AND STUDENT SUPPORT

PGC 11.1 Management of Resources and Services
PGC 11.2 Tutoring Sessions and Attention to Diversity

PERFORMANCE MEASUREMENT

PGC 12.1 Stakeholder Satisfaction
PGC 12.2 Academic Performance

CONTINUOUS IMPROVEMENT

PGC 13.1 System Review and Documentary Control
PGC 13.2 Analysis and Improvement
PGC 13.3 Monitoring and Assessment of the Centres and their University Courses

Stakeholder satisfaction

Evaluate and Refine