

AVAP FOLLOW-UP REPORT FOR ENQA

June 2024



**AGÈNCIA VALENCIANA
D'AVALUACIÓ I
PROSPECTIVA**



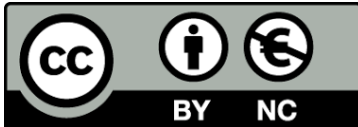
AGÈNCIA VALENCIANA
D'AVALUACIÓ I PROSPECTIVA



© **Agència Valenciana d'Avaluació i Prospectiva**

Plaça de l'Ajuntament nº6, planta 4ª, pta. 6 i planta 5ª, pta. 8

46002, València



The contents of this work are subject to a Creative Commons Attribution-NonCommercial-NoDerivatives 3.0 licence. Reproduction, distribution and public communication is permitted provided that the author is credited and no commercial use is made

of the contents.

The full licence can be found at: <http://creativecommons.org/licenses/by-ncnd/3.0/es/legalcode.es>

AVAP has been a member of ENQA since 22 June 2022. This is the follow-up report prepared by AVAP which is required to be submitted to ENQA before the end of June 2024.

CONTENTS

INTRODUCTION	3
2.2 DESIGNING METHODOLOGIES FIT FOR PURPOSE	5
2.3 IMPLEMENTING PROCESSES	8
2.4 PEER-REVIEW EXPERTS	10
2.5 CRITERIA FOR OUTCOMES.....	13
2.6 REPORTING.....	16
2.7 COMPLAINTS AND APPEALS	18
3.1 ACTIVITIES, POLICY, AND PROCESSES FOR QUALITY ASSURANCE	20
3.3 INDEPENDENCE	22
3.4 THEMATIC ANALYSIS	25
3.5 RESOURCES.....	28
3.6 INTERNAL QUALITY ASSURANCE AND PROFESSIONAL CONDUCT	30
GLOSSARY OF ACRONYMS AND ABBREVIATIONS	33

INTRODUCTION

The Agència Valenciana d'Avaluació i Prospectiva (AVAP) is an entity with its own personality and assets and full capacity to achieve its purposes, attached to the Regional Ministry of Universities. AVAP was created by Law 5/2006 of May 25, 2006, as a public law entity subject to private law. The new organic and functional regulations of AVAP (ROF) were approved by Decree 7/2024 of January 9, 2024.

From February to May 2022, ENQA's panel of experts conducted an external review to analyse AVAP's compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). The findings of this review were published by ENQA and based on that review report, the ENQA Board concluded that AVAP is substantially compliant with the ESG. The Board also requested that a follow-up report be submitted within two years of that decision, in which AVAP would address the recommendations of the expert panel. For the purpose of the EQAR registry, AVAP submitted a review report to EQAR, after which it appeared on the DEQAR registry on March 3, 2023.

The following table represents AVAP's compliance with the aforementioned 2015 ESG standards in the review coordinated by ENQA:

Fully compliant	Substantially compliant	Partially compliant
3.2 Official status	3.1 Activities, policy and processes for quality assurance	3.3 Independence
2.1 Consideration of internal quality assurance	3.5 Resources	3.4 Thematic analysis
	3.6 Internal quality assurance and professional conduct	2.4 Peer-review experts
	2.2 Designing methodologies fit for purpose	2.7 Complaints and appeals
	2.3 Implementing processes	
	2.5 Criteria for outcomes	
	2.6 Reporting	

In addition to the recommendations for improvement expressed by the Review Panel, the ENQA Board included its own considerations along with AVAP's letter of confirmation as a full member.

This follow-up report provides information on the implementation of improvement measures based on the recommendations of the external evaluation report, the considerations of the ENQA Board and those of the EQAR Registration Committee.

This document was initially drafted by AVAP technical staff. Subsequently, it has been shared with the agency's stakeholders, who have contributed with their input to the final drafting.

AVAP would like to thank ENQA for its dedication and professionalism, which has allowed us to implement a series of procedures and decisions that have made an extraordinary contribution to improving all aspects and areas of our agency. It should be noted that, from the very beginning, all AVAP staff started working to implement the recommendations and suggestions made by ENQA's Board and by the panel of experts, which was not an easy task, since some of them implied important changes in AVAP's regulatory framework, making those changes a great challenge for the agency. Finally, we can assure that, thanks to the recommendations and suggestions of both the Board and the panel, we have become in all aspects a stronger and more efficient agency.

2.2 DESIGNING METHODOLOGIES FIT FOR PURPOSE

Standard:

External quality assurance should be defined and designed specifically to ensure its fitness to achieve the aims and objectives set for it, while taking into account relevant regulations. Stakeholders should be involved in its design and continuous improvement.

ENQA Agency Review 2022

The review panel **recommends** AVAP to take an active position in developing its assessment methodologies with genuine involvement from stakeholders, in particular, the higher education institutions, and following the strategic priorities set for the education policy in the Valencian region.

The review panel **recommends** AVAP to develop an internal procedure that would allow them to discuss the methodologies for the assessment of degrees, the guidelines and protocols internally and externally, through a transparent procedure.

The review panel **recommends** AVAP to include questions related to assessment methodologies in its surveys to the higher education institutions and experts involved in assessment processes and to use the feedback for improvement of its methodologies.

The review panel **recommends** AVAP to ensure full representation of its stakeholders in the establishment of the Committee of methodologies, protocols and appointments.

Panel suggestions for further improvement

AVAP could take a more proactive role in REACU especially when assuming additional responsibilities after EQAR registration and when prompted for a full role as an independent agency from ANECA.

Substantially compliant

In Spain there is a legal framework that regulates all quality assurance activities, and it is in the Spanish Network of University Quality Agencies (REACU) where the Spanish legal framework is discussed and the basis for all activities related to QA in higher education is laid. As far as the Valencian Community is concerned, the AGÈNCIA VALENCIANA D'AVALUACIÓ I PROSPECTIVA (AVAP) is the organisation that has a predominant position when it comes to approving the specific protocols for our autonomous Valencian Community.

AVAP established the Protocols and Appeals Commission, which is responsible for reviewing and validating all the agency's protocols. This commission began its work by validating the protocols, previously communicated to all parties involved, and published on our website. The composition of this commission includes a student representative and can be found on the AVAP website.

Regarding this point, AVAP meets periodically with all Valencian universities, at least once a year on a regulated basis, and makes individualised visits to each of them to hold meetings with the vice-rectors and the staff of the quality areas. Full information on this issue is available on the AVAP website.

AVAP also holds meetings with student representatives from Valencian universities and with the National Coordination of Student Representatives of Public Universities (CREUP). As a result of these meetings, and as a document that we consider innovative, AVAP has incorporated a new report from the students, added as a new evidence, under the guidelines provided by AVAP on the accreditation of official programmes of the Valencian Community. As an example of this, the Assembla de Representants ETSE-UV has developed the *Report of Students of Accreditation of Programmes*. The first of these reports, namely the Degree in Data Science offered by the Universitat de València, was published on September 29, 2023. Since then, this evidence is part of the list of evidence to be presented for the programmes and we hope it will be the first of a long series of collaborations between AVAP and the student representatives of all Valencian universities.

AVAP takes a special interest in knowing the degree of satisfaction of Evaluators and Collaborating Applicants, in order to analyse the results and be able to carry out improvements or new strategies that allow a better fulfillment of the agency's goals and objectives. To this end, AVAP conducts an annual survey to measure the degree of satisfaction of the agency's stakeholders, as well as to learn about the different points of view, so that they can provide information on what they consider to be AVAP's weak points, suggestions, new initiatives and threats that the members of the different committees consider to be related to the agency's mission, which is very useful for us to continue improving. In recent months, the computer platform for managing the different evaluation programmes is being modified to incorporate this satisfaction survey. In this way, we will achieve a better and more efficient management of the procedure and we will obtain the results more quickly.

On the other hand, AVAP has published its QA Internal Quality Assurance System Handbook, which has obtained the ISO9001:2015 certificate, where, in section FP.D.18, it establishes the procedure to perform a systematised analysis of the relevant information applicable to the agency, in order to verify the effectiveness and degree of compliance of the management system, as well as to identify and define the needs for improvement and, in addition, the technical and human needs necessary in the face of a change that affects the service provided, activities that affect several departments, or are prolonged in time. AVAP's management reviews the functioning of the Quality Management System at least once a year, in addition to holding meetings with the heads of the different areas to ensure its continuous adaptation, effectiveness and alignment with the agency's strategic direction, in order to:

- Evaluate the consistency, effectiveness, and adequacy of the Management System.
- Detect opportunities for improvement.
- Detect needs for changes in the Management System.

In particular, among other issues, we analyse customer satisfaction, complaints, suggestions and feedback from interested parties; degree of compliance with objectives; performance of processes and conformity of products and services.

As can be seen, AVAP is continuously reviewing its processes and methodologies, gathering feedback from all parties involved in the different procedures, so that this continuous questioning of these procedures constitutes a dynamic strategy of our development.

EVIDENCIAS:
https://avap.es/en/higher-education/official-university-degrees/protocols-and-appeals-commission/
https://avap.es/wp-content/uploads/2021/12/4.1-Certification-renewal-Protocol-for-Bachelor-and-Master-Degrees.pdf
https://avap.es/wp-content/uploads/2021/09/5.1-Protocolo-Programa-Renovacion-Acreditacion-Doctorado-en-GB.pdf
https://avap.es/en/higher-education/official-university-degrees/follow-up-study-programmes/undergraduate-degrees/
https://avap.es/en/higher-education/official-university-degrees/follow-up-study-programmes/postgraduate-programmes/
https://avap.es/wp-content/uploads/2023/01/1.-Protocolo-Programa-de-Autorizacion-en-GB-1.pdf
memoria-actividades-2023-1.pdf (avap.es) (in Spanish)
https://avap.es/en/satisfaction-surveys/
https://avap.es/wp-content/uploads/2023/01/QA-Handbook.pdf (in Spanish)
https://adretse.uv.es/el-adr-etse-es-la-primera-delegacio-destudiants-valenciana-que-realitza-un-informe-avap-per-a-la-reacreditacio-de-titols-ciencia-de-dades/ (in Valencian)
https://avap.es/wp-content/uploads/2023/01/5.1-Anexo-I-Modelo-de-autoinforme-Tablas-y-Evidencias-en-GB.pdf
https://avap.es/en/

2.3 IMPLEMENTING PROCESSES

Standard:

External quality assurance processes should be reliable, useful, pre-defined, implemented consistently and published. They include:

- *a self-assessment or equivalent*
- *an external assessment normally including a site visit*
- *a report resulting from the external assessment*
- *a consistent follow-up*

ENQA Agency Review 2022

The review panel **recommends** AVAP to establish a site visit for authorization of new study programmes and foresee specific cases when site visit would be applicable in study programme follow up-procedure.

Panel suggestions for further improvement

The review panel **suggests** that AVAP considers the implementation of the four-stage approach for new procedures to be established, in particular, the evaluation, assessment, certification and accreditation of university institutions.

The review panel **suggests** that AVAP explores other ways for ensuring follow-up, apart from implementing the “study programme follow-up” procedure.

Substantially compliant

AVAP has started to carry out the verification of new programmes and the review of modifications proposed by the universities. Both procedures, verification and modification, until now in charge of the national agency ANECA, are covered by AVAP in the same evaluation protocol. This protocol establishes that, in order to carry out these evaluation processes, AVAP must set up evaluation committees and commissions made up of academic staff of recognised prestige, university students and professionals, which has already been set up and is now fully operational.

AVAP is responsible for assessing new applications for the implementation of official bachelor's, master's and doctoral programmes submitted by Valencian universities. Subsequently, once the courses registered in the Register of Universities, Centres and Programmes (RUCT) have been implemented, AVAP monitors compliance with the project contained in the syllabus verified by the

Council of Universities. Finally, through a renewal of accreditation, AVAP will check that the curriculum is being carried out in accordance with the initial project and that the learning outcomes are being achieved. To manage these tasks, framed within the alignment with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), AVAP has set up the following technical commissions:

- Programme Verification Commission
- Branch Verification Committees
- Authorisation Committee
- Follow-up Committee
- External Evaluation Committees
- Programme Evaluation Commission
- Protocols and Appeals Commission

The operating regulations of all these commissions have been published. It is a dynamic text, which is regularly updated as part of the agency's system of continuous improvement. The configuration and terminology used is aligned with the criteria and guidelines for quality assurance in the European Higher Education Area (ESG), which are the reference for the internal quality assurance systems (SGIC) of the universities and the external evaluation procedures by the quality assurance agencies of the Spanish university system, registered in the European Register of Quality Assurance Agencies in Higher Education (DEQAR).

EVIDENCIAS:
https://avap.es/wp-content/uploads/2023/01/QA-Handbook.pdf (in Spanish)
https://avap.es/en/verification-and-modification/
https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Autorizacion-en-GB.pdf
https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Seguimiento-en-GB.pdf
https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Evaluacion-Externa.pdf (in Spanish)
https://avap.es/wp-content/uploads/2023/01/ROF-Comision-de-Evaluacion-de-Titulos-en-GB.pdf (in Spanish)
https://avap.es/en/higher-education/official-university-degrees/protocols-and-appeals-commission/

2.4 PEER-REVIEW EXPERTS

Standard:

External quality assurance should be carried out by groups of external experts that include (a) student member(s).

ENQA Agency Review 2022

The review panel **recommends** AVAP to develop a consistent training strategy that would foresee a possibility for a regular training for all evaluators and a specific training for evaluators engaged in assessment procedures.

The review panel **recommends** AVAP urgently to reconsider the role of student members in expert groups – specifically, to remove the responsibility for administrative issues and redistribute the overall responsibilities for assessing the criteria.

The review panel **recommends** the introduction of student members in all assessment procedures currently implemented or to be implemented by AVAP.

Partially compliant

The Authorisation Committee (AC) is a technical evaluation body of AVAP responsible for the evaluation of the implementation of the new official programmes in the Valencian Community. The AC, as in the other committees and commissions, is a collegiate body whose members are expert evaluators from outside the Valencian university system. Its members include a student with experience in evaluation processes.

As far as the monitoring process of official study syllabuses is concerned, it should be pointed out that it is not an isolated process. The monitoring process is regulated (like other QA processes) by Royal Decree 822/2021 of 28 September, which establishes the organisation of university education and the quality assurance procedure. This Royal Decree is issued by the Spanish Ministry of Universities and is valid for all Spanish universities. As such, this is a legal and regulated process and AVAP has the role of adapting it in Valencian Community. In this sense, AVAP periodically reviews this process. All official bachelor's, master's and doctoral programmes must carry out this process every three years.

Regarding the different roles of each member of the different committees, it should be noted that, prior to the recent update in 2022, each member of the committees, including the student, was assigned specific criteria and standards, and the student was assigned administrative tasks. Following

these changes, published in our protocols, all committee members must check that the universities in question meet the criteria and standards as defined by the ESG. Thus, all members of the different committees review all criteria, and the student no longer performs administrative tasks.

On the subject of expert training, a series of training sessions have been scheduled for the experts, in which AVAP staff can also participate and benefit from this training. These sessions have taken place during 2023 and are planned to take place also during 2024.

This training, which is aimed at academics, professionals and students who collaborate with AVAP as evaluators, focuses on relevant aspects of the programme evaluation process, with experts explaining the basic aspects that an evaluation report should contain.

In addition to the actions that follow the ESG, AVAP carries out, among others, R&D&I evaluations of institutions and different entities (universities, research centres), for which training activities are also organised, such as, for example, within the R&D evaluations, the unified criteria for the Grisolia 2023 Research Commission, of 16/12/2022, which exhaustively details the guidelines to be taken into account by the aforementioned commission when carrying out evaluations.

AVAP also manages the technical review of the different research programmes launched by the regional government. As part of the training given to the evaluation staff, in this case, it is worth mentioning the recommendations for the preparation of evaluation reports for 2023, within the *'Programme for the promotion of scientific research, technological development and innovation in the Valencian Community'*, in which the criteria and guidelines to be taken into account by the evaluators in the preparation of the aforementioned evaluation reports are cited.

It should also be noted that AVAP staff regularly make technical visits to other Spanish evaluation agencies. One of the most recent visits was to Madrid, to the Fundación del Conocimiento madri+d, to attend a training session on verification and modification. Similarly, telematic training sessions are regularly held with other agencies, most recently with AQU Cataluña (27/11/2023) and ACCUEE Canarias (15/11/2023). On 19 February 2024, AVAP also participated in the presentation of the National Chapter Spain of CoARA, a pioneering initiative aimed at reforming research evaluation processes in Spain. In addition to AVAP, the National Chapter Spain includes 11 other Spanish quality agencies, as well as 11 research centres, 58 universities and other organisations, with the aim of reviewing and developing criteria, tools and procedures for research evaluation.

In addition, AVAP has signed collaboration agreements with other agencies, namely with the Quality and Prospective Agency of Aragon (ACPUA), with the aim of training students in the main activities of university evaluation and certification. The goal of this training is not only to foster a culture of quality in higher education among students, but also to fully develop, in a stimulating and cooperative way, the European standard on student participation (ESG 2.4) in university evaluation visits and processes.

AVAP also collaborates with National Coordination of Student Representatives of Public Universities (CREUP), an association that represents more than one million students, in training related to the management of quality processes in higher education, with the aim of training students who will later collaborate with AVAP and the rest of the Spanish agencies.

Finally, it is important to note that the evaluators who collaborate with AVAP have often already become regular collaborators, or at least have collaborated with the agency on more than one occasion and are therefore considered to be properly trained, so that regular training for these staff is not essential. In any case, the agency's official staff meet with the evaluators before, during and after they carry out their tasks, whatever they may be, and are therefore always ready to clarify any doubts that may arise, thus ensuring that the evaluators are clear about the criteria and guidelines to be followed.

EVIDENCIAS:

<https://avap.es/en/higher-education/official-university-degrees/authorization-of-new-titles/evaluation-procedure/>

<https://avap.es/en/higher-education/official-university-degrees/follow-up-study-programmes/>

<https://avap.es/en/avap-organises-online-training-for-university-professors/>

<https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Autorizacion-en-GB.pdf>

https://dogv.gva.es/datos/2023/11/29/pdf/2023_11752.pdf (in Spanish)

<https://avap.es/en/higher-education/official-university-degrees/follow-up-study-programmes/>

<https://avap.es/es/webinar-de-formacion-del-estudiantado-en-evaluacion-universitaria/>
(in Spanish)

<https://avap.es/en/avap-joins-the-presentation-of-the-national-chapter-spain/>

https://dogv.gva.es/datos/2024/02/12/pdf/2024_1028.pdf (in Spanish, page 6040)

<https://avap.es/wp-content/uploads/2024/05/Recomendaciones-a-evaluadores-ID-2023.pdf> (in Spanish)

https://avap.es/wp-content/uploads/2024/05/Criterios-GRISOLIA-2024_Comite-Ingenieria-y-Arquitectura.pdf (in Spanish)

2.5 CRITERIA FOR OUTCOMES

Standard:

Any outcomes or judgements made as the result of external quality assurance should be based on explicit and published criteria that are applied consistently, irrespective of whether the process leads to a formal decision.

ENQA Agency Review 2022

The review panel **recommends** AVAP to develop and publish written bylaws on the decision-making process for different decision-making bodies, particularly describing the process of changing the findings of expert teams.

The review panel **recommends** AVAP to offer mandatory training to all incoming members of their decision-making bodies and to offer possibilities for continuous professional development to all members of decision-making bodies, possibly in cooperation with other quality assurance agencies in Spain.

Substantially compliant

AVAP has established rules of procedure, which are published on the AVAP website, for the following committees:

- Programme Verification Commission
- Branch Verification Committees
- Authorisation Committee
- Follow-up Committee
- External Evaluation Committees
- Programme Evaluation Commission
- Protocols and Appeals Commission

All the protocols have been reformulated and updated and have been validated by the Protocols and Appeals Commission, so that the report of the panel of experts is public and autonomous.

Rubrics and support material have been developed to support the evaluators involved in the different evaluation activities.

As an example, in the re-accreditation process, the changes made following the 2022 ENQA report are as follows:

- The visit report is issued by the External Evaluation Committee and sent to the university concerned.
- The university has five days to report factual errors.
- The External Evaluation Committee resolves factual errors, and the Evaluation report is issued.
- The Programme Evaluation Commission issues a proposed report, which is sent to the university, based on the Evaluation report and other evidence.
- The university can make allegations against this report.
- The Programme Evaluation Commission resolves the allegations, and the report is sent to the university and the Council of Universities.
- The Council of Universities issues the final resolution, as established in R.D. 822/2021.
- The university can appeal against the final decision issued by the Council of Universities. The AVAP body in charge of resolving these allegations is the Protocols and Appeals Commission.

AVAP is responsible for the technical review of research calls launched by the Regional Ministry of Higher Education, which ties in with the panel's recommendation to offer mandatory training to all incoming members of decision-making bodies. As already mentioned in ESG 2.4 PEER-REVIEW EXPERTS, as part of the training offered within the "*Programme for the promotion of scientific research, technological development and innovation in the Valencian Community*", recommendations for the elaboration of evaluation reports are given to the evaluation staff, citing the criteria and guidelines to be taken into account by the evaluators in the elaboration of the evaluation reports.

As it is also mentioned in ESG 2.4, AVAP has signed collaboration agreements with other evaluation agencies, specifically with ACPUA of Aragón, to provide training in university evaluation and certification activities for students, in addition to the aforementioned collaboration with CREUP.

EVIDENCIAS:

<https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Autorizacion-en-GB.pdf>

<https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Seguimiento-en-GB.pdf>

<https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Evaluacion-Externa.pdf> **(in Spanish)**

<https://avap.es/wp-content/uploads/2023/01/ROF-Comision-de-Evaluacion-de-Titulos-en-GB.pdf> **(in Spanish)**

<https://avap.es/en/higher-education/official-university-degrees/protocols-and-appeals-commission/>

<https://avap.es/en/higher-education/official-university-degrees/programme-evaluation-commission/>

<https://avap.es/wp-content/uploads/2021/12/4.1-Certification-renewal-Protocol-for-Bachelor-and-Master-Degrees.pdf>

<https://avap.es/es/webinar-de-formacion-del-estudiantado-en-evaluacion-universitaria/> **(in Spanish)**

<https://avap.es/wp-content/uploads/2024/05/Recomendaciones-a-evaluadores-ID-2023.pdf> **(in Spanish)**

2.6 REPORTING

Standard:

Full reports by the experts should be published, clear and accessible to the academic community, external partners and other interested individuals. If the agency takes any formal decision based on the reports, the decision should be published together with the report.

ENQA Agency Review 2022

The review panel **recommends** that AVAP publishes the reports produced by the external experts alongside clearly documented changes that are made by the decision-making body.

The review panel **suggests** AVAP to notify stakeholders (experts involved in assessment and the higher education institution) of the report individually when the final report is signed and published.

The review panel **suggests** that recommendations in the review report should be separated from the evidence and analysis or included in a separate section.

Substantially compliant

AVAP achieved ENQA membership in July 2022 and, to this end, underwent a process that includes, among others, a self-assessment report (SAR), an external evaluation and an expert panel report, which includes evidence and analysis of the agency's compliance with the ESG. For each standard, the report provides an opinion of compliance, partial compliance, or non-compliance. The report also includes recommendations, acknowledgements and suggestions for further development. AVAP has links on its website to ENQA and EQAR, where the self-assessment report (SAR), the ENQA expert panel report and the application for inclusion in the EQAR register can be consulted.

It should be noted that the reports issued by AVAP clearly differentiate the sections on recommendations, obligatory changes and, finally, commendations.

Furthermore, at the time of writing this follow-up report, 91 full reports issued by AVAP (since March 2023), corresponding to 46 Spanish HEIs, are already available on the DEQAR website, and from now on, every new report will be automatically available on the DEQAR website.

EVIDENCIAS:

<https://avap.es/en/avap-reports/international/>

<https://www.enqa.eu/membership-database/avap-valencian-agency-for-strategic-assessment-and-forecasting/>

<https://www.eqar.eu/register/agencies/>

<https://www.eqar.eu/register/agencies/agency/?id=72>

2.7 COMPLAINTS AND APPEALS

Standard:

Complaints and appeals processes should be clearly defined as part of the design of external quality assurance processes and communicated to the institutions.

ENQA Agency Review 2022

The review panel **recommends** AVAP to establish a permanent appeals committee that would review appeals on the formal outcome of all assessment procedures implemented by AVAP.

The review panel **recommends** AVAP to establish a procedure for complaints that is different from the appeals and has clear instructions for the users defined.

The review panel **recommends** AVAP to reconsider the function of the current Guarantee's Commission in the light of new procedures for complaints and appeals.

The review panel **suggests** communicating the possibility to complain about procedural aspects as a part of AVAP's assessment methodologies.

Partially compliant

Regarding the complaint procedure, we have improved the process as follows:

- The mailbox is now more visible on our website. In the "Transparency" section we have updated the process for "Suggestions, Complaints and Compliments". There is a specific procedure that AVAP has established, regulated in the Resolution of 2 December 2020, of the Presidency of AVAP.
- In addition to what has already been mentioned, all our QA Protocols include a section called "Complaints and Appeals" which clearly defines the procedures for claims or complaints (dissatisfaction with the activity of the processes or of who has carried them out) and for allegations (appealing the formal resolution), establishing two separate procedures for this, specifying the bodies responsible for their processing and resolution, as well as detailed and clear instructions for the interested parties.

As far as the appeals procedure is concerned, it is possible to make allegations in all QA processes. The final decision can be appealed through the Protocols and Appeals Commission, which is a standing commission that is fully operational.

The members of the Programme Evaluation Commission and the Protocols and Appeals Commission are formally appointed and have been active and working since December 2022. As an example, the Programme Evaluation Commission has been working on the process of renewing accreditations that have come to AVAP since November 2022, and the Protocols and Appeals Commission has validated the updating of the protocols.

With regard to the panel's recommendation that, in view of the new procedures for complaints and appeals, AVAP should reconsider the role of the Guarantees Committee, it is important to note that the functions of the former Guarantees Committee have been taken over by the Standing Commission and the Protocols and Appeals Commission. Specifically, according to article 3 of the Regulations on the Organisation and Functioning of the aforementioned Protocols and Appeals Commission, its functions include, among others, the review of appeals received, the review of complaints received by AVAP, the drafting and issuing of reports related to appeals and complaints, and the drafting and validation of protocols for the evaluation of quality assurance activities carried out by AVAP. For its part, according to article 8.6 of AVAP's new ROF, the Standing Committee of the Steering Committee resolves the administrative appeals that may be lodged, in accordance with general legislation, against the resolutions and legal acts issued by the Directorate General in the exercise of its powers, thus putting an end to the administrative process.

EVIDENCIAS:

<https://avap.es/en/avap-reports/suggestions-complaints-and-congratulations/>

<https://avap.es/wp-content/uploads/2023/01/4-Protocolo-Programa-Renovacion-Acreditacion-Grado-y-Master-2023-en-GB-1.pdf> (page 30)

<https://avap.es/wp-content/uploads/2021/12/2.1-Follow-up-Protocol-for-Bachelor-and-Master-Degrees.pdf> (page 26)

<https://avap.es/wp-content/uploads/2023/01/1.-Protocolo-Programa-de-Autorizacion-en-GB-1.pdf> (page 9)

<https://avap.es/en/higher-education/official-university-degrees/programme-evaluation-commission/>

<https://avap.es/en/higher-education/official-university-degrees/protocols-and-appeals-commission/>

<https://avap.es/wp-content/uploads/2023/01/ROF-Comision-de-Evaluacion-de-Titulos-en-GB.pdf> (in Spanish, page 4)

https://dogv.gva.es/datos/2024/01/12/pdf/2024_156.pdf (in Spanish)

3.1 ACTIVITIES, POLICY, AND PROCESSES FOR QUALITY ASSURANCE

Standard:

Agencies should undertake external quality assurance activities as defined in Part 2 of the ESG on a regular basis. They should have clear and explicit goals and objectives that are part of their publicly available mission statement. These should translate into the daily work of the agency. Agencies should ensure the involvement of stakeholders in their governance and work.

ENQA Agency Review 2022

The review panel **recommends** that AVAP ensures that student members are actually represented in all decision-making bodies and that the full composition of each decision-making body is properly reflected on the AVAP website.

Panel suggestions for further improvement

More international members could take part in the decisions of AVAP and as stakeholders in the governing bodies of the agency.

Substantially compliant

The Consell, the regional governing body of the autonomous Valencian Community, approved on 9 January 2024 the new organic and functional regulations (ROF) of the Agència Valenciana d'Avaluació i Prospectiva (AVAP).

In article 6.1, the regulation establishes that AVAP's governing bodies are the Presidency, the Steering Committee and the Directorate General.

Article 6.2 states that AVAP will have, as consultative bodies, an advisory board and a student commission.

Article 8.3 establishes the functions and composition of the Steering Committee, whose members will include a student, who will be elected by the Student Commission.

In addition, article 8.4 states that the Steering Committee shall act in plenary session or as a Standing Commission, of which the representative elected by the Student Commission shall also be a member.

Article 11 of AVAP's ROF establishes that the Student Commission is the consultative body, made up of student representatives from all Valencian universities, which collaborates with AVAP in its

activities, mainly in the promotion and dissemination among students of evaluation activities for university quality assurance in the Valencian Community.

In all AVAP's Technical Commissions there is a student member with the same tasks as the rest of the members.

In recent years, the presence of international evaluators has been increasing. But so far, this increase has been almost entirely linked to the management of the agency's research activities, which, as mentioned above, account for around 40% of AVAP's total activity.

EVIDENCIAS:
https://avap.es/wp-content/uploads/2024/01/2024_ROF_AVAP.pdf (in Spanish)
https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Autorizacion-en-GB.pdf
https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Seguimiento-en-GB.pdf
https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Evaluacion-Externa.pdf (in Spanish)
https://avap.es/wp-content/uploads/2023/01/ROF-Comision-de-Evaluacion-de-Titulos-en-GB.pdf (in Spanish)
https://avap.es/en/higher-education/official-university-degrees/protocols-and-appeals-commission/

3.3 INDEPENDENCE

Standard:

Agencies should be independent and act autonomously. They should have full responsibility for their operations and the outcomes of those operations without third party influence.

ENQA Agency Review 2022

The panel **recommends** AVAP to engage in a discussion with the Regional Government about the current state of organisational independence with a view to reduce the dominant role of the Government representatives in its governance notably the Executive Committee.

The panel **recommends** AVAP to revise the appointment procedure of the Director by the SC, in order to prove more formal independence from the regional government.

The panel **recommends** AVAP to approve Rules of Procedure for each managing and decision-making body that would regulate the decision-making procedure and formally ensure that it is consistent and fully independent.

The panel **recommends** AVAP to develop and publish clear selection principles and application procedure for composing its collegial decision-making bodies, for example, the Accreditation Commission.

Partially compliant

It should be noted that the regional government has no influence on AVAP's governance and operations. All technical decisions regarding the study programmes are taken by the technical bodies that carry out the evaluations.

The previous Steering Committee had a large number of representatives from the regional government and, in order to minimise our dependence on them, AVAP's rules of procedure have been modified. It should be noted that, in Spain, changing these rules requires a legal process involving many parties. We are pleased to announce that this process has now been completed.

Finally, in its session on 9 January, the Consell, the regional government of the Valencian Community, approved the updating of AVAP's organisational and functional regulations (ROF). This revision marks a turning point in the adaptation of the agency to the demanding requirements of higher education in the Valencian Community.

The preamble to AVAP's new ROF states that AVAP is entrusted with a function that requires an organisational model that guarantees AVAP's independence, objectivity, excellence and transparency as a means of achieving international recognition and promoting the regional development of the Valencian Community.

The purpose of these new regulations is to adapt AVAP's structure and organisation to the changes brought about by the capacity to carry out new tasks, as a result of AVAP's incorporation into the DEQAR register of European agencies, and the updates to national regulations on the application of quality management in higher education in the Valencian Community.

In this context, the concept of quality is constantly evolving, in accordance with the new requirements and demands of the concept, which is why the regulations include the need to make the creation and transformation of different technical commissions more flexible, depending on the needs that arise.

In all its technical activities, AVAP follows the standards and guidelines for quality assurance in the European Higher Education Area (ESG), which represent the European framework for internal and external university quality assurance.

In its articles 4 and 5, the new regulation (ROF) emphasises that, in order to fulfil its aims, AVAP will act according to the principles of, among others, independence, objectivity, excellence and transparency, carrying out its functions with rigorous independence in the evaluation and decision-making processes.

The update focuses on two key areas, the reorganisation of the staff structure and the reorganisation of the governing bodies. On the one hand, the area of human and economic resources management is strengthened, as well as its normative regulation and the international presence of Valencian higher education, while guaranteeing and improving educational quality standards. On the other hand, AVAP has redefined its governance structure, which is as follows:

- a) the Presidency
- b) The Steering Committee, which is AVAP's collegiate body and has general (and non-technical) functions, such as approving the budget and annual accounts, staff organisation, the annual activity plan, etc. The Steering Committee will act as a Plenary or Standing Commission. This is one of the main changes in AVAP's procedural rules to gain independence, as this Standing Commission is not composed of representatives of the regional government and replaces the former Executive Committee.
- c) The Directorate General.

In addition, consultative bodies, such as the Advisory Board and the Students' Commission, have been established, thus ensuring the inclusion of diverse perspectives in the decision-making process.

Another factor to be taken into account, which reinforces AVAP's independence, is the fact that the mandate of the agency's Director General has been renewed by the new incoming government of the Valencian Community. The previous government, of a different political persuasion to the current one, had appointed the Director General for the period 2019 to 2023, and the new government has confirmed him in his post until 2027, which further strengthens AVAP's independent nature.

On the other hand, as mentioned above, the Steering Committee has the possibility of functioning as a Standing Commission, a body in which no member of the regional government is represented and whose functions are essentially, according to article 8.6 of AVAP's ROF, as explained in ESG 2.7 (Complaints and appeals), to resolve the appropriate administrative appeals lodged against resolutions of the Directorate General.

Finally, it should be noted that regulations have been drawn up and are public for each of AVAP's technical committees, which describe in detail the rules of procedure, composition, and operation of each of them.

EVIDENCIAS:

<https://avap.es/en/transparency/legal-information/>

<https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Autorizacion-en-GB.pdf>

<https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Seguimiento-en-GB.pdf>

<https://avap.es/wp-content/uploads/2023/01/ROF-Comite-de-Evaluacion-Externa.pdf> **(in Spanish)**

<https://avap.es/wp-content/uploads/2023/01/ROF-Comision-de-Evaluacion-de-Titulos-en-GB.pdf> **(in Spanish)**

<https://avap.es/en/higher-education/official-university-degrees/protocols-and-appeals-commission/>

3.4 THEMATIC ANALYSIS

Standard:

Agencies should regularly publish reports that describe and analyze the general findings of their external quality assurance activities.

ENQA Agency Review 2022

The review panel **recommends** AVAP to strengthen its activities in REACU's joint thematic analyses by contributing AVAP's own reports and communicating their outcomes to AVAP's stakeholders.

The review panel **recommends** AVAP to (re)start thematic analyses at the regional level, to involve regional stakeholders in identifying relevant topics and to communicate the outcomes to them.

The review panel **recommends** AVAP to consider potentials of integrating thematic analyses and foresight activities.

Partially compliant

In 2019 it was decided, during a REACU meeting, to work on the joint design of reports that respond to the guidelines established by the 3.4 standards (Thematic Analysis), as structured analyses of the situation of the university system in specific areas, showing the evolution, trends, good practices and areas for improvement, with the aim of providing information to the universities themselves, administrations and social agents for decision-making.

AVAP has been participating for some time now, together with other Spanish quality agencies, in thematic monographic sessions, which show the main conclusions of the results of the accreditation reports of the different programmes, related to a specific subject and to the employers' perspective on their insertion in the labour market.

Thematic analyses are studies that go beyond accreditations or certifications and are carried out by the agencies on the basis of the results obtained in their evaluations. This is one of the areas of activity that the agency wants to promote since it started participating in this type of initiative.

AVAP continues to collaborate with some other Spanish agencies, and we are organising studies focused on our region; specifically, AVAP has participated in the Nursing, Journalism and Audiovisual Communication and in the Master of Teacher Training.

With regard to studies focused on our territory, we have opted to open a line of work on the labour market insertion of our graduates. In 2016, AVAP coordinated the "*Green Book on the Employability of University Graduates in Valencian Community*", which had a great impact, but without continuity over time. In the near future, we intend to coordinate the Observatory of Labour Market Insertion in higher education in the Valencian Community, following a common process coordinated by AVAP. With this aim, in 2020 we designed a document showing the employability situation of our graduates in our universities. We wanted to find out through a qualitative study how the first generations of young graduates were reaching the labour market. As a next step, we have carried out a study that will serve as a pilot experience in labour market insertion in the area of environmental sciences, a subject chosen at the express request of our universities, and whose conclusions we have already presented to society.

Under the technical direction of AQU Catalunya, and in collaboration with AQUA (Agència de Qualitat de l'Ensenyament Superior d'Andorra) and the Secretariat for Universities and Research of the Government of Catalonia, within the framework of the Xarxa Vives d'Universitats, AVAP has also participated in the third edition of the Via Universitària project, developed between 2020 and 2022, a study that aims to find out the profile of university students, study conditions and degree of satisfaction with the university and teaching. The fourth edition of this project, "*Via Universitària: access, learning conditions, expectations and returns to university studies (2023-2025)*", in which AVAP is also participating, is currently underway. This initiative consists of four phases, in which, after having carried out the preparatory work for the design of the team and the survey, the second phase is in full fieldwork mode, with the online survey of all students.

AVAP actively participates in REACU's thematic analyses and will continue to do so, and it is planned that we will carry out our own regional thematic analyses, starting with the establishment of an Employability Observatory. An example of AVAP's special interest in this matter is AVAP's Strategic Plan for 2023-2026, which considers collaboration with other agencies, both national and international, in the development of thematic analyses as one of the strategic objectives of Axis 4 (Foresight, Thematic Analyses and Employment Observatory in the Valencian Community).

In November 2023, AVAP participated as an observer in the evaluation process of several official university programmes of the Universitat Politècnica de València (UPV), carried out by the American agency ABET, to confirm the excellence of 10 programmes and the coherence with the international standards established by ABET.

AVAP has also participated, together with AQU Catalunya, in the *Survey on the Labour Market Insertion of Environmental Science Graduates in 2023*, a comparative study of Environmental Science bachelor's degrees in Catalonia and the Valencian Community, with the aim of adjusting the supply and demand for university-level labour, adjusting the training profile of the degrees to labour market needs, as well as informing future students and improving educational guidance.

In this section, AVAP has also collaborated with the ED-AFFICHE consortium in coordinating efforts to promote the European programme, resulting in concrete recommendations to Member States, the European Commission, quality assurance agencies and higher education institutions on measures they can take to pave the way towards the European degree and joint programmes in general.

EVIDENCIAS:

<https://avap.es/en/avap-coordinates-together-with-aqu-cataluna-and-acpua-a-pioneering-study-on-labour-market-insertion-in-spain/>

<https://avap.es/en/thematic-analyses/>

<https://avap.es/en/avap-reports/forecasting/>

<https://avap.es/wp-content/uploads/2023/01/PLAN-ESTRATEGICO-AVAP-2023-2026-FINAL29-eng.pdf>

<https://www.aqu.cat/es/Estudios/Difusion/Publicaciones/Buscador-de-publicaciones/Via-universitaria-Acces-condicions-d-aprenentatge-expectatives-i-retorns-dels-estudis-universitaris-2020-2022> **(in Catalan)**

<https://www.vives.org/programes/estudiants/viauniversitaria-2/#1601287305459-79dadfc4-9bb8> **(in Catalan)**

<https://www.url.edu/es/sala-de-prensa/noticias/institucional/2023/la-xarxa-vives-pone-en-marcha-una-4a-edicion-del-estudio-universitaria-para-conocer-la-situacion-y-las-condiciones-de-vida-de-los-estudiantes> **(in Spanish)**

<https://avap.es/en/9634-2/>

<https://www.aqu.cat/es/doc/Estudis/il-titulats/Ciencies-Ambientals/Resultats-de-l-enquesta-d-insercio-laboral-dels-graduats-i-graduades-en-Ciencies-Ambientals-2023> **(in Spanish)**

<https://avap.es/en/teaching-staff/docentia-program/>

<https://www.ucv.es/actualidad/todas-las-noticias/artmid/5804/articleid/9999/ed-affiche-pide-a-la-comision-europea-una-coordinacion-%E2%80%9Cfuerte%E2%80%9D-para-impulsar-el-titulo-europeo> **(in Spanish)**

3.5 RESOURCES

Standard:

Agencies should have adequate and appropriate resources, both human and financial, to carry out their work.

ENQA Agency Review 2022

The review panel **recommends** AVAP to establish an internal staff development scheme that focuses on knowledge, skills and competences specific to the activities of AVAP rather than general professional development opportunities provided to civil servants. This scheme should include an induction scheme.

The review panel **recommends** AVAP to carefully analyse the overall staff workload and responsibilities in comparison with the other quality assurance agencies and take relevant actions in order to make sure that AVAP can properly perform all its functions.

Panel suggestions for further improvement

The review panel **recommends** AVAP to consider carefully the impact of doubling staff numbers on internal processes such as organisation of work and communication and, if necessary, introduce more formal processes.

Substantially compliant

As an example of AVAP's involvement in improving the training and preparation of its staff, on 12 February 2024, the call for training actions of IVAP, the Valencian Institute of Public Administration, which is the internal body dedicated to the training of public employees of the Generalitat Valenciana, was published in the *Diari Oficial de la Generalitat Valenciana* (DOGV). By resolution of 5 February 2024, of the Directorate General for Public Administration, the training actions included in the Training Plan for staff in the service of the Generalitat for 2024 were announced. This training plan includes the course '*Internal Quality Assurance Systems, according to the AUDIT model*', code 2704, aimed specifically at AVAP technical staff, categories A1 and A2, to be held during the year 2024, and whose objectives are:

- To explain the basic principles of quality assurance in the context of a Higher Education Institution (HEI).

- To present the main processes that make up the management and deployment of an internal quality assurance system (IQAS) based on ANECA's International AUDIT Model.
- To provide the key features that characterise a properly designed and implemented IQAS.
- To provide guidelines that facilitate the achievement of external certificates and their maintenance.

On the other hand, as already mentioned in section 3.3 (ESG: INDEPENDENCE), AVAP's new organic and functional regulation is in force, which in its Title III establishes the organisational structure of the agency. It provides for the creation of two new services and a restructuring of the agency's functions and posts, in particular the creation of two new services and an increase in the number of technical and administrative staff. In 2019, AVAP had 12 employees, while in January 2024 it has 19, and it is foreseen that the number of staff will continue to grow as the agency takes on new powers. At all times, it should be noted that the growth of the workforce is supported by the updating of internal regulations to ensure the proper functioning of each of the tasks performed by the agency's employees.

EVIDENCIAS:

https://dogv.gva.es/datos/2024/02/12/pdf/2024_1028.pdf (in **Spanish**, page 6040)

<https://avap.es/en/legal-framework/> (in **Spanish**, AVAP's Regulations, arts. 12, 13, 14, page 1765)

3.6 INTERNAL QUALITY ASSURANCE AND PROFESSIONAL CONDUCT

Standard:

Agencies should have in place processes for internal quality assurance related to defining, assuring and enhancing the quality and integrity of their activities.

ENQA Agency Review 2022

The review panel **recommends** AVAP to develop a Quality Handbook that would be linked to the principles set by the Quality Policy, describe the roles and responsibilities of everyone involved in AVAP's activities and define AVAP's internal indicators for quality and mechanisms for their monitoring.

The review panel **recommends** AVAP to conduct workshops and training activities for its staff and stakeholders on a regular basis.

The review panel **recommends** AVAP to systemize the feedback received during evaluation procedures through establishing an immediate follow-up procedure after every evaluation in order to assess their quality and suggest ways to improve it.

Panel suggestions for further improvement

The review panel **suggests** that AVAP reviews its manual of internal procedures.

Substantially compliant

AVAP bases its activity on the principles of independence, objectivity, excellence and transparency, to which it adds, through this commitment, those of technical and scientific competence, compliance with legal requirements and legal certainty in all its actions.

With this objective in mind, it has developed a Quality Management System that serves as a reference for establishing and planning quality strategies and objectives in line with the organisation's purpose and context.

AVAP's Quality Policy is established in accordance with the international standards set out in the "Criteria and Guidelines for Quality Assurance in the European Higher Education Area" (European Standards and Guidelines for Quality Assurance of Higher Education, ESG 2015).

This policy and its strategies are consistent with AVAP's mission, which is to promote excellence in Valencian systems of higher education, innovation and public services, through evaluation and foresight, in order to improve the society it serves.

AVAP's Quality Policy, as described by the Steering Committee, aims to achieve the full satisfaction of customers and stakeholders by meeting their expectations service after service.

For this reason, AVAP is developing a programme to improve the quality of its activities and influence its external stakeholders, whose basic principles, on which all the organisation's actions must be based, are as follows:

- The commitment to achieve and maintain high levels of satisfaction of our customers and stakeholders, detecting their needs and taking into consideration their expectations in order to offer them a service that meets their requirements.
- The commitment to comply with all requirements, whether they are legal, contractual or of any other nature, which are applicable to us due to our activity, so that our actions in no case may violate the legal requirements and specifications established by the different public entities.
- The commitment to carry out our activities within a management environment that guarantees continuous improvement of the efficiency of our processes and our relations with the interested parties, through the establishment and periodic review of our quality objectives.
- The commitment to comply with all international standards and guidelines of the different systems in which the Agency operates, and in particular those relating to quality assurance in the European Higher Education Area.
- The commitment to effectively monitor and manage all our Departments, with particular emphasis on:
 - Customer service, internal and external, and the relationship with our stakeholders.
 - The organisation of activities.
 - Continuous communication with our staff.

This Quality Policy defines the reference framework for the establishment of quality objectives to be set jointly by the Steering Committee and the Directorate General in accordance with the above.

It is the wish of the Steering Committee that the Quality Policy statement is communicated to all interested parties, and it is entrusted to the Steering Committee itself and the Directorate General to ensure that it is complied with and that the necessary resources are provided for its achievement. The review of the Quality Policy is carried out in the management reviews of the system.

Moreover, as already explained in ESG 2.2: DESIGNING METHODOLOGIES FIT FOR PURPOSE, AVAP has published its QA Internal Quality Assurance System Manual, which has been certified ISO9001:2015. For further information, please refer to the above-mentioned section.

Regarding the recommendation of the panel of experts that AVAP should carry out workshops and training activities for its staff and stakeholders, please refer to what has already been stated in ESG 2.4: PEER-REVIEW EXPERTS:

AVAP aims to analyse and understand the satisfaction of the evaluators and applicants who collaborate with the agency. To this end, an annual study is carried out to measure the satisfaction of AVAP's stakeholders, as well as to find out their point of view of the agency's environment, which provides information on those points that are appreciated by the participants, as well as on the points that they consider critical, and which need to be further improved.

The results of previous years are available on AVAP's website.

EVIDENCIAS:
https://avap.es/wp-content/uploads/2023/01/QA-Handbook.pdf (in Spanish)
https://avap.es/en/about-us/quality-commitment/
https://avap.es/en/avap-organises-online-training-for-university-professors/
https://avap.es/en/satisfaction-surveys/

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

- ACCUEE: (Agencia Canaria de Calidad Universitaria y Evaluación Educativa)
- ACPUA: (Agencia de Calidad y Prospectiva Universitaria de Aragón)
- ANECA: (Agencia Nacional de Evaluación de la Calidad y Acreditación)
- AQUA: (Agència de Qualitat de l'Ensenyament Superior d'Andorra)
- AQU: (Agència per a la Qualitat del Sistema Universitari de Catalunya)
- AVAP: (Agència Valenciana d'Avaluació i Prospectiva)
- CoARA: (Coalition for Advancing Research Assessment)
- CREUP: (Coordinadora de Representantes de Estudiantes de Universidades Públicas)
- DEQAR: (Database of EQAR)
- ENQA: (European Association for Quality Assurance in Higher Education)
- EQAR: (European Quality Assurance Register for Higher Education)
- ESG: (Standards and Guidelines for Quality Assurance in the European Higher Education Area)
- HEI / IES: (Higher Education Institutions)
- QA: (Quality Assessment)
- REACU: (Red Española Agencias de Calidad Universitaria) (Spanish Network of University Quality Agencies)
- ROF: (Reglamento Orgánico y Funcional) (Organic and Functional Rules of Procedure)
- RUCT: (Registro de Universidades, Centros y Títulos) (Register of Universities, Centres and Programmes)
- SAIC / SGIC: (Sistema de Garantía Interno de Calidad) (Internal Quality Assurance System)
- UPV: (Universitat Politècnica de València)