

# PROCESSES AT AQU CATALUNYA

## Strategic processes

**E.01 Action planning.** This describes the process of drafting, endorsing and reviewing the annual planning of activities and their programming according to the Agency's various sections and departments.

**E.02 Innovation and development** This describes the process of preparation, realisation, development and dissemination of innovation and development activities.

**E.03 Projection and external relations.** This establishes the guidelines for the planning and organisation of the activities underpinning the Agency's external projection and relations.

## Operational processes

**OP.01 Quality assurance, certification and accreditation of programmes and institutions.** This describes the guidelines for the planning, organisation and review of programmes and institutions, including technical preparation and training for reviews, the preparation and carrying out of external reviews, meta-evaluation and the drafting and publication of the final report.

**OP.03 Quality assurance of teaching.** This describes the assessment of teaching staff, focusing primarily on the setting up of review panels, the definition of standards and general procedures, and the carrying out of reviews and meta-evaluation.

**OP.05 Knowledge generation.** This defines the ways in which actions and activities for knowledge generation are to be carried out.

## Support processes

**S.01 Management of external relations.** This describes the handling of the Agency's participation in conferences, seminars and other events.

**S.02 Management of experts.** This describes the process of identifying, selecting and training external QA experts to be appointed to and participate in procedures involving the quality assurance of study programmes and to identify and select experts for teaching staff assessment at higher education institutions.

**S.03 Information and communication technologies/ICT.** This lays down the guidelines for the development of new computer applications and describes the procedure for their introduction and implementation.

**S.04 Management systems.** This describes all the necessary procedures to ensure the smooth running of the Agency's internal quality management and information security system, in particular document management, internal audits and corrective actions and enhancement measures.



**S.06 Human resource management.** This describes the selection, recruitment, training and termination of the Agency's in-house staff.

**S.07 Services and procurement.** This describes the procedures for contract services and procurement.

**S.09 Management of commissions and committees.** This systematises and describes the procedure for setting up, modifying and terminating commissions and committees, excluding those stipulated under legislation (the Catalan Universities Act/LUC).

**S.11 Communication and publications.** This describes all communication processes and the editing and publishing of publications at AQU Catalunya.