



Agència
per a la Qualitat
del Sistema Universitari
de **Catalunya**

Draft Preliminary Project of the Activities Plan 2005

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PRELIMINARY PROJECT OF THE ACTIVITIES PLAN 2005

With the Draft Preliminary Project of the Activities Plan for 2005, AQU Catalunya seeks to continue positioning itself as **the main instrument for the promotion and assessment of the quality of the university system in Catalunya**, as is set out in the Act on the Universities of Catalunya (LUC). The activities that are reflected in this plan are a continuation of the programmes begun in 2004. The experience acquired during the previous year will allow, in practically all cases, the making of an analysis and the establishment of improvement strategies that will permit the consolidation of the activities and attributions of AQU Catalunya.

The points in common of all the activities that are unfolded in this plan are the values of AQU Catalunya:

- To work jointly with the universities of Catalunya and the DURSI for **the improvement of the Catalan university system**.
- To unfold and foster activities and projects that watch out for **the integration of the Catalan universities in the European Area of Higher Education**.
- **To innovate and to co-operate with the Catalan universities** with the aim of establishing systems that will promote their **excellence** and the improvement of their quality.
- **To disseminate and to promote the quality** and the actions that are carried out, in order to **foster the transparency, the accountability to society and the exchange of experiences** in its own field of action.

The activities of AQU Catalunya for 2005 are structured in five major areas:

I. Quality Assessment.....	3
II. Teaching staff and research.....	13
III. Co-operation and exchange	20
IV. Communication, promotion and publications.....	24
V. Planning and internal organisation	28

In each of these areas, the various activities are unfolded that are proposed to be carried out during the year. Moreover, it should be noted that because of their specificities, some activities are concretised and further developed in programmes that are formed by objectives, performance and results.

I. Quality Assessment

The quality assessment activities are grouped along five major lines of work:

A) Quality of training programmes:

1. DISSENY PROGRAMME OR ADAPTATION OF DEGREE STANDARDS TO THE EAHE (GRADUATE DEGREES)
2. MASTERS PROGRAMME
3. SEGUIMENT PROGRAMME
4. PRO-QU PROGRAMME
5. VIRTUAL PROGRAMME
6. PROGRAMME FOR ACCREDITATION OF OWN DEGREES

B) Quality of educational and research institutions:

1. RESEARCH CENTRES ASSESSMENT PROGRAMME
2. EDUCATIONAL AND HIGHER EDUCATION (NON-ATTACHED) CENTRES ASSESSMENT PROGRAMME

C) Annual assessment report:

1. ASSESSMENT REPORT 2004

D) Impact of training:

1. PROJECT ON INSERTION ASSESSMENT WITH THE SOCIAL COUNCILS
2. PROJECT ON TRAINING QUALITY FROM THE EMPLOYERS' STANDPOINT

E) Development of studies:

1. PROJECT TO FOSTER THE PARTICIPATION OF STUDENTS IN THE ASSESSMENT OF PROGRAMMES AND INSTITUTIONS
2. DEVELOPMENT OF STUDIES AND REPORTS

Aside from the activities that are included along these lines of work, AQU Catalunya may also carry out other activities that are expressly commissioned by the members of its Board of Directors or of the DURSI.

In some cases, the programme development phase is in the process of being prepared and planned, and for this reason it will be submitted to the approval of the Board of Directors at the next meeting at the end of the year 2004.

A) QUALITY OF TRAINING PROGRAMMES

For 2005, AQU Catalunya proposes the performance of the following training programmes with the aim of continuing along the strategic lines started during the previous year: on the one hand in order to assure their quality, and on the other to adapt them to the European Area of Higher Education (EAHE).

1. DISSENY PROGRAMME OR ADAPTATION OF THE DEGREE STANDARDS TO THE EAHE (GRADUATE DEGREES)

The participation of AQU Catalunya in the pilot plan for adaptation of the degree standards to the EAHE that is promoted by the DURSI, takes place through the joint signing of agreements with the universities. Although the main objective of this plan of convergence with the EAHE is established jointly for graduate and post-graduate degrees, AQU Catalunya will have two different programmes according to the type of education (graduate and post-graduate).

Moreover, bearing in mind the forecasted normative development on the adaptation of educations that may be made at State level, it is reasonable to envisage a new convocation of the adaptation plan for 2005 within its legal framework.

Objectives:

The **DISSENY** programme aims precisely to strengthen all the aspects that involve the design of graduate educations, both from the perspective of the improvement of the education-learning process and the teaching organisation, and from that of the later accreditation.

The programme also seeks to include a space in order to continue the joint task that has been unfolded over the course of 2004 by various educations that have worked on the joint definition of graduate profiles and common competences that are to be transmitted by the degree standards themselves, or on the common objectives of training.

Results:

- Analysis of the new information that is presented by the educations included in the convocation of 2004, especially with respect to the design of the second course and the specification of the quality assurance systems; and consequently, a report on the results obtained.
- In the case in which there is a new convocation, there will be a report on the quality of the candidatures that are submitted.

2. MASTERS PROGRAMME

As previously mentioned, the pilot plan is organised at AQU Catalunya in the form of two programmes according to the educational level. With respect to the **MASTERS** level, account is taken of the requirement set in the agreements of the DURSI, by which masters degrees shall be covered by accords with other European universities in order to establish these educations in a joint way and to allow the interested persons to obtain a multiple degree recognised by the universities, whereby it will entail an increase in the quality of the degree standard and a greater mobility of the university community involved, in accordance with the rules in force.

Objectives:

The programme will promote the structuring of post-graduate educations according to the principles of the EAHE, although added to this is the characteristic that they shall be covered by agreements of dual recognition of degrees with other European institutions of higher education. In this respect, the methodology that will be established will take into consideration in a detailed way the indicators that respond to the international nature of the degree standards.

Results:

- An analysis will be made of the new information that will be presented by the educations included in the convocation of 2004, especially with respect to the elements of design and the specification of the quality assurance systems, but also with respect to the operation of the accords with other institutions. This analysis will be presented in a report on the results obtained.
- Taking into account the development of the normative framework and, consequently, the existence of a new convocation, there will be a report on the quality of the candidatures that are submitted.

3. SEGUIMENT PROGRAMME

PILOT PLAN

Objectives:

Once the methodology for the design of the proposals and the assessment of the various concretisations has been established, AQU Catalunya will carry out a follow-up process on the unfolding of the educations. This task shall simplify the implementation and improvement of the proposals and approximate them to the accreditation criteria that may be approved at the end of 2004.



Results:

- To appoint a set of experts who will carry out a follow-up task on the implementation of the proposals. The analysis of the follow-up will be carried out on the basis of the accreditation criteria approved in the autumn of 2004.
- On the basis of this analysis, AQU Catalunya will issue a follow-up report addressed to the university managers which will give information on the progress of the plan and the recommendations that may be considered necessary for the increase of quality.

LIBRARIES

Between 1999 and 2001, AQU Catalunya made an assessment of all the university libraries of the Catalan university system.

Objectives:

The CBUC (Consortium of University Libraries of Catalunya) has commissioned AQU Catalunya to carry out a follow-up assessment of the implementation of improvements derived from the results of the assessments of 2004.

Results:

- Establishment of a specific methodology for this type of assessment.
- Planning of the application of this assessment, and launch of same.

4. PRO-QU PROGRAMME

Objectives:

The education assessment programme is maintained with the same objectives of 2004: assessment of 1st and 2nd cycle educations that have not been previously assessed. However, for 2005 there is the priority of assessing educations provided in attached centres. The programme for 2005 comprises the experience of the assessments of 2003 with respect to the pilot projects and the TEEP, and the experience corresponding to **PRO-QU** 2004. Bearing in mind this priority, assessment will be made of the educations that are established in the agreements with the universities. Given the specific characteristics of the educations in the attached centres, it may be necessary to make some readjustments in the indicators established in the assessment guide, especially with respect to the strategic position of the responsible centres and their relationship with the universities to which they are attached.

Results:

- Development of a public report on the results of the assessments and provision of a guide adapted to the assessment of the educations in attached centres.

5. VIRTUAL PROGRAMME

Objectives:

To begin the assessment of virtual educations. In this respect, the model that is taken is the assessment system of educations hitherto used by AQU Catalunya, although the assessment methodology and the adjustment of the indicators that are used will be adapted to the specific characteristics of this type of education. It should be noted that during 2004, an ad hoc committee has completed the work on the determination of the indicators that shall be taken into consideration on assessing the virtual educations. The formation of a technical working group is planned. This group will allow progress to be made in the development of a methodology applicable to the virtual educations.

Results:

- Provision of an assessment guide.
- Assessment of the educations included in the agreements.

6. PROGRAMME FOR ACCREDITATION OF OWN DEGREES

Objectives:

At present, AQU Catalunya is working on the establishment of the criteria for the accreditation of the proposals of educations submitted within the pilot plan of tests on adaptation of the DURSI to the EAHE. During this year, the Specific Committee for the Assessment of Degree Standards and Programmes of the Quality Assessment Committee (CAQ) has begun the work to determine the criteria and standards that shall be fulfilled in order to obtain their accreditation. The study is based on criteria used by other institutions of acknowledged prestige within the European and international frameworks.

Even so, the programme remains open to the establishment of accreditation systems for other university educations or higher educations.

Results:

- Establishment of criteria and standards for accreditation of the tests of adaptation of the degree standards to the EAHE in 2006.

B) QUALITY OF EDUCATIONAL AND RESEARCH INSTITUTIONS

The objective of this line of work is for AQU Catalunya to carry out a programme, under commission from the DURSI, in accordance with what was established by the Inter-University Council of Catalunya; it will be devoted to the assessment of centres that grant foreign degrees in Catalunya and, moreover, to the assessment of the quality of research centres.

1. RESEARCH CENTRES EVALUATION PROGRAMME

Objectives:

This programme seeks to develop an assessment model for research centres within the context of the assessment of institutions and the improvement of quality, with the aim of creating a culture of quality, stimulating improvement processes and fostering their enterprising capacity.

The development will be carried out in accordance with the specific objectives that will be set by the Catalan Directorate General for Research for the research centres of Catalunya.

2. EDUCATIONAL AND HIGHER EDUCATION (NON-ATTACHED) CENTRES ASSESSMENT PROGRAMME

This programme includes the activity begun in 2004 with respect to the assessment of non-attached educational centres, for the authorisation to grant foreign degrees in Catalunya. The plan established for the case of the granting of foreign degrees in Catalunya foresees that the authorisation will be followed by a periodic accreditation of each centre in order to assure compliance with the quality requirements established within the normative framework.

Objectives:

To meet the demands of the DURSI and to establish criteria and standards so that they can be applied to the accreditation of these centres.

C) ANNUAL ASSESSMENT REPORT

This line seeks to highlight the action that AQU Catalunya carries out to render accounts to society on the results of the assessments made in Catalunya.

1. ASSESSMENT REPORT 2004

Objectives:

To develop the annual report, in this case for the year 2004, which will comprise the results of the assessments finished in the previous year. This report covers the results obtained in the internal reports developed by the assessed units themselves, and in the external reports prepared by the external assessment committees. AQU Catalunya will see that the drafting of the report is as clear as possible and as closely oriented as possible to the target public while assuring the quality of the data that are provided.

Results:

- Drafting and approval of the annual report 2004.

D) IMPACT OF TRAINING

The objective of this last line of action is to begin all the studies and works that have to do with the possible impacts of training. In this case, the second edition of the assessment project on the insertion of university graduates into the world of work will be promoted, and a project will be launched on the quality of training from the standpoint of employers.

1. PROJECT ON THE ASSESSMENT OF LABOUR INSERTION WITH THE SOCIAL COUNCILS

Objectives:

To collaborate with the Social Councils of the Catalan universities on the co-ordination and performance of the 2nd edition of the survey on the insertion of graduates into the world of work, a survey which will be carried out on graduates who have finished their studies in the academic year 2000/2001. The objectives of this study will be to make a follow-up of the insertion of the graduates from the respective graduation year, and to validate the methodology and the results obtained in the previous labour insertion study.

Development:

Phases/Months	J.-F. '05	Mar. '05
Refinement and exploitation of results		
Dissemination of results		

It should be noted that the field study (telephone survey of graduates) begins at the end of 2004.

Results:

- Establishment of reference values for Catalunya.
- Assessment report on the state of insertion.
- Follow-up of the evolution of the insertion of graduates, on the basis of the first edition of the study.
- Analysis of the contributions to be considered in the revision of curricula.

2. PROJECT ON THE QUALITY OF TRAINING FROM THE STANDPOINT OF EMPLOYERS

Objectives:

To promote a study that will serve as a starting point for the improvement of the mutual collaboration among the economic sectors and the labour market with AQU Catalunya, in order to make available to the universities valid information on the perception of employers with respect to the quality of training at various levels.

E) DEVELOPMENT OF STUDIES

The Act on the Universities of Catalunya (LUC), in its paragraphs m) and n) of Section 140, defines as functions of AQU Catalunya the development of studies for the improvement and innovation of the models of assessment, certification and accreditation, and the issuing of assessment reports addressed to the universities, the educational administration, the social agents and society in general.

Moreover, AQU Catalunya has also acted characteristically in specific working committees formed by experts from the Catalan universities, the results of which have been technical works and studies or the development of General Frameworks that have likewise had the final objective of improving the quality of Catalunya's university system.

1. PROJECT TO FOSTER THE PARTICIPATION OF STUDENTS IN THE ASSESSMENT OF PROGRAMMES AND INSTITUTIONS

Objectives:

To promote the participation of students in programme assessment processes in accordance with the communiqué of the Conference of Ministers Responsible for Higher Education held in Berlin in September 2003. The project is formed by a set of objectives that seek to tie students to their training and to participation in the institutional projects that foster the European integration of the universities:

- To promote studies on the paths of participation of the European students in the assessment processes in collaboration with the universities.
- To promote a working group to generate ideas and initiatives aimed at developing mechanisms of student participation.

This programme incorporates the actions that may have been defined in the committee formed with the vice-rectors competent in student-body matters at the Catalan universities.

2. DEVELOPMENT OF STUDIES AND REPORTS

In accordance with needs or under commission from the Board of Directors and from the DURSI, AQU Catalunya may develop studies and reports according to its activities. Moreover, AQU Catalunya shall seek ways of collaborating with other bodies in order to join efforts in fields of common interest.

II. Teaching staff and research

The teaching staff and research activities are grouped along four major lines of work:

A) Assessment of tenure-track lecturers and collaborating lecturers

1. COLLABORATING LECTURER

B) Research accreditations and Advanced research accreditations

1. RESEARCH ACCREDITATIONS AND ADVANCED RESEARCH ACCREDITATIONS

C) Assessment of the teaching staff of private universities

1. ASSESSMENT OF THE ACTIVITY OF THE TEACHING AND RESEARCH STAFF OF THE PRIVATE UNIVERSITIES
2. GOOD PRACTICES FOR THE ASSESSMENT OF THE TEACHING AND RESEARCH STAFF IN VIRTUAL EDUCATION

D) Evaluation of the teaching merits of teaching staff

1. ISSUE OF TEACHING ACTIVITY REPORTS

Aside from the activities that are included along these lines of work, AQU Catalunya may also carry out other activities that are expressly commissioned by the members of its Board of Directors or of the DURSI.

A) ASSESSMENT OF TENURE-TRACK LECTURERS AND COLLABORATING LECTURERS

The issue of preliminary reports for the contracting of tenure-track lecturers and collaborating lecturers by the Catalan universities is an attribution granted by the LUC and one which AQU Catalunya began to unfold in February 2003. In the year 2005, it is planned to continue and consolidate it in the two convocations established for the year, and to analyse, on the basis of the experience gathered, the criteria and results of the assessments.

1. TENURE-TRACK LECTURER

Objectives:

After the experience begun by AQU Catalunya in this field, the objectives for 2005 are to establish and plan the convocations of the preliminary reports for the selection of tenure-track lecturers and collaborating lecturers; to establish and plan the procedures for resolution of the appeals corresponding to the convocations of 2005; to improve the aspects related to the reception of confidential assessment reports, and to study the improvement of the report issue procedures with the aim of increasing transparency and assuring the quality and traceability of processes, something that will be integrated within the quality system of AQU Catalunya. In addition to the basic objectives, the following objectives will be launched:

- **Open Administration of Catalunya:** To implant the documentation annexation module in the portal CAT365 of the AOC in order to allow the performance of all the formalities of the applications by telematic means; and to study and to test telematic notification within the frame of the AOC and of the initiatives promoted by the Catalan Certification Agency, and, if appropriate, to assess its operation.
- **Informatic management of processes and of documentation:** To integrate the teaching-staff module of the GESTA programme with the information processes of the AOC; and to implant the extranet module into the web site of AQU Catalunya, which will permit the telematic assessment of files.
- **Technical studies and dissemination:** To prepare the studies and the statistics of the processes under way; and to develop further the mechanisms of information to applicants, the universities, the DURSI and society.
- **Citizen attention:** To renovate the contents of the web site of AQU Catalunya as news, resolutions, data and studies are generated; and to plan and improve the aspects of citizen attention for the purpose of simplifying even more the resolution of the consultations that are received by telephone and by e-mail.

Development:

There will be a technical and logistical preparation that will allow assessment in the two convocations established for the year, and the performance of these convocations, which will occur in parallel to the development of statistics and of technical reports that will permit the making of an assessment of university teachers for their contracting in the modalities of tenure-track lecturer and collaborating lecturer.

	2005												
	J	F	M	A	M	J	J	A	S	O	N	D	
Start of submission of applications	31								15				
End of submission of applications		11							30				
Assessment													
Resolution					29								15

Results:

- Issue of assessment reports.
- Preparation of statistics.
- Technical studies.
- Continuous improvement of the process.

B) RESEARCH ACCREDITATIONS AND ADVANCED RESEARCH ACCREDITATIONS

The LUC states that the teachers who wish to be admitted in the selection processes that the universities convoke to access the categories of tenured assistant professor or full professor, shall be in possession of a research accreditation (in the case of the figure of tenured assistant professor) or an advanced research accreditation (in the case of the figure of the full professor), issued by AQU Catalunya. For the year 2005, an analysis on the basis of the accumulated experience will be made of the criteria and results of research accreditations and advanced research accreditations.

1. RESEARCH ACCREDITATIONS AND ADVANCED RESEARCH ACCREDITATIONS

Objectives:

The objectives of the issue of research accreditations and advanced research accreditations for the contracting of tenured assistant professors and full professors by the Catalan universities are the same as in the assessment of tenure-track lecturers and collaborating lecturers, but there is additionally the establishment of the management structure, the quality systems and the procedures in order to assure the traceability, the correct documentary management of the processes for the issue of the research accreditations and the advanced research accreditations jointly with the president of the Research Assessment Committee (CAR) and the presidents of the specific committees.

Development:

Technical and logistical preparation that will permit assessment in the two convocations established for the year. This preparation contemplates, in accordance with the experience acquired, the establishment of statistics that will allow the preparation of technical reports on the results of the processes.

	2005												
	O	N	D	J	F	M	A	M	J	J	A	S	O
Start of submission of applications	15						15						
End of submission of applications		29						29					
Assessment													
Resolution							15						15

Results:

- Issue of research accreditations and advanced research accreditations.
- Preparation of statistics.
- Technical studies.
- Continuous improvement of the process

C) ASSESSMENT OF THE TEACHING STAFF OF PRIVATE UNIVERSITIES

In accordance with the provisions of the LUC, AQU Catalunya shall assess the teaching and research activity of the teaching and research staff of the private universities.

1. ASSESSMENT OF THE ACTIVITY OF THE TEACHING AND RESEARCH STAFF OF THE PRIVATE UNIVERSITIES

Objective:

In accordance with the mandate of the LUC, one of the functions of AQU Catalunya is the assessment of the teaching and research activity of the teaching staff of the private universities. Consequently, the private universities shall sign an agreement with AQU Catalunya for the assessment of their teaching staff. AQU Catalunya will pursue the same objectives set for the other convocations but, additionally, it will study the possible extension of the opened lines to the portal CAT 365 with the incorporation of the convocations corresponding to the issue of reports for the teaching staff of the private universities.

Development:

The development will depend on the deadlines set in the various agreements that are signed with the private universities in 2004 and 2005.

Results:

- Assessment reports.
- Preparation of methodological reports.
- Continued improvement of the process.

2. BEST PRACTICES FOR THE ASSESSMENT OF THE TEACHING AND RESEARCH STAFF IN VIRTUAL EDUCATION

Objective:

For the year 2005, it is proposed to work on the establishment of a document that will gather the best practices in the assessment of teaching staff in virtual educations.

D) ASSESSMENT OF THE TEACHING MERITS OF TEACHING STAFF

The objective of this line of work is to assure the issue of reports on teaching activity.

1. ISSUE OF REPORTS ON TEACHING ACTIVITY

Objectives:

The Permanent Committee on AQU Catalunya commissioned the Quality Assessment Committee of AQU Catalunya to establish the procedures and criteria to be followed by the universities in the issuing of the assessment reports on the teaching activity of the candidates for access to the category of contracted doctoral professors, in accordance with Section 47.3 of the LUC. AQU Catalunya established these criteria so that, at the request of the respective candidates, AQU Catalunya may issue a report on teaching activity for the purposes of the positive assessment established by Section 52 of the Organic Law on Universities.

III. Co-operation and exchange

The co-operation and exchange activities will be grouped along two major lines of work:

A) Co-operation on quality

1. UNIVERSITY CO-ORDINATION IN CATALUNYA
2. CO-OPERATION WITH THE AGENCIES OF THE AUTONOMOUS REGIONS
3. CO-OPERATION WITH THE ANECA
4. CO-OPERATION WITH THE ENQA
5. CO-OPERATION WITH OTHER EUROPEAN AND INTERNATIONAL AGENCIES
6. CO-OPERATION WITH THE ANDORRAN MINISTRY OF EDUCATION

B) Exchange

1. WORKSHOPS FOR REFLECTION AND DEBATE
2. WORKSHOPS OR SEMINARS WITH OTHER ENTITIES
3. EXCHANGE

Aside from the activities that are comprised along these lines of work, AQU Catalunya may also carry out other activities that are expressly commissioned by the members of its Board of Directors or of the DURSI.

A. Co-operation on quality

1. University co-ordination in Catalunya

Periodic co-ordination meetings will be held with the various members of the Catalan universities with the aim of going about establishing a joint effort. The objective is to detect the needs and opportunities that the Catalan universities have in the new European context of higher education. The university co-ordination is carried out at all levels of AQU Catalunya, but in this case commissions and committees have two main objectives which stand out:

- **Advisory objective:** vice-rectors competent in matters of quality (it is compulsory to consult them, in accordance with the rules of operation of the Quality Assessment Committee); vice-rectors competent in matters of teaching staff; vice-rectors competent in matters of students, and representatives of the social councils and of the technical quality units.
- **Projects development objective:** the specific working committees are included in order to carry out initiatives and projects within the field of university quality. Experts from all the Catalan universities participate in these committees.

2. Co-operation with the Agencies of the Autonomous Regions

AQU Catalunya will participate actively in the meetings and projects that are to be carried out within the frame of the group of autonomous regional agencies for quality assessment, promoting projects that will generate added value. Moreover, if appropriate, it will sign collaboration agreements with the autonomous regional agencies for the performance of common projects.

3. Co-operation with the ANECA

AQU Catalunya will seek to establish joint collaboration agreements with the ANECA which are comprised within the framework agreement signed by the two entities.

4. Co-operation with the ENQA

AQU Catalunya will collaborate with the ENQA, the European Network of Quality Agencies, in order to unfold common projects. These projects include that of working within the frame of the Working Group on a Peer Review System for Quality Assurance Agencies, on the definition of the procedure, requirements and criteria for mutual recognition among agencies. If appropriate, it will participate in the pilot project that will be established.

5. Co-operation with other European and international agencies

There will be co-operation with all the European and international agencies and there will be participation in the other projects which, promoted either by AQU Catalunya or by other agencies, are considered to be of interest and to contribute added value to AQU Catalunya.

6. Co-operation with the Andorran Ministry of Education

There will be a development of the framework agreement between AQU Catalunya and the Directorate for Higher Education of the Ministry for Education, Youth and Sport of the Government of Andorra, in order to contribute to the deployment and maintenance of a system that will assure the quality of higher education in the Principality of Andorra.

B. Exchange

1. Workshops for reflection and debate

Towards the end of the year, it is planned to hold a workshop for reflection and debate jointly with a Catalan university in order to share experiences of special importance for the Catalan university community.

2. Workshops or seminars with other entities

Moreover, AQU Catalunya will collaborate, if appropriate, on the organisation of some meetings of special interest for the Catalan universities together with the agencies of the autonomous regions or other entities such as the ENQA (European Network of Quality Agencies) or the European Universities Association (EUA). In this case, the objective will be to foster co-operation and exchange among entities.

3. Exchange

AQU Catalunya will continue to focus strongly on the promotion of the exchange of experiences. Accordingly, it will be sought to:

- Participate in the meetings that are considered to be of interest.
- Participate in associations and entities of autonomous regional, European and international scope.
- Participate in European and international projects that contribute added value to the Catalan university system as a whole.
- Receive personnel from other agencies or researchers in the field of university quality.
- Promote the meetings required to disseminate the activities that are carried out by AQU Catalunya.

IV. Communication, promotion and publications

The co-operation and exchange activities will be grouped along three major lines of work:

A) Communication of activities

1. WEB SITE
2. QUARTERLY BULLETIN AND AQU NEWS
3. RELATIONSHIP WITH THE MEDIA
4. ATTENTION TO THE PUBLIC

B) Promotion and image

1. IMAGE OF AQU CATALUNYA
2. PREPARATION OF PROMOTIONAL DOCUMENTS

C) Publications

1. PREPARATION OF THE ANNUAL ACTIVITIES REPORT
2. PUBLICATION OF STUDIES AND REPORTS

Aside from the activities that are comprised along these lines of work, AQU Catalunya may also carry out other activities that are expressly commissioned by the members of its Board of Directors or of the DURSI.

A. Communication of activities

1. WEB SITE

The web site of AQU Catalunya has now completed one year of activity. During this time, assessments have been made of potential improvements that would allow a more optimal use of the contents manager as well as offering more facilities to users. The improvements that will be strengthened include: the preparation of search engines, the management of historical data, the automation of various applications of both the manager and the web site, the incorporation of facilities for the submission of comments and suggestions on the web site, the creation of new spaces, etc.

2. The quarterly bulletin and AQU News

AQU Catalunya will prepare four quarterly bulletins on paper and on digital media, and it will publish monthly the digital bulletin AQU News (AQU Notícies), which will be completing its first year of existence in the month of June.

3. Relationship with the media

AQU Catalunya seeks to strengthen the relations with the media by informing them promptly through the digital bulletins, generating press notes that will be of special social significance and, if appropriate, organising press conferences that will promote the activities carried out by AQU Catalunya.

4. Attention to the public

AQU Catalunya will work to strengthen and improve the available services of attention to the public: a call centre, diverse e-mails, contacts through the web site and personalised attention. In all these aspects, it will be sought to establish protocols of optimum attention to the persons who contact AQU Catalunya.

B. Promotion and image

1. Image of AQU Catalunya

The corporate image of AQU Catalunya is a fundamental aspect in assuring that the tasks which are carried out will be easily identifiable. For this reason, efforts will be made to homogenise and harmonise its image on all the media used at AQU Catalunya and, moreover, they will be further developed and improved as it becomes necessary to advance along the line of new designs in order to keep the image fully up to date and alive.

2. Preparation of promotional documents

In order to meet the needs of information on AQU Catalunya and its activities, the necessary promotional documents (catalogues, informative leaflets, etc.) will be developed that will allow people to become familiar with the tasks being carried out in an informative, clear and synthetic way. The objective is to simplify the information to the maximum and to simplify communication in matters of university quality.

C. Publications

1. Preparation of the annual activities report

In order to render accounts on the activities carried out, AQU Catalunya will approve and publish the Annual Activities Report 2004 and prepare the Annual Activities Report 2005 for the same purpose.

2. Publication of studies and reports

AQU Catalunya will edit and publish all the documents included in the established collections which are prepared in the course of the year. These collections are of:

- Assessment reports
- Monographs
- Workshop books
- General Frameworks
- European Area of Higher Education
- Promotional documents
- Methodological materials

Moreover, it may edit and publish studies and documents, if appropriate, jointly with other institutions or entities.

V. Planning and internal organisation

The co-operation and exchange activities will be grouped along two major lines of work:

A) Planning of activities and internal organisation

1. ANNUAL PLANNING
2. HUMAN RESOURCES
3. ECONOMIC AND ACCOUNTING MANAGEMENT AND LEGAL CONSULTANCY
4. AGREEMENTS
5. ARCHIVE

B) Internal system of quality and information system

1. INTERNAL SYSTEM OF QUALITY
2. GESTA INFORMATION SYSTEM
3. EXTRANET

Aside from the activities that are comprised along these lines of work, AQU Catalunya may also carry out other activities that are expressly commissioned by the members of its Board of Directors or of the DURSI.

A. Plan of activities and internal organisation

1. Annual plan

AQU Catalunya will periodically review the plan of activities 2005 in order to assure its fulfilment and it will submit the modifications that are considered of interest to the approval of the Board of Directors. Moreover, it will prepare the preliminary project and the final plan of activities for the year 2006.

2. Human resources

In 2005, the training of personnel will be strengthened in accordance with their needs according to the respective working areas, through personalised training plans. Moreover, general training symposia will be held for all the personnel in order to contextualise them in the reality of AQU Catalunya and in the key and transverse activities that must be co-ordinated among all the areas.

Likewise in the field of human resources, it will be a year in which the approval of the collective agreement of AQU Catalunya will stand out. This approval will allow the processes of the competitions to be opened to the positions established in the catalogue of positions of AQU Catalunya.

3. Economic and accounting management and legal consultancy

In 2005, AQU Catalunya will make an effort to automate the processes that are connected with the economic and accounting management of AQU Catalunya in order to simplify these activities to the maximum and to obtain quick information. Additionally, it will promote the annual audits by the Sub-Directorate General for Financial Control of the Department of Economy and Finance of the Generalitat de Catalunya.

The legal consultancy services will continue to be maintained in all the processes and activities that are unfolded by AQU Catalunya in order to assure that they comply with the regulations in force.

4. Agreements

AQU Catalunya will sign the necessary collaboration agreements, with both experts and institutions, in order to carry out the projects, programmes and activities that will be unfolded throughout the year by AQU Catalunya.

5. Archive

AQU Catalunya will make an assessment of its adaptation to the network of archives of the Generalitat de Catalunya, in order to simplify the control and later storage of documentation. Moreover, there will be a strengthening of the GESTA informatic support for the documentary processes that need to be broadened for the correct management of all the documentation.

B. Internal system of quality and information system

1. Internal system of quality

The year 2005 shall mark the completion and consolidation of the start-up of the project that began in the field of quality in the previous year. The consolidation will be reflected through the respective internal and external audits that will be carried out on the system. The quality system shall watch out for the harmonisation of all the components that form part of it, and for the presentation of this project on convenient media with respect to its use and its later development (integration in the system of archives of the Generalitat de Catalunya, the GESTA information system, and the opinions of the LOPD, among others). If possible, it will be sought to certify the internal quality system, which will be based on management by processes and indicators and on the standard ISO 9001:2000.

2. GESTA information system

The year 2005 shall be the year of consolidation of the GESTA programme within AQU Catalunya. For this reason, all the historical data entry processes, preparation and updating of operating protocols and data entry processes shall be completed, and the improvements derived from the developments of the attributions put into operation shall be polished. The good operation and use of the implanted modules will be supervised.

Moreover, this will also be the year for the implantation of automatic systems for calculation of indicators and statistics (data warehousing), which will make reliable data available on the processes and activities of AQU Catalunya.

3. Extranet

Within the GESTA programme, the implantation of the extranet (linked to the AQU Catalunya web site) will be completed and it will be put into operation. The objective is for this programme to be used for the on-line assessment processes and also to simplify the task of the committees that work together with AQU Catalunya.