

Constitutio V/2019, of 25 April, approving the INTERNAL QUALITY ASSURANCE SYSTEM (IQAS)

Article 1. Organic structure

The INTERNAL QUALITY ASSURANCE SYSTEM (IQAS) of the University adopts the following organic structure:

- a) University's Quality Commission.
- b) University's Quality Assurance System.
- c) Monitoring commissions of the courses implemented.

Article 2. Quality Commission

1. The University's Quality Commission is a collegiate academic body whose objective is to assure and improve the university quality, taking on the general responsibility for promoting and coordinating all the procedures for this purpose.

2. The University's Quality Commission's own functions are:

- a) Propose the quality policy and general objectives to the Academic Board.
- b) Ensure the maximum dissemination of the rules, procedures, actions, agreements and provisions approved in the framework of application of the IQAS.
- c) Coordinate and supervise the performance of the monitoring commissions of quality of the courses provided by the University.
- d) Analyse the annual quality reports of the courses at the University and propose the specific improvement measures corresponding to each one, in accordance with the quality policy and objectives.
- e) Produce the University's Annual Quality Report and propose the corresponding general improvement measures, in accordance with the quality policy and objectives.
- f) Supervise the implementation of all the quality improvement measures approved, as well as monitoring their degree of achievement.
- g) Establish all the rules, models, mechanisms, indicators, periodicities, forms, surveys and any other technical elements necessary for the practical development of the University's quality assurance procedures.
- h) Notify the Academic Board and the President's Office about any regulatory modification in the field of academic quality that may affect the regular performance of the courses and services, and propose, if appropriate, the due changes for adaptation to the legal system.

2. The Quality Commission is made up by the following people:

- a) The holder of the University's Vice-President's Office, who chairs it by delegation of the President's Office.
- b) The holder of the Chieftom of the Quality Assurance University Service, who performs the functions of Secretary's Office of the body.
- c) The holders of the Coordination Offices of the state courses provided by the University.
- d) One representative of the teaching staff of the state courses provided by the University.
- e) One representative of the administrative and technical staff of the University.

- f) The holder of the presidency of the Students' Council.
 - g) One of the members of the University's Academic Senate, appointed by the Chancellor for this purpose.
3. The people that are part of the Quality Commission are appointed by resolution of the President's Office for a renewable mandate of four academic years, which can last as long they maintain the status required for the composition of the bodies.

Article 3. *Quality Assurance University Service (QAUS)*

1. The QAUS is the academic body responsible for the management of the University's IQAS.
2. The President's Office is in charge of appointing the person responsible for the QAUS Chiefdom, at the proposal of the Academic Secretary General's Office, and the Management Office is in charge of providing the human and material resources necessary for the exercise of his/her functions.
3. The QAUS is in charge of the following functions:
 - a) Perform the functions of Secretary's Office of the Quality Commission and the monitoring commissions of the courses and act as technical support in their deliberations and agreements.
 - b) Design the models, mechanisms, indicators, periodicities, forms, surveys and any other technical element necessary for obtaining the data on the quality of the courses and services of the eUniv.
 - c) Produce the data and reports necessary to fulfil the processes related to the certification of the qualifications provided.
 - d) Centralise and systematise the information generated for monitoring the quality of the courses.
 - e) Training and informing on the compulsory regulations, criteria and protocols, as well as the changes and updates concerning them.
 - f) Propose to the President's Office or the General Management Office the provision of specific technical resources that contribute to improving the quality processes of the University.
 - g) Disseminate among the university community the rules, criteria, information, values and data to be taken into account for the development of the good practices in all levels and fields.

Article 4. *Monitoring commissions of the courses*

1. The monitoring commissions of the quality of the state qualifications provided by the eUniv are collegiate academic bodies whose objective is the assurance and improvement of their quality, taking on the responsibility for coordinating their specific monitoring and arranging the processes that must lead to their external certification.
2. The monitoring commissions of the quality of the courses are made up by:
 - a) The holder of the Coordination Office of the course, who chairs it.
 - b) The holder of the QAUS Chiefdom, which acts as Secretary's Office of the commission.
 - c) One representative of the teaching staff.
 - d) One representative of the students of the courses.
 - e) One representative of the administrative and technical staff of the University.

- f) One member of the Academic Senate of the University appointed by the Chancellor for this purpose.
3. The functions of the monitoring commissions of the quality of the state qualifications implemented are the following:
- a) Systematically analyse the development of the courses in accordance with the quality protocols established.
 - b) Produce the annual monitoring report of the courses, in accordance with the planning established in Annex I of the present Rule.
 - c) Apply in their courses the criteria and instructions produced by the University's Quality Commission.
 - d) Study, assess and propose measures that have an effect on the improvement of the quality of the courses in particular and of the University in general.

Article 5. *Procedures of the Internal Quality Assurance System*

1. The University takes on a quality policy and objectives produced by the Academic Board and annually revised by the University's Quality Commission.
2. The procedures that make up the University's Internal Quality Assurance System are featured in the SGIC Manual, attached as Annex II to the present Rule, and approved by the Academic Board at the proposal of the President's Office.
3. The SGIC Manual is public and of open access on the institutional website, through which any modification in its drafting is notified.
4. The procedures that make up the contents of the SGIC Manual are as follows:
 - a) Assessment of the quality of teaching by students, graduates, teaching staff and related social entities.
 - b) Assessment of the quality of the services by the students, the graduates, the teaching staff and the administrative and technical staff.
 - c) Assessment of the quality of external internships by students, graduates, teaching staff and related social entities.
 - d) Assessment of the quality of the mobility programmes of the students, of the graduates.
 - e) Assessment of the employment of graduates and the satisfaction of the actors involved in the courses.
 - f) Assessment of the management of the suggestions and complaints of the university community.
 - g) Assessment of the approach to and application of the specific criteria in the case of suppression or replacement of qualifications implemented.

Article 5. *Information sources of the Quality Commission*

The Quality Commission normally has the following sources of information and documentation to carry out its work:

- a) The verification reports of the courses and their corresponding modifications.

- b) External assessment, verification, modification and monitoring reports.
- c) The teaching guides of the subjects of the courses.
- d) Academic performance indicators.
- e) The results of the assessment surveys carried out on students, teaching staff, administrative and technical staff, graduates and related entities.
- f) The information collected from complaints and/or suggestions from the university community.
- g) The minutes of the meetings and the reports of the commissions for monitoring the state qualifications implemented.
- h) Any other information or documentation generated by the other academic bodies of the University that the Quality Commission deems necessary to analyse the quality of the courses.

ANNEX ORGANISATION OF THE ANNUAL REPORT MONITORING OF THE COURSES IMPLEMENTED

1. Organisation and development

The Monitoring Commission parameters of each qualification must annually check that the training programme is up to date and that it has been implemented in accordance with the conditions established in the verified report and/or the subsequent modifications. If so, the following parameters must be assessed:

First: The coherence of the implementation and organisation of the programme with the profile of skills and objectives of the course included in the verification report, as well as the appropriate application of academic regulations. To this end, it is appropriate to assess the following elements:

- a) The correspondence of the implementation of the curriculum with what is established in its verified report.
- b) The effectiveness of the training activities used in the different subjects for the acquisition of the expected learning outcomes of students.
- c) The suitability of the groups for carrying out the training activities used in the different subjects for the acquisition of the expected learning outcomes.
- d) The suitability of the internships to the planning and their suitability for the acquisition of the skills of the qualification, as well as the coordination between the academic head of internships and the tutor of the institution/company.
- e) The application of the established continuity regulations and their coincidence with those established in the report.
- f) The application of the systems of transfer and recognition of credits in relation to the previous skills acquired by students.

Second: The mechanisms of horizontal and vertical teaching coordination between the different subjects of the course, the corresponding assignment of the workload of the students and the time planning to ensure the learning outcomes. To this end, it is appropriate to assess the following elements:

- a) The vertical and horizontal coordination between the subjects of the course.
- b) The correct and adequate assignment of workload to students.

- c) The coordination between the theoretical and practical training activities.
- d) The coordination with other University centres that can implement the same course.
- e) The coordination and supervision of internships.

Third: The admission criteria applied to ensure that students have the appropriate entry profile for the course and the observation of the number of places offered in the verified report. For this purpose, the following elements must be assessed:

- a) The number of students enrolled on the course does not exceed that approved in the verification report and/or its successive modifications.
- b) The admission criteria applied are consistent and conform to the published entry profile.
- c) The training complements fulfil their function in levelling and acquisition of necessary skills and knowledge by the students who study them.

2. Information and transparency

The Monitoring Commission of each course must annually check that the University has mechanisms to adequately communicate to all groups of interest the characteristics of the course and the processes that guarantee its quality. If so, the following parameter should be assessed:

First: The availability of objective and sufficient information on the characteristics of the course and on the management processes that guarantee its quality. To this end, it is appropriate to assess the following elements:

- a) The quality of public information necessary to guide potential interested parties and inform all stakeholders about the university system: channels of access to the course and recommended entry profile, structure of the curriculum, possible professional fields or, if applicable, access to the regulated profession and regulations of the university.
- b) The accessibility of the students to the information on the teaching organisation of the course: calendars, schedules, classrooms, periods of internships, tests, final project defences, etc.
- c) The accessibility of students to the teaching guides of all the subjects of the course, including internships and final projects and the relevant information on each one: skills, learning outcomes, training activities, contents and assessment systems.
- d) The information on the quality assurance system of the course, which must include its responsible bodies, procedures and improvement actions.
- e) The publication of information related to the characteristics of the authorised course and its legalisation.

3. Internal quality assurance

The Monitoring Commission of each course must annually check that the University has a formally established and implemented internal quality assurance system that allows for the ongoing improvement of the course. Therefore, they should assess the following parameters:

First: The effectiveness of the IQAS for the ongoing collection and analysis of information and results relevant to the efficient management of the course, especially data on learning outcomes and stakeholder satisfaction. To this end, it is appropriate to assess the following element:

- a) The procedures to ensure the collection of information on an ongoing basis, the analysis of outcomes (learning, employment and satisfaction of the various stakeholders), its usefulness for

decision-making and the improvement of the quality of the course, especially of the learning outcomes of the students.

Second: The real availability of the SGIC of procedures that facilitate the assessment and improvement of the quality of the teaching / learning process of the course. To this end, it is appropriate to assess whether the IQAS includes, at least, procedures for the collection of information, analysis and improvement of the following aspects:

- a) The analysis of student satisfaction with the course.
- b) The analysis of teacher satisfaction with the course.
- c) The assessment and analysis of the teaching activity.
- d) The assessment of the teaching coordination of the course.
- e) Review and improvement of curricula.
- f) The assessment and monitoring of the outcomes of the course.
- g) The decision-making derived from the assessment and its monitoring.
- h) Publication of the outcomes of the teaching quality of the qualification on the website.

4. Academic staff

The Monitoring Commission of each course must annually check that the academic staff who teach are sufficient and appropriate, according to the characteristics of the course and the number of students. Therefore, they should assess the following parameters:

First: Compliance with the legal requirements that indicate the sufficient number of teachers for the places offered on the course, the appropriate level of academic qualification and the accreditation of their experience and teaching and research quality. For this purpose, the following elements must be assessed:

- a) The permanent workload of the teaching staff of the course.
- b) The ratio of students / teachers of the course.
- c) The level of academic qualification of the teaching staff of the course.
- d) The external accreditation of the teaching and research experience of the teaching staff of the course.
- e) The professional experience of the teaching staff of the course.
- f) The teaching experience of the teaching staff of the course.

Second: Compliance with the commitments included in the course verification report in relation to the teaching staff. To this end, it is appropriate to assess the following element:

- a) Changes in the planned teaching staff assigned to the course during the period considered.

5. Administrative and technical staff

The Monitoring Commission of each course must annually check that the technical staff, material resources and services available to the course are adequate and sufficient for its implementation. Therefore, they should assess the following parameters:

First: The suitability of the technical staff for the adequate development of the training activities and, especially, for a correct employment guidance. To this end, it is appropriate to assess the following elements:

- a) The sufficient number of technical staff and the adequacy of their professional capacity for the tasks of supporting the teaching of the course.
- b) The actions or programmes to support students in university services aimed at meeting their training needs and improving their skills.
- c) The actions or programmes of support to the students for their professional guidance.
- d) Mobility actions or programmes and their adequacy and scope.

Second: The adequacy and suitability of the material resources available to the course. To this end, it is appropriate to assess the following elements:

- a) The adequacy of material resources for the size and needs of the teaching organisation of the course.
- b) The absence of elements that hinder or obstruct access to education for people with disabilities.

Third: The availability of the technological resources and teaching materials necessary for the development of teaching online. To this end, it is appropriate to assess the following elements:

- a) Technological infrastructures.
- b) The teaching material.
- c) The systems of control of the identity of the students in the assessment processes.

Fourth: Compliance with the commitments included in the verification report in relation to the technical staff, material resources and services available to the course. To this end, it is appropriate to assess the following elements:

- a) Changes to the planned infrastructures and services.
- b) Changes in the planned course support staff.

6. Learning outcomes

The Monitoring Commission of each course must annually check that the learning outcomes achieved by the students of the course are consistent with the course profile and correspond to the MATES level of the courses. Therefore, they should assess the following parameter:

First: The effective and correct acquisition of the expected learning outcomes through the teaching methodologies and assessment systems used in the course. To this end, it is appropriate to assess the following elements:

- a) The contribution of the teaching methodologies and assessment systems used in each subject to achieving the outcomes expected in the course.
- b) The suitability of the final projects to the characteristics of the course.
- c) The opinion of students on the adequacy of the teaching methodologies and assessment systems used in each subject.

7. Performance and satisfaction indicators

The Monitoring Commission of each course must annually check that the results of the course indicators are congruent with the design, management and resources available and meet the social demands of its environment. Therefore, the following parameters should be assessed:

First: The adequacy of the evolution of the main indicators of the course to expectations, and coherence with respect to new students. To this end, it is appropriate to assess the following elements:

- a) The relationship between the recommended entry profile in the verification report and the actual profile of the new students entering the course.
- b) The adequacy and coherence of the evolution of the rates obtained in relation to those expected.
- c) The effectiveness of the established additional training.

Second: The satisfaction of students, teaching staff and other stakeholders. For this purpose, it is appropriate to assess the following elements:

- a) The knowledge acquired and the skills developed by students.
- b) The organisation of teaching (distribution, time, workload, internships, etc.).
- c) The communication channels used and the content of the information provided.
- d) The facilities and infrastructures intended for the training process.
- e) The attention that students receive (reception, guidance, tutoring, etc.).
- f) The teaching-learning process (methodologies, training activities, tutoring, monitoring by teachers, mobility and internationalisation, internships, etc.)

Third: The suitability of graduate employment indicator values in relation to the social, economic and professional context of the course. To this end, it is appropriate to assess the following elements:

- a) The reliability of the indicators provided by the employability plan.
- b) The adequacy of the values of the employability indicators of the graduates according to the characteristics of the course.