

The Quality Policy of the Universidad Europea de Canarias (hereinafter, the University) is guided by its Mission<sup>1</sup> and Vision<sup>(2)</sup> which are set out on its website.

The Quality Policy assumes the institutional commitment to promote the formative excellence of our students through the continuous improvement of our Internal Quality System processes, so that the mission of the University can be fulfilled.

Excellence, transparency in procedures and actions, participation of all stakeholders, Social responsibility and ethical behaviour are an essential part of quality management at this University.

This Quality Policy is governed by the following objectives:

- To guarantee a quality academic offer in Official Education and Lifelong Training, in accordance with the needs and expectations of students and society in general. To ensure the quality of training programmes through verification, monitoring, modification and assessment procedures.
- Providing mechanisms to gather the needs and expectations of stakeholders for continuous improvement.
- Establish a decision-making system based on the analysis of accurate, reliable and accessible information, containing data related to stakeholder satisfaction and institutional performance.
- To develop educational, scientific and cultural strategies that encourage educational innovation and research, in order to foster the promotion, mobility and training of the university community.
- To guarantee an optimal working environment that allows for the continuous development of people in the organisation through lifelong learning and motivation that allows people's talent to flourish.
- Establish relationships with suppliers, institutions or collaborating companies that promote talent and contribute to sustainable development and the progress of society.
- To provide reliable and timely information to all stakeholders based on the principles of transparency.
- Ensure ethical behaviour, preventing academic fraud, intolerance and discrimination.
- Promote the Sustainable Development Goals in the Syllabus and management processes.

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<sup>1</sup>**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 contribute to social progress with an entrepreneurial spirit and ethical commitment. To generate and transfer knowledge through applied research, contributing to progress and placing us at the forefront of intellectual and technical development.

<sup>2</sup>**Vision:** The Universidad Europea 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.

## QUALITY POLICY

- Pay special attention to equity, diversity and gender equality, inclusion and accessibility of persons with disabilities, as well as access to higher education for particularly vulnerable populations.
- Obtain institutional and programme recognitions and certifications, both national and international.

The University shall ensure compliance with this policy and its dissemination, and shall review it regularly in order to establish appropriate measures to ensure its continuous improvement.

Vice-Chancellor for  
Teaching Staff and Research

Rectorate

President

**Eva Icarán Francisco**

**Cristiana D. Pereira Teixeira  
de Oliveira**

**Otilia de la Fuente Domínguez**



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