Universitat de Lleida

Procedure: **REVIEW AND IMPROVE THE WARRANTY SYSTEM INTERNAL QUALITY**	**PG 31**
Responsible unit: **TEACHING QUALITY AND PLANNING**	
Approved by: **Francisca Santiveri Morata** **Vice Chancellor of Academic Planning and Quality**	
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HISTORY OF EDITIONS			
No. version	**date Elaboration**	**Date Approval**	**Summary of reasons for change**
1.0	November 2018	Electronic signature	Initial edition
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PREPARATION / REVIEW

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1. OBJECT

The purpose of this procedure is to establish the action protocol of the University of Lleida (UdL) for the annual monitoring and review of the Internal Quality Assurance System of the official bachelor's and master's degrees of the UdL (SGIQ).

2. SCOPE OF APPLICATION

This procedure applies to bachelor's and master's degrees from all the centers owned by the UdL.

3. SCOPE OF DIFFUSION

This procedure must be brought to the attention of the vice-rectorate responsible for the matter of quality and of the vice-rectorate responsible for teaching at the UdL, of the directorates and deanships center and management.

4. RELATED PROCESSES

This procedure is part of the *Evaluate and redirect process at center/unit level* (A56).

5. RELATED MANAGEMENT SYSTEMS

This procedure is included in the scope of the Internal Quality Assurance System of the UdL

6. DEFINITIONS

Quality assurance: Systematic, structured and continuous attention to quality, as far as to its maintenance and improvement; all activities aimed at ensuring internal quality and external In this case, the actions aimed at ensuring the quality of the courses developed by the center, and also those aimed at generating and maintaining the trust of students, teachers and society.

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Internal Quality Assurance System: Set of guidelines, policy, organization and procedures that describe how an institution/centre acts on the way to improvement and how addresses the necessary changes in their usual performance practices with the aim of guarantee the quality of the university education it imparts.

7. REFERENCES/ REGULATIONS

The sources to be taken into account in the review and improvement of the Internal Guarantee System of the Quality are, among others:

- Royal Decree 822/2021, of September 28, by which the organization of the is established university education and the procedure for ensuring its quality.

- Royal Decree 640/2021, of July 27, of creation, recognition and authorization of universities and university centers, and institutional accreditation of centers university students

- Guide for the design of the Agency's internal quality assurance systems for the Quality of the University System of Catalonia.

- Guide for the certification of the implementation of internal guarantee systems of the quality of the Agency for the Quality of the University System of Catalonia.

8. OPERATIONAL CONTENT

8.1 DESCRIPTION AND DEVELOPMENT OF THE ACTIVITY

1. Design the UdL's Internal Quality Assurance System

The UdL defines its quality assurance policy within the framework of the Plan University strategist.

The design of the SGIQ includes the quality policy and the management model that is in place defined in the Strategic Plan and the general procedures that are applied by to the management and improvement of teaching. The design of the SGIQ also takes into account the guides from AQU Catalunya: Guide for the design of the SGIQ and Guide for the certification of the implementation of internal quality assurance systems.

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In the annual monitoring of the SGIQ procedures carried out by the

responsible for the university and the centers identify the improvements to be introduced in the

system design.

Each center (Faculty and School) of the UdL has its own SGIQ which is the whole

integrated of the activities developed by the center to ensure the quality of the

teachings, and the existing relationship between these activities. The SGIQ of each center is

made up of 3 blocks of content:

- **The Quality Manual of the University of Lleida,** where the policy of

    quality, the management model, the process map, the decision-making and management bodies of

    teaching by the whole university and the participation of all groups

    involved with training.

- **The general procedures of the university,** detailing how they are developed

    activities for design, development, monitoring and review and improvement

    of teaching and all necessary support and organization activities. All the

    SGIQ procedures apply to all the UdL's own centers.

- **The Manual of the Internal Quality Assurance System of a center,** where it is

    it includes specifically the organization of each center, as well as the organs

    details of management and monitoring of the center's teaching. There is a Manual of the

    SGIQ for each center owned by the UdL.

The activities carried out in a center are developed through the

general university procedures. The proper functioning of the procedures

allows the UdL to ensure the quality of its teaching through the

annual monitoring and continuous improvement.

2. Collect information on the development of the Internal Guarantee System

   of Quality of the UdL.

The Board of Directors of the UdL (at university level) and the Center's Management Team

(at center level) define a set of indicators that must allow to assess the

operation of each of the procedures included in the SGIQ of the UdL.

The proposed indicators are collected to obtain the necessary information to make the

monitoring of procedures and the development of degrees.

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The results of the indicators of the procedures are made available to those responsible

to follow up through the DATA platform in the corresponding Tables of

Command of the Internal Quality Assurance System. When indicators do not

can be obtained from the institutional databases, the Quality and Planning unit

Teacher supports and coordinates the collection of data for all indicators.

3. Analyze results and propose improvements at university level

Annually, the Board of Directors of the UdL, following the procedure defined in the PG

24 Define and develop the university's policy and improvement objectives, analyze

the results of the indicators of the SGIQ procedures and the result of the actions of

improvement defined in the previous year.

Based on the previous analysis, the vice-chancellors responsible for the included procedures

in the SGIQ and the management identify the objectives to be achieved in each procedure by

next period, define framework actions and specify those responsible. This one

information is included in the Program Budget that the Plan deploys annually

Strategic of the UdL.

The actions identified in the previous period, included in the Program Budget,

they are reviewed annually and the results achieved in each improvement action are justified

established

4. Analyze results and propose improvements at center level

The management team of the center (Faculty or School), analyzes the results in their center

of the indicators of the general procedures and the information collected in the monitoring

degrees, through the evaluations of degree coordination.

Within the framework of PG01 Define and develop the improvement objectives of the centers, each

center proposes the objectives and improvement actions that will be carried out in the following

period, taking into account the objectives and university framework actions identified by the

Board of Directors of the UdL.

The center's Quality Committee approves the objectives and proposed improvement actions i

they are included in the center's Improvement Plan.

5. Review the Internal Quality Assurance System

The system design is reviewed, updated and improved in two ways.

- On behalf of the university: In the annual review of university programs and policies

they can detect the need for changes in the SGIQ, either in the procedures that

affect the centres, and which lead to the revision of the regulations that regulate them, or changes

in the indicators that guide the annual monitoring or changes in the organization of the system.

The Strategic and Quality Committee of the University is responsible for approving the

changes and the revision of the design of the SGIQ of the UdL.

- On behalf of the center: Annually in the annual follow-up sessions of the SGIQ in the center

improvements can be detected in all the elements that make up the general system and that

they will be raised in the Strategy and Quality Commission of the University. They can also

detect changes in the organization and operation of the elements of the system

collected in the Center's Internal Quality Assurance System Manual.

- The center's Quality Committee has among its functions to approve the design and the

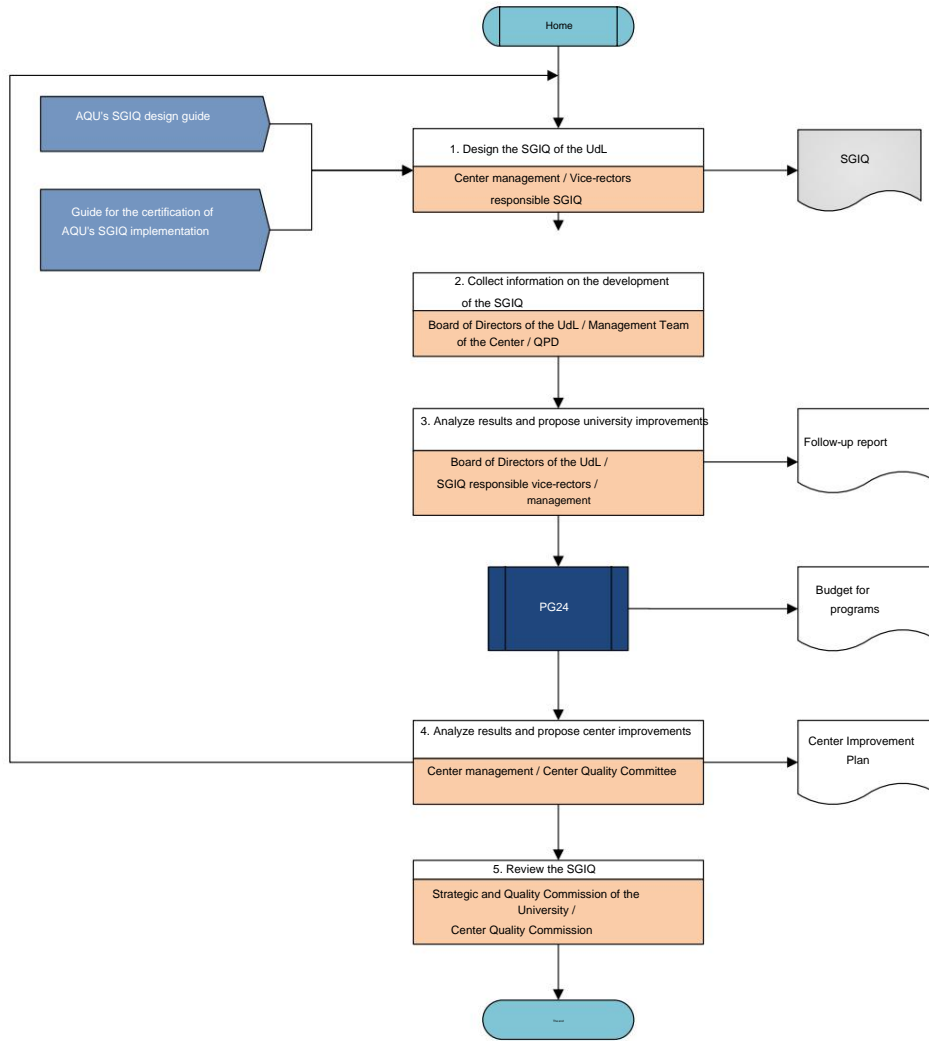revision of the center's SIGQ

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8.2 FLOW OF THE ACTIVITY

8.3 RESPONSIBILITIES TO THE PROCEDURE

Management Council: It is the governing team of the University, made up of the rector or rector, the

vice-rectors, the manager and the general secretary. It belongs to him

make the strategic decisions and establish the University's policies and objectives.

It must also monitor these objectives and be accountable for its performance.

The University's Strategic and Quality Committee: is responsible for approving changes and

the revision of the design of the SGIQ of the UdL.

Management of the center. Leads the actions of the center for the development of the SGIQ in

the design, result analysis and improvement proposals.

Center Quality Commission. Take the lead on quality issues and

development of the center's internal quality assurance system.

Quality and Teaching Planning. It supports the management of the center in the collection

of information and development of the center's procedures.

9. PARTICIPATION OF INTEREST GROUPS

The composition of both the center's Quality Committee and the Strategy Committee i

Quality of the UdL guarantee the participation of all the groups of the university –

teaching staff, students and administration and services staff – in assessment, review and improvement

of the internal quality assurance system.

10. REGISTERS AND ARCHIVES

Document	Responsible/ Custodian
SGIQ monitoring report	Teaching Quality and Planning / Center Portfolio
Center Improvement Plan	Teaching Quality and Planning / Center Portfolio
Budget for Programs	Economic Area / Management

DOCUMENT