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PGC 8.3 STAFF TRAINING

CHANGES COMPARED TO THE PREVIOUS VERSION

EDITION	DATE	REASON FOR CHANGE
01	12/02/2013	Initial version
02	02/10/2015	Modification of procedure
03	04/10/2021	Updating of the process. Adaptation of the name SGIC to SAIC.
04	20/09/2023	Complete revision of the SAIC in terms of Contents and form. The procedure is renumbered and renamed (until now PGC11 Training of teaching and non-teaching staff), it is homogenised with respect to PGC 8.3 EMU in the subject of Training, eliminating the chapter on research, regulated in PGC 6.1 Research.

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 establish the system for the elaboration and development of the Training Plan of the Universidad Europea de Canarias (hereinafter referred to as the University) in accordance with the strategic and pedagogical needs of the employees.

2. SCOPE

This procedure covers all the activities carried out for the elaboration, dissemination, implementation and Assessment of the Training Plan.

This Procedure does not apply to commercial contracts.

3. RELATED DOCUMENTATION/APPLICABLE REGULATIONS

- ✓ Internal Quality Assurance System Documentation
- ✓ HR Policy
- ✓ Document 02 AUDIT International Model: Criteria and guidelines for the definition and documentation of Internal Quality Assurance Systems in Higher Education.
- ✓ Organic Law 2/2023, of 22 March, on the University System.
- ✓ Royal Decree 640/2021, of 27 July, on the creation, recognised and authorisation of universities and university centres, and institutional accreditation of university centres.
- ✓ Royal Decree 822/2021, of 28 September, which establishes the organisation of university education and the procedure for quality assurance.
- ✓ VIII Convenio colectivo nacional de universidades privadas, centros universitarios privados y centros de formación de postgraduados (Spanish State Official Gazette 27 August 2019).

4. DEFINITIONS

- ✓ **Specific Training:** Specialised Training associated with the specific needs of any teaching or non-teaching Field and linked to the acquisition or updating of knowledge.
- ✓ **Strategic training:** Training of critical importance for the university, oriented towards Skill development.
- ✓ **Teaching staff:** University teaching staff who carry out teaching and research activities.
- ✓ **Non-teaching staff:** Staff that make up the administrative, management and service structure of the university.
- ✓ **Training plan:** The training plan is understood to be the set of training activities aimed at covering the training needs of teaching and non-teaching staff to be carried out during the academic year.
- ✓ **HR:** Human Resources.
- ✓ **SAIC:** Internal Quality Assurance System.

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✓ **UEC:** Universidad Europea de Canarias.

5. DEVELOPMENT OF THE PROCESS

One of the University's priorities is to maintain, update and enhance the skills development of the people who form part of the organisation. To this end, the HR Department, in collaboration with the Academic Model and Digital Transformation Unit, is developing a training programme aimed at teaching staff, non-teaching staff and researchers. This programme is adapted to the needs of the organisation with the aim of providing the knowledge and Competencies that employees need to perform their jobs optimally.

5.1 TRAINING NEEDS ASSESSMENT

Within the HR Department, the relevant Field analyses the University's strategic challenges, as well as other reports that may contribute to identifying collective learning needs.

Together with the Academic Model and Digital Transformation Unit, the priorities oriented towards Training for teaching are analysed, as well as all the information relating to the state of the University's Academic approach. The result of this analysis establishes the pillars of the Training Plan for teaching staff, establishing the possible priority Training actions, as well as others of a general nature.

At the same time, in order to establish the needs of non-teaching staff, meetings are held with the different Field managers to configure the specific offer to be included in the Training Plan for each of these organisational areas.

The Training Plan is annual in nature and is a living document and therefore subject to change throughout the year. This is due to the fact that business and academic demands, needs and challenges are also constantly evolving.


The HR Department periodically reviews the Training Plan with the aim of updating the offer and adapting it to the needs of the moment.

5.2 PLANNING AND IMPLEMENTATION OF ACTIONS

The Annual Training Plan already contains a first approximation of the Contents and Methodologies, as well as the planned dates for the activities to be carried out.

These parameters are reviewed with the target department as the estimated date approaches, in order to respect as much as possible the activity cycles of each department or group and to optimise the lessons learned.

New training and/or development proposals are analysed in terms of how they fit in with the Plan's guidelines and the availability of financial resources to deal with them.

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The teaching staff of the University plays a Core role in the execution of the programmed actions, since the exchange of knowledge within the organisation itself is prioritised over the use of external experts.

The offer of actions is published on the Training platform, which is also the channel through which participants register for the different actions. Each year is only visible to those profiles designated by HR. Registration for a year must be validated by the employee's line manager.

After the completion of the training action, a Satisfaction Survey is carried out among the participants in the year. The survey is included in the Training portal.

The results recorded in these reports will serve as input for the design of the new training offer, including the appropriate improvement actions. When deemed necessary, non-conformities will be opened and the corresponding improvement actions will be undertaken.

After the implementation of the training action, the training database shall be updated and the implementation of the training action shall be recorded.

6. SPECIFICITIES PER CENTRE

School of Architecture

NA

School of Social Sciences

NA

School of Health Sciences


NA

7. RESPONSIBILITIES

- Process Owner: Training Management Board

- Participants in the process:

- Head of Department (teaching and non-teaching):
 - ✓ Detect Training needs in your Departments and complete Training requests.
 - ✓ Accept requests from staff to participate in actions.

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■ Academic Approach and Digital Transformation Unit:


- ✓ Design the Training Plan for the teaching community.
- ✓ Promote and propose training activities in the pedagogical Field.
- ✓ Offering and coordinating specific training related to online teaching, technology and quality.

■ HR Department:

- ✓ To study the Training proposals from the different Departments, Pass those considered appropriate and define the Syllabus with those that are viable and a priority.
- ✓ Detect general or corporate training needs.
- ✓ Draw up the calendar of training actions to be carried out.
- ✓ Communicate the approved training actions to the Departments and supervise their implementation.
- ✓ Design and plan the training activities aimed at non-teaching staff and collaborate with the Academic Model Unit in the definition of the Plan for teachers.
- ✓ Propose learning activities on a regular basis.
- ✓ Coordinate the space, time and logistics necessary to carry out the Learning activity.
- ✓ Managing the contracting of training providers, the administrative tasks associated with the training actions and the Assessment of the suitability of the action with the objectives set, establishing the appropriate measures to correct deviations.

■ Field of PhD and research:

- ✓ Advise on policy and research activities.
- ✓ Analyses technological offers and Abilities.
- ✓ It advises researchers and companies in the search for funding and partners for the development, implementation and dissemination of R&D projects, patenting and management of results, as well as in the process of accreditation, in particular in relation to R&D&I.
- ✓ It manages the University's research activities: contracts and projects and its own calls for entries linked to the University's Chairs, and information for companies.

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8. STAKEHOLDERS AND ACCOUNTABILITY

The University communicates the training offer available to all employees, which is available on the University's intranet.

Employees are involved in improving the process through the Satisfaction Surveys they receive each academic year. The results of these surveys are shared in the different stakeholder participation bodies.

The HR Department analyses the priorities of the employees and collects their needs through the Heads of Department who, together with the analysis of the surveys, design the new training offer.

The PhD and research Field transfers to society the knowledge generated by the research carried out at the University, also providing promotion and support services for research.

9. INDICATORS

- PGC 8.3-IND01: Number of training actions offered
- PGC 8.3- IND02: Ratio of trained employees
- PGC 8.3-IND03: Employee satisfaction with training provision

10. REGISTRY

The application of this procedure generates the following records:

RECORDS			
RECORD NAME	RESPONSIBLE	SUPPORT	CONSERVATION TIME
Training Budget	HR Dept.	Digital	3 years
Training Plan	HR Dept. Academic Approach & Digital Transformation Unit	Digital	3 years
Training databases	HR Dept.	Digital	3 years

11. ANNEXES

Not applicable.