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PGC 5.1 INTERNATIONAL MOBILITY

CHANGES COMPARED TO THE PREVIOUS VERSION

EDITION	DATE	REASON FOR CHANGE
01	12/02/2013	Initial version
02	02/09/2015	Updating the procedure
03	02/09/2021	Updating of the procedure. Adaptation of the name SGIC to SAIC.
04	20/09/2023	Complete revision of the SAIC in content and form. The procedure is renumbered and renamed (until now PGC07 Mobility Management), the information is reorganised, it is homogenised with respect to PGC 7.1 EMU and the indicators are updated.

Elaborated:



Director of Quality
Date: 20/09/2023

Reviewed:



Vice-Rector, Faculty and Research
Date: 20/09/2023

Approved:



Rector
Date: 20/09/2023

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1. OBJECT

The purpose of this procedure is to ensure the promotion and management of international mobility programmes for students, teaching and non-teaching staff, including the curricular recognised of their activities.

2. SCOPE

This procedure is applicable to all the activities that the Universidad Europea de Canarias carries out to develop mobility programmes for its students, teaching and non-teaching staff in foreign universities or institutions with which it has agreements, so as to ensure the promotion of internationality, the development of the University's Academic approach and research.

3. RELATED DOCUMENTATION/APPLICABLE REGULATIONS

- ✓ Internal Quality Assurance System Documentation
- ✓ Document 02 AUDIT International Model: Criteria and guidelines for the definition and documentation of Internal Quality Assurance Systems in Higher Education.
- ✓ General Regulations of the Universidad Europea de Canarias for study abroad programmes
- ✓ Erasmus Charter for Higher Education
- ✓ 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.

4. DEFINITIONS

- ✓ **Mobility:** Ability for students, teaching staff or administrative and service staff to move for a certain period of time in order to study or work in another institution abroad. In the case of students, the mobility programme must be associated with a requirement for academic recognition of the courses taken or work placements undertaken during the stay.
- ✓ **SEPIE:** Spanish Service for the Internationalisation of Education
- ✓ **SAIC/IQAS:** System of Internal Quality Assurance
- ✓ **UEC:** Universidad Europea de Canarias

5. DEVELOPMENT OF THE PROCESS

5.1 DEFINITION AND PLANNING OF MOBILITY PROGRAMMES

The UEC carries out mobility schemes for its students, teaching and non-teaching staff in the following types of programmes:

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- Erasmus Programme
- Other programmes with Universities or companies

In order to search for new academic mobility agreements, the International Mobility Office, in collaboration with the Faculty, carries out prospecting studies and identifies new opportunities for promoting international mobility, as well as participating in fairs, congresses and other types of events to facilitate this work. In addition, as a result of the information gathered within the framework of the SAIC (feedback from students who have undertaken international study abroad placements, Degree Quality Committees, satisfaction surveys of students who have undertaken mobility and Alumni), the International Mobility Office can propose consolidating, increasing or reducing places or even closing the agreements with which it is working.

The following types of mobility are considered:

- **Outgoing mobility:** these are mobility programmes valid for students, teaching and non-teaching staff of the UEC, in which they carry out stays in an institution outside Spain. Outgoing mobility can be of:
 - Studies: aimed at students
 - Teaching/Training: for teaching/non-teaching staff of the UEC
 - Internships: aimed at students
- **Incoming mobility:** these are mobility programmes valid for students, teaching and non-teaching staff from universities outside Spain, in which they carry out stays at the UEC through an agreement with the same. Incoming mobility can be of:
 - Studies: for students
 - Teaching/Training: for teaching/non-teaching staff of the UEC
 - Internships: for students

5.2. OUTGOING MOBILITY

5.2.1 STUDIES

General

Outgoing students can benefit from mobility programmes under two types of agreements:

- Erasmus agreements (involves scholarship)
- Bilateral Agreements (not involving a scholarship and may be free or paid exchanges).

Every year, in October, the International Office of the UEC organises informative talks in order to inform students about the destinations and the general procedure for submitting mobility applications.

Likewise, during the application period (November) you can consult all the necessary information (calls for entries, destinations, regulations, etc., applicable to each Degree) for mobility in the following academic year on the online campus. This information is prepared and reviewed annually by the International Office for Mobility.

Applications and publication of results

There is a mobility platform through which students submit their applications. The International Mobility Office consults and reviews all applications received and issues, as established in the call for entries:

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1. a list of eligible applications in order to provide the possibility to correct any deficiencies or amend applications.
2. a provisional list, the period for lodging objections is now closed
3. a list with the allocated places available in the different agreements signed for this purpose, following the eligibility criteria and candidate scoring established in the international mobility regulations. It also publishes the list of vacant places and indicates a new deadline for applications.
4. a definitive list of places.

Once the student has been provisionally admitted to a programme, the International Mobility Office informs, generally through a session with the applicants, about aspects related to the management of medical insurance, accommodation, contact persons at the host university, administrative procedures to be carried out. In the case of Erasmus students, they will also be informed about the scholarships.

Nomination

Taking into account the nomination deadlines established by each host university, the International Office for International Mobility indicates the name of the assigned student, the Degree, the starting date and the duration of the stay, following the requirements established by the host university.

Start of the admission process

The host universities contact the students, informing them of the requirements established internally by each university, which the students must take into account in order to be admitted. The International Mobility Office advises students on how to comply with these requirements and procedures.

Elaboration of Study Agreement, Erasmus documentation and admission process

At the same time, and in any case before the start of the stay, a

- Study agreement (UEC internal documentary requirement)
- Online Learning Agreement "OLA" (additional Erasmus requirement),

where all the information related to the student's file and the validation of the subjects (which subjects will be taken at the destination and which subjects will be recognised upon return) is compiled.

To this end, the student has the support of the International Mobility Office, which works on the drafting of the Agreement/OLA proposal together with the student and with the collaboration of the corresponding faculty. The Agreement/OLA must be signed by the student and by the Director of the Department of International Mobility and Languages.

The host university sends the Letters of Acceptance, which will be given to the student for visa processing, when necessary. The International Mobility Office will provide support and advice to the student in the visa process.

Once the place has been accepted by the student, the International Mobility Office will check or register the student's study abroad stay in the academic planning management software. Likewise, it will communicate with academic advisors and lecturers to inform them of any changes in the tuition design that may have occurred due to the adaptation to the study agreement. In the case of Erasmus students, once the estimated start and end dates of the mobility have been established, after registering the students' mobility in the European Commission platform, the International Mobility Office is in charge of creating the grant agreements where the terms of the scholarships are specified. This agreement is signed by the student and the Rector of the UEC.

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In the case of bilateral fee-paying stays, the International Mobility Office will also handle the documentation for the corresponding study abroad fees (SAF).

Student in destination

Once at the destination, the International Mobility Office will be in charge of monitoring the student, ensuring their arrival, and passing on any incident or need for academic management to the Director of the Department of International Mobility and Languages or the host university, where appropriate.

In the case of Erasmus mobility, once the student moves to the host university and formalises his/her registration, the host International Office signs and stamps the corresponding certificates (A and B, entry and exit, respectively), which have to be sent by post to the International Mobility Office of the UEC on the arrival and departure of the student, as evidence of his/her stay at the host university. Furthermore, at the end of the stay, the student must hand in the Evaluation Report of the stay, which includes the Programme Satisfaction Survey and the UEC Outgoing Survey, upon arrival at the UEC. It is essential that students complete all the above-mentioned documents during the process in order for the credits to be recognised. Students are also required to present the arrival certificate in order for the International Mobility Office to process the first payment of the scholarship and then the departure certificate together with the corresponding survey, in order to process the second payment of the scholarship.

All possible modifications (length of stay, academic aspects, changes in the study agreement) proposed by the host university while the student is abroad will be reviewed by the International Mobility Office, which, if necessary, will make all the necessary communications with the student.

During the stay at the host university, the International Mobility Office will be at the student's disposal for support and advice on any doubts or problems that may arise, guaranteeing continuous support throughout the process.

Return of the student

On the student's return to the UEC, the International Mobility Office contacts the equivalent at the host university to request the marks for the courses taken by the student. The International Mobility Office uses this information to draw up the corresponding transcripts and forwards them to the Registrar's Office, which includes these grades in the academic transcript, with the corresponding courses being officially recognised.

5.2.2 TEACHING/TRAINING

A) Teaching staff

There are two annual calls for entries for outgoing mobility of teaching staff, one of which is published for each semester for both Training and teaching. These calls for entries are issued by the International Office with the collaboration of the Vice-Deans.

Each call for entries is communicated through the teaching portal, specifying the deadlines for the submission of applications. Teaching staff should prepare their applications taking into account all the requirements set out in the call for entries and with the approval of the Head of Department/Degree Coordinators and the Rector.

Once the period for allegations established in the call for entries has ended and the definitive list of admitted students has been issued, the mobility proposal received and the documentation established in the call for entries is managed.

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The International Mobility Office will inform the selected teachers of the approval of their applications.

The payment of the scholarship in these cases is made before or during the teacher's stay at the host university and is managed directly by the International Mobility Office.

The host university will certify the teacher's stay, stating the dates and hours of teaching. Upon return, the teacher must submit to the International Office all the documentation related to the mobility.

For Erasmus stays, the International Mobility Office sends the SEPIE the final report detailing the stays carried out and the details of the teachers, destination countries and universities.

B) Non-teaching staff

Non-teaching staff may also apply to participate in Erasmus staff mobility programmes for training purposes, which will be managed in the same way as described for teaching staff in the previous section, with the prior approval of the Head of the Field or Department to which they belong.

The activities to be carried out during the stay can be very varied: periods of practical Training, learning best practices, participation in Seminars, workshops, etc.

5.2.3 PRACTICES

There are two annual calls for entries for outgoing mobility placements (each one published in one semester for mobility in the following semester) and in all cases within the framework of the Erasmus programme. These calls for entries are published by the International Mobility Office and the associated procedures are carried out in collaboration with the UEC Traineeship Unit.

The International Office for International Mobility assists in the preparation of all the documentation required by the Erasmus programme and is responsible for making the corresponding scholarship payments according to the same applicable requirements as described in chapter 5.2.1 (outgoing studies).

5.3. INCOMING MOBILITY

5.3.1 STUDIES

The International Office for International Mobility sends to all international universities with which there is an agreement an informative mail about the opening of the nomination period, as well as useful information to facilitate incoming mobility. In general, two nomination periods are established:

- March-April, for stays starting in September, irrespective of their duration (First term/full year)
- September, for stays starting in January and running during the Second Term.

At the end of each period of nomination of incoming candidates by their home universities, the International Mobility Office assesses the application of each student, taking into account that the conditions of the agreement are met. It then contacts each student who has been nominated, sending the relevant academic information and the link to the form to be completed and indicating all the documentation and information required to process the mobility and therefore be admitted to the UEC.

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The International Mobility Office asks Academic Planning for information on available places in the courses offered, timetables and groups. It then compares this information with the applications of the nominated students and determines which students are assigned to each course, group and timetable, communicating the result to each of the students, including any differences with what was requested (e.g. incompatibility due to overlapping or similar). It also requests the opening of international places from Academic Planning and registers in the planning platform the information of all incoming international students, Enrolling them in each of the corresponding courses.

The UEC International Mobility Office signs the OLAs of incoming students. In the case of students from outside the European Union, it issues the Letters of Acceptance required for the management of their visas.

Once the international student is at the UEC, the International Mobility Office will be in charge of monitoring the student, registering their arrival and holding a *Welcome Day*, in collaboration with the University Life Field. Likewise, during the student's stay, the International Mobility Office will report any incident or need for academic management to the Director of the Department of International Mobility and Languages, the host Faculty, or the student's home university.

The International Office for International Mobility will ensure the integration of incoming students into university life at the UEC. Thus, it promotes and organises actions such as the *International buddy*, aimed at recruiting UEC students who, in exchange for university activities credits, become mentors for incoming students (activity carried out in coordination with the University Life Field).

5.3.2 TEACHING AND NON-TEACHING STAFF AND INTERNSHIPS

Incoming mobility of teaching and non-teaching staff, as well as those related to internships, are managed by the International Mobility Office on demand, with no call for entries or nomination periods. All of them are managed within the framework of the Erasmus mobility programme.

If an application for a place or information is received, the International Office will contact the person in charge, depending on the Faculty/School and Degree or Field of work concerned.

The International Mobility Office will be the one to sign the documentation required to fulfil the Erasmus mobility requirements.

Once the person is at the UEC, it will be the Head of Department / Degree Coordinator who will be responsible for the welcome and Introduction of the visiting lecturer, for organising the teaching activity, as well as for monitoring the stay and the agenda. In the case of non-teaching staff, it will be the head or director of the corresponding Field or Department who will carry out these activities.

In the case of visiting lecturers, they will be assessed by the students in the same way as lecturers contracted by the UEC. In addition, they will be signed the Teaching Assignment Certificate which will reflect their activity plan.

5.4 MANAGEMENT OF ERASMUS PROJECTS

The International Mobility Office is responsible for the submission and management of ERASMUS projects. This involves the management of the European Commission's platforms for the registration of ERASMUS projects.

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mobilities, budget control, sending of reports and documentation requested by the SEPIE. Also, in line with the Erasmus Without Paper (EWP) initiative launched in 2019, the International Mobility Office, in addition to managing the Learning Agreement (OLA) through the online platform, is in charge of the digitisation of all ERASMUS agreements that were previously managed with PDF documents.

5.5 PROMOTING MOBILITY

The University's International Mobility Office carries out various activities throughout the year to promote international mobility among students, such as:

- Campaigns aimed at raising awareness and informing students about the importance of international study abroad placements for their comprehensive training and the advantages for their future employability.
- Participation in international fairs and events, for training purposes regarding mobility programmes, as well as for creating and expanding the network of contacts (networking), sharing good practices, etc.
- It also periodically informs students about the most relevant aspects of the UEC International Stays Regulations, application requirements, criteria for the awarding of places, credit recognition and other information of interest.

5.5 ARCHIVING OF EVIDENCE


All the documentation and records derived from the application of this procedure are filed in the Sharepoint of the International Mobility Office, classified according to type of mobility and academic year, with subfolders containing the complete mobility file of each student, as well as records common to the mobility of the year in question (for example, the file of coordination of timetables, groups and courses of incoming students).

6. INDICATORS

PGC 5.1-IND01: Number of students participating in Outgoing mobility programmes
PGC 5.1-IND02: Number of students participating in Incoming mobility programmes
PGC 5.1-IND03: Overall satisfaction of Outgoing students
PGC 5.1-IND02: Number of students participating in Incoming mobility programmes
PGC 5.1-IND03: Overall Satisfaction of Outgoing Students
PGC 5.1-IND04: Overall Satisfaction of Incoming Students
PGC 5.1-IND05: Number of Teachers in Erasmus Outgoing Programmes
PGC 5.1-IND06: Number of agreements in force in the Erasmus and other student mobility programmes
PGC 5.1-IND07: Percentage of agreements in force involving the recognised awarding of at least 20 ECTS credits

7. RESPONSIBILITIES

- Process owner: International Mobility Department.
- Participants in the process:
 - International Mobility Office:

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- ✓ Establish agreements with foreign universities.
 - ✓ Seek information on the criteria and conditions necessary to establish appropriate mobility programmes in accordance with existing legislation.
 - ✓ Prepare information material for students, teachers and staff on mobility programmes and carry out international awareness campaigns.
 - ✓ Managing the administrative formalities required by students and teachers.
incoming/outgoing for mobility programmes.
 - ✓ To monitor and support the needs of students/staff during their study abroad.
 - ✓ Establish improvement actions resulting from the MM-review.
 - ✓ Reviewing study agreements in collaboration with the faculty and producing transcripts for the recognised courses of *outgoing* students.
 - ✓ Coordinate the reception of Incoming students and manage their Enrolment in UEC courses.
 - ✓ To manage ERASMUS projects both administratively and financially.
 - ✓ Participate in workshops, lecturers, conferences, events and international trade fairs with the aim of training, expanding the network and attracting new agreements and collaborations.
- Quality Assurance and Academic Compliance Team:
- ✓ Collect data on stakeholder satisfaction with mobility programmes and communicate the results of their development.
 - ✓ To study the results of the management of mobility programmes and to support the International Office for Mobility in establishing actions to improve them.
 - ✓ Communicate the results of mobility programmes to stakeholders and interested parties.
- Management Board of the Department/Coordination of the Degree:
- ✓ Propose lecturers from each of the Faculties/Schools to teach classes at universities in the Lauréate Network, in the case of bilateral double degree collaboration agreements.
 - ✓ Guiding the teacher during the implementation of the programme, ensuring that he/she complies with the established approach.
- The Internship Unit:
- ✓ Encourage international internships throughout the university student community.
 - ✓ To manage the administrative procedures required by international internship students.
 - ✓ Review the Contents to be published, related to student orientation and international internship counselling.
 - ✓ Provide the model agreement for international internships.
 - ✓ Provide the appendix signed by the student according to the Degree.
 - ✓ Support in finding organisations/companies for the internship.

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8. MONITORING AND MEASUREMENT

In order to ensure that the UEC complies with the agreements agreed in the Erasmus programmes, the Spanish Service for the Internationalisation of Education (SEPIE) may carry out external audits of the university.

In addition, internally, the conclusions drawn from the results of the satisfaction surveys, coordination meetings (such as the Degree Quality Committees), the monitoring of indicators, as well as the information provided by the different stakeholders, will be used to determine the need or not to propose actions, in order to continuously improve the international mobility management of the UEC.

9. RECORDS

The application of the provisions of this procedure generates the following records:

RECORDS			
REGISTRATION NAME	WHO ARCHIVES	SUPPORT	CONSERVATION TIME
Planning of mobility programmes (calls for entries)	International Mobility Department	Digital	Indefinite
Erasmus and Bilateral Agreements with Foreign Universities	International Mobility Department	Digital	Indefinite
International internship agreements	International Mobility Department Legal Affairs Field	Digital	Indefinite
Acuerdo de Estudios/ Online Learning Agreement	International Mobility Department	Digital	Indefinite
Documentation for students applying for <i>incoming/outgoing</i> programmes	International Mobility Department	Digital	Indefinite
Letters of Acceptance	International Mobility Department	Digital	Indefinite
Student-University financial agreement (Erasmus only)	International Mobility Department	Digital	Indefinite

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Certificate A (Erasmus only)	International Mobility Department	Digital	Indefinite
Certificate B (Erasmus only)	International Mobility Department	Digital	Indefinite
Final report of the visit (Erasmus Programme)	International Mobility Department	Digital	Indefinite
Satisfaction Survey of the stay	Quality Assurance & Academic Compliance Team	Digital	Indefinite
Report cards	International Mobility Department	Digital	Indefinite
Teaching Assignment Certificate	International Mobility Department	Digital	Indefinite

10. ANNEXES

Study Agreement Template