
 eada [®] business school barcelona	PS01_EADA Collection and management of information for analysis and improvement
Date: July 9, 2024	Version: 2 Pages: 3
Owner: Quality Manager	

**PS01_EADA Collection and management of information
for analysis and improvement**

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: November 17, 2023	Academic Director Date: October 5, 2023	CDC Date: July 9, 2024

	PS01_EADA Collection and management of information for analysis and improvement
Date: July 9, 2024	Version: 2 Pages: 3
Owner: Quality Manager	

Document revision list

Version	Date	Description
0	09/06/2020	Initial drafting Process PS08
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Guarantee a system for collecting and managing information on requests (requests for indicators, incidents, suggestions...) and satisfaction of stakeholders to supply processes related to continuous improvement of the institution.

2. Scope

Applies to the official bachelor's and master's degrees of the EADA Business School.

3. Owner


Quality Manager

4. Associated procedures

PS01_EADA_Pr01 Collection and management of requests, incidents, complaints and suggestions

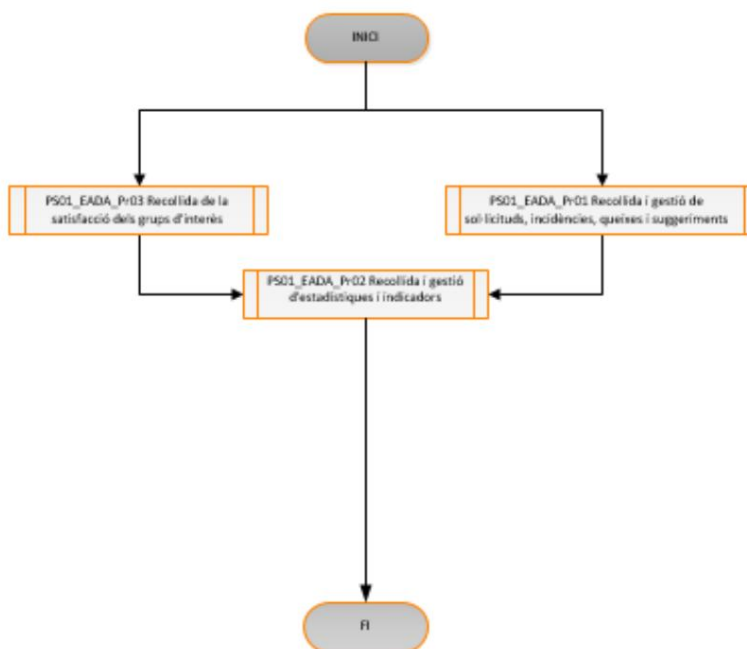
PS01_EADA_Pr02 Collection and management of statistics and indicators


PS01_EADA_Pr03 Collection of satisfaction from interest groups

	PS01_EADA Collection and management of information for analysis and improvement
Date: July 9, 2024	Version: 2 Pages: 3
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5. Flowchart


[PS01_EADA.vsd](#)



	PS01_EADA_Pr01 Collection and management of requests, incidents, complaints and suggestions
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

PS01_EADA_Pr01 Collection and management of requests, incidents, complaints and suggestions

Prepared by: Quality Manager Date: May 31, 2024	Reviewed by: Academic Director Date: June 12, 2024	Approved by: CDC Date: July 9, 2024
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	PS01_EADA_Pr01 Collection and management of applications, incidents, complaints and suggestions
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

Document revision list

Version	Date	Description
0	09/06/2020	Initial drafting PS08_Pr01
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Collect and process requests, incidents, complaints and suggestions about activities developed at school.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Quality Manager


4. Interest groups

Participants
 IB
 STEP
 Patrons
 Graduates
 Public administration
 Future participants
 Researchers/nothing
 Employers/nothing
 Social fabric of the area of influence of EADA
 Collaborating internship entities

5. Chain of responsibility

Interest group: makes the request and closes the procedure by confirming the resolution.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr01 Collection and management of requests, incidents, complaints and suggestions
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

Academic Director and Director of International Development: Together with the Head of Quality, they decide what measures need to be taken, the deadlines and which responsible people will be involved.

Quality Manager: receives and conveys requests, incidents, complaints and suggestions from stakeholders.

Speciality Coordinators: They analyze the request and its causes, detail the implications and the area it affects. Together with the Academic Director and the Director of International Development, they decide what measures to take, the deadlines and which responsible people will be involved. If it is necessary to follow up through the Improvement Plan, the process for collecting and managing improvements to the IQAS is activated; if not, the measure is applied and the decision is transferred to the initiator and followed up.

6. Description

The procedure begins when any interest group makes a request, through the appropriate channels, in relation to a query, complaint, suggestion, request or incident.

The center's quality manager receives the request and forwards it to the specialty coordination, which analyzes the causes, details the implications and the area affected. Together with the Academic Director and the Director of International Development, they decide what measures to take, the deadlines and which responsible people will be involved.

If the measure carried out can be applied immediately, it is resolved and the procedure is closed confirming the resolution. If it is considered that it is not resolved, the request is returned to the corresponding manager.

In the event that the measure involves planning over time or involves the activation of greater resources, the process for collecting and managing improvements to the IQAS is activated in order to monitor it through the center's Improvement Plan.


7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr01 Collection and management of requests, incidents, complaints and suggestions
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation

Complaints, suggestions and proposals form.

10.Registrations

Registration	Support	Location	Custody	Evid_type
PS01_EADA_Pr01_Rg01 General report on the status of requests and incidents	Digital	Computer network Complaints channel	AQ	Restricted access

11. Other related processes or procedures


PE05_U_Pr03 Collection of improvements and management of SGIQ documentation

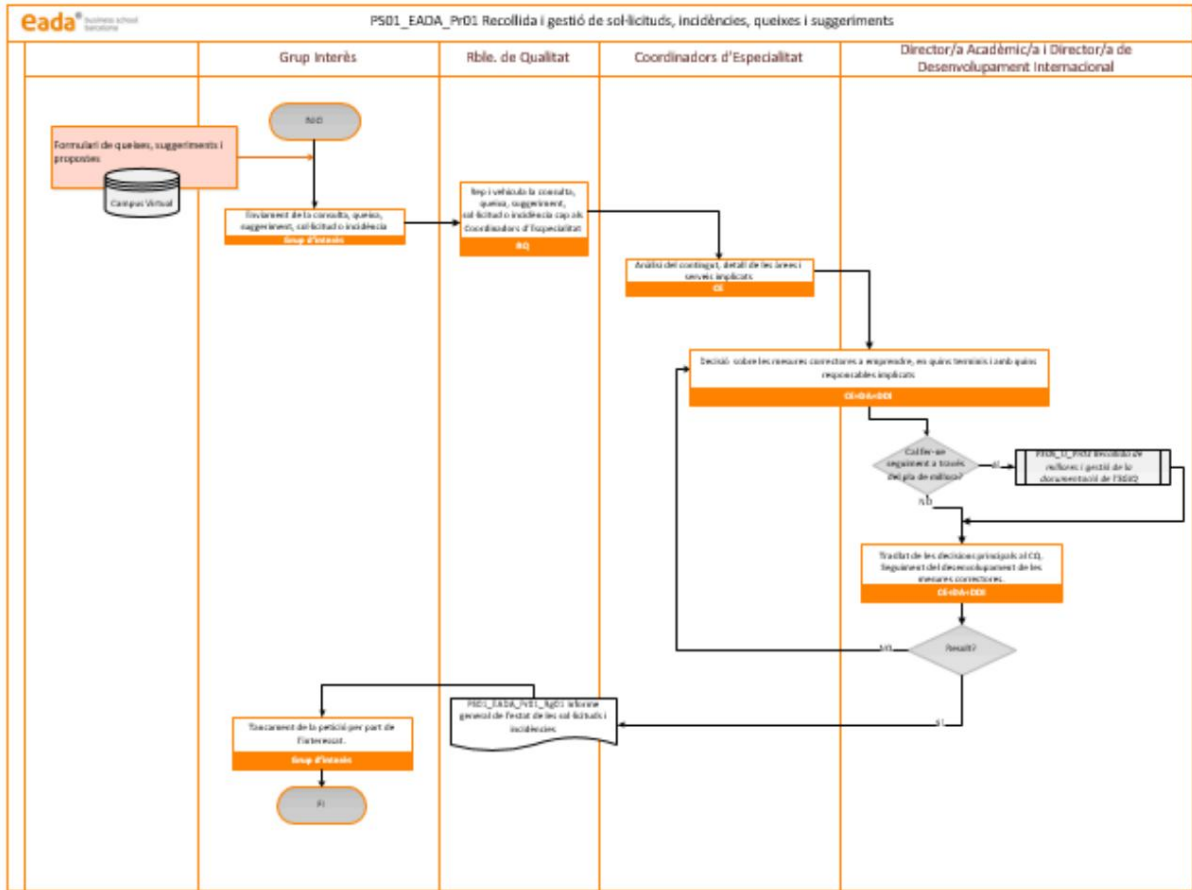
12.Indicators

U_SGQ037 Percentage of responses to complaints and suggestions out of the total


13.Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr01 Collection and management of requests, incidents, complaints and suggestions
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	




Prepared by: Quality Manager Date: May 31, 2024	Reviewed by: Academic Director Date: June 12, 2024	Approved by: CDC Date: July 9, 2024
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	PS01_EADA_Pr02 Collection and management of statistics and indicators
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

PS01_EADA_Pr02 Collection and management of statistics and indicators

Prepared by: Quality Manager Date: May 31, 2024	Reviewed by: Academic Director Date: June 12, 2024	Approved by: CDC Date: July 9, 2024
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	PS01_EADA_Pr02 Collection and management of statistics and indicators
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

Document revision list

Version	Date	Description
0	09/06/2020	Initial drafting PS08_Pr02
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Establish the system to collect and manage information and generate statistics and indicators institutional.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Quality Manager


4. Interest groups

Participants
 IB
 STEP
 Patrons
 Graduates
 Public administration
 Future participants
 Researchers/nothing
 Employers/nothing
 Social fabric of the area of influence of EADA
 Collaborating internship entities

5. Chain of responsibility

Interest group: statistical need request.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr02 Collection and management of statistics and indicators
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

Quality Area (AQ): reviews and establishes which statistical files/reports will need to be produced throughout the course to satisfy recurring statistical demands and assesses the relevance of the requests. Consults the technical notes for the development of the indicators in the catalogue. Requests data from the original sources. Calculates and validates the result. Disseminates the results according to the requirements of the request and communicates the results of the requested indicator or statistic to the originator.

BITS: manages the database and the connectors necessary for the exploitation of results. Calculates and validates the results.

6. Description

The procedure begins with the planned preparation of recurring statistical files or with the specific request for an indicator or statistic by an interest group.

Normally, at the beginning of the academic year, the AQ reviews and establishes which statistical files/reports will need to be produced throughout the academic year to meet recurring statistical demands (e.g. internally, indicator reports for monitoring degrees and externally, files from UNEIX or other public bodies).

Based on this initial planning, the AQ, throughout the course, requests the data from the source and BITS manages the database and the necessary connectors for the exploitation of the results. The AQ extracts and validates the result and prepares the report taking into account the requirements of each case. The AQ publishes the information or sends it to the corresponding interest group, as appropriate.


In an extraordinary way, the AQ accepts, throughout the course, specific requests for statistical information/indicators that it may receive from interest groups; it assesses their relevance and, if appropriate, includes them interspersed in its work plan.

Based on this planning, the QA checks whether the indicator exists in the indicator catalogue. If it does not, a proposal for the definition of the indicator is made, together with the interest group involved, and if so, it is included in the catalogue.

The AQ requests the data from the source of origin and BITS manages the database and the necessary connectors for the exploitation of the results. The AQ extracts and validates the result and elaborates the information taking into account the requirements of the originator of the request. Finally, it communicates to the originator the results of the requested indicator or statistic and, if applicable, disseminates the results according to the requirements of the request.

7. Review and improvement

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr02 Collection and management of statistics and indicators
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Records


Registration	Support	Location	Custody	Evid_type
PS01_EADA_Pr02_Rg01 Indicator catalog	Digital	Computer network IRENE	AQ	Restricted access

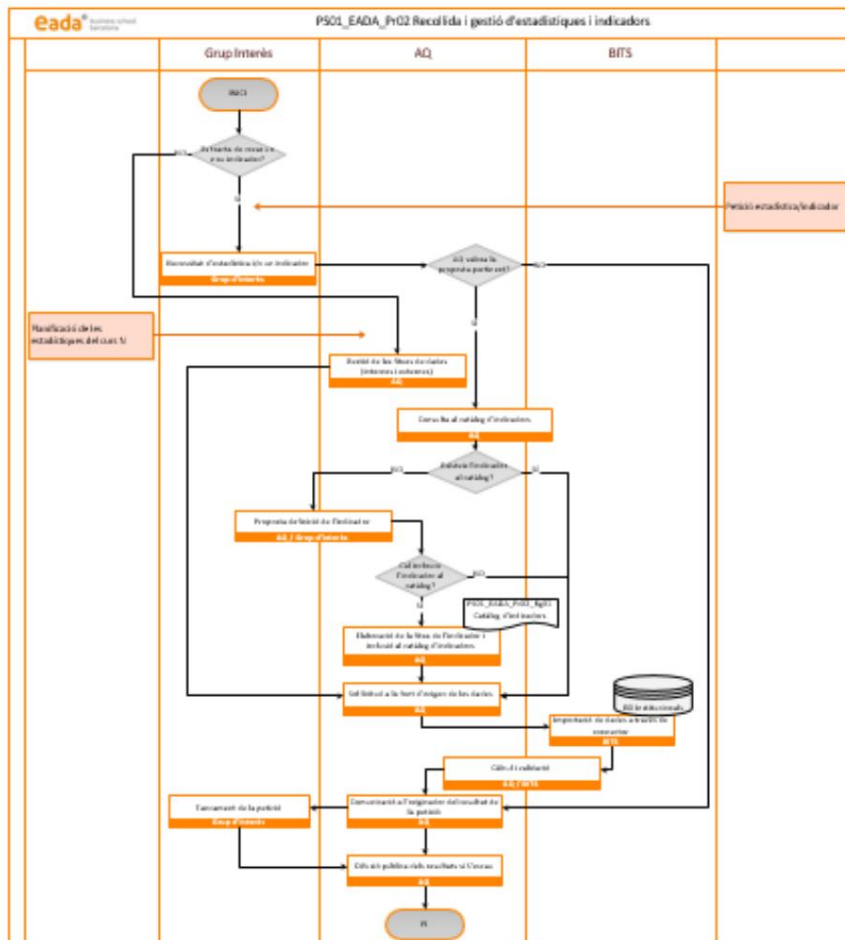
10. Indicators

U_SGQ039 Percentage of indicators created over those requested


11. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr02 Collection and management of statistics and indicators
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	




Prepared by: Quality Manager Date: May 31, 2024	Reviewed by: Academic Director Date: June 12, 2024	Approved by: CDC Date: July 9, 2024
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	PS01_EADA_Pr03 Collection of satisfaction from interest groups
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

PS01_EADA_Pr03 Collection of satisfaction from interest groups

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr03 Collection of group satisfaction of interest
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

Document revision list

Version	Date	Description
0	09/06/2020	Initial drafting PS08_Pr03
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVic-UCC UNIKUDE application.

1. Objective

Design, implement and manage surveys, as well as guarantee the collection and communication to stakeholders of the results of these surveys.

2. Scope

Applies to all EADA Business School stakeholders.


3. Manager

Quality Manager

4. Interest groups

Participants
 IB
 STEP
 Patrons
 Graduates
 Public administration
 Future participants
 Researchers/nothing
 Employers/nothing
 Social fabric of the area of influence of EADA
 Collaborating internship entities

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS01_EADA_Pr03 Collection of satisfaction from interest groups
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Quality Manager	

5. Chain of responsibility

Interest Group (IG): responds to surveys.

Quality Area (AQ): Plans the institutional survey calendar for a course N. Reviews the design of the surveys in terms of questionnaire format, target audience, etc. Implements the surveys with institutional survey programs. Collects responses and generates results reports. Disseminates the results according to the requirements of each survey.

Area of origin of data (AOD): encourages participation from its sphere of influence.

6. Description

The procedure begins with the planning of the surveys for a course N. The AQ reviews the design of the surveys in terms of questionnaire format, target audience, etc. It then implements the surveys with the institutional survey programs and distributes them internally to the different data source areas (AOD). The AODs open the surveys to interest groups, who are the ones who respond, and encourage participation. The AQ collects the responses and generates the results reports. It disseminates the results according to the requirements of each survey.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.


For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	<p align="center">PS01_EADA_Pr03 Collection of group satisfaction of interest</p>
<p>Date: July 9, 2024</p>	<p align="right">Version: 2 Pages: 5</p>
<p>Manager: Quality Manager</p>	

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation (INPUTS)

- EADA survey catalog
- The center's teaching calendar
- PMQ (Quality tab of each official title)
- Request and incident report

10.Registrations


Registration	Support	Location	Custody	Evid_type
PS01_EADA_Pr03_Rg01 Survey results	Digital	Computer network IRENE	AQ	Restricted access

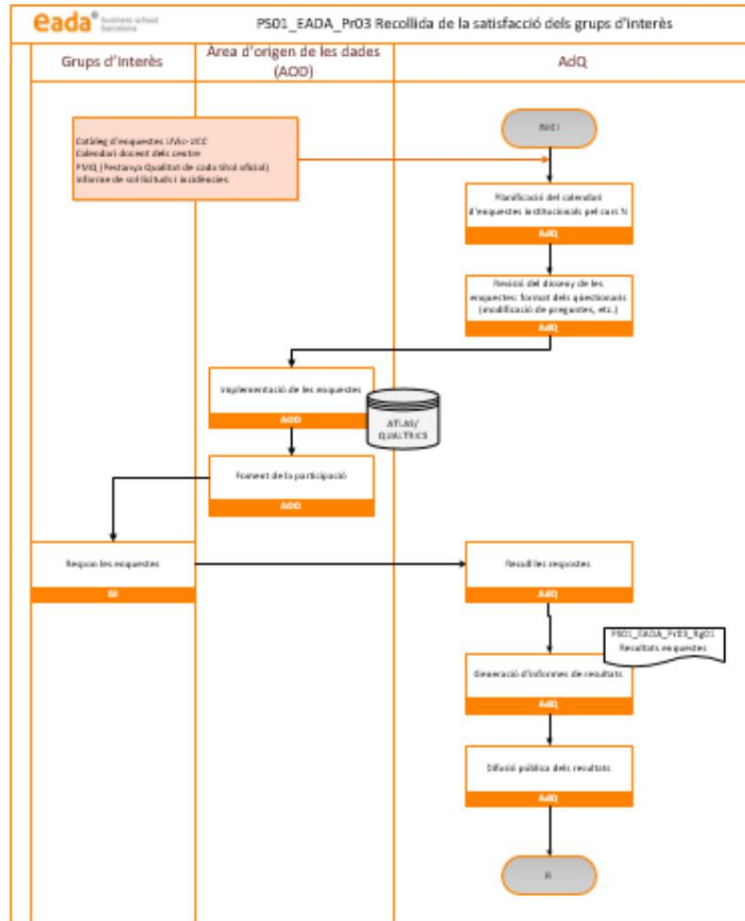
11. Indicators

- U_ENQ035 Participation in teaching survey received (%)
- U_ENQ049 Participants in the survey of teaching taught by bachelor's and master's degrees


12.Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	<p>PS01_EADA_Pr03 Collection of satisfaction from interest groups</p>
<p>Date: July 9, 2024</p>	<p>Version: 2 Pages: 5</p>
<p>Manager: Quality Manager</p>	




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 31, 2024</p>	<p>Academic Director Date: June 12, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS02_EADA Public information management and accountability
Date: July 9, 2024	Version: 1 Pages: 3
Owner: Quality Manager	

PS02_EADA Public information management and accounta

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: April 30, 2024	Academic Director Date: May 3, 2024	CDC Date: July 9, 2024

	PS02_EADA Management of public information and submission of accounts
Date: July 9, 2024	Version: 1 Pages: 3
Owner: Quality Manager	

Document revision list

Version	Date	Description
0	09/30/2020	Initial drafting Process PE04
1	09/07/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes to the processes and procedures sections of the EADA IQAS catalogue in online with the new UNIKUDE application from UVic-UCC.
n		

1. Objective

Define the necessary actions to guarantee public access to information on official training programs and the results obtained, thus assuming the commitment to accountability to the different interest groups and to the society.

2. Scope


Applies to the official bachelor's and master's degrees of the EADA Business School.

3. Owner

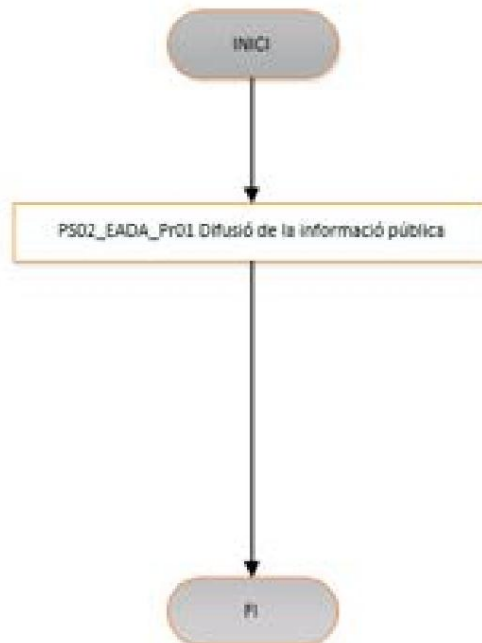
Quality Manager


4. Associated procedures

PS02_EADA_Pr01 Dissemination of public information

	PS02_EADA Public information management and accountability
Date: July 9, 2024	Version: 1 Pages: 3
Owner: Quality Manager	


5. Flowchart



	PS02_EADA_Pr01 Dissemination of public information
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Quality Manager	

PS02_EADA_Pr01 Dissemination of public information

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: April 30, 2024	Academic Director Date: May 3, 2024	CDC Date: July 9, 2024

	PS02_EADA_Pr01 Dissemination of public information
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Quality Manager	

Document revision list

Version	Date	Description
0	09/30/2020	Initial drafting Process PE04
1	09/07/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes to the processes and procedures sections of the EADA IQAS catalog in line with the new UVIC-UCC UNIKUDE application.
n		

1. Objective

Establish a system to make public updated information regarding the quality of official EADA degrees at an institutional level for the knowledge of interest groups.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Quality Manager

4. Interest groups

Participants

IB

STEP

Patrons

Graduates

Public administration

Future participants


Researchers/nothing

Employers/nothing

Social fabric of the area of influence of EADA

Collaborating internship entities

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: April 30, 2024	Academic Director Date: May 3, 2024	CDC Date: July 9, 2024

	PS02_EADA_Pr01 Dissemination of public information
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Quality Manager	

5. Chain of responsibility

• Quality Area (AdQ): if it concerns institutional content from the AdQ, it publishes it on the EADA website, and if it concerns processes, it is also published on the SGIQ portal (Irene). • Speciality Coordination (CdE): proposes the publication of academic content from official degrees; if a new structure is not needed, it publishes it on the website through the Drupal editor. • Academic Management (DA): validates the proposal for the publication of academic information from official degrees. • Marketing & Engagement Management (DME) / ICT Management (BITS): creates, in accordance with the proposed intervention, the new web structure to host public information. • Webmaster: publishes the information on the website through the Drupal content manager.

6. Description

The procedure begins when the need arises, internally or due to external obligation, to publish some information relating to EADA, its degrees or subjects. In the case of information at an institutional level, it is published directly on the EADA website; and in the case of information relating to processes and procedures, the publication is made directly on the Quality page of the EADA intranet (IRENE).

Regarding the information to be published regarding EADA, degree or subject, a distinction is made between the dissemination of information regarding official academic content and other information of a more promotional nature. In this second case, the DME publishes the appropriate information on the School's website, on the corresponding pages.

When the center must publish official academic information, and in accordance with the DA and the Quality Area, the information to be disseminated is validated and made public on the corresponding pages of the EADA website.


7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: April 30, 2024	Academic Director Date: May 3, 2024	CDC Date: July 9, 2024

	PS02_EADA_Pr01 Dissemination of public information
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Quality Manager	

-New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

Finally, accounts are also given on the dissemination of public information in the report of each academic year of UVic-UCC, which is publicly accessible on the university's website.

9. Associated documentation (Inputs)

- UVic-UCC regulations
- EADA regulations
- Current legal framework
- Current verification and modification reports

10. Records (Outputs)

Any publication generated institutionally or at the center level that serves to inform internally or externally will be considered evidence of the procedure.


11. Other associated processes or procedures

- PE05_U_Pr03 Collection of improvements and management of SGIQ documentation

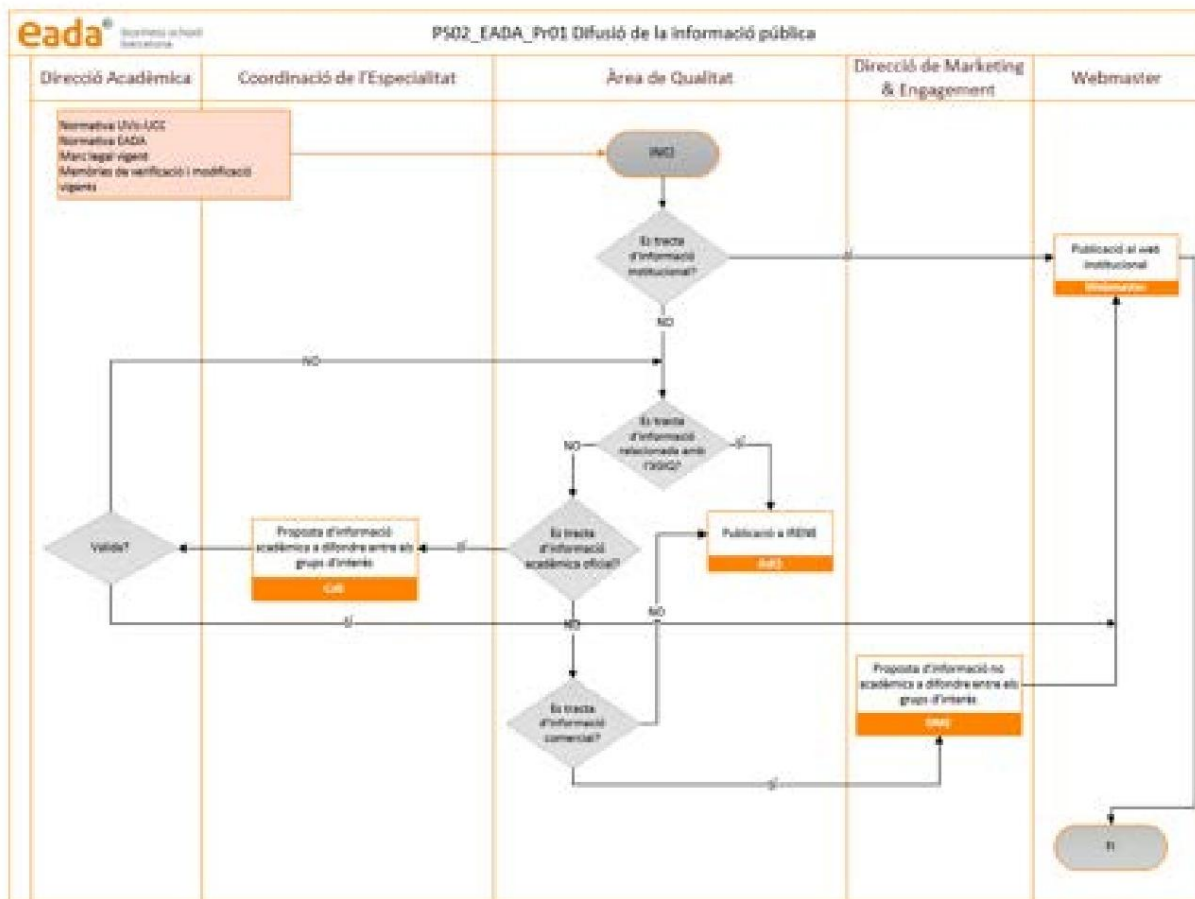
12. Indicators

- | | |
|----------|--|
| U_ENQ048 | Participant satisfaction with the information available on the website |
| U_SGQ068 | Number of visits to the degree website |
| U_SGQ069 | Number of unique users visiting the degree website |
| U_SGQ070 | Number of queries made through the form on the degree website |


Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: April 30, 2024	Academic Director Date: May 3, 2024	CDC Date: July 9, 2024

	PS02_EADA_Pr01 Dissemination of public information
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Quality Manager	

13.Flowchart




Prepared by: Quality Manager Date: April 30, 2024	Reviewed by: Academic Director Date: May 3, 2024	Approved by: CDC Date: July 9, 2024
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	PS03_EADA PDI and PAS Management
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Dean	

PS03_EADA PDI and PAS Management

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 30, 2023	Academic Director Date: June 10, 2023	CDC Date: January 9, 2024

	PS03_EADA PDI and PAS Management
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Dean	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting Process PS01
1	05/30/2023	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
n		

1. Objective

Define the necessary procedures for human resources management in everything that affects the establishment and the maintenance of the working relationship with the institution.

2. Scope

It applies to the PDI and PAS who have links and provide their services to the different EADA campuses and to those people who apply for a PAS or PDI position to provide their services at EADA.

3. Owner

Dean

4. Associated procedures

PS03_EADA_Pr01 Economic planning of resources for academic activity

PS03_EADA_Pr02 Incorporation of new teaching staff

PS03_EADA_Pr03 Drop or reduction of teaching staff


PS03_EADA_Pr04 Promotion of teaching and research staff

PS03_EADA_Pr05 Incorporation of PAS

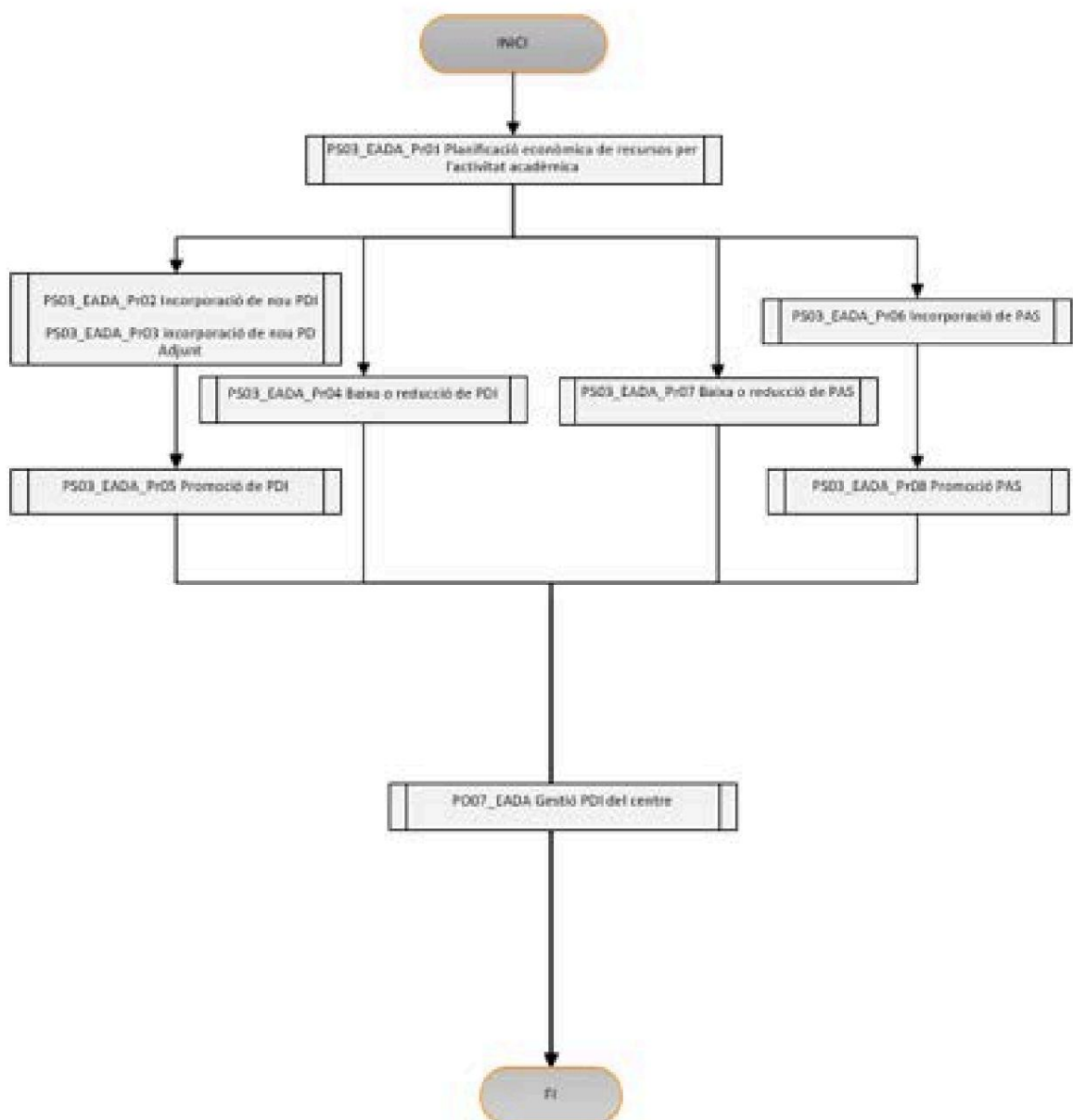
PS03_EADA_Pr06 Drop or reduction of PAS


PS03_EADA_Pr07 PAS Promotion

PO07_EADA PDI management of the center

	<p>PS03_EADA PDI and PAS Management</p>
<p>Date: January 9, 2024</p>	<p>Version: 1.0 Pages: 3</p>
<p>Owner: Dean</p>	


5. Flowchart



	PS03_EADA_Pr01 Economic planning of resources for academic activity
Date: July 9, 2024	Version: 0 Pages: 5
Manager: Academic Director	

PS03_EADA_Pr01 Economic planning of resources for academic activity

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr01 Economic planning of resources for academic activity
Date: July 9, 2024	Version: 0 Pages: 5
Manager: Academic Director	

Document revision list

Version	Date	Description
0	09/07/2024	Initial drafting
1		
n		

1. Objective

Establish the procedure for planning resources for the academic activity of Teaching and Research Staff (PDI).

2. Scope

It applies to the teaching and research staff who are linked to and provide their services to EADA.

3. Manager

Academic Director

4. Interest groups

IB
STEP


5. Chain of responsibility

CDC: Analyzes the proposals and approves the economic viability. Ensures that the different proposals from the areas and services involved are projected towards achieving the organization's objectives in the strategic lines established by the institution.

Academic Direction (DA): approves the academic part of the planning, if applicable.

Financial Management (DF): approves the financial part of the planning if necessary and informs CDC in the event of non-approval.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr01 Economic planning of resources for academic activity
Date: July 9, 2024	Version: 0 Pages: 5
Manager: Academic Director	

Academic Department Management: presents to the DA the planning of academic activity -teaching, research and management for the next academic year, identifying the growth and decrease in staff. In accordance with the period established in the published calendar, it proposes the actions to be carried out to comply with the authorized planning.

International Development Department (DDI): presents to the DA the planning of teaching activity for the next academic year, identifying the growth and decrease in staff.

6. Description

The DDI and DDA present the planning to the DA. The latter carries out the analysis and cost assessment and presents it to the CDC for approval, if applicable, of the academic and economic aspects.

Once the planning is approved, the DA returns it to the academic departments and prepares and publishes the summary of new places, expansions and reductions of teaching and research staff.

Once approved, the consolidation or selection processes are initiated, as the case may be.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:


- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr01 Economic planning of resources for academic activity
Date: July 9, 2024	Version: 0 Pages: 5
Manager: Academic Director	

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation (inputs)

File for the incorporation of new teaching and research staff

Dismissal or reduction file for teaching and research staff

10. Records (outputs)

Registration	Support	Location	Custody	Evident Type
PS03_EADA_Pr01_Rg01 Authorization repository	Digital	DA computer network		restricted access

11. Indicators


U_PER009 Percentage of PDI doctor

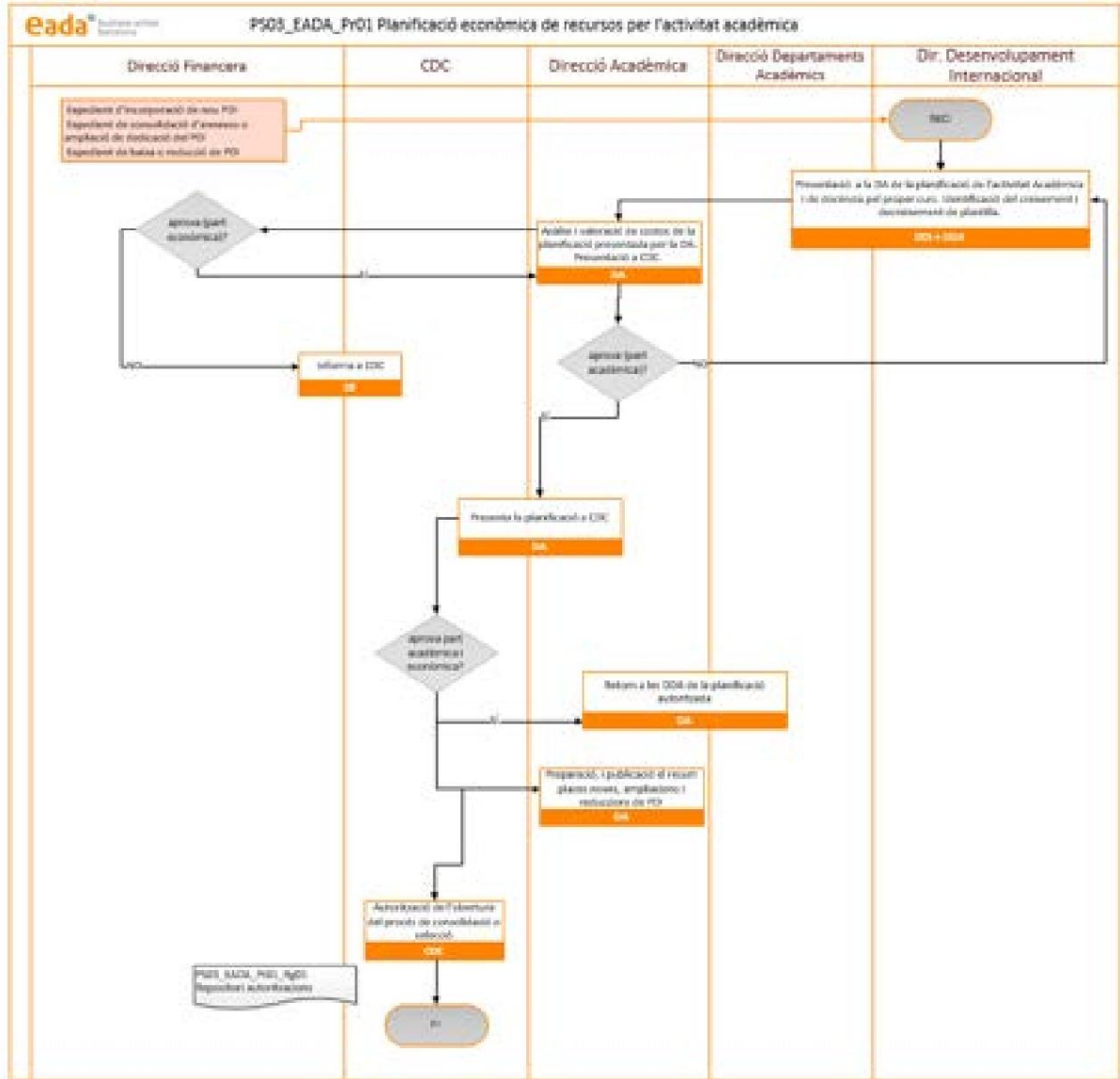
U_PER062 Percentage of PDI accredited over PDI doctor

U_PER069 Percentage of teaching staff with full-time dedication


12. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	<p>PS03_EADA_Pr01 Economic planning of resources for academic activity</p>
<p>Date: July 9, 2024</p>	<p>Version: 0 Pages: 5</p>
<p>Manager: Academic Director</p>	




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 3, 2024</p>	<p>Academic Director Date: June 20, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS03_EADA_Pr02 Incorporation of new teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

PS03_EADA_Pr02 Incorporation of new teaching staff

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr02 Incorporation of new teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting PO13 process
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes to the processes and procedures sections of the EADA IQAS catalogue in online with the new UNIKUDE application from UVIC-UCC.

1. Objective

Establish the procedure for hiring new Teaching and Research Staff (PDI).

2. Scope

It applies to those people who apply for a teaching staff position to provide their services at EADA.

3. Manager

Academic Director

4. Interest groups

IB
STEP

5. Chain of responsibility

Academic Management: plans together with the Finance and Corporate Services Management the needs of new PDI. Publishes the call together with the Academic Committee, and submits the proposal of candidates to the Dean to be hired..

Dean: Authorizes the start of the selection process, and once completed, validates, if applicable, the CA's proposal.


Academic Committee: It is constituted as a Selection Committee, it initiates the selection process of candidates for PDI and proposes candidates to be hired to the DA.

Academic Department Management: Acts as an interlocutor with the candidates who apply for the positions in PDI, conducts the interview and organizes the recruitment seminar.

Faculty: Participates in the evaluation of candidates through the recruitment seminar.

People and Culture Department: Prepares the documentation for hiring and signing the contract.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr02 Incorporation of new teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

6. Description

All staff recruitment requires compliance with transparency criteria and therefore the protocols agreed upon by the institution. First, a request is made to obtain budgetary authorization. Once the financial part is authorized, the details of the position are published on the EADA website and disseminated on Akadeus and EFMD Jobs Network.

After the period of receipt and screening of the Curriculum Vitae (CV), candidates are notified that they have progressed to the interview and selection test phase.

Once the interviews and recruitment seminars with the candidates have been carried out, the name of the pre-selected candidate is communicated to the Dean.

The Dean interviews the pre-selected candidates and gives final approval.

The Academic Management contacts the interviewed candidates and those not selected by email or telephone to inform them of the decision regarding their candidacy.

The Directorate of People and Culture is responsible for requesting documentation from the selected candidate and preparing the documentation for hiring and signing the contract.

The Academic Management welcomes newly hired teaching staff.

7. Review and improvement


The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr02 Incorporation of new teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Records

Registration	Support	Location	Custody	Evid_type
PS03_EADA_Pr02_Rg01 Minutes of the first phase of the process of selection by the Commission of Selection	Digital	Computer network IRENE	DA	Restricted access
PS03_EADA_Pr02_Rg02 Getting to Know	Digital	Computer network IRENE	DA	Restricted access
PS03_EADA_Pr02_Rg03 Signed contract	Digital	Computer network IRENE	DPC	Restricted access
PS03_EADA_Pr02_Rg04 List of teachers	Digital	DPC computer network		Restricted access


10. Indicators

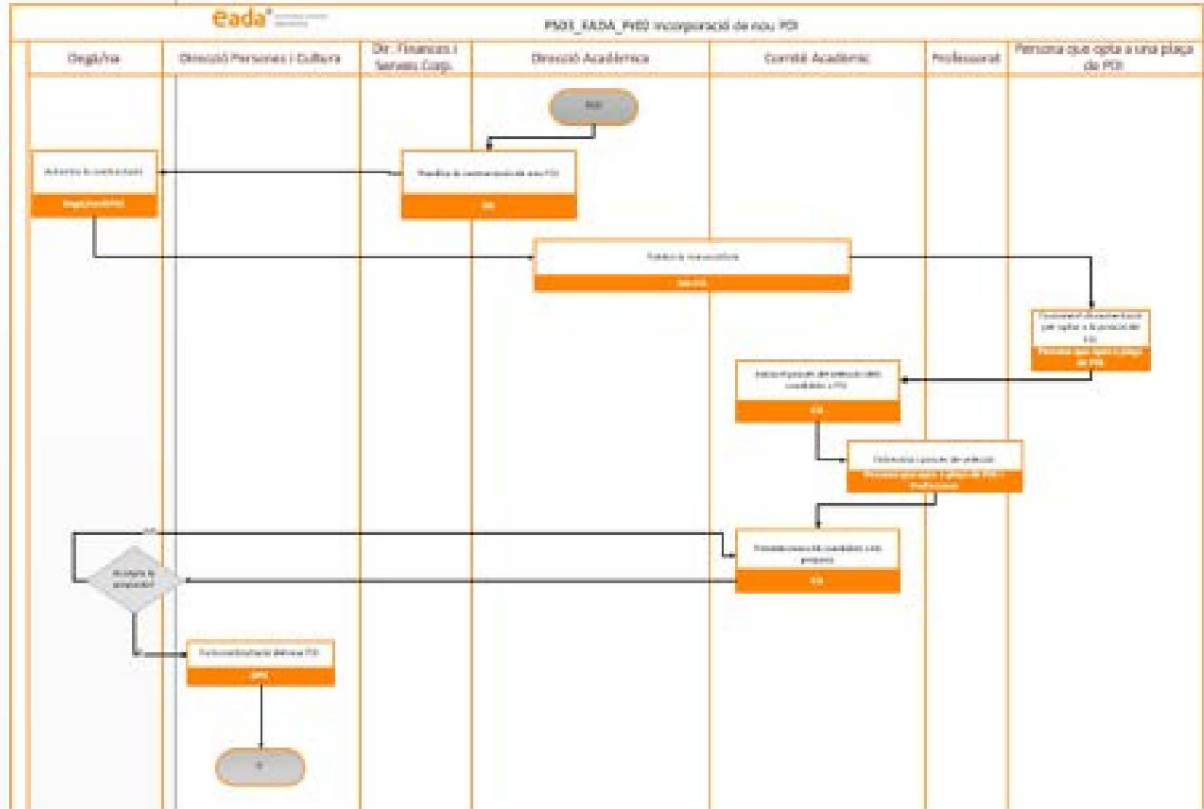
U_PER052 Average time to resolve tenders (from their official publication to the proposal of appointment/hiring)

U_PER053 Percentage of PDI calls in which places are filled, taking into account the number of total calls made


11. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	<p>PS03_EADA_Pr02 Incorporation of new teaching staff</p>
<p>Date: July 9, 2024</p>	<p>Version: 2 Pages: 5</p>
<p>Manager: Academic Director</p>	




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 31, 2024</p>	<p>Academic Director Date: June 12, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS03_EADA_Pr03 Incorporation of new Deputy PD
Date: July 9, 2024	Version: 2 Pages: 4
Manager: Academic Director	

PS03_EADA_Pr03 Incorporation of new Deputy PD

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr03 Incorporation of new Deputy PD
Date: July 9, 2024	Version: 2 Pages: 4
Manager: Academic Director	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting PO13 process
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes to the processes and procedures sections of the EADA IQAS catalogue in online with the new UNIKUDE application from UVIC-UCC.

1. Objective

Establish the procedure for hiring new Assistant Teaching Staff (PDA).

2. Scope

It applies to those people who opt for a PDA position to provide their services at EADA.

3. Manager

Academic Director

4. Interest groups

IB
STEP

5. Chain of responsibility

Program Management: Identifies and proposes, together with the Academic Department Management, the incorporation of new PDA.


Academic Department Management: Acts as an interlocutor with the candidate who applies for the position at PDA, in conducts the interview and organizes the recruitment seminar. Informs and notifies the candidate whether or not he/she has passed the selection process.

People and Culture Department: Prepares the documentation for hiring and signing the contract.

Incorporate the new PDA into the list of teachers in the Atlas application.

6. Description

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr03 Incorporation of new Deputy PD
Date: July 9, 2024	Version: 2 Pages: 4
Manager: Academic Director	

All staff incorporation requires following the transparency criteria and therefore, the protocols agreed upon by the institution. First, the need to incorporate a new member of the teaching staff who can cover and develop one or more areas of knowledge within the training needs of the program is identified. Subsequently, one or more candidates for the position are identified and a proposal for the incorporation of Adjunct Teaching Staff is made.

Once the interviews and recruitment seminars have been carried out with the proposed candidate(s), the decision on their incorporation is communicated to them and the Program Management is notified.

The Directorate of People and Culture prepares the documentation for hiring and signing the contract and incorporates the new teacher into the list of teachers.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability


Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Records

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr03 Incorporation of new Deputy PD
Date: July 9, 2024	Version: 2 Pages: 4
Manager: Academic Director	

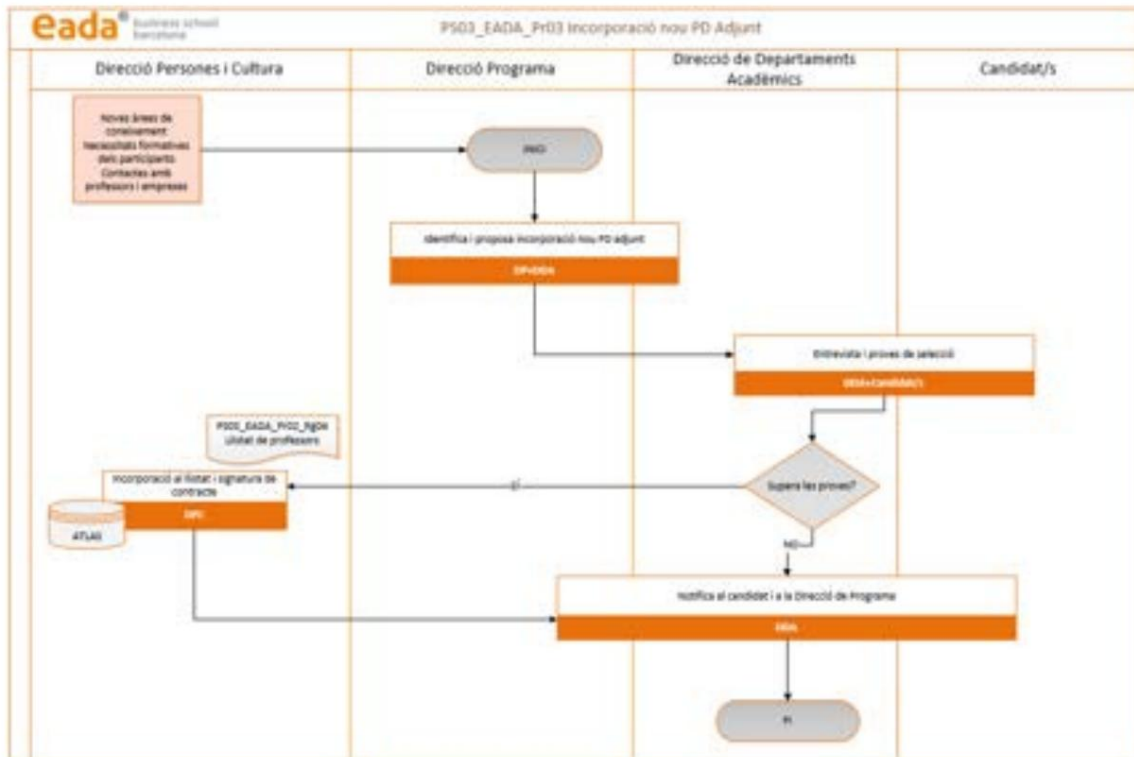
Registration	Support	Location	Custody	Evid_type
PS03_EADA_Pr02_Rg02 Getting to Know	Digital	Computer network IRENE	DA	Restricted access
PS03_EADA_Pr02_Rg04 List of teachers	Digital	Computer network	DPC	Restricted access

10. Indicators


U_PER052 Average time to resolve tenders (from their official publication to the proposal of appointment/hiring)

U_PER053 Percentage of PDI calls in which places are filled, taking into account the number of total calls made

11. Flowchart




Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 12, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr04 Demotion or reduction of teaching staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

PS03_EADA_Pr04 Demotion or reduction of teaching staff

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr04 Demotion or reduction of teaching staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

Document revision list

Version	Date	Description
0	06/06/2019	Initial drafting PO15 process
1	09/07/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Establish the procedure for communicating cases of voluntary resignation or proposed termination or reduction of Teaching and Research Staff (PDI) conference.

2. Scope

It applies to the teaching and research staff who are linked to and provide their services to EADA.

3. Manager

Academic Director

4. Interest groups

IB
STEP


5. Chain of responsibility

Financial Management (DF): approves the economic part based on the budget analysis

People and Culture Department (DPC): carries out a budget analysis and legal-contractual terms and prepares the necessary documentation.

Academic Management (DA): proposes actions for voluntary leave or termination of teaching staff and if the replacement does not require new incorporation makes a proposal.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr04 Demotion or reduction of teaching staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

6. Description

The DA, together with the academic department directors, proposes actions for voluntary leave or termination of teaching staff. In the event that the replacement does not require new teaching staff, it makes a proposal, if applicable.

The DPC prepares a budgetary analysis of the requests submitted (and the dedications) and submits it to the DF, which approves the financial part.

If applicable, the DPC carries out an analysis of the legal-contractual terms and prepares the documentation for the cancellation or reduction of the PDI; prepares the signature of the cancellation or contractual modification.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described
- If modifications have been identified that can simplify the procedures without losing effectiveness
- The participation of the agents involved and interest groups
- The adequacy and results of the indicators
- The review process can take the form of:
 - Changes to the procedure sheet
 - Change in the catalog of indicators
 - New improvement proposals that will be introduced in the Improvement Plan


8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr04 Demotion or reduction of teaching staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

9. Associated documentation (inputs)

Willingness of the teaching staff to cause leave or to propose a reduction in working hours
The center's intention to terminate the contract

10. Records (outputs)


Registration	Support	Location	Custody	Evident Type
PS03_EADA_Pr04_Rg01 Discharge file or reduction of the PDI	Digital	DPC computer network		restricted access

11. Indicators

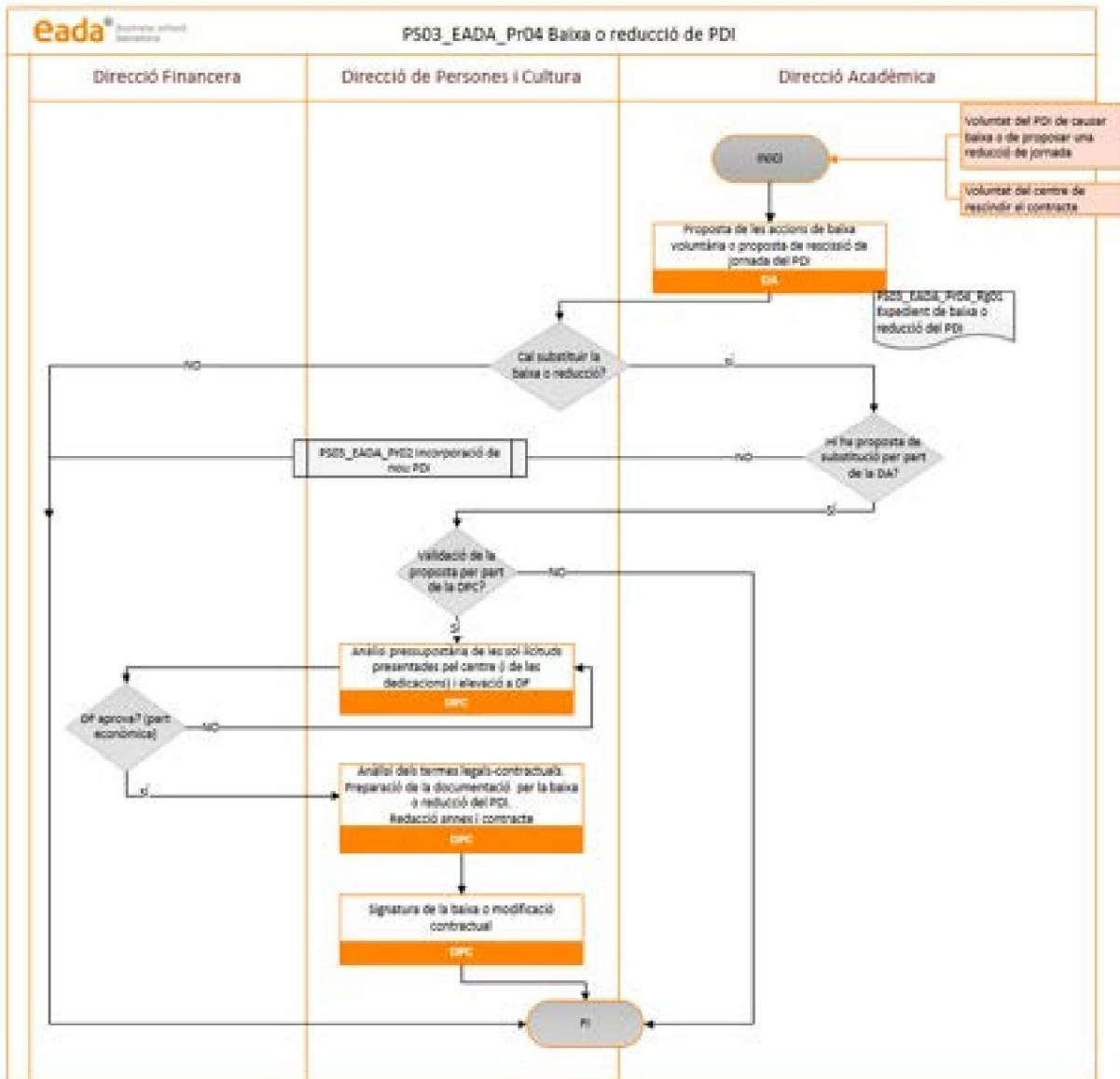
U_PER009 Percentage of PDI doctor

U_PER062 Percentage of PDI accredited over PDI doctor


Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 19, 2024	CDC Date: July 9, 2024

	<p>PS03_EADA_Pr04 Demotion or reduction of teaching staff</p>
<p>Date: July 9, 2024</p>	<p>Version: 1 Pages: 5</p>
<p>Manager: Academic Director</p>	

12. Flowchart




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 31, 2024</p>	<p>Academic Director Date: June 19, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS03_EADA_Pr05 Promotion of teaching and research staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

PS03_EADA_Pr05 Promotion of teaching and research staff

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 18, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr05 Promotion of teaching and research staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

Document revision list

Version	Date	Description
0	06/06/2019	Initial drafting PO15 process
1	05/31/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVic-UCC UNIKUDE application.

1. Objective

Establish the promotion procedure by which the Teaching and Research Staff (PDI) must accredit the qualification, the experience and teaching and research preparation necessary for its promotion.

2. Scope

It applies to teaching staff who have full-time (TC) and part-time (TP) contracts and provide their services to EADA.

3. Manager

Academic Director

4. Interest groups

IB
STEP


5. Chain of responsibility

Dean: assigns the resources approved by the promotion, for each area of knowledge to PDI, and is the final responsible for the promotion of teaching staff.

Academic Direction (DA): publishes the promotion calls and draws up the definitive list of candidates admitted. Convenes and chairs the Evaluation Committee.

Evaluation Committee (CA): This is the body responsible for assessing the requirements and merits of teachers who aspire to promote to one of the teaching staff categories established in the EADA Academic Career. It is made up of the Academic Directorate, which presides over it, the Research Directorate, the Academic Departments' directorates and

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 18, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr05 Promotion of teaching and research staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

an external academic.

PDI: submits the application for promotion and, if applicable, presents arguments to the resolution before the DA.

6. Description

The teaching staff begins the process by requesting a promotion from the Academic Directorate. The Directorate receives the request and decides whether to certify the existence of the minimum conditions for the change of category, which must meet the established criteria and formats, in the EADA Academic Career.

If the Academic Management certifies the possibility of promotion, the teaching staff must prepare a Report that must be submitted to the Academic Management. The report must include the activities carried out, as well as the merits of the teaching staff, integrating the Curriculum Vitae and the description of the academic career, detailing the teaching and related activities carried out, the main areas of research, the list of intellectual contributions and service activities to the institution carried out, as well as the bases that allow predicting that the level achieved will be maintained over time.

The Academic Management convenes an Evaluation Committee for the Promotion of Teaching Staff and sends a copy of the report to its members.

The Evaluation Committee assesses the application, argues it in a report recommending the approval or rejection of the promotion, and sends it to the Dean, who has the decision-making power.

Ultimately, it is the Dean who approves the promotion if the Evaluation Committee produces an estimate report.

Once the internal promotion of teaching staff is carried out, the process ends. This promotion process will be carried out within the periods established by EADA.


7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described
- If modifications have been identified that can simplify the procedures without losing effectiveness

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 18, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr05 Promotion of teaching and research staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

- The participation of the agents involved and interest groups
- The adequacy and results of the indicators
- The review process can take the form of:
 - Changes to the procedure sheet
 - Change in the catalog of indicators
 - New improvement proposals that will be introduced in the Improvement Plan

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation (inputs)

Rules for accessing promotions


PDI Categories (Academic Career)

10. Records (outputs)

Registration	Support	Location	Custody	Evident Type
PS03_EADA_Pr05_Rg01 Promotion calls for IB	Digital	IRENE application	DA	restricted access
PS03_EADA_Pr05_Rg02 Individual report scores obtained (research, teaching and management)	Digital	Computer network of the Academic Directorate	DA	restricted access
PS03_EADA_Pr05_Rg03 Minutes resolution by the Commission of Evaluation	Digital	IRENE application	DA	restricted access

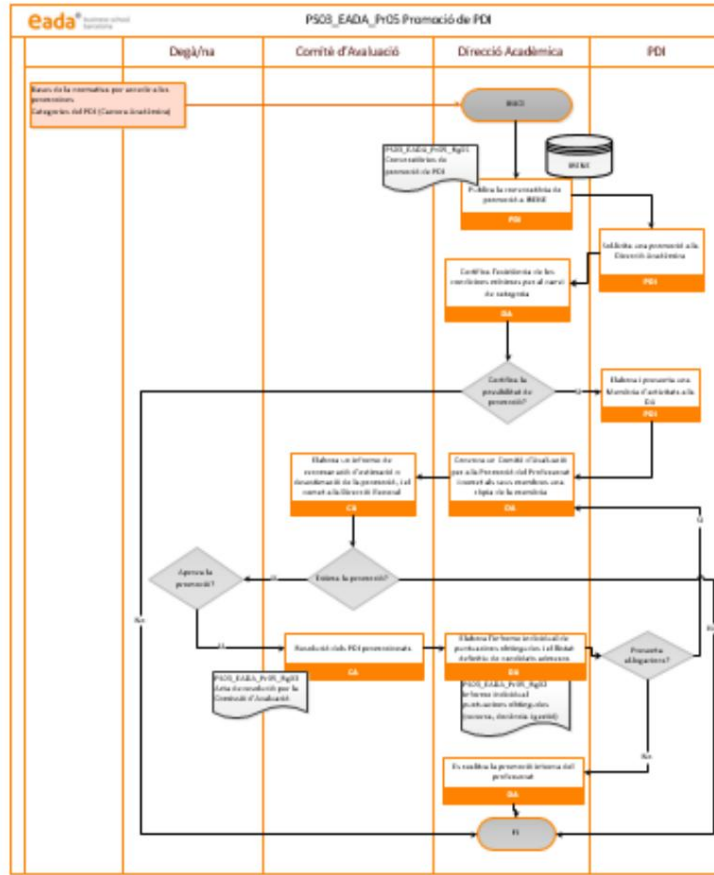
11. Indicators

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Academic Director Date: June 18, 2024	CDC Date: July 9, 2024


	PS03_EADA_Pr05 Promotion of teaching and research staff
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Academic Director	

U_PER077 Percentage of calls for promotion of teaching and research staff in which the places are covered, taking into account the number of total calls made

12. Flowchart




Prepared by: Quality Manager Date: May 31, 2024	Reviewed by: Academic Director Date: June 18, 2024	Approved by: CDC Date: July 9, 2024
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	PS03_EADA_Pr06 Incorporation of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

PS03_EADA_Pr06 Incorporation of PAS

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr06 Incorporation of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

Document revision list

Version	Date	Description
0	06/06/2019	Initial drafting Process PS01
1	09/07/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Establish the procedure for hiring new Administration and Services Personnel (PAS).

2. Scope

It applies to those people who apply for a PAS vacancy to provide their services at EADA.

3. Manager

Director of People and Culture

4. Interest groups


IB
STEP

5. Chain of responsibility

Area or Service Director (DAoS): detects a need for PAS incorporation and makes the request to the People and Culture Department. Defines the description and requirements of the new hire profile and communicates them to the DPC so that it can be disseminated. He/she is responsible for the training of the PAS newly incorporated into his/her position of work.

People and Culture Department (DPC): carries out an analysis of the request, taking into account the context, the job requirement and forecast, and transfers it to the Financial Management and the Dean for their approval. approval. Publishes the vacancy information in IRENE and, if applicable, publicly disseminates it on the corresponding portals. Carry out the entire selection process (publication, analysis of candidacies, pre-selection interviews,

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr06 Incorporation of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

updating lists with information on selected and rejected employees and contractual proposals). She is responsible for welcoming new PAS employees.

Dean: accepts the proposal of the DPC.

Person applying for a PAS position: sends the CV that defines the vacancy and if selected, carries out the relevant interviews with the DPC and the DAoS. Provides the documentation for the contract and signs it.

6. Description

First, the Area or Service Management detects a need to incorporate PAS and makes the request to the People and Culture Management (DPC), which validates with the dean to obtain the corresponding authorization. Once the vacancy is authorized, the People and Culture Management publishes the job description and requirements in IRENE and disseminates it internally and, if applicable, publishes it on the relevant portals and disseminates it externally.

After the CV reception period, the DPC initiates the interview process and manages the list of admitted and excluded candidates through Teamtailor, while recording the detail for which the person has been discarded from the selection process. After the interview period, the DPC informs the DAoS in order to review the pre-selected candidacies. Once the candidacies have been validated, the DAoS contacts the candidates who move on to the second interview phase and resolves the selection process.

The DPC contacts the selected person and requests the necessary documentation to carry out the contractual administrative management and they agree on the date of incorporation. Subsequently, it publishes the resolution of the selection process in IRENE.

The DPC is responsible for welcoming the newly incorporated PAS and monitoring them after hiring during the first six months. The Management of the area or service is responsible for training the newly incorporated PAS to carry out the specific functions of the job.


7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described
- If modifications have been identified that can simplify the procedures without losing effectiveness
- The participation of the agents involved and interest groups
- The adequacy and results of the indicators

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr06 Incorporation of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

- The review process can take the form of:
- Changes to the procedure sheet
- Change in the catalog of indicators
- New improvement proposals that will be introduced in the Improvement Plan

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation (inputs)

Detection of the need to cover a PAS job position, in the centers _____, areas or services at EADA.

10. Records (outputs)


Registration	Support	Location	Custody	Evident Type
PS03_EADA_Pr06_Rg01 Published places	Digital	IRENE application	DPC	restricted access
PS03_EADA_Pr06_Rg02 Resolution of the process selection	Digital	Teamtaylor application	DPC	restricted access
PS03_EADA_Pr06_Rg03 Signed contract	Digital	Teamtaylor application	DPC	restricted access

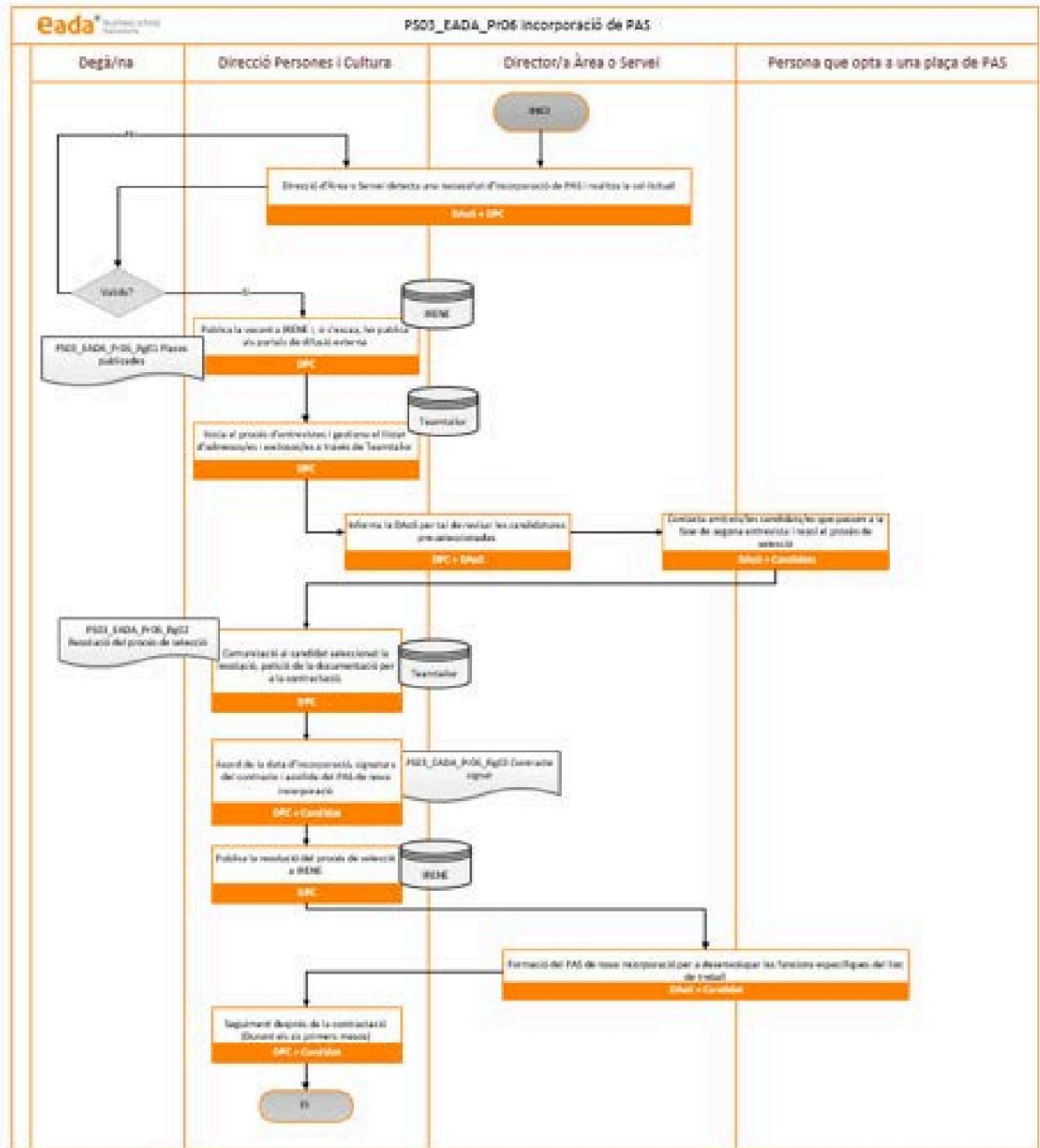
11. Indicators

U_PER058 Percentage of PAS calls in which places are filled, taking into account the number of total calls made.


12. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	<p align="right">PS03_EADA_Pr06 Incorporation of PAS</p>
<p>Date: July 9, 2024</p>	<p align="right">Version: 1 Pages: 5</p>
<p>Manager: Director of People and Culture</p>	




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 31, 2024</p>	<p>Director of People and Culture Date: June 19, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS03_EADA_Pr07 Drop or reduction of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

PS03_EADA_Pr07 Drop or reduction of PAS

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr07 Drop or reduction of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

Document revision list

Version	Date	Description
0	06/06/2019	Initial drafting Process PS01
1	09/07/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Establish the procedure for communicating cases of voluntary resignation or proposed termination or reduction of Administration and Services Staff (PAS) day.

2. Scope

Apply to the PAS that has a link and provides its services to EADA.

3. Manager

Director of People and Culture

4. Interest groups

IB
STEP


5. Chain of responsibility

Area or Service Management (DAoS): proposes voluntary leave or termination of PAS workday actions and if the replacement does not require new incorporation makes a proposal.

People and Culture Department (DPC): prepares the documentation with a legal basis for the termination or reduction of the PAS and signing the cancellation or contractual modification.

Financial Management (DF): approves the economic part based on the budget analysis and validates the proposal of the DPC together with the Dean.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr07 Drop or reduction of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

Dean: accepts the proposal of the DPC together with the DF.

6. Description

The management of the area or service proposes voluntary leave or termination of PAS work and communicates this to the DPC.

The DPC prepares a budgetary analysis of the requests submitted by the DAoS and submits it to the Directorate Finance, which is the one who approves the financial part. The Dean approves the proposal together with the DF.

Once the proposal is approved, the DPC prepares the documentation for the termination or reduction of the PAS and the signing of the termination or contractual modification. It then organizes a meeting with the interested party to formalize the decision. In the case of a termination, it publishes the news in IRENE.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described
- If modifications have been identified that can simplify the procedures without losing effectiveness
- The participation of the agents involved and interest groups
- The adequacy and results of the indicators
- The review process can take the form of:
 - Changes to the procedure sheet
 - Change in the catalog of indicators
 - New improvement proposals that will be introduced in the Improvement Plan


8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr07 Drop or reduction of PAS
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

9. Associated documentation (inputs)

Willingness of the PAS or the Institution to cause leave or to propose a reduction in working hours
The center's intention to terminate the contract

10. Records (outputs)


Registration	Support	Location	Custody	Evident Type
PS03_EADA_Pr07_Rg01 Cancellation or reduction file of the PAS	Digital	The computer network of the People Area and Culture	DPC	restricted access

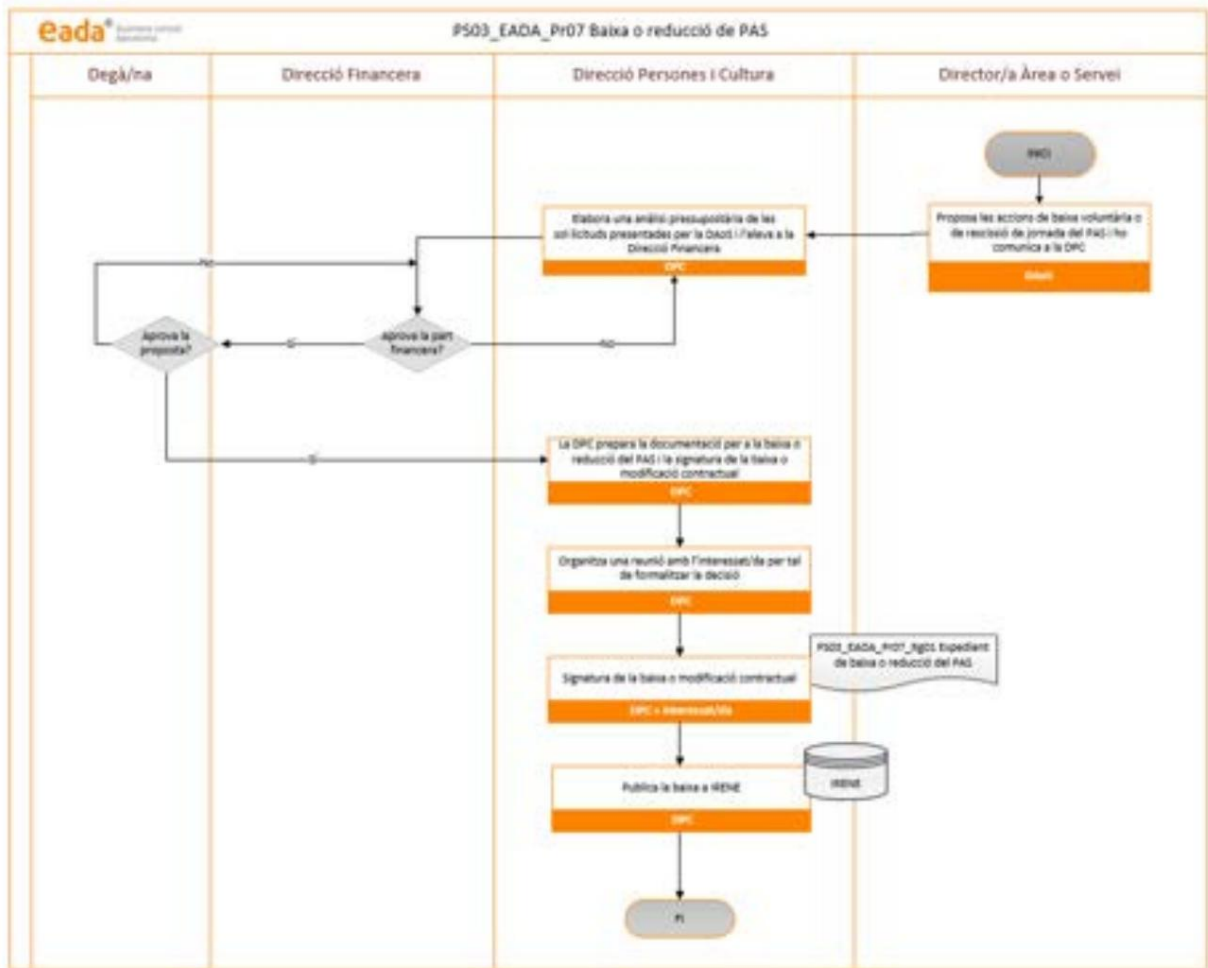
11. Indicators

U_PER058 Percentage of PAS calls in which places are filled, taking into account the number
of total calls made


12. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	<p align="center">PS03_EADA_Pr07 Drop or reduction of PAS</p>
<p>Date: July 9, 2024</p>	<p align="right">Version: 1 Pages: 5</p>
<p>Manager: Director of People and Culture</p>	




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 31, 2024</p>	<p>Director of People and Culture Date: June 19, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS03_EADA_Pr08 PAS Promotion
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

PS03_EADA_Pr08 PAS Promotion

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr08 PAS Promotion
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

Document revision list

Version	Date	Description
0	06/06/2019	Initial drafting Process PS01
1	09/07/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Establish the promotion procedure for Administration and Services Personnel (PAS).

2. Scope

Apply to the PAS that has a link and provides its services to EADA.

3. Manager

Director of People and Culture

4. Interest groups


IB
STEP

5. Chain of responsibility

People and Culture Department (DPC): carries out the analysis of the DAoS proposal, assessing the impact from the economic aspect and from the qualitative aspect towards the strategy of the position to be filled and the person who occupies it (training needs of the position, etc.). Publishes the bases, application and calendar of the promotion call, the provisional list of accepted candidates and the final list of admitted candidates. Write a document of contractual novation to formalize the new situation of the worker and the commitments made by the parties involved.

Administration and Services Personnel (PAS): presents himself/herself to the call. If he/she is the chosen candidate, he/she carries out the interviews to which he/she is invited.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr08 PAS Promotion
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

Area or Service Management (DAoS): detects needs to cover a PAS job position in its area or service and creates a profile description and sends it to the DPC. Reviews the applications, interviews the selected candidates and issues a resolution.

Financial Management: validates the financial proposal, together with the Dean.

Dean: validates the financial proposal, together with the Financial Management, and signs the contractual novation document attached to the PAS contract.

6. Description

It is intended to contemplate the ordered set of promotion opportunities and expectations of professional progress in accordance with the principles of equality, merit and capacity. In this sense, it implies vertical mobility, which consists of the mobility of the worker, with an increase in category, with the possibility of changing area or service or remaining in the same with a change of functions.

These are subject to a selective process and can be temporary or indefinite.

The Management of the area or service (vacant position) carries out the appropriate procedures through the DPC. It will therefore be necessary to have the financial authorization and the job description in case it is competitive (internal call only). During the budgetary authorization phase, the DPC analyzes the request and the consequent impact and submits the proposal to the Financial Management. Once the financial part is authorized and validated by the Dean, the vacancy is published in IRENE. In the event that the position is not competitive, the DAoS communicates the decision to the interested party.

Once the internal staff candidacy period has closed, the DPC convenes the Area or Service Management to review the candidacies and communicates the decision to the candidates discarded from the selection process.

The DPC contacts the candidates who pass to the interview phase with the DAoS. Once the process is resolved, the DPC communicates the decision to the interested party.


The DPC makes the contractual proposal through an agreement detailing the formal aspects and publishes the resolution in IRENE.

The Dean signs the contractual novation document attached to the PAS contract.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS03_EADA_Pr08 PAS Promotion
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Director of People and Culture	

For the review of this procedure, the following is taken into account:

- The suitability of the actions described
- If modifications have been identified that can simplify the procedures without losing effectiveness
- The participation of the agents involved and interest groups
- The adequacy and results of the indicators
- The review process can take the form of:
 - Changes to the procedure sheet
 - Change in the catalog of indicators
 - New improvement proposals that will be introduced in the Improvement Plan

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation (inputs)

Detection of the need to cover a PAS job position, in the centers _____, areas or services at EADA.


10. Records (outputs)

Registration	Support	Location	Custody	Evident Type
PS03_EADA_Pr06_Rg01 Places published	Digital	IRENE application	DPC	restricted access
PS03_EADA_Pr06_Rg02 Resolution of the process selection	Digital	Teamtaylor DPC application		restricted access
PS03_EADA_Pr08_Rg01 Novation contract signed	Digital	Computer network from the Area of People and Culture	DPC	restricted access

11. Indicators


U_PER078 Percentage of achievement of PAS objectives

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 31, 2024	Director of People and Culture Date: June 19, 2024	CDC Date: July 9, 2024

	PS04_EADA Evaluation, promotion and recognition of teaching and research staff
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

**PS04_EADA Evaluation, promotion and
recognition of teaching and research staff**

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: June 15, 2023	Academic Director Date: June 20, 2023	CDC Date: January 9, 2024

	PS04_EADA Evaluation, promotion and recognition of teaching and research staff
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting PO15 process
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
n		

1. Objective

Evaluate and improve the teaching and research development of the teaching and research staff.

2. Scope

It applies to the teaching and research staff that has links and provides its services to the different EADA campuses.

3. Owner


Academic Director

4. Associated procedures

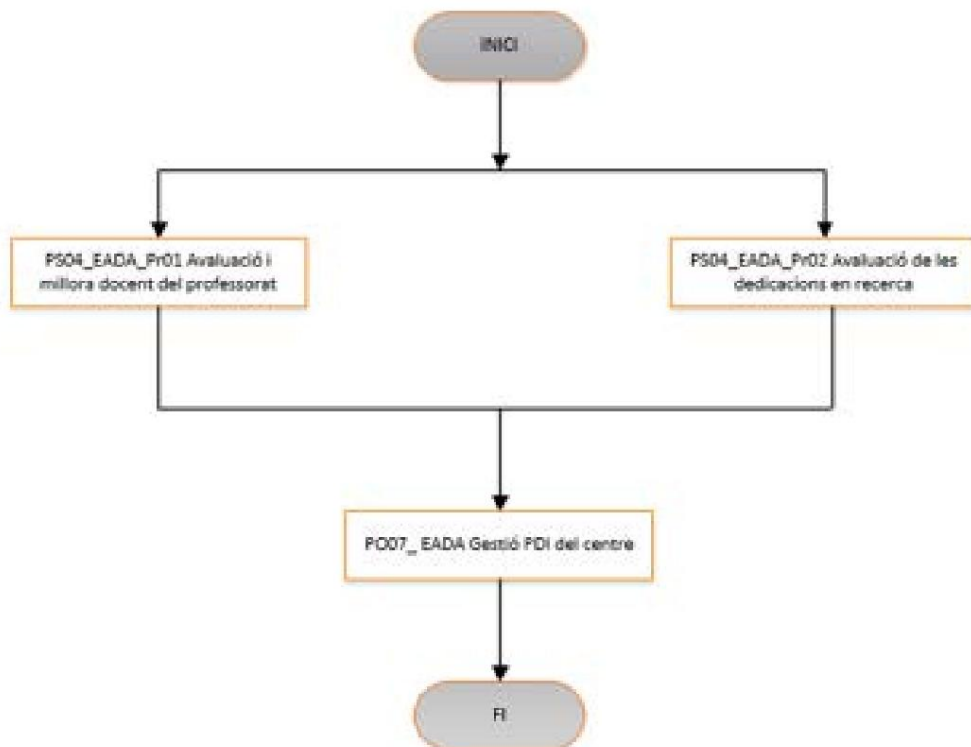
PS04_EADA_Pr01 Evaluation and teaching improvement of teaching staff


PS04_EADA_Pr02 Evaluation of research dedications

PO07_EADA Management of the center's teaching and research staff

	PS04_EADA Evaluation, promotion and recognition of teaching and research staff
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	


5. Flowchart



	PS04_EADA_Pr01 Evaluation and teaching improvement of teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

**PS04_EADA_Pr01 Evaluation and teaching improvement
of teaching staff**

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr01 Evaluation and teaching improvement of the teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

Document revision list

Version	Date	Description
0	09/30/2019	Initial drafting PO15 process
1	06/19/2023	Adaptation of EADA's IQAS to standard 5.0. Change of format, scope and alignment with UVic-UCC.
2	09/07/2024	Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Analyze and evaluate the teaching activity for periods of 3 courses carried out by the teaching staff in accordance with a specific teaching planning.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Academic Director

4. Interest groups

IB
STEP

5. Chain of responsibility

Quality Area: preparation of objective data for the evaluation and technical management of the evaluation.

Degree Coordination: adds its evaluative contribution to the evaluation.

Academic Department Management: adds its evaluative contribution to the evaluation.


Academic Direction (DA): by delegation of the dean, chairs the Teaching Evaluation and Improvement Committee.

PDI: request and write the evaluation self-report. Make allegations, if applicable.

Expert evaluators: in blind pairs, they analyze and evaluate the file and issue an assessment.

Teaching Evaluation and Improvement Committee (CAMD): ensures the correct functioning of the evaluations and resolves possible incidents and discrepancies in the assessments. Ratifies the assessments. Receives and resolves allegations in first instance.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr01 Evaluation and teaching improvement of teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

The composition of the Commission will be as follows:

• President: Academic Director • Members:

o A department director o A degree or master's degree coordinator o Three professors from three different teaching categories o An external professor from the university o Secretary: AdQ technician with voice and no vote

6. Description

The procedure is initiated voluntarily at the request of the PDI who wishes to be evaluated, submitting a pre-application within the established deadline. Based on the data provided in the pre-application, the AdQ informs the CA of the people who will participate in the evaluation, and the interested person is notified of the acceptance of the pre-application.

The dean opens the call for applications, thus ratifying everything that the PDI had stated in the pre-application. The AdQ reviews compliance with the requirements and informs the applicant of acceptance pending evaluation. People whose application has been denied may file an appeal.

The AdQ communicates the definitive list of accepted applications to the dean and the DA.

The PDI completes the self-report based on the evidence provided by the program or their own contributions. The academic managers then complete the dimensions that correspond to them in the evaluation. Finally, the CAMD assigns the evaluation files to the evaluators, who carry out the evaluation.

Once the evaluations are closed, it is the CAMD that ratifies each of the files and resolves any possible incidents or discrepancies.


The CAMD communicates the results of the evaluations to the dean, and the dean issues the corresponding resolutions. The AdQ publishes the resolutions in the Irene application. People with an unfavorable resolution can file an allegation with the CAMD in first instance and an appeal for reconsideration with the dean in second and final instance.

The AdQ updates the list of resolutions and informs the dean. The DA issues the evaluation certificate and communicates it to the applicant.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr01 Evaluation and teaching improvement of the teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness
- The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can take the form of:
 - Changes to the procedure sheet.
 - Change in the catalog of indicators.
 - New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation

Teaching evaluation manual for teachers
 Evaluation criteria


10.Registrations

Registration	Support	Location	Custody	Evid_type
PS04_EADA_Pr01_Rg01 List of presentations	Digital	AdQ computer network		Restricted access
PS04_EADA_Pr01_Rg02 List of resolutions	Digital	AdQ computer network		Restricted access

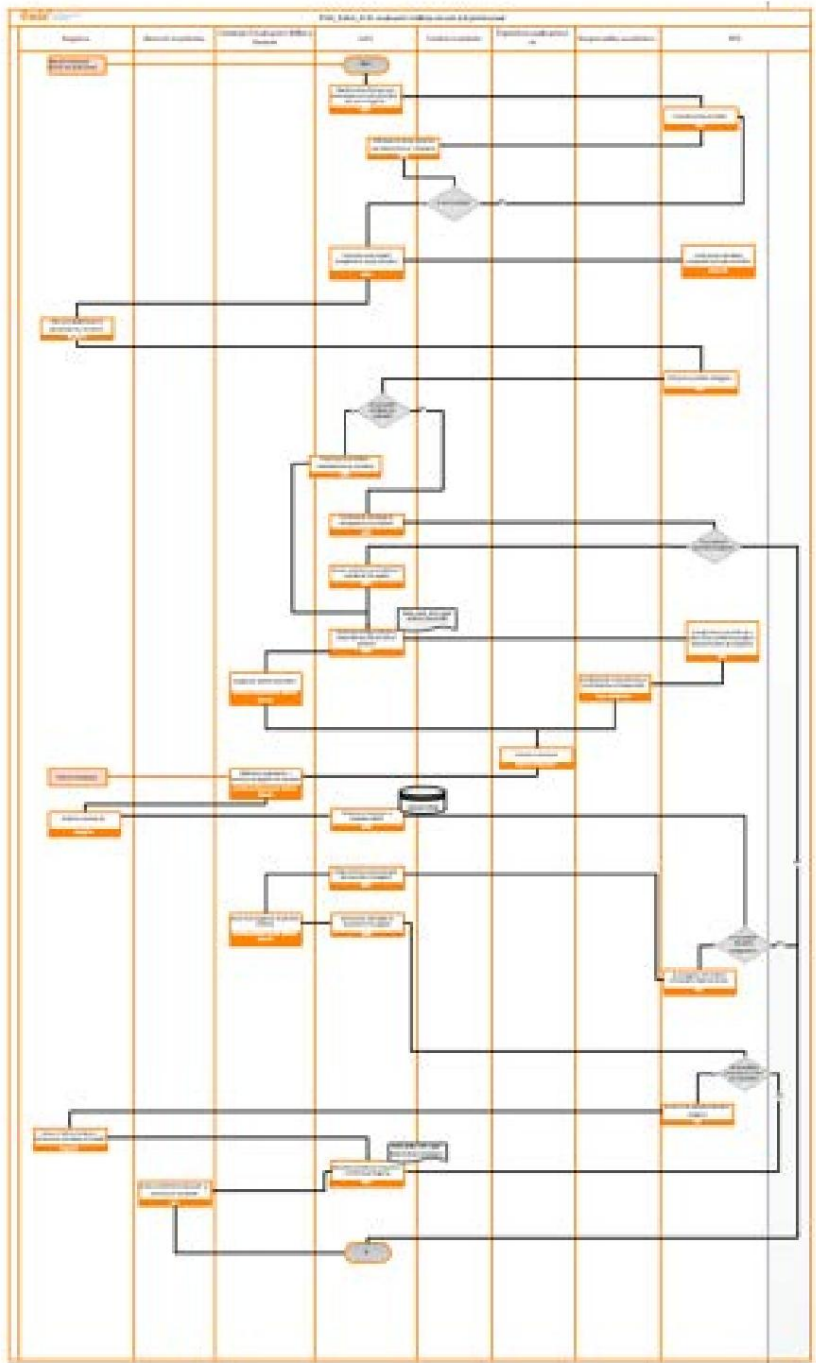
11. Indicators

U_PER051 Percentage of evaluations with excellence in the UDocentia program for Evaluation and Improvement of teaching staff out of the total teaching staff presented


Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr01 Evaluation and teaching improvement of teaching staff
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

12.Flowchart




Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr02 Evaluation of research dedications
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

PS04_EADA_Pr02 Evaluation of dedications

in research

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr02 Evaluation of research dedications
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

Document revision list

Version	Date	Description
0	09/30/2019	Initial drafting PO15 process
1	06/19/2023	Adaptation of EADA's IQAS to standard 5.0. Change of format, scope and alignment with UVic-UCC.
2	09/07/2024	Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

Evaluate and, if necessary, renew the research dedication of the PDI.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Academic Director

4. Interest groups

IB
STEP

5. Chain of responsibility

Quality Area (AdQ): publishes the evaluation process, reviews the Curriculum Vitae (CV), publishes the preliminary report evaluation to the working group, notifies if it is not complete so that the PDI can complete it again and makes the report prior to dean's office together with the Academic Directorate.

Center Management Committee (CDC): resolves the evaluation.

Research Directorate (DR): completes the evaluation report.


Academic Committee (CA): acts as an advisory committee on all evaluation reports and reviews the final evaluation report and the scientific career of each PDI.

Dean: ratifies the evaluation proposal.

Academic Direction (DA): signs the new dedication document if applicable and notifies the resolution to the evaluated PDI.

Resolves and notifies the appeal if applicable.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr02 Evaluation of research dedications
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

PDI: publishes the updated CV in Watermark, reviews the previous evaluation report to make comments and allegations, if applicable, attaches complementary information, reviews the evaluation report and makes allegations if necessary.

6. Description

The procedure begins with the publication of the research dedication evaluation process and the update of the curriculum in Watermark with the research results of the last 3 years of the PDI. Once the update is made, the AdQ staff reviews the results and issues an initial assessment report on the research activity declared by the researcher. This report is published in the IRENE working group.

Once the AdQ has published the initial assessment report to the IRENE working group, the researcher reviews the information in the document. At this point, the interested party can make allegations on the proposal and, if applicable, will send them to the AdQ. Once the initial report proposal issued by the AdQ has been validated, the Research Directorate completes the corresponding evaluative sections of the report.

Once the report is completed, the researcher reviews the information in this final document. At this point, the interested party can make allegations in the final report that are sent directly to the DA. The DA can modify the meaning of the report if necessary.

The Academic Committee is responsible for acting as an advisory committee for all evaluation reports. To do this, the Committee reviews the final evaluation report and the scientific career of each PDI.

The DA makes an evaluation proposal, based on all the previous documentation, in which it determines the favorable or unfavorable direction of the evaluation and argues the unfavorable proposals. This evaluation proposal is submitted to the CDC for ratification. The CDC reviews one by one all the reports and resolution proposals that the DA has determined and ratifies them or argues the unfavorable ones. Finally, each ratified proposal is submitted to the dean for approval.

Once the meaning of the evaluation has been ratified and resolved, the DA communicates the result of the evaluation to the researcher by email.

In the event that the evaluation of the intensification or advanced research dedication has been positive, to make the renewal of the new intensification or advanced research dedication effective, the researcher must sign the Intensification in Research Acceptance Document or the Advanced Research Acceptance Document, as appropriate.

If the evaluation is negative, the intensive research dedication will not be renewed.


7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS04_EADA_Pr02 Evaluation of research dedications
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Academic Director	

- The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can take the form of:
 - Changes to the procedure sheet.
 - Change in the catalog of indicators.
 - New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation

Current regulations for the assignment and evaluation of research assignments

10.Registrations

Registration	Support	Location	Custody	Evid_type
PS04_EADA_Pr02_Rg01 Curriculum	Digital	AdQ computer network		Public website
PS04_EADA_Pr02_Rg02 Document of acceptance of intensification in research or Document advanced acceptance in research, as appropriate	Digital	AdQ computer network		Restricted access

11. Indicators

U_PER050 Percentage of research dedications positively evaluated

U_PER062 Percentage of PDI accredited over PDI doctor


U_PER024 Percentage of teaching staff with six-year degrees over teaching staff with a doctorate

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Academic Director Date: June 20, 2024	CDC Date: July 9, 2024

	PS06_EADA Teaching and Learning Staff Training
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

PS06_EADA Teaching and Learning Staff Training

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: June 6, 2023	Academic Director Date: June 10, 2023	CDC Date: January 9, 2024

	PS06_EADA Teaching and Learning Staff Training
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting PO14 process
1	06/06/2023	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
n		

1. Objective

The objective of this process is to offer teaching and research staff (PDI) the skills, instruments and resources to help with their teaching, management and innovation research activities teacher.

2. Scope

It applies to the PDI and PDA that has links and provides its services to the different EADA campuses.

3. Owner

Academic Director

4. Associated procedures

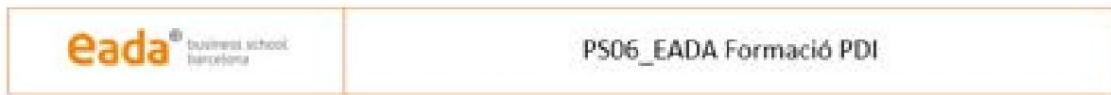
PS06_EADA_Pr01 Technopedagogical Advice


PS06_EADA_Pr02 Teaching Staff Training Plan

PO07_EADA PDI management of the center

	PS06_EADA Teaching and Learning Staff Training
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

5. Flowchart




	PS06_EADA_Pr01 Technopedagogical advice
Date: July 9, 2024	Version: 2 Pages: 5
Manager: DLU Manager	

PS06_EADA_Pr01

Technopedagogical advice

Prepared by: Quality Manager Date: May 27, 2024	Reviewed by: DLU Manager Date: June 15, 2024	Approved by: CDC Date: July 9, 2024
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	PS06_EADA_Pr01 Technopedagogical advice
Date: July 9, 2024	Version: 2 Pages: 5
Manager: DLU Manager	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting PO14 process
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes to the processes and procedures sections of the EADA IQAS catalogue in online with the new UNIKUDE application from UVIC-UCC.

1. Objective

Collect and process requests for techno-pedagogical advice.

2. Scope

It applies to the PDI and Deputy PD who are linked to and provide their services to EADA.

3. Manager

DLU Manager

4. Interest groups

IB
STEP

5. Chain of responsibility

Interest Group (PDI, PDA and PAS): makes the request and closes the procedure by confirming the resolution.


DLU Team: analyzes the request, assigns it to a team member and manages it. The team member decides what actions are needed. undertake, the deadlines and which responsible people will be involved.

6. Description

The procedure begins when any interest group makes a request, through the appropriate channels, in relation to a request for help.

The DLU analyzes the request and assigns it to a team member who decides what measures to take, the deadlines and which responsible persons will be involved.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 27, 2024	DLU Manager Date: June 15, 2024	CDC Date: July 9, 2024

	PS06_EADA_Pr01 Technopedagogical advice
Date: July 9, 2024	Version: 2 Pages: 5
Manager: DLU Manager	

If the measure carried out can be applied immediately, it is resolved and the resolution is transferred to the initiator, who closes the procedure by confirming the resolution and, if he considers that it is not resolved, the request is returned to the corresponding manager.

Requests can generate other actions: • Publication of new support material: assigned to a team member, written, revised and published on the virtual campus. • New training needs: reviewed whether it is necessary to implement general training for the interest group or taken into account for the following year's training plan. • Acquisition of new digital tools: purchase of licenses, etc.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:


- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation

Application to the DLU via email digitallearning@eada.edu.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 27, 2024	DLU Manager Date: June 15, 2024	CDC Date: July 9, 2024

	PS06_EADA_Pr01 Technopedagogical advice
Date: July 9, 2024	Version: 2 Pages: 5
Manager: DLU Manager	

10. Other related processes or procedures

PS06_EADA_Pr02 Teaching Staff Training Plan

11. Records

Registration	Support	Location	Custody	Evid_type
PS06_EADA_Pr01_Rg01 DLU help request	Digital	Computer network	DLU	intranet
PS06_EADA_Pr01_Rg02 Resolution	Digital	Computer network	DLU	intranet
PS06_EADA_Pr01_Rg03 Virtual Campus	Digital	Virtual Campus	DLU	intranet


12. Indicators

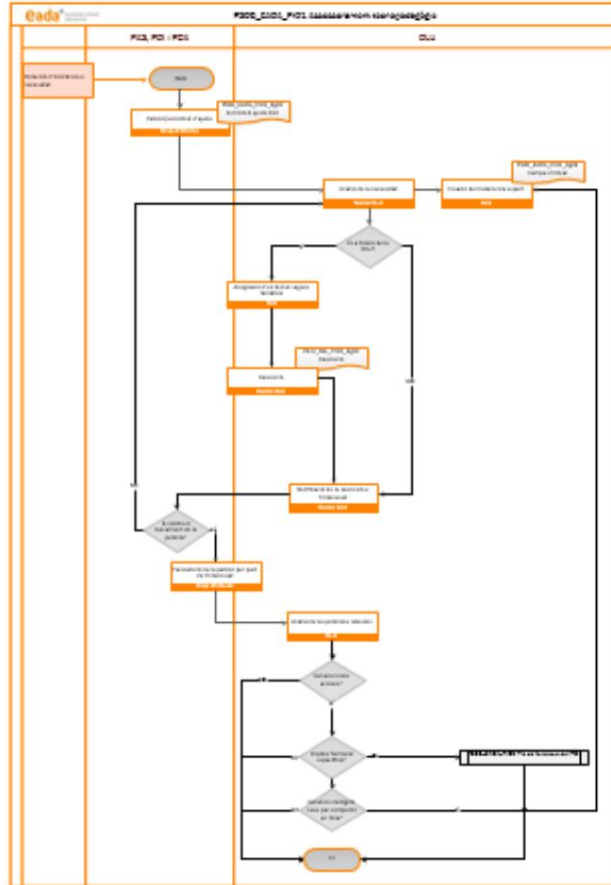
U_PER048 Average rating for DLU care

U_PER080 Queries received at the DLU


13. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 27, 2024	DLU Manager Date: June 15, 2024	CDC Date: July 9, 2024

	<h2>PS06_EADA_Pr01 Technopedagogical advice</h2>
<p>Date: July 9, 2024</p>	<p>Version: 2 Pages: 5</p>
<p>Manager: DLU Manager</p>	




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 27, 2024</p>	<p>DLU Manager Date: June 15, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS06_EADA_Pr02 Teaching Staff Training Plan
Date: July 9, 2024	Version: 2 Pages: 4
Manager: Academic Director	

PS06_EADA_Pr02 Teaching Staff Training Plan

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 27, 2024	Academic Director Date: June 15, 2024	CDC Date: July 9, 2024

	PS06_EADA_Pr02 Teaching Staff Training Plan
Date: July 9, 2024	Version: 2 Pages: 4
Manager: Academic Director	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting PO14 process
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes in the order and content of the sections of the processes and procedures of the EADA's SGIQ catalog online with the new UVIC-UCC UNIKUDE application.

1. Objective

This procedure describes how EADA organizes the annual faculty training plan: Faculty Training Programme (FTP). It describes the design, planning and implementation processes of the Programme.

2. Scope

It applies to the PDI and Deputy PD who are linked to and provide their services to EADA.

3. Manager

Academic Director

4. Interest groups

IB
STEP

5. Chain of responsibility

DLU: proposes training actions and their planning for the design and implementation of the FTP Program with annual basis. Preparation of participation reports of the Teaching Research Staff (PDI) and Deputy PD (PDA). Receives training proposals from different interest groups.


Academic Management: agrees on the planning of the actions planned in the program with the DLU.

Teaching, Research and Deputy PD Staff: participates voluntarily in the different training proposals contained in the FTP Program and carry out their subsequent evaluation. Formulates training proposals and channels them through of the DLU.

Quality Area: analyzes the data collected by the DLU.

DPC: records the data collected by the DLU.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 27, 2024	Academic Director Date: June 15, 2024	CDC Date: July 9, 2024

	PS06_EADA_Pr02 Teaching Staff Training Plan
Date: July 9, 2024	Version: 2 Pages: 4
Manager: Academic Director	

6. Description

The DLU prepares the technical report of the executed FTP Program and takes it as the starting point for the new one. program.

The DLU, guided by the EADA Strategic Plan, the training model, the Academic Development Framework for Teachers (MDAD), the Equality Plan and the POAT, develops its training proposals and collects the initial proposals presented by the different areas and services.

The DLU reviews the proposals based on the priority lines established in the FTP, as well as their orientation to the teaching skills. If they meet the criteria, they are incorporated into the Program's catalog of activities, indicating the title, a brief description of the proposal, the modality, the trainer and the calendar and duration. And it is done public the FTP Program for the current calendar year. In case they do not meet the criteria, together with the DLU its adjustment is sought or the proposal is rejected.

Throughout the current year and in a scheduled manner, the DLU publishes each training proposal on the Virtual Campus, It disseminates it and opens registration to the PDI and PDA.

The DLU manages all registration processes and possible incidents through the ad hoc application.

The PDI and PDA regularly attend those training courses for which they have registered throughout the year. previously. After the training, complete the evaluation form of the training received.

The DLU, once the training activity has been carried out, closes it and manages the payment of those trainings in which it is necessary carry it out. Carry out the emptying of the assessments carried out and share them with the trainers and/or interest groups.


7. Associated documentation

EADA Strategic Plan
UVic-UCC training model
Equality Plan
POAT
MDAD
Technical report

8. Records

Registration	Support	Location	Custody Type	_evid
PS06_EADA_Pr02_Rg01 Technical report	Digital	DLU computer network		intranet
PS06_EADA_Pr02_Rg02 Summary of assessments	Digital	DLU computer network		intranet
PS06_EADA_Pr02_Rg03 Registration form to FTP	Digital	DLU computer network		intranet

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 27, 2024	Academic Director Date: June 15, 2024	CDC Date: July 9, 2024

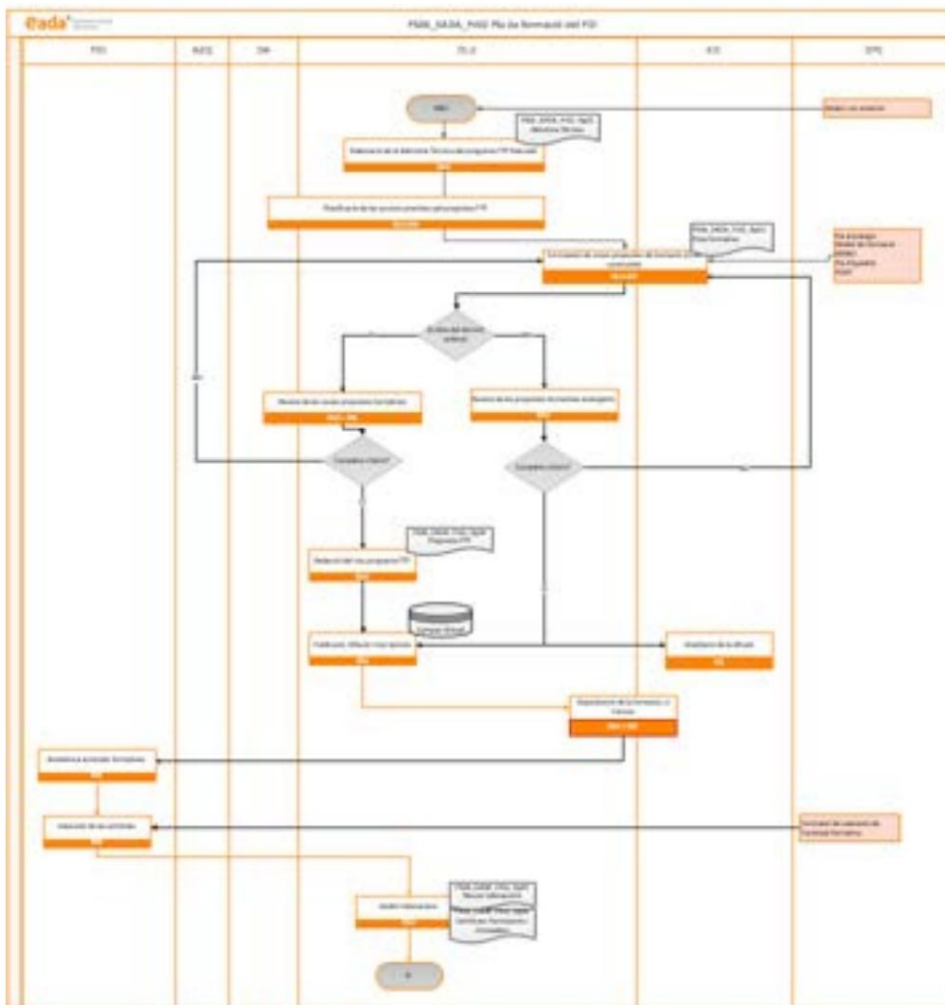
	<p align="right">PS06_EADA_Pr02 Teaching Staff Training Plan</p>
<p>Date: July 9, 2024</p>	<p align="right">Version: 2 Pages: 4</p>
<p>Manager: Academic Director</p>	

9. Indicators


U_PER067 Average rating of FTP training

U_PER079 Percentage of attendees compared to total number of people enrolled in FTP training courses (%)

10. Flowchart




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 27, 2024</p>	<p>Academic Director Date: June 15, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS07_EADA Management of the Knowledge Information Centre
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

PS07_EADA Knowledge Information Management Center

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: January 8, 2024	Academic Director Date: January 8, 2024	CDC Date: January 9, 2024

	PS07_EADA Management of the Knowledge Information Centre
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

Document revision list

Version	Date	Description
0	06/06/2019	Initial drafting Process PS03 Manage the Knowledge and information Center (KiC) service
1	01/08/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
n		

1. Objective

Identify bibliographic needs and define training actions in information and communication skills digital resources of the school community to contribute to the improvement of learning and teaching.

2. Scope


Applies to EADA's official bachelor's and master's degrees.

3. Owner

Academic Director

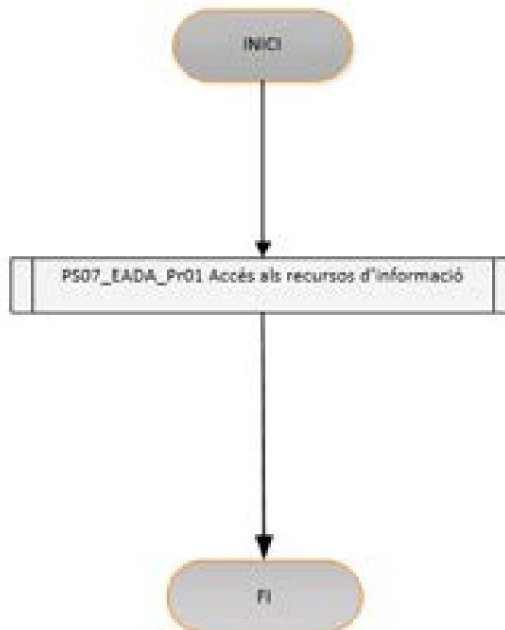
4. Associated procedures


PS07_EADA_Pr01 Access to information resources

	PS07_EADA Management of the Knowledge Information Centre
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Academic Director	

5. Flowchart


	PS07_EADA Gestió del Knowledge Information Centre
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	PS07_EADA_Pr01 Access to information resources
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Head of the Knowledge and Information Center (KIC)	

PS07_EADA_Pr01 Access to information resources

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Rbl. Knowledge Information Center Date: 31 May 2024	CDC Date: July 9, 2024

	PS07_EADA_Pr01 Access to information resources
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Head of the Knowledge and Information Center (KIC)	

Document revision list

Version	Date	Description
0	06/06/2019	Initial drafting Process PS03
1	09/01/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
2	09/07/2024	Introduction of changes to the processes and procedures sections of the EADA IQAS catalogue in online with the new UNIKUDE application from UVIC-UCC.

1. Objective

Identify bibliographic needs and define training actions in information skills and digital resources of the university community to contribute to the improvement of learning and teaching.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Manager of the Knowledge and Information Center (KIC)

4. Interest groups


Participants
 IB
 PDA
 STEP

5. Chain of responsibility

Head of the Knowledge Information Centre (RKIC): the management aims to direct, coordinate, promote and evaluate the functional units of the KIC in accordance with current regulations and the school's management policy; with the mission to provide the best support and service to EADA's teaching, research and management.

Documentation Service (SD): aims to acquire all the information resources of the KIC in accordance with the academic needs of the school and budget allocations to make them accessible to users, going through the entire technical and documentary process. It is also responsible for offering, coordinating and establishing the

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Rbl. Knowledge Information Center Date: May 31, 2024	CDC Date: July 9, 2024

	PS07_EADA_Pr01 Access to information resources
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Head of the Knowledge and Information Center (KIC)	

procedures for the provision of services aimed at users such as lending and training and ensuring the correct functioning of the KIC's facilities and equipment, both physical and digital.

Interest groups: interest groups (participants, PAS and PDI) express their need for KIC services, whether access to the spaces or the bibliographic collection, and make a request. Through the consultation in the catalog, they locate the document. The different interest groups will be able to access the document consultation either through borrowing, reading or downloading digital documents.

6. Description

The KIC is the service that responds to the academic community's needs for access to information to develop their learning and academic activities, as well as the needs for spaces to support them.

The KIC Management and the UD select and analyze the recommended bibliography of the teaching guides of the official EADA studies, the orders made by the PDI (via InMagic), the consortium purchase offers and the requests of the students, in accordance with the budgetary allocations. Once the acquisition is approved, the SD executes the necessary purchases and executes the necessary technical process to describe, make accessible, preserve and conserve the information resources. Subsequently, it facilitates access to the information through the loan -regulated by a regulation- and organizes different training actions in the use of the information.

Each year, the KIC collects the number of activities and the number of training attendees in a course activity report.

7. Review and improvement


The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Rbl. Knowledge Information Center Date: 31 May 2024	CDC Date: July 9, 2024

	PS07_EADA_Pr01 Access to information resources
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Head of the Knowledge and Information Center (KIC)	

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation (inputs)

Academic calendar

Bibliography included in the methodological guides of official degrees

KIC regulations

10. Records (outputs)

Registration	Support	Location	Custody	Evid_type
PS07_EADA_Pr01_Rg01 KIC Activity Report	Digital	Computer network from the KIC	KIC Manager	restricted access

11. Indicators

U_AIS006 Percentage of recommended bibliography available in the KIC collection


U_AIS007 Number of training actions for the teaching staff carried out by the KIC

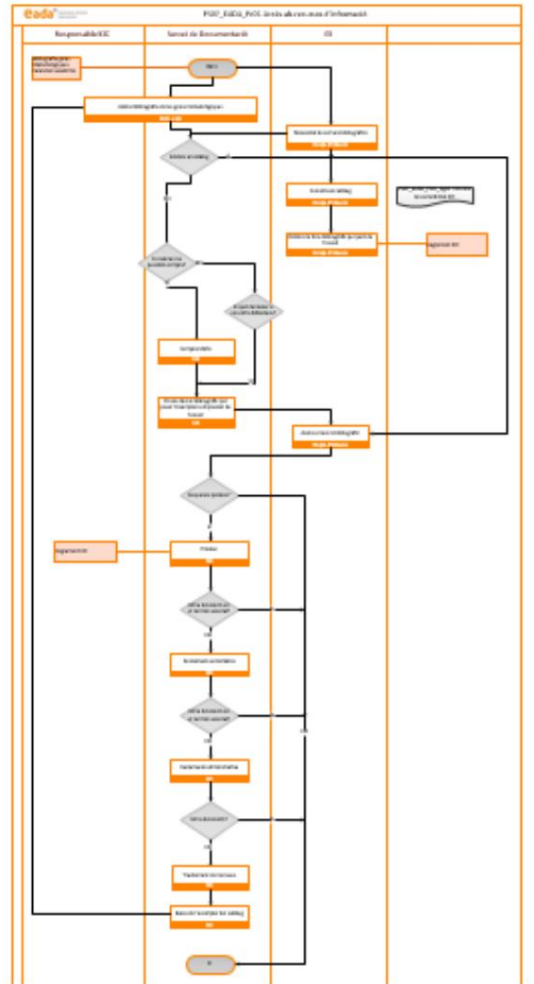
U_AIS008 Number of training actions for students carried out by the KIC

U_ENQ020 Student satisfaction with the KIC


12. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 3, 2024	Rbl. Knowledge Information Center Date: May 31, 2024	CDC Date: July 9, 2024

	PS07_EADA_Pr01 Access to information resources
Date: July 9, 2024	Version: 2 Pages: 5
Manager: Head of the Knowledge and Information Center (KIC)	




Prepared by: Quality Manager Date: May 3, 2024	Reviewed by: Rbl. Knowledge Information Center Date: May 31, 2024	Approved by: CDC Date: July 9, 2024
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	PS09_EADA Management of physical and digital infrastructures
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Director of People and Culture, Chief Information Officer	

PS09_EADA Management of physical and digital infrastructures

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: October 1, 2023	People and Culture Director, Chief Information Officer Date: October 5, 2023	CDC Date: January 9, 2024

	PS09_EADA Management of physical and digital infrastructures
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Director of People and Culture, Chief Information Officer	

Document revision list

Version	Date	Description
0	09/28/2019	Initial drafting Process PS04
1	1/10/2023	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
n		

1. Objective

Establish mechanisms for detecting needs and implementing material and digital resources necessary to guarantee the quality of training programs.

2. Scope

Applies to the official bachelor's and master's degrees of the EADA Business School.

3. Owner


Director of People and Culture, Chief Information Officer

4. Associated procedures

PS09_EADA_Pr01 Maintenance and detection of material resource needs

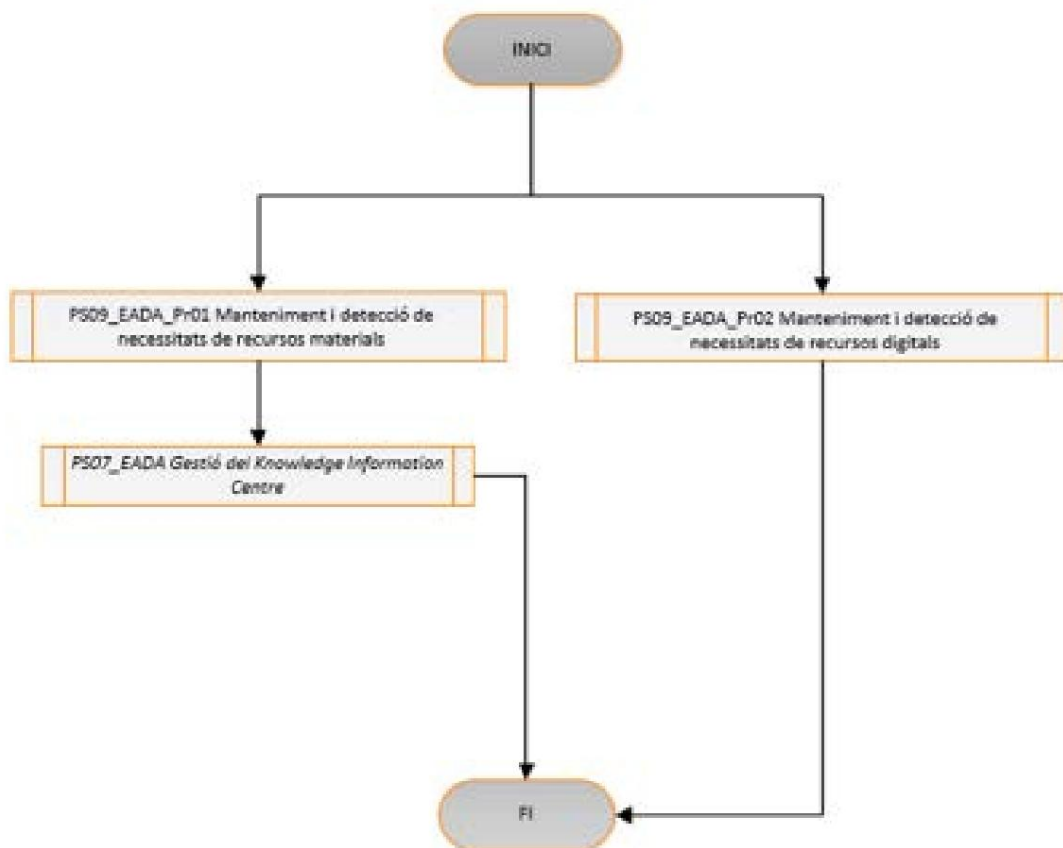
PS09_EADA_Pr02 Maintenance and detection of digital resource needs


PS07_EADA Management of the Knowledge Information Centre

	PS09_EADA Management of physical and digital infrastructures
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: Director of People and Culture, Chief Information Officer	

5. Flowchart


	PS09_EADA Gestió d'infraestructures físiques i digitals
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	PS09_EADA_Pr01 Maintenance and detection of material resource needs
Date: July 9, 2024	Version: 1 Pages: 6
Manager: Infrastructure Management	

PS09_EADA_Pr01 Maintenance and detection of material resource needs

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	Infrastructure and PRL Manager Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr01 Maintenance and detection of material resource needs
Date: July 9, 2024	Version: 1 Pages: 6
Manager: Infrastructure Management	

Document revision list

Version	Date	Description
0	09/28/2019	Initial drafting of procedure PS02
1	09/07/2024	Adaptation of EADA's IQAS to standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes to the processes and procedures sections of the EADA IQAS catalog in line with the new UVIC-UCC UNIKUDE application.
n		

1. Objective

Define the necessary activities that guarantee attention to the needs of the different interest groups that require the management of material resources on the different campuses of EADA Business School, in order to contribute to the quality of the degrees and master's degrees.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Infrastructure management


4. Interest groups

Participants
 Future participants
 STEP
 IB
 Graduates

5. Chain of responsibility

General Management/Dean's Office: design, together with the Infrastructure Area Management, the Infrastructure and Equipment Investment Plan and approve it.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	Infrastructure and PRL Manager Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr01 Maintenance and detection of material resource needs
Date: July 9, 2024	Version: 1 Pages: 6
Manager: Infrastructure Management	

Infrastructure Area Management: in relation to strategic projects/major actions, collection of information and proposal of the Infrastructure and Equipment Investment Plan, raising it to Management, defining guidelines/analyzing strategic projects/major actions, designating investment/economic activity, approving technical/economic reports and monitoring and final validation of actions. It monitors and analyzes the major actions derived from the Investment Plan. Supervision of the annual maintenance planning and management program.

Financial Management: in relation to major actions, its functions are to analyze the economic and financial viability of the projects. It controls the execution of actions derived from the Investment Plan and those from the maintenance plan. It provides support and supervision to contracts and purchases and monitors and controls their execution.

Participants/PDI/PAS: make the demand for material resource needs.

6. Description

Great performances

The Director of Infrastructure (DI) prepares a compilation of the needs of the previous year by the different interest groups and prepares a proposal for an Infrastructure and Equipment Investment Plan with the guidelines set by the General Management, who will approve it.

With the Investment Plan approved, the area director transmits the financial budget that this entails to the Financial Management (DF).


The DF evaluates the viability of all requests taking into account a cross-sectional view of all the Foundation's programs and budget.

In the event that the proposal is accepted by the DF, the DI implements – with the collaboration of the person responsible for the unit that uses the space/service – the service or resource the following academic year. Otherwise, the DI makes a new proposal taking into account the new forecasts set by the DF. The process is iterated until a proposal is reached that, on the one hand, ensures the quality of the programs and, on the other, aligns with the needs of the Foundation.

Maintenance tasks

The DI compiles and schedules the maintenance actions to be carried out legally as well as the preventive maintenance tasks, according to the maintenance planning and management program, and the budget is defined which is subsequently approved by the DF and the DG.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	Infrastructure and HR Manager Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr01 Maintenance and detection of material resource needs
Date: July 9, 2024	Version: 1 Pages: 6
Manager: Infrastructure Management	

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness -The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can result in: -Changes to the procedure sheet.
- Change in the catalog of indicators.
- New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:


- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation

EADA Works and Maintenance Service (SOM): som@eada.edu IRENE - People and Culture Area (PC)
 PMQ centers (Quality tab of each official title)
 EADA Strategic Plan
 Current legal regulations

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	Infrastructure and PRL Manager Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr01 Maintenance and detection of material resource needs
Date: July 9, 2024	Version: 1 Pages: 6
Manager: Infrastructure Management	

10.Registrations

Registration	Support	Location	Custody	Evid_type
PS09_EADA_Pr01_Rg01 Proceedings follow-up meetings	Digitize	Computer network of Manager) Infrastructures and General Services	WE ARE (Area SG Unit) of	restricted access
PS09_EADA_Pr01_Rg02 Investment control panel	Digital	Computer network of Manager) Infrastructures and General Services	WE ARE (Area SG Unit) of	restricted access
PS09_EADA_Pr01_Rg03 Picture preventive maintenance	Digital	Computer network of Manager) of Infrastructures and General Services	WE ARE (Area SG Unit)	restricted access
PS09_EADA_Pr01_Rg04 Workspace for works and activities	Digital	Computer network of Manager) of Infrastructures and General Services	WE ARE (Area SG Unit)	restricted access


11. Indicators

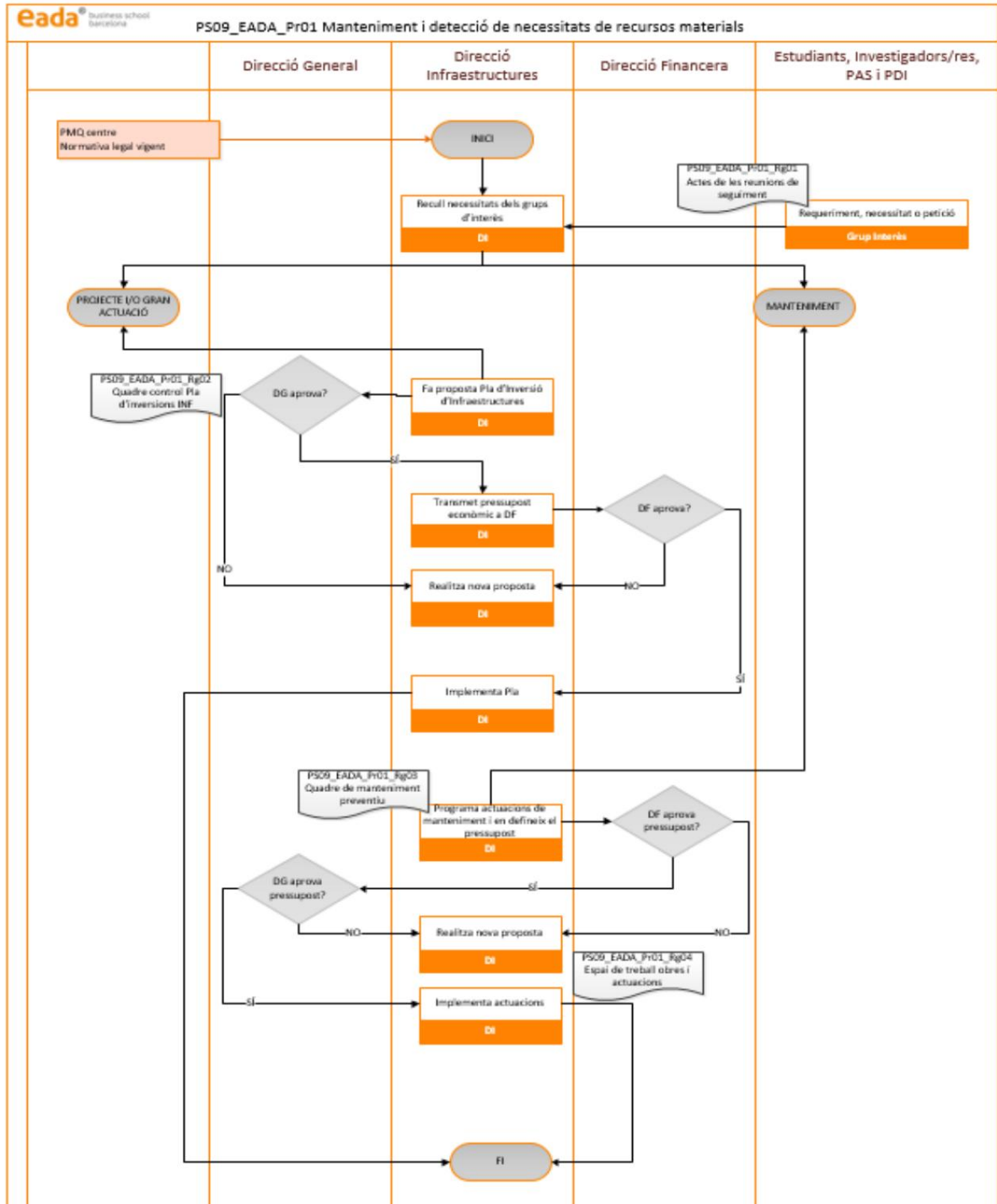
- U_AIS009 Percentage of space and equipment needs pending at the end of the year
- U_ENQ039 Student satisfaction with general services, infrastructures and spaces
- U_ENQ045 Average satisfaction of teaching staff (services, infrastructure and work)
- U_ENQ046 Average satisfaction with PAS (services, infrastructure and labor)

12. Flowchart

[PS09_EADA_Pr01](#)

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	Infrastructure and PRL Manager Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr01 Maintenance and detection of material resource needs
Date: July 9, 2024	Version: 1 Pages: 6
Manager: Infrastructure Management	




Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	Infrastructure and PRL Manager Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr02 Maintenance and detection of digital resource needs
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Business Information and Technology Services (BITS) Directorate	

PS09_EADA_Pr02 Maintenance and detection of digital resource needs

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	CEO Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr02 Maintenance and detection of digital resource needs
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Business Information and Technology Services (BITS) Directorate	

Document revision list

Version	Date	Description
0	09/28/2019	Initial drafting of procedure PS02
1	01/10/2024	Adaptation of EADA's IQAS to standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes to the processes and procedures sections of the EADA IQAS catalog in line with the new UVIC-UCC UNIKUDE application.
n		

1. Objective

Identify the technological and information resource needs of the centers to provide teaching and satisfy them through the relevant services, as well as monitor them.

2. Scope

Applies to EADA's official bachelor's and master's degrees.

3. Manager

Chief Information Officer (CIO)


4. Interest groups

Participants
Future participants
STEP
IB
Graduates

5. Chain of responsibility

Business Information & Technological Services (BITS) Area Technician: in the case of incidents, respond and find the appropriate solution for the user. In the case of a request for a new need for a digital resource, new equipment or new computer applications, collect the request, evaluate the technological possibilities of the solution and present it to the BITS Operational Committee to finally assess the viability of the solution.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	CEO Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr02 Maintenance and detection of digital resource needs
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Business Information and Technology Services (BITS) Directorate	

BITS managers: assess the possible solutions proposed by the BITS Technician for new needs and give their approval for execution if human, technical and budgetary resources are available.

BITS Management: approve the solution based on the assessment of the Operating Committee and elevate it to Management in the event of the need for extra budget to execute it or to include it in the corresponding budget.

Financial Management (DF): approve the budget necessary to execute the solution.

General Management (DG): final budgetary and technological approval of the solution.

Students/PDI/PAS: make requests for expansion or modification of any service or program or for computer incidents occurring in the equipment of the centers, areas, services or units.

6. Description

The objective is to establish the courses of action to manage and resolve requests (requirement for expansion or modification in any service or program) or incidents (malfunction or shutdown of any service or program) occurring in the equipment of the centers, areas, services or units.

The procedure begins when a user makes a request, either due to an incident or because they need to install software, hardware or peripherals (technological infrastructure) or use IT tools to support the community. Requests are registered through the IRENE application using a ticketing system.

IRENE assigns the request to a technician from the management group linked to the topic and communicates the different statuses of the request to the user at all times via email.

The assigned ICT technician receives and assesses whether the request can be resolved without the need for extraordinary resources, gives the relevant instructions to the user, resolves via remote access or travels to the user's workplace to provide a solution.

In the event that the technician cannot resolve the request because there is a need for extraordinary resources, he/she raises it to his/her Manager to quantify the estimated resources and it is the area management who decides if it falls within the planning (BITS Strategic Plan) and with what timing. The area management raises the planning to the Management


Finance and General Management for it to be finally ratified. The opening, assignment, monitoring, resolution and closure of the request is recorded in the IRENE application and the user receives a ticket closure notification once resolved.

The user checks the execution of the request or the resolution of the incident and closes it definitively or, if it has not been resolved correctly, reopens the ticket and starts the procedure again.

7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so lies with the person managing the procedure and, ultimately, to the owner of the same. These figures assess the suitability of the operation and, if appropriate, they decide to implement improvement proposals.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	CEO Date: June 19, 2024	CDC Date: July 9, 2024

	PS09_EADA_Pr02 Maintenance and detection of digital resource needs
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Business Information and Technology Services (BITS) Directorate	

For the review of this procedure, the following is taken into account:

- The suitability of the actions described.
- If modifications have been identified that can simplify the procedures without losing effectiveness
- The participation of the agents involved and interest groups.
- The adequacy and results of the indicators.
- The review process can take the form of:
 - Changes to the procedure sheet.
 - Change in the catalog of indicators.
 - New improvement proposals that will be introduced in the Improvement Plan.

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA
- CQC

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation

Incident ticket or request


10.Registrations

Registration	Support	Location	Custody	Evid_type
PS09_EADA_Pr02_Rg01 Technological request (Ticket)	Digital	IRENE	BITS area	restricted access
PS09_EADA_Pr02_Rg02 BITS Strategic Plan	Digital	Computer network of the BITS Area	BITS (Directorate)	restricted access
PS09_EADA_Pr02_Rg03 Excel investments BITS	Digital	BITS Area computer network	BITS (Direction)	restricted access
PS09_EADA_Pr02_Rg04 Resolution technological request	Digital	IRENE	BITS area	Restricted access

11. Indicators

U_AIS010. Percentage of BITS applications pending at the end of the year

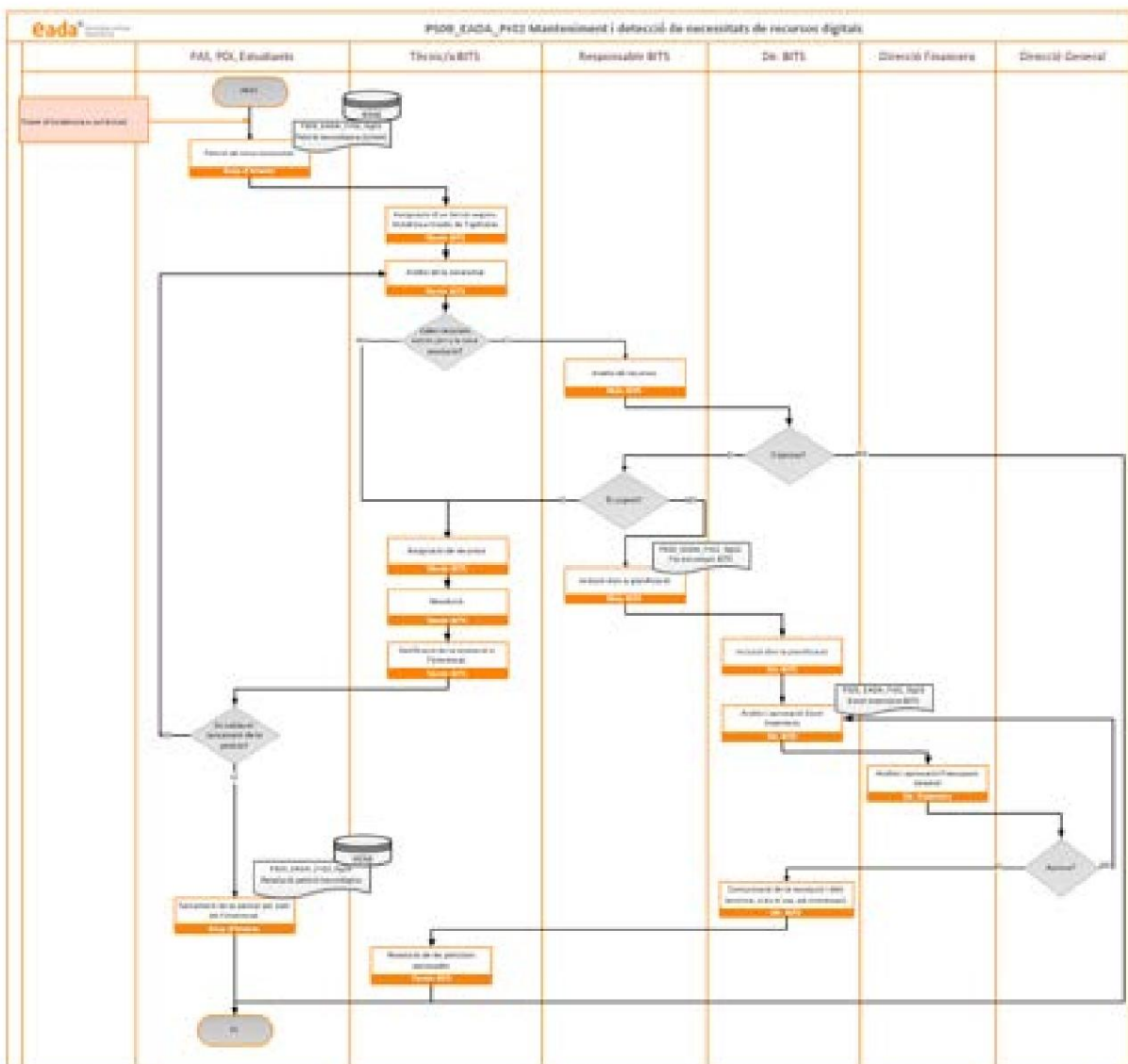
Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: May 5, 2024	CEO Date: June 19, 2024	CDC Date: July 9, 2024

	<p align="center">PS09_EADA_Pr02 Maintenance and detection of digital resource needs</p>
<p>Date: July 9, 2024</p>	<p align="right">Version: 1 Pages: 5</p>
<p>Manager: Business Information and Technology Services (BITS) Directorate</p>	


U_ENQ029. Student satisfaction with IT services and equipment

12. Flowchart

[PS09_EADA_Pr02](#)




<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: May 5, 2024</p>	<p>CEO Date: June 19, 2024</p>	<p>CDC Date: July 9, 2024</p>

	PS10_EADA Management of orientation for job placement
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: International Development Director	

PS10_EADA Management of orientation for job placement

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: June 6, 2023	International Development Director Date: June 10, 2023	CDC Date: January 9, 2024

	PS10_EADA Management of orientation for job placement
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: International Development Director	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting Process PS07
1	06/06/2023	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC
n		

1. Objective

Define the necessary activities related to promoting the employability of graduates.

2. Scope


Applies to EADA's official master's degrees .

3. Owner

International Development Director

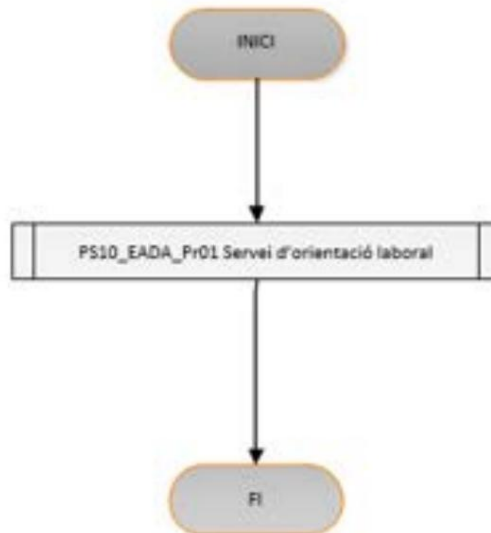
4. Associated procedures


PS10_EADA_Pr01 Job guidance service

	PS10_EADA Management of orientation for job placement
Date: January 9, 2024	Version: 1.0 Pages: 3
Owner: International Development Director	

5. Flowchart


	PS10_EADA Gestió de l'orientació per a la inserció laboral
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	PS10_EADA_Pr01 Job guidance service
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Careers Manager	

PS10_EADA_Pr01 Job guidance service

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: June 9, 2024	SCP Manager Date: June 12, 2024	CDC Date: July 9, 2024

	PS10_EADA_Pr01 Job guidance service
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Careers Manager	

Document revision list

Version	Date	Description
0	09/21/2020	Initial drafting Process PS07_Pr03
1	09/07/2024	Adaptation of EADA's IQAS to e-standard 5.0. Change of format, scope and alignment with UVic-UCC. Introduction of changes to the processes and procedures sections of the EADA IQAS catalog in line with the new UVIC-UCC UNIKUDE application.

1. Objective

This procedure describes how the Careers Service provides participants and graduates (students) with the necessary tools and resources so that they can successfully enter the job market or so that they can opt for improved employability.

2. Scope

Applies to EADA's official master's degrees.

3. Manager

Careers Manager

4. Interest groups


IB
STEP
Participants
Graduates

5. Chain of responsibility

Speciality coordinator: planning, together with the Careers Service, of the job orientation actions that will be carried out in the classroom and the planned calendar.

Career Services (SCP): Agrees on the planning of orientation actions with the coordinator of the specialty, agrees on the specific topics and the implementation schedule. Proposes actions with alumni for participants. Organizes the planned group actions and seeks an external trainer, if necessary. Disseminates the sessions through the virtual campus or by email. Carries out the orientation sessions, sends and records the satisfaction surveys of the sessions carried out and records the results.

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: June 9, 2024	SCP Manager Date: June 12, 2024	CDC Date: July 9, 2024

	PS10_EADA_Pr01 Job guidance service
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Careers Manager	

Participants and Alumni: attend the sessions scheduled by the coordination of their degree together with SCP (participants). Request individual orientation sessions (participants and Alumni).

6. Description

The Job Guidance Service, located at the SCP, organizes job guidance actions where cross-cutting aspects such as the CV, the cover letter, the job interview and/or cross-cutting skills or other more specific aspects such as personal branding on social networks, knowing how to communicate confidently, etc. It also organizes information and recruitment sessions with collaborating companies.

These actions can be group or individual actions and are scheduled in a consensual and planned way with the coordination of the specialties.

The SCP organizes and prepares the planned actions or, if necessary, seeks an external trainer to carry out the orientation session. It disseminates the actions through the Virtual Campus or by email.

On the other hand, the SCP also provides individual attention to those participants or alumni who request it and they are given an individualized professional guidance session, whether to prepare their CV and interview for an internship or for a job offer.

In the case of internships, the participant is monitored and, if applicable, an internship agreement is managed and signed between the student, the company and the school before starting the internship, concluding the support process. In the event that the graduate opts for a job offer, they are monitored until they know whether they have passed the selection process. If they are selected, the orientation process is closed and, if not, if they request it, they are guided through another selection process.


7. Review and improvement

The procedure is reviewed annually and the responsibility for doing so falls on the person managing the procedure and, ultimately, on the owner of the procedure. These figures assess the suitability of the operation and, if necessary, decide to implement improvement proposals.

For the review of this procedure, the following is taken into account:

- The suitability of the actions described
- If modifications have been identified that can simplify the procedures without losing effectiveness
- The participation of the agents involved and interest groups
- The adequacy and results of the indicators
- The review process can take the form of:
 - Changes to the procedure sheet
 - Change in the catalog of indicators
 - New improvement proposals that will be introduced in the Improvement Plan

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: June 9, 2024	SCP Manager Date: June 12, 2024	CDC Date: July 9, 2024

	PS10_EADA_Pr01 Job guidance service
Date: July 9, 2024	Version: 1 Pages: 5
Manager: Careers Manager	

8. Accountability

Accountability to the different interest groups is ensured through the participation of the different groups in the following decision-making bodies:

- CDC
- CA

Likewise, and annually, accounts are provided in the Degree Monitoring Reports (IST).

9. Associated documentation (inputs)

- EADA regulations
- Current legal framework

10. Records (outputs)


Registration	Support	Location	Custody	Evid_type
PS10_EADA_Pr01_Rg01 Guidance record carried out and participants in each session	Digital	Computer network of the Careers Service Professionals	SCP	restricted access

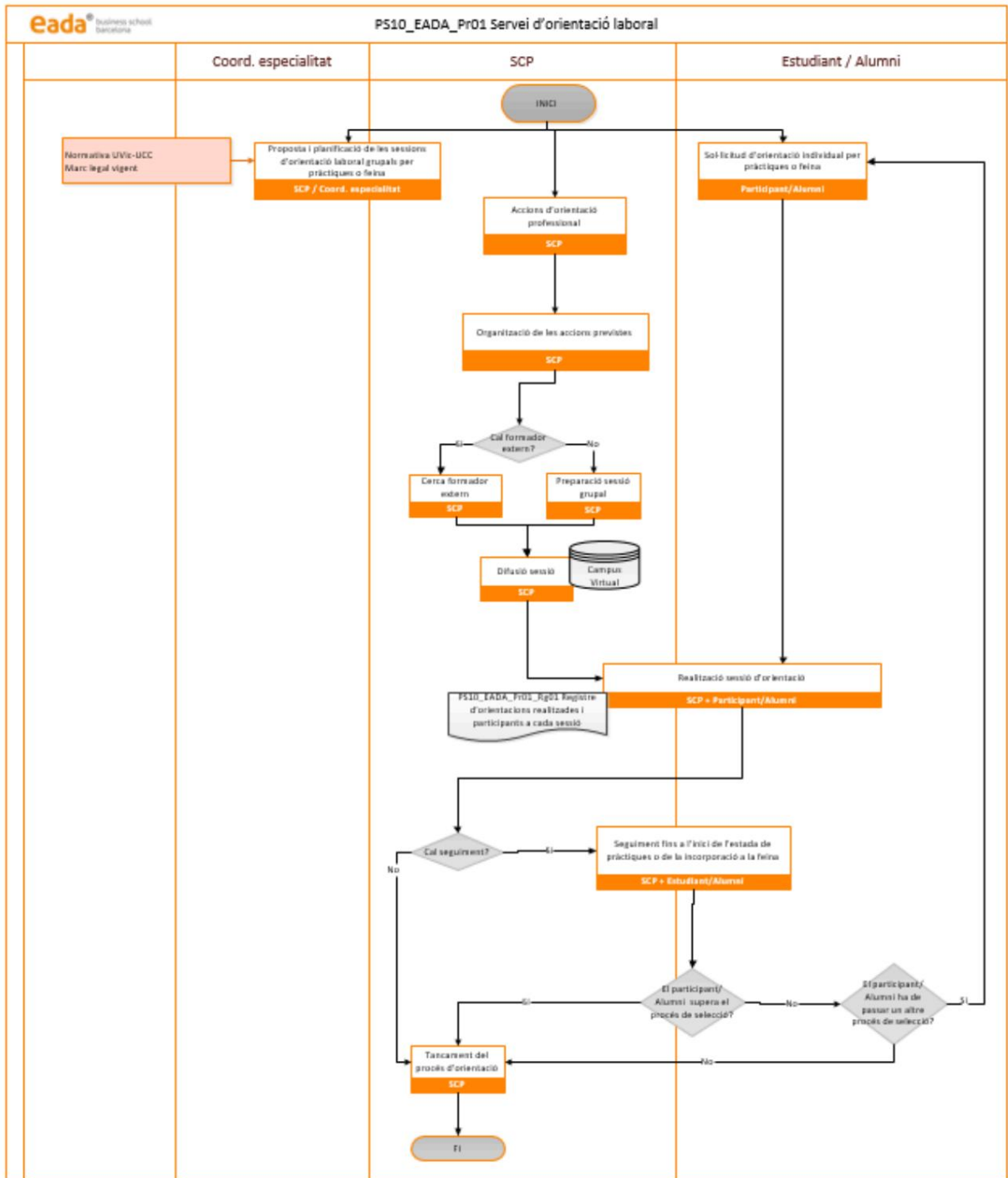
11. Indicators

- U_ENQ050 Percentage of graduates who found a job in less than 6 months
- U_ENQ051 Employment rate (%)
- U_ENQ052 Job-study match rate (%)
- U_ENQ013 Satisfaction with the workplace

12. Flowchart

Prepared by:	Reviewed by:	Approved by:
Quality Manager Date: June 9, 2024	SCP Manager Date: June 12, 2024	CDC Date: July 9, 2024

	<h2>PS10_EADA_Pr01 Job guidance service</h2>
<p>Date: July 9, 2024</p>	<p>Version: 1 Pages: 5</p>
<p>Manager: Careers Manager</p>	



<p>Prepared by:</p>	<p>Reviewed by:</p>	<p>Approved by:</p>
<p>Quality Manager Date: June 9, 2024</p>	<p>SCP Manager Date: June 12, 2024</p>	<p>CDC Date: July 9, 2024</p>