

CEU

*Universidad
San Pablo*

QM-INTERNAL QUALITY
ASSURANCE SYSTEM MANUAL

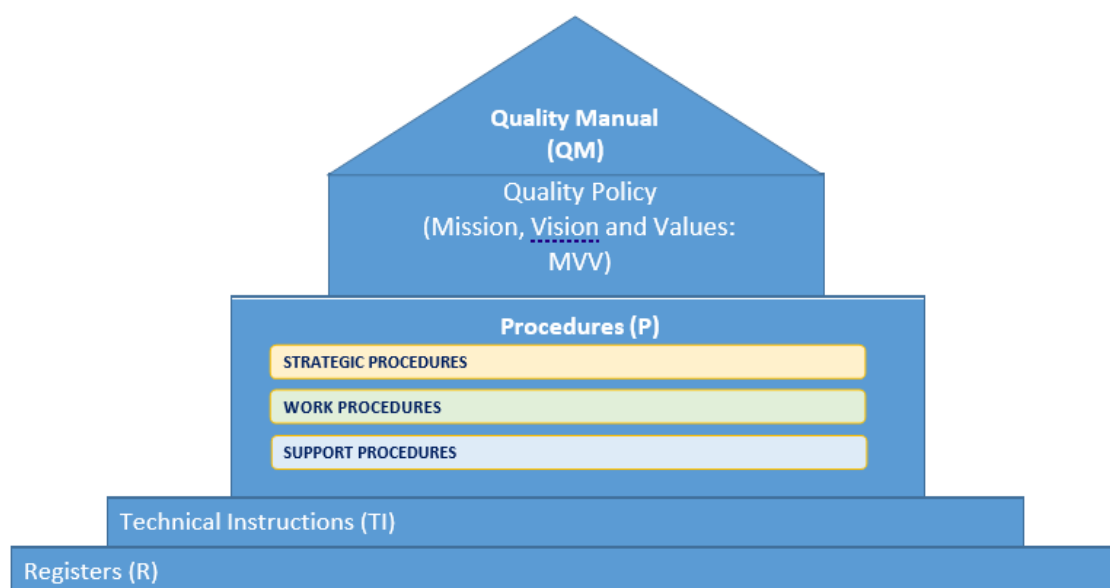
ROYAL UNIVERSITY INSTITUTE FOR EUROPEAN STUDIES

Approved by the Governing Council:15/12/2021

The **QM-Quality Manual** is the document that collects and defines all the documents that are part of the Internal Quality Assurance System (IQAS) of the Royal University Institute for European Studies (RUIES).

Scope: The Internal Quality Assurance System applies to the **Royal University Institute for European Studies**, all its degrees and its services.

The hierarchy of documents contained in this IQAS-RUIES is the one represented in the following graph:



1. [QP-QUALITY POLICY](#)
2. [RM-RECORD OF MODIFICATIONS OF IQAS](#)
3. [LIST OF PROCEDURES IN FORCE, MAP OF PROCESSES AND BRIEF DEFINITION OF THE OBJETIVE AND SCOPE OF EACH OF THEM](#)

1. QP- QUALITY POLICY

The Quality Policy of the Universidad CEU San Pablo, in carrying out its educational, research and knowledge transfer activity, revolves around solid values such as respect and integrity. Based on these values, the vision of

Christian humanism and the approach to Stakeholders, the Universidad CEU San Pablo has a Decalogue of Commitment that advises, guides and commits the entire educational community, always seeking legal, ethical, and moral compliance in the activities that are carried out.

1. MISSION

Offer a university education of excellence that contributes to the personal, professional, and cultural development of students, and that supports the progress of the entities and the society in which it is integrated.

Develop scientific and technical research that provokes the generation of knowledge, that stimulates critical scientific thinking, that promotes technological development, innovation, and the competitiveness of the company, and that sustains equitable and sustainable economic progress.

2. VISION

The main objective is the satisfaction of the Stakeholders. In addition, it is intended that the centres of the Universidad CEU San Pablo become an international benchmark with respect to innovation and the quality of their training, the rigour of their research and the constant transfer of knowledge to society.

Each member is encouraged to know and master their roles and responsibilities, receive training and information on how to act correctly and install compliance sensitivity in all stakeholders.

The international dimension is enhanced in all actions and policies as a response to a global world, an international labour market and an open and constantly changing society.

The ethical values of Christian humanism are transmitted, which contribute to the improvement of society by providing positive social and cultural impacts.

The academic and research prestige of the Universidad CEU San Pablo is sought, through a recognized teaching personnel and highly qualified personnel in administration and services, who work for this vision, as well as for the relevance of our social impact actions.

The Management of the University is committed to guaranteeing the security of the information, putting into practice the preventive and reactive measures that allow to safeguard and protect the data and the information with which it works.

3. VALUES

Each Centre of the Universidad CEU San Pablo has its roots in the values of Christian humanism and is faithful and respectful of the principles of the Spanish Constitution. It pursues the integral formation of its professors and students in order to train them in the development of critical thinking and prepare them in the exercise of scientific and professional activities at the service of society. In this sense, the Universidad CEU San Pablo is concerned with providing Undergraduate, Postgraduate and Doctoral training aimed at excellence and internationalization, guaranteeing an academic offer that facilitates the employability of its graduates and is in accordance with the needs and expectations of stakeholders and society in general.

The Centres of the Universidad CEU San Pablo are committed to quality and are committed to complying with the requirements, regulations and regulations that apply to it.

They promote knowledge and mastery of languages as promoters of tolerance, coexistence, respect for human rights and communication between people and societies.

Solidarity and cooperation are promoted, with special attention to development, the defence of values and the active presence in social, cultural, educational, economic forums, etc.

Collaboration with the authorities and civil society is encouraged, and the maintenance of a proactive attitude to contribute to the economic, social, and cultural development of individuals and society.

The Management of the University will ensure compliance with this Quality Policy and will proceed to review it regularly in order to establish the appropriate measures to ensure its continuous improvement.

All these principles are collected and developed in the Internal Quality Assurance System of each Centre and are promoted through the active leadership of the Management of the Universidad CEU San Pablo, so here I subscribe to them and from here I encourage you all to make them a reality.

*Signed in Madrid, on December 15, 2021, by the Magnificent Rector of the
Universidad CEU San Pablo Dr. Rosa María Visiedo Claverol*

2. RM-RECORD OF MODIFICATIONS

There have always been protocols and procedures that have guaranteed quality teaching and educational services, in each of the degrees that have been implemented at the Universidad CEU San Pablo since its inception, **already being present in the degrees verified in 2009.**

Since the implementation of the **first Internal Quality Assurance System at the School level**, and its initial approval on **January 18, 2012**, annually, during the first months of each year, the Quality Assurance Commission of the Royal University Institute for European Studies of the Universidad CEU San Pablo, has met to review the indicators and evidence of the IQAS procedures and analyse the advisability of updating them.

As a result of these meetings, where the proposals for improvement that come from the SCCT Mailbox and from all the Services and Departments are also analysed, the IQAS has been updated and improved, following the philosophy of a living system in constant change and adaptation.

One of the improvements that were carried out in 2013 was the creation of the Internal Quality Sub-Commissions (IQSubC) of each of the degrees, for a more specific management, and that report to the Internal Quality Commission of the Faculty (IQC-RUIES).

In the RM-Record of Modifications, all the modifications approved by the Governing Council since 18/01/2012 are recorded, as well as those modifications in progress and pending approval, in order to be able to trace all the documents that make up the current Internal Quality Assurance System.

The current IQAS is the one approved by the Governing Council on 15 December 2021, which has been designed to comply with the guidelines of the QS model of Fundación Madri+d and which is currently in the process of certification.

SUMMARY OF THE MOST RELEVANT REVIEWS	Date of approval
Each degree has its own system of guaranteeing the quality of teaching and educational services that support the development of the degree. This quality system at the degree level contemplates from its initial planning and creation to the follow-ups through the analysis of indicators and measurement of satisfaction, and the global attention of the student from his information process prior to enrolment until he graduates.	In every verification before 2012
Initial edition of the IQAS at Centre level	18/01/2012



SUMMARY OF THE MOST RELEVANT REVIEWS	Date of approval
<p>The following procedures that have been created will affect all the degrees of the Royal University Institute for European Studies and the services that support their development:</p> <p>PA 01 Measure of stakeholder satisfaction PA 02 Management of suggestions, complaints, claims and acknowledgements PA 03 Public information PA 04 Measurement of the results of degrees (degrees) PA 05 Analysis and continuous improvement (degrees)</p> <p>PC 01 Design of the educational offer PC 02 Definition of profiles and admission of students PC 03 Periodic review of teachings PC 04 Suspension or termination of the degree PC 05 Teaching planning and development PC 06 Learning Outcomes PC 07 Mobility planning PC 08 Mobility management process PC 09 Management of external practices PC 10 Employability</p> <p>PE 01 Establishment, review and updating of the quality policy and objectives. PE 02 Definition of personnel policy, TRP and ASP</p>	
<p>The Operating Standards of the Internal Quality Commission (IQC) are approved.</p>	<p>17/10/2012</p>
<p>The first Internal Quality Sub-Commissions (IQSubC) are created for the specific management of each of the School's degrees.</p>	<p>04/07/2013</p>
<p>The implementation of the Monitoring Application of Improvement Actions for registration and traceability of the improvement plans proposed in each IQSubC and approved in the IQC-RUIES is collected. This application reflects the status of execution of the improvement actions with a record of the corresponding evidence. For this reason, THE PA 05 Analysis and continuous improvement (degrees) and the PC 03 Periodic review of the teachings are modified.</p> <p>The Strategic Plan 2015-2019 is approved.</p>	<p>19/01/2015</p>
<p>The TRP EVALUATION AND DEVELOPMENT SYSTEM: DOCENTIA+ CEU (D+CEU) is approved, which is implemented in July 2017. The "PE 02 Definition of personnel policy, TRP and PAS" is updated.</p> <p>Regulation 1/2017 of the Universidad CEU San Pablo is approved for the recognition and transfer of credits in university degrees and master's degrees</p>	<p>23/01/2017</p>
<p>All procedures in force are updated in accordance with QS guidelines. In addition, they are provided with a new codification, but making it clear that they are in a reissue of the existing procedure:</p> <p>P01 Quality Policy and Objectives P30 Stakeholder satisfaction P29 Management of suggestions, complaints, claims and acknowledgements P06 Public information P07 Design of the educational offer P11 Definition of profiles (new students and alumni) and admission of students P08 Review and periodic improvement of teaching P10 Extinction of degrees P16 Teaching planning and development P18 Management of indicators and results</p>	<p>06/02/2019: The update of the IQAS 2012 is approved to comply with the QS guidelines. But it is pending documentary approval of the new IQAS.</p>

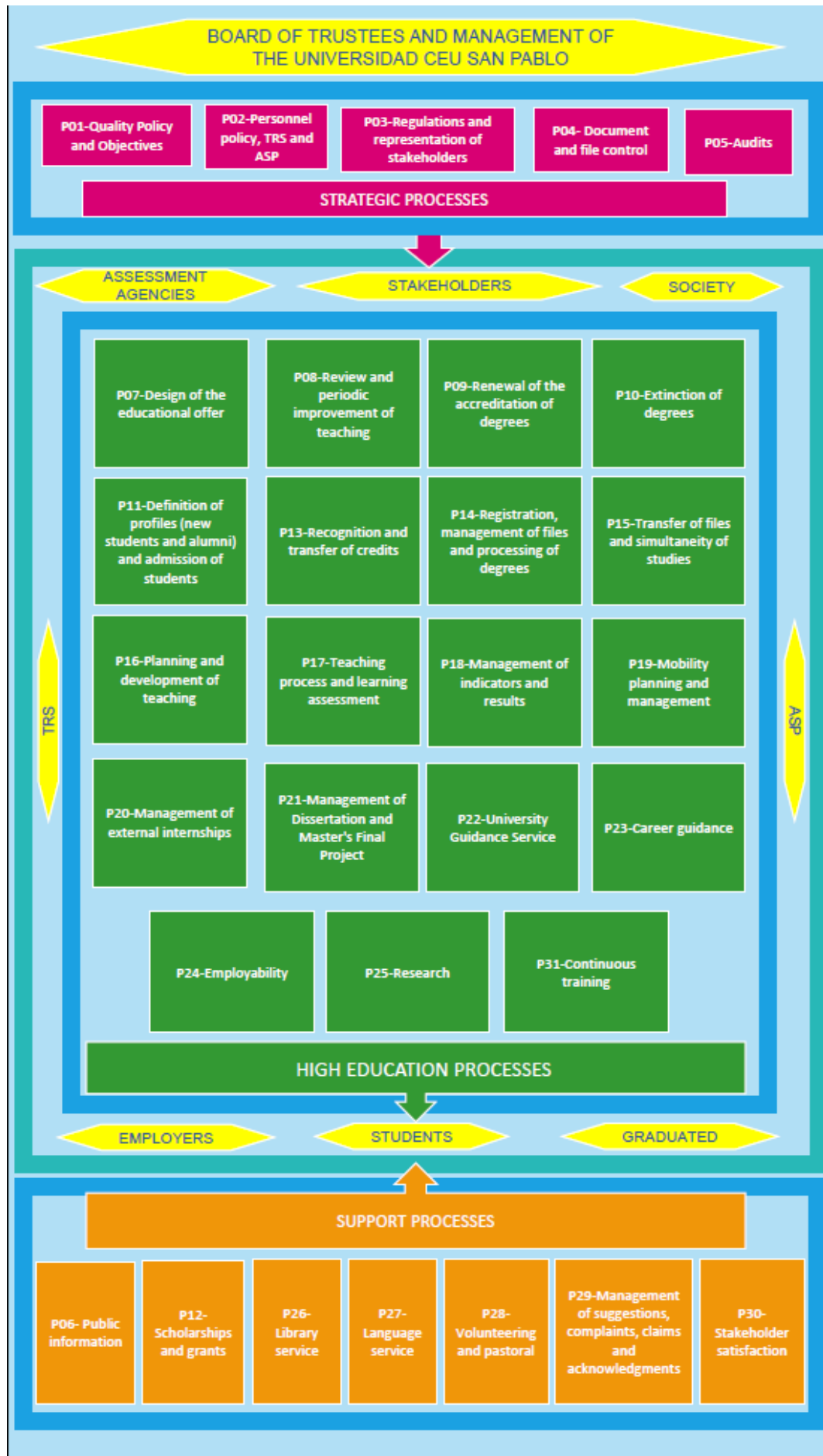
SUMMARY OF THE MOST RELEVANT REVIEWS	Date of approval
P19 Mobility planning and management P20 Management of external internships P24 Employability P02 Definition of personnel policy, TRP and ASP	
The Strategic Plan 2019-2022 is approved.	12/11/2019
The following procedures are created for the first time (edition 0) which have been deemed necessary to achieve QS accreditation: P03 Regulations and representation of stakeholders P04 Document and file control P05 Audits P09 Renewal of the accreditation of degrees P12 Scholarships and grants P13 Recognition and transfer of credits P14 Management of files and processing of degrees P15 Transfer of files and simultaneity of studies P17 Teaching process and learning assessment P21 Management of Dissertation and Master's Final Project P22 University Guidance Service (SOU) P23 Career Guidance P25 Research P26 Library Service P27 Language service P28 Volunteering and Pastoral	24/02/2020: The creation of the IQAS 2021 is approved to comply with the QS guidelines. But the documentary approval of the IQAS 2021 is postponed until all new procedures are complete.
General Action Plan for the adaptation of the Universidad CEU San Pablo in the face of Covid-19 in the 2020-2021 academic year. <ul style="list-style-type: none"> • Planning of Training Activities 2020-2021. Criteria to modulate physical and digital face-to-face attendance in classrooms. • General Contingency Plan of the Universidad CEU San Pablo in case of suspension of face-to-face teaching decreed by the health authorities during the 2020-2021 academic year. 	24/06/2020
Creation of the QS Commission. Agreement 1. The QS Commission is hereby constituted, whose functions are: - Technical advice on the deployment of QS guidelines in the IQAS of the Centres of the Universidad CEU San Pablo - Documentary review of the IQAS. - Proposals for improvement to the IQAS and the Centres. - Propose, once the documentary development is finished, the IQAS for the signature of those responsible for each procedure and elevation to the Governing Council for prior approval before being sent to Fundación Madri+d for certification. - Carry out or support the performance of internal audits and annual review of the IQAS at the level of all The Centres.	14/04/2021
Royal Decree 640/2021, of 27 July, on the creation, recognition and authorization of universities and university centres, and institutional accreditation of university centres, is approved.	28/07/2021
Royal Decree 822/2021, of 28 September, establishing the organisation of university education and the quality assurance procedure, is approved.	29/09/2021

SUMMARY OF THE MOST RELEVANT REVIEWS	Date of approval
The QS Committee approves the creation of P31-Continuous Training for the IQAS to cover the degrees of the Universidad CEU San Pablo, thus complying with RD 640/2021 and 822/2021.	05/10/2021
Approval by the Governing Council of the Quality Policy and the Internal Quality Assurance System of the Royal University Institute for European Studies, together with all the documents that make up the IQAS.	15/12/2021

3. LIST OF PROCEDURES IN FORCE, MAP OF PROCESSES AND BRIEF DEFINITION OF THE OBJECTIVE AND SCOPE OF EACH OF THEM

IQAS 2021	FULL DOCUMENT
P01-Quality Policy and Objectives	View web
P02-Personnel policy, TRP and ASP	View web
P03-Regulations and representation of stakeholders	View web
P04- Document and file control	View web
P05-Audits	View web
P06-Public information	View web
P07-Design of the educational offer	View web
P08-Review and periodic improvement of teaching	View web
P09-Renewal of the accreditation of degrees	View web
P10-Extinction of degrees	View web
P11-Definition of profiles (new students and alumni) and admission of students	View web
P12-Scholarships and grants	View web
P13-Recognition and transfer of credits	View web
P14-Registration, management of files and processing of degrees	View web
P15-Transfer of files and simultaneity of studies	View web
P16-Planning and development of teaching	View web
P17-Teaching process and learning assessment	View web
P18-Management of indicators and results	View web
P19-Mobility planning and management	View web
P20-Management of external internships	View web
P21-Management of Master's Final Project	View web
P22-University Guidance Service	View web
P23-Career guidance	View web
P24-Employability	View web
P25-Research	View web

P26-Library service	View web
P27-Language service	View web
P28- Volunteering and pastoral	View web
P29-Management of suggestions, complaints, claims and acknowledgments	View web
P30-Stakeholder satisfaction	View web
P31-Continuous training	View web



P01- Quality Policy and Objectives

OBJECT

To establish the applicable system for designing, approving, reviewing, and updating the quality policy and objectives. This procedure includes the Annual Review by the Management of the Internal Quality Assurance System (hereinafter IQAS), as well as its main documents:

- a. QM-Quality Manual
- b. QP-Quality Policy
- c. PM-Process Manual
- d. SP-Strategic Plan of the School, derived from the Strategic Plan approved for the Universidad CEU San Pablo
- e. RM-Record of Modifications of IQAS

SCOPE

This procedure shall apply both to the initial definition of the IQAS documents and to their periodic reviews, which shall be carried out on an annual basis.

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P02- Personnel policy, TRP and ASP

OBJECT

The purpose of this procedure is to establish the system applicable to the identification of personnel needs, the overall process of incorporations, voluntary withdrawals, temporary or permanent disabilities, leave or disengagements, continuous training, performance evaluation and the promotion of teaching and research personnel (TRP) and administration and services personnel (ASP) of the Royal University Institute for European Studies of the Universidad CEU San Pablo. The Personnel Policy of the Royal University Institute for European Studies responds to the Corporate and Human Resources Policy approved by the Board of Trustees of the Universidad CEU San Pablo.

In addition, this procedure reflects the Equality Plan, which covers all the procedures of this procedure.

SCOPE

With this document the Royal University Institute for European Studies will apply the necessary and established criteria to carry out all the procedures related to the policy of its TRP, as well as the ASP. You must bear in mind that the principles that inspire any procedure are, among others, equality, academic quality, and excellence, always with the commitment required by the ideology of the Institution.

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P03- Regulations and representation of stakeholders

OBJECT

This procedure seeks to collect, keep updated and evaluate the regulations that affect the Royal University Institute for European Studies and its degrees. It also reflects the process of representation of the different Stakeholders in the collegiate decision-making bodies and the functioning of the governing bodies.

SCOPE

It is contemplated for the Royal University Institute for European Studies, although the governing bodies that are located at the level of Universidad San Pablo-CEU influence.

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P04-Document and file control

OBJECT

To systematize the archiving, security, and control of the documents of the Internal Quality Assurance System of the Royal University Institute for European Studies (hereinafter IQAS). Provide the documentation required by the legislation applicable to each IQAS procedure.

SCOPE

This procedure affects all the files and documents of the IQAS of the Royal University Institute for European Studies.

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P05-Audits

OBJECT

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

SCOPE

This process affects the Royal University Institute for European Studies and all the procedures that make up the IQAS of the centre.

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P06-Public information

OBJECT

To establish the way in which the Royal University Institute for European Studies of the Universidad CEU San Pablo reviews, updates, and makes public the information related to the degrees are taught in the School, to the Internal Quality Assurance System and other useful information for the different stakeholders.

SCOPE

This document applies to information relating to the Royal University Institute for European Studies, its degrees and the centre's IQAS.

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P07-Design of the educational offer

OBJECT

The purpose of this procedure is to establish the system to be applied in the design and approval of new official training programmes of the Royal University Institute for European Studies.

SCOPE

This process affects the existing official training programmes and the new ones proposed to the Ministry of Education that will be taught in the future at the Royal University Institute for European Studies of the Universidad CEU San Pablo.

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P08-Review and periodic improvement of teaching

OBJECT

To establish the system applicable to the review and periodic control of the degrees through an annual internal monitoring and follow up of the corresponding improvement actions. This procedure also includes external follow-ups by FM+D (ordinary and special), as well as the procedure for the modification of the official programmes of the Royal University Institute for European Studies of the Universidad CEU San Pablo.

SCOPE

This procedure will be applicable in the review, control and, where appropriate, modification of the training programmes, taking into account the guidelines of the USP-CEU and the current legislation establishing the organization of university education.

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P09-Renewal of the accreditation of degrees

OBJECT

This procedure focuses on the renewal of accreditation, which is the culmination of the evaluation process of the implementation of the teachings corresponding to the official degrees registered in the Register of Universities, Centres and Titles (RUCT).

SCOPE

It affects all official degrees of the Royal University Institute for European Studies.

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P10-Extinction of degrees

OBJECT

To describe the procedure of guaranteeing the orderly extinction of the teachings of a degree, as well as the way by which the Royal University Institute for European Studies of the Universidad CEU San Pablo guarantees that students who have started

the corresponding teachings, can have an adequate development of the same until its completion or can benefit from a plan of adaptation to the curriculum that replaces the one that is extinguished.

SCOPE

This procedure is applicable to all degrees taught at the Royal University Institute for European Studies of the Universidad CEU San Pablo, if there is an internal or external situation that initiates the process of extinction of the degree.

[View web](#)

P11-Definition of profiles (new students and alumni) and admission of students

OBJECT

To establish the way in which the Royal University Institute for European Studies elaborates, updates, and improves the mechanisms related to the definition and updating of the new students and alumni profiles of degrees, and to the admission of students in each of them. In this way, the systems that regulate and guarantee the decision-making process of access and admission are facilitated, to evaluate if they adapt to the objectives of the training programmes.

SCOPE

This document applies to all official degrees offered by the Royal University Institute for European Studies of the Universidad CEU San Pablo.

[View web](#)

P12-Scholarships and grants

OBJECT

To establish the system for the planning, publication, orientation and processing of scholarships and grants, both to students and personnel of the Universidad CEU San Pablo.

SCOPE

This process covers all scholarships and grants managed by the Universidad CEU San Pablo that affect, in particular, students, teaching and research personnel, and/or the administration and services personnel of the Royal University Institute for European Studies.

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P13-Recognition and transfer of credits

OBJECT

The purpose of this process is to guide the development of the process of recognition and transfer of credits from the student's application to the reflection in their academic record.

SCOPE

This process affects all applications for recognition and transfer of credits in the degrees of the Royal University Institute for European Studies.

[View web](#)

P14-Registration, management of files and processing of degrees

OBJECT

Systematize the registration, the management of records, as well as guide the issuance of official degrees, and other personal academic certifications.

SCOPE

It applies to enrolments and to the management of the records of students of official degrees. It also affects all applications for the issuance of official degrees and applications for academic certifications.

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P15-Transfer of files and simultaneity of studies

OBJECT

The purpose of this procedure is to guide the process of transfer of file between the Universidad CEU San Pablo and other universities, as well as to process the simultaneities of studies.

SCOPE

This process affects the Royal University Institute for European Studies and all its files.

[View web](#)

P16-Planning and development of teaching

OBJECT

The purpose of this procedure is to establish how the Director of the Royal University Institute for European Studies manages, deploys, and supervises the procedures related to professor planning, the development of teachings and their improvement, in accordance with the general guidelines approved by the Governing Council in matters of academic organization. The aim is to ensure that students achieve in an organized manner the competences and learning outcomes defined in each of their official undergraduate and postgraduate degrees. To achieve this end, professor coordination is vital, understood as those actions necessary to harmonize the operation, where vertical coordination is responsible for managing the sequencing of the subjects in the curriculum and the distribution of competences and contents in

order to avoid gaps and overlaps, and horizontal coordination is responsible for managing the student's workload, the distribution of training activities and evaluation activities throughout each semester with the aim of distributing it in a balanced way.

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

SCOPE

This procedure applies to the degrees taught at the Centre.

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P17-Teaching process and learning assessment

OBJECT

This process aims to regulate the conduct, evaluation, publication, and review of exams, as well as all types of evaluation tests carried out at the Universidad CEU San Pablo. It seeks to encourage the established evaluation systems, as well as the review processes to know the degree to which students achieve the skills and the expected learning outcomes.

SCOPE

This procedure applies to the degrees taught, detailing the operation of the calls, the Evaluation Boards, the publication of grades, as well as the resolution of possible incidents and/or claims about the qualifications.

[View web](#)

P18- Management of indicators and results

OBJECT

Define the catalogue of indicators and evidence generated by the system to guarantee the continuous improvement of the Centre and its degrees.

Describe the process of generating these indicators and evidence, their elaboration, those responsible, recipients, distribution platforms, review, and improvement.

Regarding the typology of indicators and evidence, two main blocks are established:

1. Those necessary for VMMA processes that guarantee the measurement, analysis, and improvement of degrees.
2. Those officially required by the different administrations and bodies for statistical purposes determined by current regulations. (SIIU, INE, CAM, CRUE, etc.)
3. Those aimed at measuring and controlling the development of the different procedures of the IQAS.

SCOPE

The scope of this indicator management procedure covers all the degrees of the Royal University Institute for European Studies and all its processes.

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

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P19-Mobility planning and management

OBJECT

This procedure aims at the planning, management, development, and evaluation of the mobility of students, ASP and TRP, both national and international, as well as entry and exit, from the Royal University Institute for European Studies.

Mobility is one of the objectives of all degrees seeking to promote the cultural, educational, personal, and professional enrichment of all participants in the different initiatives that are based on the encouragement and promotion of the exchange of experiences in the field of higher education.

SCOPE

This process establishes the promotion and management of the exchange with other Universities of students, professors and personnel of administration and services. The Vice-Rectorate for Internationalization is primarily responsible, although the Coordinators of International Relations of the Centres and the Coordinators of the IBP Programmes also participate, who are responsible for many of the aspects of their management.

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P20-Management of external internships

OBJECT

Establish the way in which the Vice-Rectorate for Students and University Life, through the Department of Professional Careers of the Universidad CEU San Pablo, of the Internship Unit that has the delegated powers, review, update and improve the procedures related to External Academic Internships, facilitating the mechanisms that regulate them and that guarantee the process.

SCOPE

This document is applicable to the external practices carried out by the students of the degrees belonging to the Royal University Institute for European Studies.

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P21- Management of Master's Final Project

OBJECT

Define, publish, update and manage the life cycle of special subjects such as Master's Final Projects.

SCOPE

This procedure applies to the subjects of Master's Final Projects the of the official Master's degrees of the Royal Institute of European Studies.

[View web](#)

P22-University Guidance Service

OBJECT

Determine the actions through which the Universidad CEU San Pablo develops support and guidance to its students regarding academic and personal advice, in order to support inclusion and integration into university life, enhance training through transversal competences, and improve personal development.

SCOPE

This procedure applies to the services and action programmes of the University Guidance Service that are carried out within the framework of the Royal University Institute for European Studies.

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P23-Career guidance

OBJECT

Define, publish, update and manage the programmes and actions of professional orientation aimed at students and graduates of the degrees of the School.

SCOPE

This procedure applies to professional guidance actions and programmes related to the degrees taught at the Royal University Institute for European Studies.

[View web](#)

P24-Employability

OBJECT

The purpose of this document is to monitor the employment of graduates of the Royal University Institute for European Studies of the Universidad CEU San Pablo.

SCOPE

This process affects graduates of official degrees of the Royal University Institute for European Studies and those who belong to the promotions that have ended two years earlier than the current course, except for exceptions such as a degree requiring another cohort or that year there is no cohort.

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P25-Research

OBJECT

The object of this process is the presentation of the Strategic Research Plan of the Universidad CEU San Pablo. The different actions that are carried out to support the research work of the personnel are detailed, as well as the different groups, chairs, and institutes in which these research tasks are carried out.

SCOPE

It affects the research carried out by all areas of knowledge of the Royal University Institute for European Studies.

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P26-Library service

OBJECT

To reflect the functioning of the libraries of the Universidad CEU San Pablo, both central services and of the section libraries. This procedure develops all the processes that make up the library service, such as the acquisition of copies and the management of loan and return procedures.

It also includes the specific operation of the European Documentation Centre (hereinafter EDC), as well as the management of its specific purposes.

SCOPE

This process affects the managers and users of the libraries and the European Documentation Centre of the Universidad CEU San Pablo.

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P27-Language service

OBJECT

This procedure reflects the operation of the language service of the Universidad CEU San Pablo.

SCOPE

This process affects the managers and users of the language services of the Universidad CEU San Pablo.

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P28- Volunteering and pastoral

OBJECT

This procedure reflects the operation of the Volunteer and Pastoral services of the Universidad CEU San Pablo.

SCOPE

It affects the managers and users of the Volunteering and Pastoral services that the Universidad CEU San Pablo makes available to the Royal University Institute for European Studies.

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P29-Management of suggestions, complaints, claims and acknowledgements

OBJECT

To attend to the communication of suggestions, complaints, claims and acknowledgements from all stakeholders. These are carried out in a formalized and traceable way through the Mailbox of Suggestions, Complaints, Claims and Acknowledgments of the Universidad CEU San Pablo, hereinafter MSCCA, in the Student Information Office or in your mail, as well as through the University Ombudsman, so that the information collected is useful for the continuous improvement of the Centres and their degrees, as well as for decision-making.

SCOPE

The scope of this procedure includes all questions (suggestions, complaints, claims and acknowledgements) received in the "Suggestion Mailbox" section of the website of the Universidad CEU San Pablo, in addition to those sent directly to the email of the University Ombudsman and those channelled through the Student Information Office. Any person or Stakeholder (students, prospective students, graduates, TRP, Governing Bodies, ASP, public administrations, employers, and society in general), can submit suggestions, complaints, claims and/or acknowledgements through the channels specified in this procedure that complies with the regulations on data protection.

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P30-Stakeholder satisfaction

OBJECT

To obtain information on the satisfaction of users about the quality of the resources and services of the Royal University Institute for European Studies of the Universidad CEU San Pablo for the continuous improvement of the Centre and its degrees.

SCOPE

It collects information on the quality perceived by users, from the different stakeholders, with the resources, teaching and services of the official degrees taught at the Royal University Institute for European Studies.

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P31-Continuous Training

OBJECT

To systematize the creation, modification, internal monitoring and extinction of the Master's Degree in Continuous Training.

Likewise, this procedure includes the life cycle of these own degrees, since their existence and characteristics are published, through the processing of registrations, management of files, planning, development and evaluation of teaching, processing of degrees, as well as the management of their indicators, results, and satisfaction of stakeholders.

SCOPE

This process affects the Master's Degree in Continuous Training attached to the Royal University Institute for European Studies.

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