



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



# **CATALOGUE OF SERVICES**

Catalan University Quality Assurance Agency

# AQU CATALUNYA

Pursuant to Act 15/2015, 21 July, the Catalan University Quality Assurance Agency (AQU Catalunya) is the main instrument for the promotion and assurance of quality in the university and higher education system in Catalonia.

AQU Catalunya is entrusted with the assessment, accreditation and certification of quality in universities and higher education institutions in Catalonia (degree programmes, teaching staff, institutions and services).

## PRINCIPLES OF ACTION

AQU Catalunya acts in accordance with the principles of:

### 01

#### **RIGOUR AND TECHNICAL INDEPENDENCE**

Which is safeguarded with the appointment of experts of renowned standing from outside the Agency who have no conflicts of interest and act collectively in the rigorous application of quality assurance criteria.

### 02

#### **QUALITY ASSURANCE**

Which is ensured through external audits of the system for internal quality management and information security (ISO 9001 or 27001); and compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) that form a cycle for continuous improvement.

### 03

#### **PROFESSIONALISM**

Which is guaranteed through the application of and compliance with the fundamental values and commitments of the Agency's Code of Ethics by all staff and individuals who form part of review panels.

### 04

#### **TRANSPARENCY**

Which is accomplished through the publication and dissemination of the results and outcomes of its activities through the communication tools used by the Agency (website, e-newsletter, Twitter and Youtube).

# SERVICES AND COMMITMENTS

## SERVICES

## COMMITMENTS

### PROGRAMME AND INSTITUTIONAL REVIEW

- Review and quality assurance of degrees (first-degree, master's and doctoral programmes)
- Institutional review (learning providers - faculties and departments)

- Quality assurance procedures in accordance with established criteria
- Undertaking of QA procedures with the support of independent experts
- Publication of reports

### QUALITY ASSURANCE OF TEACHING STAFF IN HIGHER EDUCATION

- Quality assurance of teaching staff
- Quality assurance of research
- Quality assurance of management

- Quality assurance procedures in accordance with established criteria
- Undertaking of QA procedures with the support of independent experts
- Compliance with timeframes and deadlines set for decisions
- Confidentiality of results

### KNOWLEDGE GENERATION

- Surveys of graduate employment outcomes and satisfaction with degree programmes
- Studies
- Quality assurance methodologies
- Dissemination

- Disseminate results and outcomes in order to promote greater awareness and quality enhancement

### INTERNATIONALISATION

- International quality assurance and reviews
- International projects
- Review and quality assurance of international programmes being delivered in Catalonia

- To actively participate in international projects
- To successfully undergo external review at international level in compliance with the ESG

# CONTACT US



@aqucatalunya



[http://www.aqu.cat/atencio\\_usuari/atencio\\_usuari\\_en.html](http://www.aqu.cat/atencio_usuari/atencio_usuari_en.html)



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