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Date: 08/01/2024	Date: 08/01/2024	Date: 08/01/2024

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1. OBJECT

To guarantee the systematic provision to users of relevant and updated information on the Degrees taught at the European University of Valencia (hereinafter University), ensuring compliance with current regulations.

2. SCOPE

The scope of this procedure is to provide information on the University's official Degrees that relevant to the information needs and expectations of academic, research, institutional, service, etc. stakeholders.

3. REFERENCES


- Internal Quality Assurance Manual (MASIC).
- Organic Law 2/2023 of 22 March on the University System.
- Assessment Guide: Renewal of accreditation of official university qualifications (Bachelor's Degree and Master's Degree) currently in force by the Assessment Agency (AVAP).
- Assessment protocol: monitoring of official university qualifications (Bachelor's and Master's Degrees) in force of the Assessment Agency (AVAP).
- Regulations of Delegates and of the Students' Representative Council in force at the Universidad Europea de Valencia.
- Organic Law 3/2018 of 5 December 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 natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC.

4. DEVELOPMENT OF THE PROCESS

Public information. Website

The University keeps updated information on the Degrees offered on the website, where they can be consulted by the different interest groups.

The information on the Degrees appearing on the website will be defined by the Centre in collaboration with the Marketing Department and the Quality Assurance Team.

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For the publication of the information for each Degree, there are two information templates that collect, on the one hand, the information identified by the Marketing Department and the Centres and, on the other hand, the information necessary to comply with the regulations and Quality Agency, respectively, established by the Quality Assurance Team.

In both cases, the Centre is responsible for reviewing, updating and validating the Contents of each of them.

The Marketing Department identifies the relevant information targeted at potential students, configures the file for each Degree and forwards it to the Centre for any necessary modifications for final approval.


The Marketing Department updates the Degree files annually and generates the files for the new Degrees to be launched the following year. This updating process is carried out as often as necessary to meet the needs of the Degrees.

Web managers keep a list of all product templates to be published in a repository.

At the same time, the Quality Assurance Team establishes the criteria required, both by current legislation and by the Assessment Agency (AVAP) for the publication of the necessary information in relation to its academic offer and other relevant activities in relation to the Degrees.

This information is identified in the Assessment Guide: Renewal of the Accreditation of Official Bachelor's and Master's Degrees of the Assessment Agency (AVAP), in particular:

- Information about the centre:
 - Organisation
 - Policy
 - Strategy
 - Internal Quality Assurance System in place
- Information on the programmes offered:
 - Graduate Degree titles
 - Access routes and entry profile
 - Eligibility criteria
 - Criteria for credit recognition
 - Syllabus structure
 - Subject course guides
 - Language requirements
 - Number of places offered
 - Mode of delivery
 - Qualifications and performance information
 - Timetable (class timetables and Assessment dates).
 - Information on academic staff
 - Information on infrastructure/facilities
 - Information on the centre's management services.
 - Information on student counselling services.
 - Information on Complementary services offered.
- Access to the complaints, claims and suggestions mailbox.
- Information on results:
 - Information on academic results

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- Labour market outcomes
- Stakeholder satisfaction
- Results of the processes of:
 - Verification
 - Follow-up
 - Renewal of accreditation
- Link to the RUCT where the Degree information appears.

The Centre, through those responsible for the Degree, fill in the templates with all the information to be published on the website, and if necessary, review the information already included in these templates from the Quality Assurance Team or from the Marketing Department.

Once they have been reviewed and completed, the Quality Assurance Team and the Marketing Department will send the Degree files to the web manager for the correct publication or for the incorporation of the necessary modifications.

For the web publication process of the training offer for the following year, the web manager will publish it in the first quarter of the year or when the necessary information is available.


The Centre has a public space on the website where it makes available to all stakeholders the relevant information about its activity and its training offer. The system for the control, periodic review and continuous improvement of the public information provided to stakeholders of the Centres is carried out through the Centre's web page which contains the following information:

- Description of the Centre
- Academic approach
- Team and Strategy
- Sustainability
- Our Students
- Academic Offering
- Research
- Learning Methodology
- Quality

The Centres, together with the Quality Assurance Team, as responsible for the Internal Quality Assurance System (hereinafter, IQAS), are in charge of the selection, updating and dissemination of the information related to the Quality Assurance System of the Degrees.

As an additional element to the information offered on the Web, other communication or dissemination channels are used, in paper or electronic format, such as official bulletins, e-mail, news, internal communications, etc., which also offer information on the academic offer and the centres to which they belong, as well as any information of interest on the qualifications, Centre, University or relevant Quality System.

These communication channels are included in the Communication Plan of the Centre developed in the Technical Instruction annexed to this procedure IT 01 Communication Plan and are selected in coordination with the Department of Communication of the University and

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with those responsible for specific stakeholder fields, such as students, Alumni, employers.

Stakeholders participate in different meetings, where relevant information about the Degrees, Centres or University is shared, allowing their active participation in decision-making.

- Degree Quality Committee, Centre Quality Committee, Quality Assurance Committee (CAC); mechanisms developed in CP 12.2 Analysis and Improvement.
- School Board, Department Meetings, Teaching Staff Meeting, mechanisms developed in CP 4.2 Horizontal and Vertical Coordination.
- Students' Representative Council, a mechanism through which complaints and suggestions are raised, as set out in PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements.

5. SPECIFICITIES PER CENTRE

School of Architecture and Polytechnic School

Not applicable

Faculty of Social Sciences

Not applicable

Faculty of Health Sciences


Not applicable

School of Doctoral Studies and Research

Not applicable

6. RECORDS

NAME	CUSTODIAN
Graduate's Degree web page	Quality Assurance Team
Graduate Degree web page	Marketing Department

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7. MONITORING AND MEASUREMENT

The monitoring of the indicators of this procedure is carried out by the Quality Assurance Team.

IDENTIFIER	DEFINITION	RESPONSIBLE	CALCULATION PERIOD
IND01 PC 2.1	C/D rating ratio obtained in accreditation renewal reports	Quality Assurance Team	Academic Year
IND02 PC 2.1	C/D rating ratio obtained in the regular monitoring reports	Quality Assurance Team	Academic Year

8. RESPONSIBILITIES

RESPONSIBLE	TASK DESCRIPTION
Quality Assurance Team	<p>Initiate the process of reviewing/updating the quality fiche.</p> <p>Verify with the Centre that the information in the Degree templates is correct.</p>
Marketing Department	<p>Start the process of revising/updating the Marketing file which includes all the sections to highlight the academic offer of each Degree.</p> <p>Update the web-based Graduate qualifications according to the information provided in the marketing cards.</p> <p>Store the different versions of each record for the correct tracking of edits.</p>
Centre (Graduate Degree holders)	<p>Review on changes/improvements related to the information collected in the Degree templates.</p> <p>Check that the programme information on the website is relevant, relevant and up to date, in accordance with the standards of the Assessment Agency (AVAP).</p>

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9. STAKEHOLDERS AND ACCOUNTABILITY

The Centre, as the institution with overall responsibility, is accountable to the Assessment Agency (AVAP) for the regular and reliable publication of all information concerning the Degrees and the Centre. It also ensures that it is up to date and accessible to all stakeholders.

The participation of stakeholders in the publication of information on the University's academic offer, services and quality system is guaranteed through their representation in the bodies involved (CCT, CCC, CAC, Students' Representative Council, Department Meetings, Teaching Staff) and the possibility for any individual to communicate incidents or formulate complaints and suggestions through the procedure described in PC 9.1 Student Affairs. Management of Suggestions, Complaints, Claims and Acknowledgements.

10. EXCHANGE CONTROL

EDITION	DATE	REASON FOR AMENDMENT
01	12/12/2012	Initial version: identification of the process in the organisation and elaboration of the procedure
02	30/05/2016	Updating the Internal Quality Assurance System Manual
03	25/04/2018	Updating the Internal Quality Assurance System Manual
04	29/10/2021	Updating the IQAS
05	13/05/2022	Replacement of the term "guarantee" by "assurance" in line with the new AUDIT model (2018 version) and "PCG" by "PC".
06	08/01/2024	Updating the process

11. ANNEXES

Technical Instruction IT 01. Communication Plan. PC 2.1 Public Information and Accountability.