



QM-INTERNAL QUALITY ASSURANCE SYSTEM MANUAL

SCHOOL OF PHARMACY

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HISTORY OF THE INTERNAL QUALITY ASSURANCE SYSTEM

Protocols and procedures have always been in place to ensure high-quality teaching and educational services in each of the degree programs offered at Universidad CEU San Pablo since its inception, **and this system was already reflected in the degree programs accredited in 2009.**

Since the implementation of **the first Faculty-Level Internal Quality Assurance System (IQAS)**, and its initial approval **on January 18, 2012**, the Quality Assurance Committee of the School of Pharmacy at Universidad CEU San Pablo has met annually during the first months of each year to review the indicators and evidence related to the SGIC procedures and to assess the need to update them.

The current IQAS-2021 was approved by the Governing Council on December 15, 2021, repealing the procedures in effect up to that date, and **received certification under the SISCAL Program on November 28, 2022.**

Having certified its IQAS and met the requirement that 50% of its degree programs have renewed their accreditation, **the School of Pharmacy obtained the Resolution of the Council of Universities granting the Center's Institutional Accreditation on January 18, 2023.**

STAKEHOLDER REPRESENTATION

The various groups participate in the SGIC, among other means, through their respective representatives on the various collegiate quality bodies.

University Quality Commission (UQC)

This is the collegial body in which representatives of the university community and stakeholders participate in matters related to the quality of university education. It is chaired by the Rector, who may, when appropriate, delegate this responsibility to the Vice Rector responsible for academic affairs.

It meets at least once a year, coinciding with the Annual Review of the Quality Management System (IQAS) and the ratification of the Improvement Plans for the academic units and their services. As many special sessions as deemed necessary may be held.

The following are ex officio members of the UQC:

- The members of the Standing Committee of the Governing Council.
- The University Ombudsman.
- The Director of the Statistics and Quality Unit (SQU), who will also serve as Secretary of the UQC, providing technical advice to the Chair.

Elected members of the UQC are those who hold such status in the University Senate, from among whom the Rector will appoint:

- A representative of the Teaching and Research Staff (PDI).
- A representative of the Technical, Management, and Administrative and Services Staff (PTGAS).
- A student representative.

Appointed members of the UQC are those whom the Rector freely selects from among the following bodies or groups:

- A member of the SISCAL Commission.
- A member of the University's *alumni association*.
- A member of the University's Advisory Council with a prominent profile in the business world and among employers.

Any other member of the university community may attend as a guest, with the right to speak but not to vote, if the Rector, on their own initiative or at the proposal of the Vice-Rector for academic programs, deems it appropriate based on the agenda of the UQC meetings.

Its functions are as follows:

- To establish the quality strategy and policy for the University and its affiliated centers.
- To define annual quality objectives and monitor their achievement.
- To ensure the quality of the University's and its affiliated centers' educational programs and services.
- To ensure the coordination, dissemination, and proper deployment and implementation of the IQAS at each center.
- To approve and review the QMS documentation, which will be based on the MR (Modifications Record) and the modified document(s), highlighting the modification, its cause, and the reason justifying it.
- To analyze, monitor, and approve the Improvement Plans for each Center and its services.
- To ratify or amend the agreements adopted by the Centers' Internal Quality Committees (IQC), the SISCAL Committee (SC), and any other Quality Committees that may be established.

SISCAL Committee (SC)

This is the collegiate body responsible for designing, monitoring, and supporting the project to establish and certify the Internal Quality Assurance System, in accordance with the guidelines of the SISCAL model for certifying Internal Quality Assurance Systems developed by the Madri+d Knowledge Foundation (FMD), in its capacity as the evaluation body of the Community of Madrid.

In accordance with the recommendations of the SISCAL Certification Reports, the SC acts as a technical subcommittee of the UQC. It meets whenever necessary to address matters affecting the Internal Quality Assurance System (IQAS) of any Center, upon convocation by the Chair, at least twice during each academic year.

It is composed of at least the following members:

- The Vice-Rector for Academic Programs, who serves as its Chair.
- The Director of the Statistics and Quality Unit (SQU).
- The SQU Certification Coordinator, who will also serve as Secretary of the SC, providing technical advice to the Chair.
- The Deputy to the Vice-Rector for Academic Programs, if any.
- The Head of Statistics at the SQU.
- The Technical Secretary of the SQU.
- At least one person with experience in university quality at one of USP-CEU Centers, representing all the Centers.

The functions of this Commission are:

- To provide technical advice and internal coordination regarding quality in the implementation of the SISCAL model guidelines within the IQAS of the Centers of Universidad San Pablo-CEU, as well as the annual reviews and any resulting changes, and their subsequent inclusion in the Modifications Register. To this end, once the annual review of the IQAS has been completed, the Secretary of the SC is responsible for recording in the MR—the IQAS Modification Register—of the relevant Center any changes that have occurred and the date of their approval.
- To review the IQAS documentation.
- To make proposals for improvements to the IQAS and the Centers.
- To standardize the IQAS across USP-CEU Centers by sharing best practices among them.
- To conduct a formal and technical review of the Centers' Improvement Plans prior to their approval by the IQCs, to ensure that the proposed improvement actions include the necessary detail and information and are measurable and objective.

- To compile and conduct a formal and technical review of the Improvement Plans for the Services, Continuing Education programs, and Improvement Plans resulting from both internal and external audits.
- To provide the UQC with the necessary documentation to fulfill the agenda of its meetings.

Internal Quality Commission of the School of Pharmacy (PHAR-IQC)

This is the collegiate body responsible for the Center's Quality Assurance System. Its primary function is to define, implement, and periodically review the Quality Assurance System (IQAS), covering all of the Center's degree programs. It carries out its functions based on the work of the Internal Quality Subcommittees for each degree program (SubIQC).

The School's Internal Quality Commission is composed of:

- The Dean, who serves as chair.
- the School Quality Officer, who serves as secretary;
- A Vice-Dean.
- One representative from each undergraduate degree program.
- One representative from each graduate program.
- A representative from the PTGAS.
- A student representative.

Convened by the Chair of the Committee twice a year. The School's Quality Officer takes the minutes of the meeting and sends them to all members, who have one week to propose corrections; otherwise, the minutes are considered approved.

This body participates in monitoring the degree programs and the Center's Quality Management System (IQAS), and also serves as a channel for internal communication regarding the system's policies, objectives, plans, programs, responsibilities, and achievements. Its main functions are:

- To define the Center's quality objectives.
- To approve the annual internal monitoring analysis, conducted by the School's Sub-IQCs, as well as the proposed improvement actions derived from it, as outlined in an annual Improvement Plan. This Improvement Plan includes the improvement actions derived from the Strategic Plan and assigned to the Center.
- To approve the monitoring of the implementation and effectiveness of said Improvement Plan.

- Report to the UQC on the Center's operations.
- Involve all stakeholders (faculty, support staff, students, academic authorities, external stakeholders) in the procedures for collecting relevant information, ensuring maximum participation.
- Any other functions assigned to it.

Degree Program Quality Subcommittees (SubIQC)

The Internal Degree Quality Subcommittees (SubIQC) are the collegiate bodies responsible for ensuring the quality assurance and continuous improvement of each official degree program and each vocational training program (MFP), under the School's Quality Assurance System (IQAS).

Each SubIQC is composed of at least the following members:

- The Program Coordinator, who serves as Chair. In exceptional cases, the Dean may assume the Chairmanship of the SubIQC due to the strategic importance of the degree program in question.
- The Center's Quality Manager, who will also serve as Secretary of the SubIQC, providing technical advice to the Chair.
- One representative from the Teaching and Research Staff (PDI); one from the Technical, Management, Administrative, and Support Staff (PTGAS); and one from the students.

Furthermore, the Chair of the SubIQC may invite or appoint other participants whom they deem necessary to monitor the corresponding degree program.

They meet regularly, at least once every semester, upon convocation by the Chair. One of these sessions will be held once all the necessary final data for the academic year under evaluation is available, during which proposals for improvement actions to be included in the Degree Program Improvement Action Plan will be discussed. Another session will be held to analyze the degree of compliance with said Improvement Action Plan.

Its functions are:

- To submit to the Internal Quality Commission (CIC) of its School/Center the results of the internal monitoring analysis and a proposal for the Degree Program Improvement Action Plan, which has been formally reviewed by the SISCAL Commission.
- To conduct and report on the annual monitoring of the Degree Program Improvement Action Plan.
- To involve all stakeholders (faculty, administrative and support staff, students,

academic authorities, and external stakeholders) in the procedures for gathering relevant information, ensuring maximum participation.

- Any other duties assigned to them.

Diploma and Course Quality Committee (DCQC)

This is the collegiate body responsible for ensuring quality assurance and continuous improvement of the Continuing Education degree programs: Specialization Undergraduate Courses, and SC at each center of Universidad San Pablo-CEU.

The DCQC shall consist of at least the following members:

- The Vice-Rector for Lifelong Learning or a person to whom that responsibility is delegated, who will serve as Chair.
- The Lifelong Learning Quality Manager or designated quality specialist, who will serve as Secretary and provide technical advice.
- A representative from the Vice-Rectorate for Lifelong Learning.
- One academic representative (faculty member) from each campus or from each field of study in which these degree programs are offered.
- A representative of the academic directors of these degree programs.
- A representative of the Technical, Management, and Administrative and Support Staff (PTGAS).
- A representative of the students and/or alumni.

The Commission has the following functions:

- To conduct an analysis of the internal monitoring of continuing education programs, which may be grouped organizationally by type or field of study (University Diplomas, Specialization Undergraduate Courses and Advanced Courses).
- To propose and approve, when appropriate, improvement measures resulting from such monitoring.
- To monitor the degree of implementation and effectiveness of these actions.
- To ensure the consistency and standardization of the quality criteria applicable to these programs.
- To involve the various stakeholders (faculty, support staff, students, and academic leaders) in the evaluation and improvement processes.
- To submit, when appropriate, information to the Centers' Internal Quality Committees or to the University's Quality Committee.

If the number of diplomas and continuing education courses at the institution is very high, these DCQC may be organized by cluster—either by type of degree program, by field of study, or by other grouping characteristics. In this case, the number of meetings is calculated per cluster. In any case, all improvement actions resulting from the analysis and monitoring of these degree programs at the Center will be included in a single Improvement Plan for Degrees and Courses for the Center that encompasses them.

University Microcredential Quality Committee (UMQC)

This is the collegiate body responsible for ensuring the quality assurance and continuous improvement of the microcredentials at Universidad San Pablo-CEU.

The UMQC shall consist of at least the following members:

- The Vice-Rector for Lifelong Learning or a person to whom that responsibility is delegated, who will serve as Chair.
- The Lifelong Learning Quality Manager or a designated quality specialist, who will serve as Secretary and provide technical advice.
- The associate deans or assistant directors responsible for academic affairs or quality at each center that offers continuing education programs.
- A representative of the teaching and research staff (PDI).
- A representative of the academic directors of the degree programs.
- A representative of the technical, management, administrative, and support staff (PTGAS).
- A representative of the students or alumni.

Other Specialized Subcommittees on Quality

The Quality Committee of Universidad San Pablo-CEU may establish ad hoc subcommittees to handle European, international, or other types of accreditation processes aimed at certifying the quality of the University, a Center, or a degree program. These subcommittees shall be referred to as “Specialized Subcommittees.”

As many specialized subcommittees on quality as deemed necessary may be created to maximize the recognition and accreditation of the University, a Center, or a degree program by the relevant institutions.

The members of the specialized subcommittees will be those designated, as appropriate, to meet the requirements of the accreditation being sought. The members of the specialized

subcommittees will maintain contact with the UQC and the SISCAL Commission at all times for the purposes of coordination, transparency, and continuous improvement of the quality of the University as a whole.

Inter-Campus Coordination

In addition to vertical coordination, there is horizontal coordination among campuses aimed at standardizing quality initiatives at the University level and extending best practices identified at some campuses to others. This horizontal coordination is facilitated through:

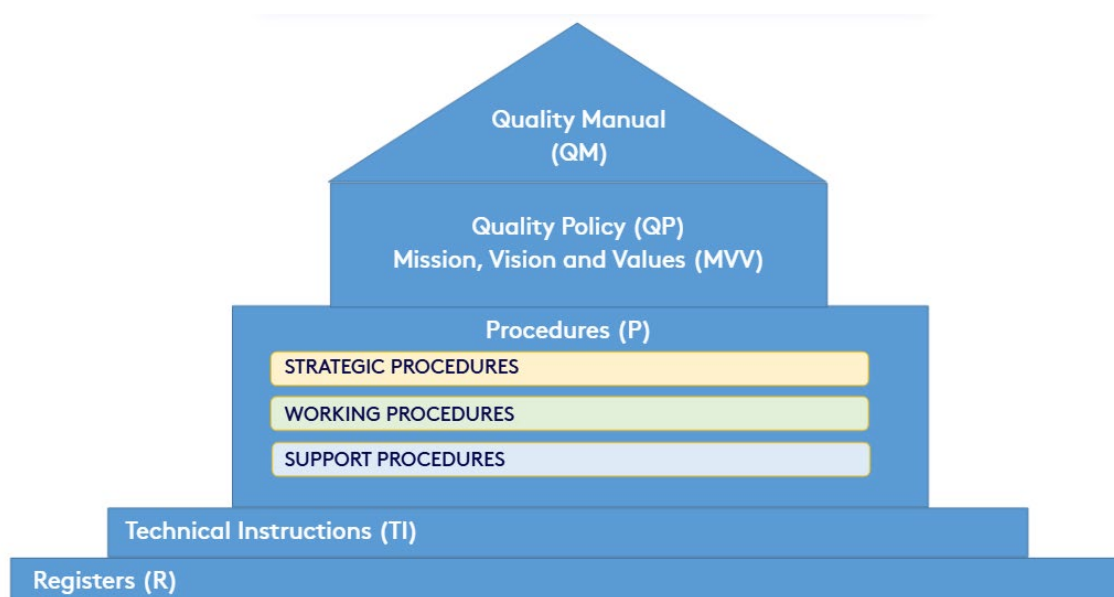
- The SQU, through meetings with the quality managers from all campuses. These meetings take place at least once a month. Their objective is to guide, support, and advise these quality managers on the practical application of the various procedures and routines of the IQAS.
- The SISCAL Commission, for its part, is responsible for standardizing the documentation of the IQAS, coordinating modifications across all centers, as well as disseminating identified best practices and implementing improvements across the board. It also provides support in the collection and organization of evidence at the university level when the scope of application extends beyond the center level.

PRESENTATION OF THE QM-QUALITY MANUAL

The **QM-Quality Manual** is the document that compiles and defines all the documents that form part of the Internal Quality Assurance System (IQAS) of the School of Pharmacy (PHAR).

Scope: The Internal Quality Assurance System applies to the **School of Pharmacy**, all of its degree programs, and its services.

The hierarchy of documents contained in this SGIC-FAR is illustrated in the following diagram:



QP- QUALITY POLICY

The Quality Policy of Universidad CEU San Pablo is centered on solid values such as respect and integrity in all its activities: education, research, and knowledge transfer. The quality objectives direct, guide, and engage the entire educational community, always seeking legal, ethical, and moral compliance in the activities carried out, based on the vision of Christian Humanism and focused on Stakeholder Groups. These objectives will enable this University to continue consolidating its position as a higher education institution of excellence at the service of society.

USP-CEU QUALITY OBJECTIVES

- **To improve and expand the University's culture of quality** through commitment and opportunity, across all services and procedures beyond strictly academic, teaching, or research activities.
- To create an **institutional climate of transparency and accountability** that involves the entire university community, with a commitment to continuous improvement in the service of society.
- To promote **tolerance, coexistence, and respect for human rights**, responding to an open and constantly changing society through **communication, multidisciplinary research, an international focus, and a culture of innovation** in its educational offerings.
- **To capitalize on the opportunities offered by new technologies** and ensure their ethical and proper use in teaching, research, and services.
- Ensure the **ongoing and comprehensive professional development of all members of the university community**: students, faculty, and technical, management, administrative, and support staff.
- **To implement, update, and review** each center's **Internal Quality Assurance System** to ensure the quality and continuous improvement of degree programs according to their mode of instruction, with special attention to stakeholder groups.
- **Promote various national and international accreditations** as a sign of maturity and responsibility in quality assurance and improvement.
- To highlight the importance and visibility **of the University's Quality Commission**, as the highest body responsible for coordinating, directing, and evaluating the continuous improvement of the Centers' Quality Management Systems (SGIC), as well as **the Quality Commissions of the Centers and degree programs**, where the analysis and improvement of degree programs take place at the most local level.
- To design and implement procedures that **ensure the review of these Quality Objectives** and lead to continuous improvement.

These Quality Objectives are the concrete expression, in terms of quality, of the **Mission, Vision, and Values** of San Pablo-CEU University, which are detailed below and constitute its founding principles.

● MISSION

The purpose of Universidad San Pablo-CEU is to be an **academic model oriented toward excellence** and the **holistic education** of our students, contributing to their academic, personal, and professional development and supporting the progress of the institutions and society of which it is a part.

As key elements for achieving this model of educational excellence, the University seeks to conduct scientific and technical research that—with the well-being of humanity as its primary

objective— generates knowledge, stimulates critical scientific thinking, promotes technological development, innovation, and business competitiveness, and drives equitable and sustainable progress.

● VISION

The goal is for the campuses of Universidad San Pablo-CEU to become an international benchmark for innovation and the quality of their education, the rigor of their research, and the constant transfer of knowledge to society.

The ethical values of Christian humanism are instilled in students, fostering their employability and sense of responsibility, so that they may contribute to the betterment of society through their professional and personal example.

We encourage every member to understand and efficiently carry out their duties and responsibilities, to receive training and information on how to act appropriately, and to cultivate a sense of accountability toward and from the various stakeholder groups—both within and outside the educational community—with a commitment to continuous improvement.

The satisfaction of stakeholders is pursued, and to this end, every necessary effort is made to ensure that students, faculty and researchers, technical, management, administrative, and service staff, as well as employers, see their expectations met and their needs fulfilled.

The international dimension is promoted in all actions and policies—including mobility, research, innovation, and knowledge transfer—in response to a globalized world, an international labor market, and an open and constantly changing society.

Universidad CEU San Pablo strives for academic and research prestige through a distinguished faculty and a highly qualified team of technical, management, administrative, and service staff, who work toward this vision and receive quality training for the continuous improvement of their roles. In each case, their abilities are considered, their talent is nurtured, and efforts are made to ensure that each individual achieves a well-rounded education—that is, one that advances not only their knowledge but also their values. Particularly relevant in this regard is the focus on the opportunities offered by new technologies, their ethical and proper use in both teaching and research, as well as participation in open debates surrounding these technologies.

The University's governing bodies are committed, on the one hand, to ensuring information security by implementing preventive and reactive measures that safeguard and protect the data and information with which they work, and, on the other hand, to ensuring the transparency of the governance strategy and its dissemination throughout the University Community.

● VALUES

The University is guided by the ethical values of Christian Humanism, aspiring for all members of the University Community not only to be outstanding professionals but also to be better people who contribute to the betterment of society by generating positive social and cultural impacts. All of this takes place within a framework of tolerance, respect, inclusion, and the creation of opportunities based on equity and equality.

Each center at Universidad San Pablo-CEU is deeply rooted in the values of Christian humanism and remains faithful to and respectful of the principles of the Spanish Constitution. It pursues the holistic education of its students, with the aim of equipping them to develop critical thinking and preparing them to engage in scientific and professional activities in the service of society. In this regard, Universidad San Pablo-CEU is committed to providing undergraduate, graduate, and doctoral programs geared toward excellence and internationalization, ensuring an academic offering that facilitates the entry of its graduates into the workforce and is in line with the needs and expectations of its stakeholders and society at large.

Universidad San Pablo-CEU is committed to guaranteeing the fundamental rights enshrined in the Constitution and, in particular, to respecting the dignity and privacy of individuals, combating all forms of discrimination, respecting diversity, promoting equality between women and men, and protecting the health and safety of the members of the university community. It has a code of conduct designed to establish appropriate behavior for every individual and situation, both in the course of teaching, research, and administrative activities, as well as in other activities related to these. Additionally, there is an institutional ethics channel to monitor the expected behavior of members of the university community.

The campuses of Universidad CEU San Pablo are committed to quality and to complying with all applicable requirements, standards, and regulations.

These centers promote the knowledge and mastery of languages as means of fostering tolerance, coexistence, respect for human rights, and communication among individuals and societies.

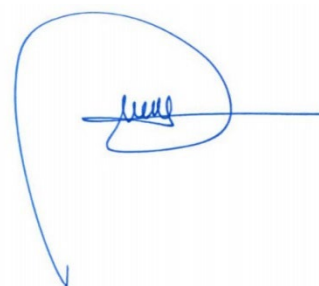
Solidarity and cooperation are promoted, with special attention to development, the defense of values, and active participation in social, cultural, educational, and economic forums, among others.

Collaboration with authorities and civil society is encouraged, as is maintaining a proactive attitude toward social responsibility that goes beyond compliance with current regulations, ethically managing activities and resources to contribute to the economic, social, and cultural development of individuals and society.

The University actively contributes to the care and respect for the environment on its campuses through initiatives aimed at sustainability and energy efficiency. Similarly, it encourages educational programs aligned with these principles.

The University's Quality Commission will ensure compliance with this Quality Policy and will review it regularly in order to establish the appropriate measures to ensure its dissemination and continuous improvement.

All these principles are incorporated and developed within the Internal Quality Assurance System of each center, and are advanced through the active leadership of Universidad San Pablo-CEU Administration, which promotes their updating, review, and implementation. I hereby endorse them and warmly encourage all of you to bring them to fruition.



*Signed in Madrid, on February 16, 2024, by the Rector of Universidad San Pablo-CEU, Dr. Rosa
María Visiedo Claverol*

MR- MODIFICATIONS REGISTER

The MR—Modifications Register—records all modifications approved by the Governing Council since January 18, 2012, as well as those currently in progress and pending approval, in order to ensure the traceability of all documents that make up the current Internal Quality Assurance System.

Pursuant to Internal Regulations approved in April 2023, the University's Quality Commission has been established. Among its functions is the review and, where appropriate, approval of updates to the Internal Quality Assurance System (IQAS), a responsibility that previously fell to the Governing Council.

[The current MR-Modifications Register can be viewed in its entirety at this link.](#)

PROCEDURES IN EFFECT

LINK TO VIEW THE PROCEDURES
P01-Quality Policy and Objectives
P02-Staff Policy
P03-Regulations and Representation of Stakeholders
P04-Documents and Academic Records Control
P05-Audits
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P31-Continuing Education

P32-Management of spaces and resources

P33- Coordination of Affiliated Centers

P01–Quality Policy and Objectives

PURPOSE

To establish the applicable system for designing, approving, reviewing, and updating the Quality Policy and objectives. This procedure includes the annual review by management of the Internal Quality Assurance System (hereinafter IQAS), as well as its main documents:

- QM–Quality Manual
- SP–Strategic Plan of Universidad San Pablo–CEU, from which the Quality Objectives are derived.
- QP–Quality Policy
- PM–Process Manual
- MR–Internal Quality Assurance System Change Log
- IP–Center Improvement Action Plan

SCOPE

This procedure applies to the periodic reviews of the Policy, Objectives, and documents of the Internal Quality Assurance System, which will be conducted annually.

P02–Staff Policy

PURPOSE

The purpose of this procedure is to establish the system for identifying staffing needs, managing the overall process of new hires, voluntary resignations, temporary or permanent disabilities, leaves of absence, or terminations, as well as for continuing education, performance evaluations, and promotions for the Center’s Teaching and Research Staff (PDI) and Technical, Management, and Administrative and Support Staff (PTGAS).

The Corporate and Human Resources Policy, approved by the Board of Trustees of Universidad CEU San Pablo, applies to all campuses.

Furthermore, this procedure incorporates the Equality Plan, which governs all aspects of this process.

SCOPE

With this document, the Center will apply the necessary criteria—established by the Board of Trustees—to carry out all procedures related to its personnel policy. It must be noted that the principles guiding any procedure include, among others, equality, academic quality, and excellence, always in accordance with the commitment required by the institution’s mission statement.

P03—Regulations and Representation of Stakeholders

PURPOSE

This procedure aims to compile, keep up to date, and review the regulations that affect the Center and its degree programs.

It also outlines the process for representing the various stakeholder groups in the collegial decision-making bodies and the functioning of the governing bodies.

SCOPE

This applies at the School level, although governing bodies at Universidad CEU San Pablo level also have an influence.

P04– Documents and Academic Records Control

PURPOSE

To systematize the archiving, security, and control of documents within the Center's Internal Quality Assurance System (hereinafter IQAS). To provide the documentation required by applicable legislation for each IQAS procedure.

SCOPE

This procedure applies to all files and documents of the Center's IQAS.

P05–Audits

PURPOSE

To systematize periodic, internal and external, independent, and objective reviews to ensure the adequacy and continuous improvement of the Internal Quality Assurance System.

SCOPE

This process applies to the Center and all procedures that comprise its Internal Quality Assurance System.

P06–Public Information, Transparency, and Accountability

PURPOSE

To establish the manner in which the Center reviews, updates, and publishes information regarding the degree programs it offers, the Internal Quality Assurance System, and other information useful to various stakeholders.

SCOPE

Applies to public information regarding the Center's degree programs and its Internal Quality Assurance System (IQAS).

P07–Design of the Academic Programs

PURPOSE

The purpose of this procedure is to establish the system applicable to the design and approval of new official undergraduate and master's degree programs at the Center.

SCOPE

This process applies to newly created official degree programs proposed to the ministry responsible for higher education that are to be offered at this campus of Universidad CEU San Pablo.

P08– Periodic Review and Improvement of Teachings

PURPOSE

To establish the procedures applicable to the periodic review, monitoring, and improvement of degree programs—including official programs and continuing education master's programs (MFP)—through annual internal monitoring and a review of the corresponding improvement measures. This procedure also outlines the process for modifying the Center's official programs at Universidad San Pablo–CEU.

SCOPE

This procedure applies to the review, monitoring, and, where appropriate, modification of academic programs—including official programs and MFP programs—taking into account the guidelines of USP-CEU and current legislation governing the organization of university education.

P09– Renewal of Degree Accreditation

PURPOSE

This procedure focuses on the monitoring and renewal of the Center’s Institutional Accreditation (hereinafter IA).

Annex I sets forth the procedure for renewing accreditation on a program-by-program basis, applicable only in the event of revocation of the Center’s IA.

SCOPE

This procedure applies to the Center’s entire Internal Quality Assurance System, all of its degree programs, as well as all of its teaching support resources and services.

P10– Discontinuation of Degree Programs

PURPOSE

To describe the procedure governing the orderly discontinuation of an official degree program and Continuing Education Master’s Programs (MFP), as well as the manner in which the institution ensures that students who have begun the corresponding programs can complete them successfully or may be enrolled in an adaptation plan that replaces the discontinued curriculum.

SCOPE

This procedure applies to all official degree programs and Continuing Education Master’s Programs (MFP) offered at the Institution, should any internal or external situation arise that triggers the process of discontinuing the program.

P11–Student Access and Admission

PURPOSE

To establish the manner in which the Center manages the mechanisms related to student access and admission for each degree program. This facilitates the systems that regulate and guarantee the decision-making process for access and admission, in order to assess whether they align with the objectives of the educational programs.

SCOPE

This document applies to all official degree programs offered by the Center.

P12–Scholarships and Grants

PURPOSE

To establish the procedures for the planning, publication, guidance, and processing of scholarships and financial aid for both students and staff at Universidad San Pablo-CEU.

SCOPE

It applies to all scholarships and financial aid administered by Universidad San Pablo-CEU that specifically concern students, teaching and research staff, and/or the Center's technical, management, administrative, and support staff.

P13–Credit Recognition and Transfer

PURPOSE

The purpose is to establish guidelines for the process of credit recognition and transfer, from the student's application through to its reflection on their academic transcript.

SCOPE

This applies to all requests for credit recognition and transfer in the Center's degree programs.

P14–Enrollment, Academic Record Management and Degree Processing

PURPOSE

To systematize enrollment and academic record management, as well as to establish procedures for the issuance of official degrees and other personal academic certifications.

SCOPE

Applies to enrollment and academic record management for students in official degree programs. It also applies to all requests for the issuance of official degrees and requests for academic certifications.

P15–Transfer of Academic Records and Simultaneity of Studies

PURPOSE

The purpose of this procedure is to regulate the process of transferring academic records and to process requests for concurrent enrollment between Universidad CEU San Pablo and other universities.

SCOPE

This process applies to the Center and all its student records.

P16– Teaching Planning and Development

PURPOSE

The purpose of this procedure is to establish how the Center manages, implements, and oversees procedures related to educational planning, the delivery of instruction, and its improvement, in accordance with the general guidelines approved by the Governing Council regarding academic organization. The goal is to ensure that students achieve, in an organized manner, the learning outcomes defined for each of their official undergraduate and graduate degree programs. To achieve this goal, instructional coordination is vital; this refers to the actions necessary to harmonize operations, where vertical coordination manages the sequencing of courses in the curriculum and the allocation of learning outcomes and content to avoid gaps and overlaps, while horizontal coordination manages the student's workload, the distribution of instructional activities, and assessment activities throughout each semester with the goal of distributing them in a balanced manner.

This procedure details instructional planning, the formation of groups and assignment of faculty, vertical and horizontal instructional coordination, as well as the management of the material resources necessary for teaching.

SCOPE

This procedure applies to the degree programs offered at the Center.

P17-Teaching Process and Learning Assessment

PURPOSE

The purpose of this process is to regulate the administration, grading, publication, and review of exams, as well as all types of assessment tests conducted at Universidad San Pablo-CEU. It aims to ensure that the established assessment systems and review processes allow for an understanding of the extent to which students achieve the intended learning outcomes.

SCOPE

This procedure applies to the degree programs offered and details the operation of: exam sessions, evaluation committees, the publication of grades, as well as the resolution of any issues and/or appeals regarding grades.

P18-Management of Indicators and Outcomes

PURPOSE

To define the catalog of indicators and evidence generated by the system to ensure the continuous improvement of the institution and its degree programs.

To describe the process for generating these indicators and evidence, their preparation, the responsible parties, recipients, distribution platforms, and processes for review and improvement.

Regarding the types of indicators and evidence, two main categories are established:

- 1- Those necessary for VMSA processes that ensure the measurement, analysis, and improvement of degree programs.
- 2- Those officially required by various government agencies and organizations for statistical purposes as determined by current regulations. (SIIU, INE, CAM, CRUE, etc.)
- 3- Those aimed at measuring and monitoring the implementation of the various IQAS procedures.

SCOPE

The scope of this indicator management procedure covers all of the Center's degree programs and all of its processes.

This information is made available to the various internal quality committees for analysis and improvement proposals through the established collaborative platform.

P19–Mobility Planning and Management

PURPOSE

The purpose of this procedure is the planning, management, development, and evaluation of mobility for students, graduate students, and faculty and staff—both domestic and international—as well as incoming and outgoing mobility at the Center.

Mobility is one of the objectives of all degree programs, seeking to foster the cultural, educational, personal, and professional enrichment of all participants in the various initiatives based on promoting and encouraging the exchange of experiences in the field of higher education.

SCOPE

This process establishes the promotion and management of exchanges with other universities involving students, faculty, and technical, management, administrative, and service staff. The Vice-Rectorate for Internationalization is primarily responsible, although the International Relations Coordinators at the individual schools and the Coordinators of International Dual Degree Programs (IDDs)—who handle many aspects of mobility management—also participate.

P20–Management of External Internships

PURPOSE

To establish the process by which the Vice-Rectorate for Student Affairs, through the Department of Professional Careers at Universidad CEU San Pablo and the Internship Unit to which authority has been delegated, reviews, updates, and improves procedures related to external academic internships by facilitating the mechanisms that regulate them and ensure the process.

SCOPE

This document applies to external internships undertaken by students enrolled in degree programs offered by the Center.

P21–Management of Bachelor's and Master's Degrees Final Projects

PURPOSE

To define, publish, update, and manage the lifecycle of special courses such as Bachelor's and Master's Degree Final Projects (hereinafter referred to as TFG and TFM, respectively).

SCOPE

This procedure applies to the courses “Bachelor’s Degree Final Project” and “Master’s Degree Final Project” in the Center’s official degree programs.

P22–Tutoring, Counseling, and Campus Life

PURPOSE

To determine the measures through which Universidad San Pablo–CEU provides support and guidance to its students regarding academic and personal counseling, with the aim of fostering inclusion and integration into university life, enhancing education through cross-disciplinary skills, and promoting personal development.

SCOPE

This encompasses the activities of the Support Program, the Tutoring Action Plan, and other university life activities.

P23–Career Guidance

PURPOSE

To define, publish, update, and manage career guidance programs and initiatives aimed at students and graduates of the Center’s degree programs.

SCOPE

This procedure applies to career guidance initiatives and programs related to the degree programs offered at the Center.

P24–Job Placement

PURPOSE

The purpose of this document is to track the employment outcomes of the Center’s graduates.

SCOPE

This procedure applies to graduates of the Center’s official degree programs who are part of graduating classes that completed their studies no more than two years prior to the current academic year, except in cases where a degree program requires a different cohort or where no cohort exists for that year.

P25–Research

PURPOSE

The purpose of this procedure is to present the Strategic Research Plan of Universidad CEU San Pablo. It details the various actions carried out to support the research efforts of the faculty, as well as the different groups, chairs, and institutes where this research is conducted.

SCOPE

This applies to research conducted across all fields of study at the University.

P26–Library Service

PURPOSE

To describe the operations of the libraries at Universidad San Pablo-CEU, including both central services and departmental libraries. This procedure outlines all the processes that make up the library service, such as the acquisition of materials and the management of loan and return procedures.

It also covers the specific operations of the European Documentation Center (hereinafter CDE), as well as the management of its specific objectives.

SCOPE

This procedure applies to the administrators and users of the libraries and the European Documentation Center at Universidad San Pablo-CEU.

P27–Language Service

PURPOSE

This procedure outlines the operation of the language service at Universidad San Pablo-CEU.

SCOPE

It applies to administrators and users of the language services at Universidad San Pablo-CEU.

P28– Pastoral Care and Volunteering

PURPOSE

This procedure outlines the operations of the Pastoral and Volunteer Services at Universidad San Pablo-CEU.

SCOPE

This applies to the administrators and users of the Pastoral and Volunteer Services that Universidad San Pablo-CEU makes available to the Center.

P29-Management of Suggestions, Complaints, Claims, and Expressions of Gratitude

PURPOSE

To address suggestions, complaints, claims, and expressions of gratitude from all stakeholders. These are handled in a formalized and traceable manner through the Suggestions, Complaints, Claims and Acknowledgements Mailbox, hereinafter referred to as SCCAS Mailbox, at the Student Information Office or via email, as well as through the University Ombudsman, so that the information collected may be used for the continuous improvement of the Centers and their degree programs, as well as for decision-making.

SCOPE

The scope of this procedure includes all matters (Suggestions, Complaints, Claims and Acknowledgements) received in the "Suggestions Box" section of the Universidad San Pablo-CEU website, as well as those sent directly to the University Ombudsman's email address and those submitted through the Student Information Office.

Any individual or stakeholder group (students, prospective students, alumni, faculty and staff, governing bodies, administrative staff, public administrations, employers, and the general public) may submit suggestions, complaints, claims, and/or expressions of gratitude through the channels specified in this procedure, which complies with data protection regulations.

P30-Stakeholder Satisfaction

PURPOSE

To gather information on user satisfaction with the quality of the Center's resources and services for the purpose of continuously improving them and its degree programs.

SCOPE

This procedure collects information on the perceived quality, as reported by users from various stakeholder groups, regarding the resources, teaching, and services of the official degree programs offered at the Center.

P31– Lifelong Learning

PURPOSE

To systematize and ensure quality in the processes of creating, modifying, internally monitoring, and discontinuing Continuing Education Programs, categorized according to their type and admission requirements:

- **Lifelong Learning Master's Degree** (MFP): 60, 90, and 120 ECTS; a prior university degree is required.
- **University Diploma** (DUES): 30 to 59 ECTS; a prior university degree is required.
- **Specialization Undergraduate Course** (DUEX): between 15 and 29 ECTS; a prior university degree is required.
- **Advanced Course** (CS): 15 to 59 ECTS, open to students with or without a university degree.
- **University Microcredentials** (MIC): fewer than 15 ECTS credits; these are intended for students with or without a university degree.

This procedure covers the entire lifecycle of these programs, from their academic proposal to their discontinuation, including enrollment processing, academic record management, planning, implementation, course evaluation, degree issuance, analysis of indicators and results, and stakeholder satisfaction levels.

Continuing Education Programs are integrated into the IQAS procedures of the Center to which they belong. This document specifies only those procedures in which these programs operate differently. The remaining IQAS procedures also cover these programs.

SCOPE

This process directly impacts the management and development of Continuing Education programs offered at the Center.

P32–Management of Spaces and Resources

PURPOSE

To systematize the management of the Center's spaces and material resources.

This procedure covers the planning, acquisition, review, and improvement of the material resources and infrastructure necessary for the Center's teaching and administrative activities.

SCOPE

This procedure applies to the Center's facilities, as well as to the material resources necessary for the teaching and research activities of the teaching and research staff (PDI) and the functions of the administrative and support staff (PTGAS). Material resources necessary to support research—which are addressed in "P25-Research"—are excluded from this procedure.

P33–Coordination of Affiliated Centers

PURPOSE

This procedure is implemented to systematize the management and coordination of Affiliated Centers to ensure that their activities guarantee the quality and continuous improvement of the degree programs offered by Universidad CEU San Pablo (USP-CEU) at those Centers.

Hereinafter, Affiliated Center(s) will be referred to in the generic singular form *as AFFILIATED CENTER*.

SCOPE

This procedure applies to the coordination of the Center with respect to the *AFFILIATED CENTER* that manage and offer degree programs belonging to Universidad San Pablo-CEU.

