 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 1 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

PGC 5.2 ACADEMIC EXTERNSHIPS

MODIFICATIONS COMPARED TO THE PREVIOUS VERSION

EDITION	DATE	REASON FOR CHANGE
01	02/09/2015	New procedure replacing the previous Internship Management and Student Orientation procedures.
02	09/09/2021	New Degree of the process, update of processes and responsible units, and change of name from IQAS to SAIC.
03	28/04/2022	Updating of Royal Decree 1393/2007 to 822/2021. Date of continuity of internships is modified
04	20/09/2023	Renumbering of the procedure (until now PGC03) and adaptation of the code of the rest of the affected procedures mentioned. Complete revision of the procedure taking into account the requirements of the AUDIT International Model, as well as updating the procedures.

Elaborated:



Director of Quality
Date: 20/09/2023

Reviewed:



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

Approved:



Rector
Date: 20/09/2023



 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 2 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

TABLE OF CONTENTS.

1. OBJECT	3
2. SCOPE	3
3. RELATED DOCUMENTATION/APPLICABLE REGULATIONS	3
4. DEFINITIONS	3
5. DEVELOPMENT OF THE PROCESS	4
5.1 Formalisation of the Educational Cooperation Agreement.....	4
5.2 Publication of Contents of internship offers.....	4
5.3 Duration of the internship	4
5.4 Dissemination and award of externships	5
5.5 Quality assurance for externships	5
5.6 Assignment of internships	6
5.7 Assessment of practices	7
5.8 Academic Recognition and Accreditation of Internships	7
5.9 International Internships	7
6. REVIEW AND IMPROVEMENT OF THE PROCESS.....	8
7. RESPONSIBILITIES	8
8. COMMUNICATION	10
9. INDICATORS	11
10. RECORDS	11
11. ANNEXES.....	11

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 3 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

1. OBJECT

The purpose of this procedure is to guarantee the quality and coordination of the students' externships in their respective Degrees, in accordance with the commitments made in the verification report of the Degrees.

2. SCOPE


This process is applicable to all the training actions that students must carry out to ensure that they develop all the Skills and Competencies designated for the subjects of work placements for Bachelor's Degree and Postgraduate qualifications, as well as extracurricular work placements for Bachelor's Degree and Postgraduate qualifications.

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.
- ✓ Academic approach of the Universidad Europea de Canarias
- ✓ Syllabus of the Degree programmes
- ✓ Reports on the Concurrent Bachelor's and Master's Degrees.
- ✓ Learning Guide for the Internship courses developed by the Faculties/Schools.
- ✓ Organic Law 2/2023, of 22 March, on the University System.
- ✓ Royal Decree 592/2014, of 11 July, regulating academic externships for university students.
- ✓ Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights
- ✓ 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 (General Data Protection Regulation).
- ✓ Ley Orgánica 1/1996, de Protección Jurídica del Menor, modified by Ley 26/2015 de modificación del sistema de protección a la infancia y a la adolescencia.
- ✓ Royal Decree 822/2021, of 28 September, which establishes the organisation of university education and the procedure for quality assurance.
- ✓ Regulations for academic externships for students of the Universidad Europea de Canarias.

4. DEFINITIONS

- ✓ **CCE:** Educational Cooperation Agreement
- ✓ **CV:** online campus.
- ✓ Compulsory **internships** according to the official Syllabus and which may be recognised as part of the curriculum.

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 4 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

- ✓ **Extracurricular internships:** Those internships that students do to complete their Training, without being necessary to obtain the Degree. They are carried out on a voluntary basis during their Training period and, although they have the same purposes, they are not included in the Syllabus. However, they are included in the European Diploma Supplement (EDS).
- ✓ **SAIC:** System of Internal Quality Assurance
- ✓ **UEC:** Universidad Europea de Canarias.
- ✓ **UCCA:** Academic Compliance and Quality Assurance Team
- ✓ **UdP:** Academic Externships Department
- ✓ **MECES:** European Qualifications Framework.

5. DEVELOPMENT OF THE PROCESS

5.1 Formalisation of the Educational Cooperation Agreement

Academic externships require the prior signing of an Educational Cooperation Agreement (CCE) between the University and the collaborating entity, which will regulate the cooperation between both parties for the practical training of students.

Educational cooperation agreements may be initiated at the request of the collaborating entities themselves, the Centre, University Departments and Services, teaching and non-teaching staff, students and other members of the university community.

Chapter II of the University's External Academic Internships Regulations expands on the processes for processing and formalising these agreements. These agreements are managed by the Internships Unit, using models drawn up by the Legal Affairs Department. The Annexes to the agreements are processed by the Work Placement Unit (with the exception of some qualifications in the Faculty of Health Sciences).


5.2 Publication of Contents of internship offers

Externships may be advertised through two channels:

- The Work Placement Unit publishes the offer of companies on the work placement management platform for all students with curricular placements that are Enrolled. It will always do so after receiving validation of the offer from the internship coordinator of the qualification.
- The Internships Unit publishes the offer of extracurricular internships on the online campus as long as all students with curricular internships have been assigned them, or when the company or centre requests a different internship student profile to that included in the Syllabus of the Degree. The offer of extracurricular internships is always published after receiving validation from the internship coordinator of the qualification.

5.3 Duration of the internship

The duration of curricular placements shall be that established in the corresponding Syllabus for Bachelor's Degrees and Postgraduate qualifications. Students may not carry out placements that interfere with their academic calendar, i.e. their placement timetable must be compatible with their

	PROCEDURES MANUAL	Page 5 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

class schedule, to which their attendance is mandatory, as well as with their other learning activities.

In the case of Bachelor's Degree students who finish their studies in the year in which they carry out the work placement, they will be allowed to continue their work placement until the date indicated in the University's internal work placement regulations, although the duration of the work placement in the same collaborating entity may not exceed 1 year. In the case of Postgraduate students, they must complete and finish their placements before the end date of the programme (date of submission of transcripts and licensing process).

5.4 Dissemination and awarding of externships

The University will give priority to students doing curricular placements over those applying for extracurricular placements.

5.5 Quality assurance of externships

In order to ensure that the internships are carried out correctly by students and collaborating entities and to introduce measures to improve the internship programme, the satisfaction and skills acquired by the students who carry out the internships and the employers who take on the students are measured. These surveys are managed through a specific internship management platform that consists of 2 distinct blocks, one for document management of educational cooperation agreements, internship annexes and the dissemination of internship offers, which is led by the Internship Unit, and a second block which is for the assessment of the internship, both the student's assessment by the company tutor and the academic tutor's assessment.


The two blocks are linked by the synchronisation function, which transfers the relevant information from the practice annex to the Assessment part.

Through this second block, coinciding with the end date of the work placement, the assessment surveys are sent out by the tutor and the student.

- Student satisfaction surveys: at the end of the internship, students are surveyed about the functions performed, their comparison with students from other universities, the theoretical/practical knowledge acquired, the collaboration and help received from the company and their satisfaction with the working conditions.

- Assessment of the company/institution: The professional tutor (company/institution tutor) where the student has developed the internship, completes a questionnaire about the student's performance in the company and about the professional competences developed by the students. Assessments are made of concepts such as technical competence, personal effectiveness, planning and organisation, communication, availability, creativity, initiative, dynamism, responsibility and personal involvement, respect for ethical values, motivation for one's own learning, presentation and personal image, attendance and punctuality, personal relations, relations with superiors, adaptability, cooperation and team spirit, self-confidence, concern for quality, orientation to results or integration/management of information.

- Satisfaction Surveys of the company/institution. In addition to the Assessment, the professional tutor completes a Satisfaction Survey, where he/she should assess the preparation of the

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 6 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

The student in comparison with students from other universities who have done internships in their organisation, the possibility of hiring them in the company, the overall satisfaction with the student and their satisfaction with the university's dealings with them.

The conduct of the surveys is set out in the procedure PGC 12.1 Stakeholder Satisfaction.

The analysis carried out by the Quality Assurance Team will be sent to the Internships Unit to detect irregular situations and possible shortcomings and to establish the appropriate measures for improvement.

Annually, the Quality Assurance Team informs the Centre of the results obtained from the satisfaction surveys, who analyse the results of their Degrees and propose the appropriate improvements to systematically offer quality academic externships for all students at the University.

5.6 Assignment of internships

Students must have Enrolled in the placement in order to be able to carry it out. The Academic Coordinator for Internships of the corresponding Degree, together with the Internship Unit, assigns the Faculty Tutor and the Professional Tutor (from the internship centre), who will direct and supervise the internship process of each student after holding the relevant meetings, each in their respective areas of application.

Communication of all the information related to the placement will be carried out through information meetings with the students. In this communication, at least the following information will be given in the different sessions held:

- General information about the course and request for field or specialisation (expectations).
- General information on centres offered.
- Information prior to joining the work placement centre.
- Assessment information and delivery of final report and reflective journal.


In order to access the internship, the student must submit the Negative Certificate from the Central Register of Sex Offenders, in the event that they are going to carry out the internship with minors, as well as a Curriculum Vitae and other deliverables that are requested according to the course and qualification.

The student may propose the placement entity in which he/she wishes to carry out this experience, as long as it complies with the placement regulations, to the Placement Unit and it is the Placement Coordinator who must decide whether the entity can meet the expectations of the training process of the related courses, and that the training objectives stipulated in the verification report are met.

In the event that there is no educational cooperation agreement already signed between the university and the collaborating company, the Internship Unit will contact the company to proceed with the signing of the agreement as described in procedure 5.1 Formalisation of the educational cooperation agreement in this document.

For each Bachelor's Degree and Postgraduate internship, the Internship Unit collects the details of the students and the tutors of the assigned internship centre to manage the appendix to the agreement where specific information is collected for each case.

The aforementioned appendix must be signed in all cases by: the representative of the University, the representative of the placement organisation and the student, prior to the start of the placement period.

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 7 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

5.7 Assessment of practices

In all cases, the assessment criteria for each placement subject in the different courses and qualifications will be set out in the corresponding subject guide in the relevant Degree report. The final grade may be the result of the weighting of different parts:

- Internship report submitted, which must include the student's performance at the centre and the work assigned by the faculty tutorial carried out at the centre.
- Internship Diary in which the student's reflections on their stay are recorded.
- Assessment of the student's performance at the centre by the external tutor
- Assessment of the student's performance during the process by the faculty tutorial.

5.8 Academic Recognition and Accreditation of Internships


The completion and passing of the curricular externships will give rise to the academic recognition of credits, as established in each Syllabus.

Once the externships have been completed and with the prior assessment report from the tutor at the collaborating entity, the University will issue, at the request of the interested party, a certificate accrediting the internship which will contain, at least, the following aspects: certificate holder, collaborating entity, description of the internship specifying its duration and activities carried out.

5.9 International Internships

The University's students have the possibility of doing international internships through three ways:

- The student is going to carry out a study abroad at another university and within their learning agreement (Learning Agreement (LA) that includes the recognised subject of External Academic Practice, as well as its equivalent subject at the host university, which is approved by the Department of International Mobility and managed by the International Mobility Assistant, includes the course of curricular practices, in which case it is the host university that provides the student with the practice agreements and who is responsible for the documentary management so that the practices can be carried out. Once completed, the host university will be responsible for grading the course and communicating this information along with the rest of the grades to the international mobility office of the university.
- The student is going to carry out a study abroad, but does not include the curricular work placement course in their learning agreement, in which case, it is the student who is responsible for looking for a company that offers the possibility of doing a work placement, and when they find one, they inform the work placement manager of the Work Placement Unit, who will contact the company to request a description of the tasks that the student will carry out. This description of tasks will be sent to the work placement coordinator of the student's Degree at the home university, and if they are validated as a curricular work placement, the Work Placement Unit will be responsible for drawing up the educational cooperation agreement and the work placement appendix. Upon completion, the company must send its assessment via the internship management platform.
- The student wants to do an internship under the Erasmus Framework Agreement. In this case, he/she must submit his/her application at the time the call for entries is open, present his/her merits and the company where he/she is going to do the accepted internship; if he/she is selected, he/she must fill in the Training Agreement and Quality Commitment, and hand it in to the International Mobility Office. Once this has been done

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 8 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

The student provides the company's information to the placement unit manager and we will follow the same procedure as indicated in the previous paragraph, with the only exception that the student will receive the Erasmus + financial scholarship, and that this scholarship has a maximum duration of 3 months. At the end of the work placement, the results of the placement will be included in the Erasmus final report that the student will hand in to the International Mobility Office.

If the student is on a study abroad and wants to do an extracurricular placement, it will be the student who will look for such placements.

SPECIFICITIES PER CENTRE

School of Architecture

According to each Degree's Internship Guide.

School of Social Sciences

At the Faculty of Social Sciences, educational internships in educational centres are formally regulated as a regulated profession, so they are always managed in accordance with the requirements established in the law that regulates them.

School of Health Sciences

At the Faculty of Biomedical and Health Sciences, given that internships are formally regulated as regulated professions, the management of internships will always be carried out in accordance with the requirements established for each of the qualifications in the law that regulates them.

6. REVIEW AND IMPROVEMENT OF THE PROCESS


This process is continuously monitored by the Quality Assurance and Academic Compliance Team, updating it whenever necessary. Stakeholder satisfaction surveys on internship programmes and teaching staff are used as input to identify any imbalances in the development of this process. These surveys are analysed as described in PGC 12.1 Stakeholder satisfaction. Furthermore, based on these conclusions, the Quality Assurance and Academic Compliance Team, together with the Departments involved in this process, draw up the action plans they consider appropriate.

7. RESPONSIBILITIES


- Process owner: Academic Externships Department.

- Participants in the process:

- Degree Coordination/Faculty/School Management Board
 - ✓ Negotiate, in collaboration with the Internship Unit, the curricular internship agreements reviewed by the Legal Affairs Field.
- Academic Externships Department:
 - ✓ Drawing up agreements and their annexes with private companies or institutions for curricular and extracurricular placements.

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 9 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

- ✓ To manage all the necessary procedures for the curricular internships in the companies/centres/institutions with which the agreement is approved.
 - ✓ To manage the termination and reassignment of internships in those cases in which the company or the student is not satisfied with the development of the internship.
 - ✓ Processing the Education Cooperation Agreements and the Annexes to the agreements.
 - ✓ Provide companies with the keys to register on the online internship platform and update the status of applications for each offer.
 - ✓ To carry out the administrative management of extracurricular externships and to collaborate with the Coordination of the Qualification in the management of curricular internships.
 - ✓ To manage the termination of extracurricular placements in those cases in which the company or the student is not satisfied with the development of the placement.
 - ✓ Collaborate in the development of improvement actions arising from the review of the management of extracurricular externships.
 - ✓ Guidance and information for students on aspects related to the management of civil liability insurance and assistance, and the granting and amount of the scholarships.
 - ✓ Collect data on the satisfaction of stakeholders with the internship and communicate the results of the development of the internship programmes to them.
 - ✓ Study the results of the management of externships and establish actions to improve them in collaboration with the Quality Assurance Team and Academic Compliance.
- Legal Affairs:
- ✓ Ensure that curricular internship agreements comply with current regulations and legislation and that extracurricular internships with modifications comply with the requirements of the Universidad Europea de Canarias.
- Work placement tutor academic tutors
- ✓ To ensure the normal development of the Training Project, guaranteeing the compatibility of the work placement timetable with the academic, training and student representation and participation obligations.
 - ✓ To effectively monitor the work placement by coordinating with the tutor of the collaborating entity and, where appropriate, seeing the monitoring reports.
 - ✓ To authorise any modifications to the Training Project.
 - ✓ To carry out the assessment process of the work placement of each tutored student, taking into account the final report/memorial of the work placement, the company's report and each student's satisfaction questionnaire.
 - ✓ To keep confidential any information that becomes known to them as a result of their tutorial activity.
 - ✓ Inform the Employment Guidance Office of any incidents that may arise.
 - ✓ Supervise, and if necessary request, the adequate provision of the necessary support resources to ensure that students with disabilities carry out their placements under conditions of equal opportunities, non-discrimination and universal accessibility.
- Tutors for internships in companies/centres/institutions:
- ✓ Welcoming students and organising the activity to be carried out in accordance with the Training Project.

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 10 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

- ✓ Supervise their activities, guide and control the development of the practice with a relationship based on mutual respect and commitment to learning.
- ✓ To inform students of the organisation and functioning of the entity and of the relevant regulations, especially those relating to safety and occupational hazards.
- ✓ Coordinate with the university academic tutor the development of the activities established in the educational cooperation agreement, including any modifications to the training plan that may be necessary for the normal development of the internship, as well as the communication and resolution of possible incidents that may arise in the development of the internship and the control of permissions for exams.
- ✓ Issue the final report and, where appropriate, the interim report.
- ✓ To provide the Complementary Training required by each student for the internship.
- ✓ Provide each student with the indispensable material means for the development of the practice.
- ✓ Facilitate and stimulate the contribution of proposals for innovation, improvement and entrepreneurship by students.
- ✓ To provide the university's academic tutor with access to the institution for the fulfilment of the purposes of his or her function.
- ✓ To maintain confidentiality in relation to any information known to students as a result of their tutorial activity.
- ✓ To provide help and assistance to each student, during their stay at the entity, to resolve any professional issues they may need in the performance of the activities they carry out at the entity.

■ Head of International Relations:

- ✓ Select students who are going to carry out the internship in the company/institution/hospital according to the established criteria and agree with the company/institution/hospital the characteristics of the internship to be carried out by the student, provided that they receive a scholarship (period, objectives, tutoring, assessment, etc.).


8. COMMUNICATION

The governing bodies of the centre and the university must approve and sign the agreements with the entities, companies/organisations/centres for externships.

For their part, students are represented on the different committees, as described in PGC 12.2 Measurement, accountability, analysis and improvement. The analysis of student satisfaction and their complaints and suggestions have an impact on the review and improvement of this procedure and the teaching.

The teaching and non-teaching staff also take part in the Quality Commissions of the Degree and other bodies of the centre. The analysis of their satisfaction, complaints and suggestions indicate in the review and improvement of this procedure and of the teaching.

In the externships process, there is a particularly fluid relationship with employers, both with the director representatives of the collaborating entities and with the people in charge of tutoring the student. The analysis of the satisfaction of the professional tutors also has an impact on the review and improvement of this procedure.

 Universidad Europea CANARIAS	PROCEDURES MANUAL	Page 11 of 11
	PGC 5.2 ACADEMIC EXTERNSHIPS	EDITION 04

Alumni satisfaction also provides useful information for the revision and improvement of the procedure and teaching.

The society in general has the lists of companies/agencies/centres for externships available on the web page of the qualifications.

9. INDICATORS

- PGC5.2-IND01: Number of established agreements
- PGC5.2-IND02: Number of established Annexes
- PGC5.2-IND03: Ratio of students with assigned academic externships
- PGC5.2-IND04: Student satisfaction with internships (Bachelor's Degree)
- PGC5.2-IND05: Student satisfaction with placements (Postgraduate)
- PGC5.2-IND06: Satisfaction of professional tutors with internship students (Bachelor's Degree)
- PGC5.2-IND07: Satisfaction of professional tutors with trainees (Postgraduate)

10. RECORDS

The following records, generated by this process and which provide evidence of its effective implementation, are managed according to PGC 11.1 SAIC Review and Control of Documents and Records and are as follows:

RECORDS			
REGISTRATION NAME	WHO ARCHIVES	SUPPORT	CONSERVATION TIME
Agreement on academic externships	Academic Externships Department	Digital	3 years
Annex to the Traineeship Agreement	Academic Externships Department	Digital	3 years

11. ANNEXES

Not applicable.