



**Politécnico
de Viseu**

INTERNAL QUALITY ASSURANCE SYSTEM

QUALITY ASSURANCE MANUAL

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INSTITUTO POLITÉCNICO DE VISEU

01.01 MISSION

The Instituto Politécnico de Viseu is a public higher education institution engaged in serving society, whose goals are the provision of high-level qualifications, the production and the dissemination of knowledge. It also strives to provide its students with the best cultural, artistic, technological and scientific training, in accordance with international standards.

It values the performance of its teachers, researchers and non-teaching staff, stimulates the intellectual and professional training of its students and makes sure that all duly qualified citizens may have access to higher education and lifelong learning.

It promotes the effective mobility of students and graduates, at both national and international levels.

It has both the right and the duty to participate in activities that will strengthen its ties with society, namely those which focus on the dissemination and transfer of knowledge, or those that may contribute to the economic valuation of scientific knowledge. It is also responsible for contributing to the public understanding of the humanities and arts and of science and technology, by promoting and organising actions defined to support the dissemination of humanistic, artistic, scientific and technological culture, and for providing the necessary resources to achieve these goals.

title I, article 1, Statutes of the Instituto Politécnico de Viseu

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**INSTITUTO POLITÉCNICO
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**01.02
PRINCIPLES**

In line with the principles of European humanism, the Instituto Politécnico de Viseu affirms its openness to the contemporary technical and scientific world, to cooperation between peoples, with particular emphasis being placed on Portuguese-speaking and European countries, and to the interaction between cultures, with total respect for the values of independence, tolerance and dialogue.

The Instituto Politécnico de Viseu and all its organic units are governed, in their administration and management, by principles of democracy and participation of all the bodies of the institution, thereby encouraging free expression and plurality of ideas and opinions; by using a strategy carefully designed to stimulate the participation of the whole academic community in the activities promoted by the institution, it guarantees cultural, scientific and technological creative freedom, provides the necessary conditions for permanent scientific and pedagogical innovation, and promote a close connection between the activities it offers and the community.

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01.03 VISION

The strategy of the Polytechnic Institute of Viseu is developed to promote global thinking and universal learning without jeopardising the uniqueness of the place where it belongs.

Basing its action on a proactive and flexible planning, the institution provides the set of necessary guidelines that will contribute to the socialization of knowledge and to the sharing of values and identity.

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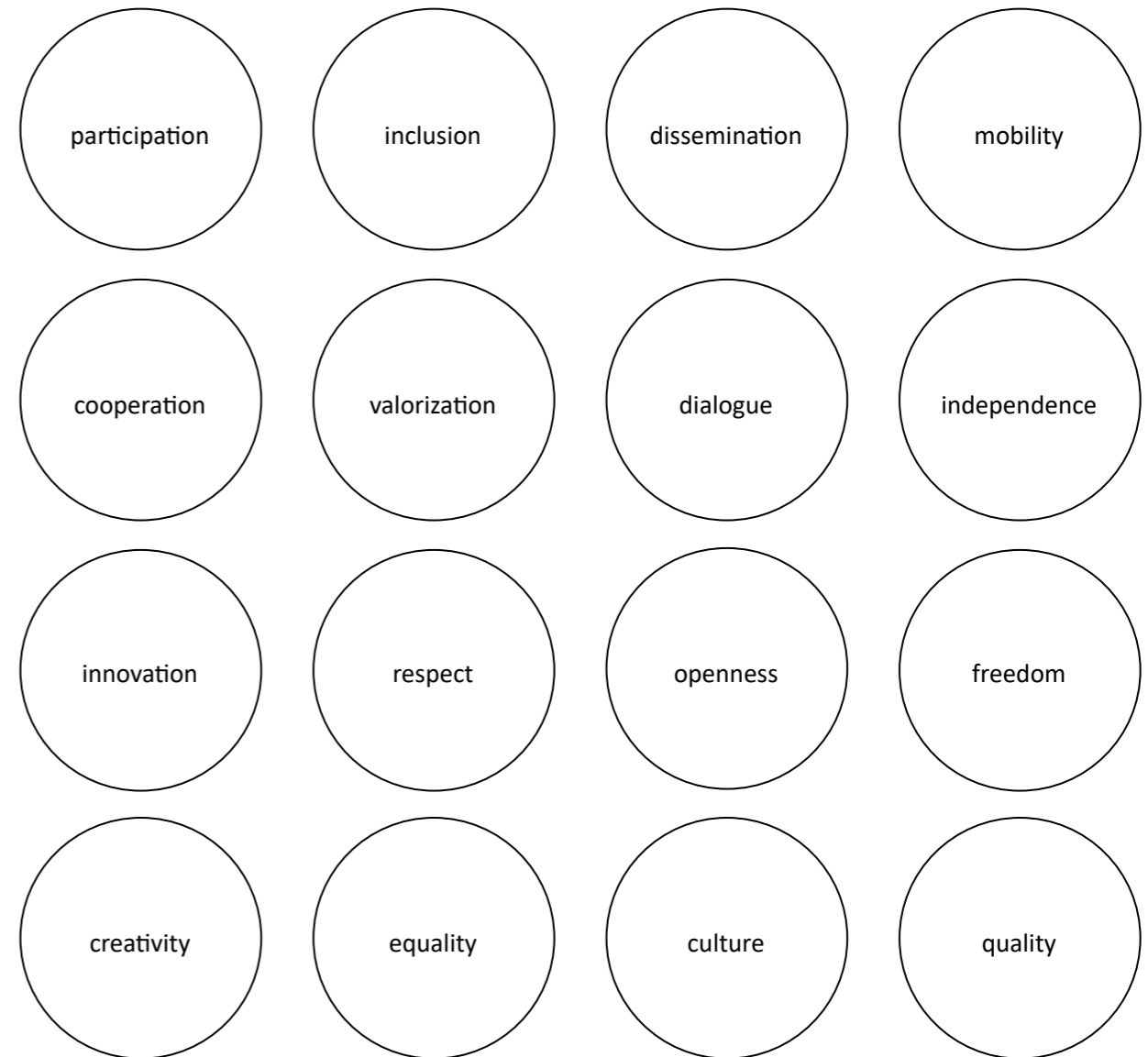
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**INSTITUTO POLITÉCNICO
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01.04 VALUES



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INSTITUTO POLITÉCNICO DE VISEU

01.05 GOALS

As far as education and training are concerned, the goals set by the Instituto Politécnico de Viseu are: to readjust its educational offer, to improve the processes defined to attract and retain students, to implement courses of action to implement innovative teaching processes and promote student success.

As for research, the goals of the institution involve the development and increase in the connection between research and teaching/learning, the fostering of scientific diversity and interdisciplinarity, the strengthening of external funding for projects and the valorisation of the outcomes of the research conducted.

To improve the connection with the surrounding community, the Instituto Politécnico de Viseu seeks to promote the institutional image of the institution, increase its participation in teaching, research and development networks, promote a cultural agenda in partnership with different relevant cultural and regional entities, and develop social projects and other social causes.

As for internationalization, the Instituto Politécnico de Viseu aims to increase its participation in international education and R&D networks and increase the participation of the institution in mobility programmes.

The Polytechnic Institute of Viseu shall also endeavour to improve its services and to ensure the modernisation of its infrastructure.

It also strives to increase its own revenues, modernise and simplify administrative procedures and contribute to continuous improvement and to the identification of new strategies

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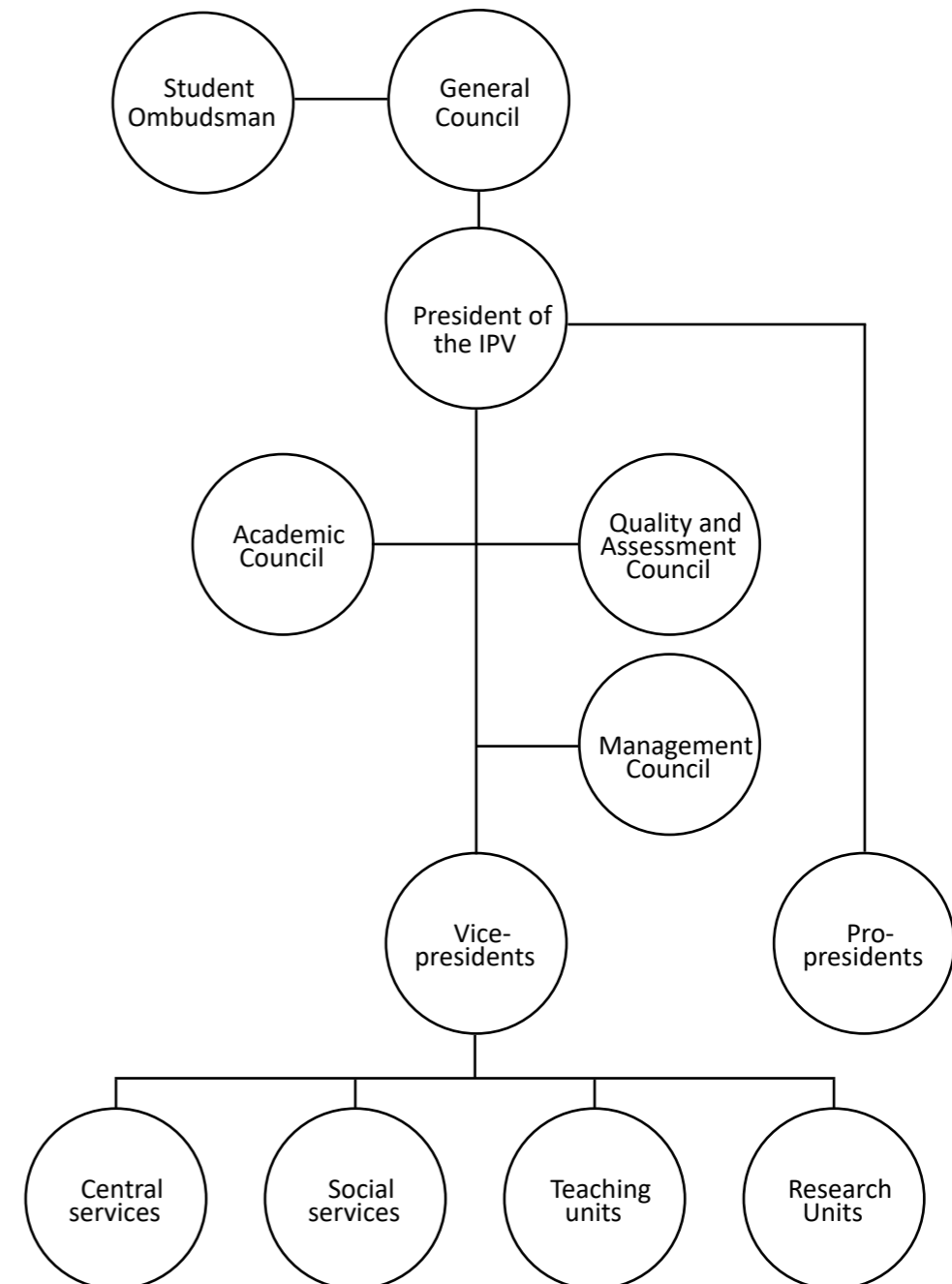
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INSTITUTO POLITÉCNICO DE VISEU

01.06 COMPOSITION OF THE MANAGEMENT BODY

To successfully achieve its mission, the Instituto Politécnico de Viseu, taking into account the specificity of the surrounding social, economic and cultural context, is internally organized in different teaching units, research units and support services that are essential to its proper functioning.

The following management bodies are responsible for the governance of the Polytechnic Institute of Viseu: the General Council, the President of the institution and the Management Council. The Academic Council and the Quality and Assessment Council are among the main bodies of the Polytechnic Institute of Viseu.

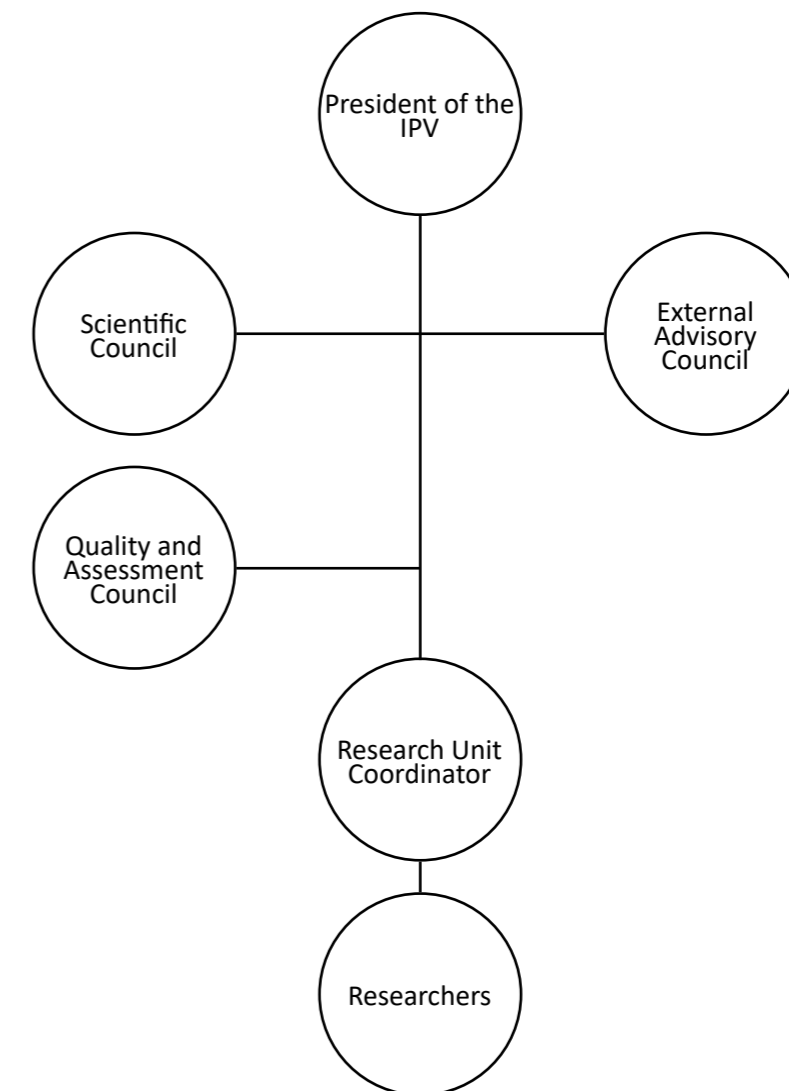
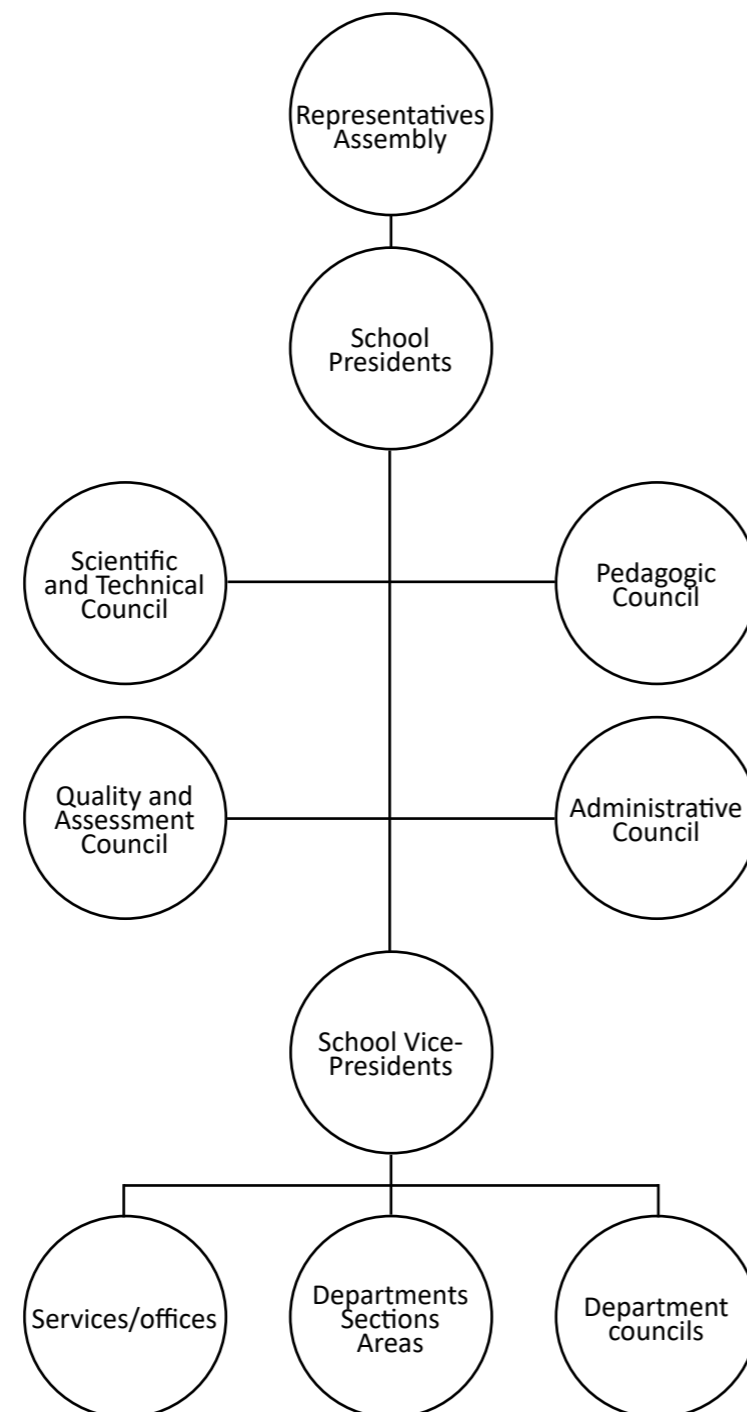


The different Organic Units of Education of the Instituto Politécnico de Viseu are: Escola Superior Agrária de Viseu (Agrarian School of Viseu), Escola Superior de Educação de Viseu (Higher School of Education of Viseu), Escola Superior de Saúde de Viseu (Health School of Viseu), Escola Superior de Tecnologia e Gestão de Viseu (School of Technology and Management of Viseu) and Escola Superior de Tecnologia e Gestão de Lamego (School of Technology and Management of Lamego).

The Representatives Assemblies, the Presidents of each school, the Scientific and Technical Council, the Pedagogic Council and the Administrative Councils are the governing bodies of the aforementioned organic units.

The Instituto Politécnico de Viseu is main management centre of the Organic Units of Research and hosts the Centre for Studies in Education and Innovation and the Centre for Research in Digital Services. The institute is also the management centre for the Health Sciences Research Unit: Nursing and the Centre for Natural Resources, Environment and Society.

The respective Coordinators and Scientific Councils are the governing bodies of the Organic Research Units



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BODY	TEACHERS	NON-TEACHING STAFF	STUDENTS	EXTERNAL ELEMENTS
General Council	●		●	●
President of the IPV	●			
Academic Council	●	●	●	
Quality and Assessment Council	●	●	●	●
Management Council	●	●		
Representatives Assemblies	●	●	●	
School Presidents	●			
Scientific and Technical Councils	●			
Pedagogic Councils	●		●	
Administrative Councils	●	●		
Coordinators	●			
Scientific Councils	●			

The President of the IPV is assisted by his Vice-Presidents and by his Pro-Presidents in his action to implement and develop specific tasks, projects and activities.

The Academic Council may invite to its meetings personalities whose presence is seen as an added-value to the analysis of the matters under consideration. Those personalities are not allowed to vote.

The Council for Assessment and Quality may invite to its meetings certain leading figures whose presence may be of benefit in the assessment of the matters under consideration. Once again, those personalities are not allowed to vote.

The Presidents of the Organic Units are assisted by their Vice President.



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01.07 COMPETENCIES OF THE MANAGEMENT BODY

The General Council shall be responsible for electing its President, approving its statutes and approving any subsequent changes to those statutes, organising the election procedure and electing the President of the IPV (in strict accordance with the law, the statutes and the applicable regulation), assessing the actions of the President and of the Management Council, submitting any initiative deemed necessary for the proper functioning of the institution and performing any other functions as provided by law or by the statutes.

Upon proposal of the President of the IPV, the General Council is required to approve the strategic plans and the action plan for the four-year term of office, approve the institution scientific, pedagogical, financial and patrimonial general guidelines, create, transform or terminate a given organic unit, approve the plans and assess the annual activity reports, approve the budget proposal, approve the consolidated annual accounts, in accordance with the opinion of the individual auditor, define the students' tuition fees, submit or authorise (as provided by law) the purchase or sale of the institution's real estate assets or any other credit operations, give its view on any other matter submitted by the President and on any other matters provided for in the statutes of the institution.

The President is the highest governance body of the institution. He/she will be responsible for representing the institution in any external contact and for conducting the Institution's policy. He is assisted by his appointed Vice-Presidents and may be assisted by Pro-Presidents shall he/she feels the need to implement and develop specific tasks, projects and activities.

The President is responsible for preparing and submitting to the General Council the proposals that will be part of the institution's strategic and action plans for his/her four-year term of office, the institution's general guidelines that will govern the scientific and pedagogical lines of action, the annual activity plan and report, the budget and consolidated annual accounts, in accordance with the opinion of the individual auditor, the purchase or sale of the institution's real estate and each and every credit operation carried out, the creation, transformation or extinction of organic units and the students' tuition fees. The President shall also be responsible for approving the creation, suspension and termination of any course, for approving the maximum number of new admissions and enrolments, for supervising the institution's academic management, for deciding on the opening dates for competitions, for appointing and hiring staff, for appointing the panel members for competitions and academic examinations and for defining the teacher and students' assessment system and regulations.

The President will also be responsible for guiding and supervising the administrative and financial management of the institution, for ensuring the effective use of funds and resources, for granting the suitable social assistance to its students, in accordance with the law, for granting honorary titles or distinctions, for creating school awards, for approving the election and appointment of the members of the different organic unit management bodies and for swearing them in; for appointing and dismissing the administrator and the directors of the institution services. His/hers is the power to exercise disciplinary authority, in accordance with the law and the statutes. As President, he/she is expected to ensure compliance with the resolutions issued by the collegial bodies of the institution. The president shall approve the regulations provided for by the law and the statutes, without prejudice to the regulatory power of each organic unit granted to them by the competencies they had been conferred, ensure compliance with the law, the statutes and regulations, suggest initiatives deemed necessary for the proper functioning of the institution; carry out any other function provided for by law and by the statutes, provide the responsible Minister with all the necessary information regarding his post, namely plans and budgets and activity and account reports. He will also have to adopt the measures deemed necessary to ensure the quality of the teaching and research carried out in the institution and in its organic units and represent the institution in and out of court.

The President should also carry out all the duties that, by law or the statutes, are not vested to any other body of the institution.

The President may, under the terms of the law and the statutes, delegate to the Vice-Presidents and to the management bodies of the institution or of its organic units the competencies he deems necessary for a more effective management.

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The Academic Council is an advisory body chaired by the President of the Instituto Politécnico de Viseu and the Administrator of the Polytechnic Institute of Viseu acts as its secretary.

This council is responsible for issuing opinions regarding changes to the statutes, the strategic and action plans defined for the President's four-year term, the general guidelines of the institution that will have an impact on the institution's scientific, pedagogical, financial and patrimonial areas, the creation, transformation, division and extinction of organic units, the participation of the IPV in any sort of consortia, the annual activity plans and reports, the budget proposal, the consolidated annual accounts, the students' fees, the transformation of the Instituto Politécnico de Viseu into a foundational public higher education institution, the creation, suspension and extinction of courses, the maximum number defined for new admissions and enrolment in each cycle of studies and for each school year, the imposition of penalties, as an exercise of disciplinary power (its deliberations are legally binding), and the reassignment of teaching, research, non-teaching and non-research staff to different organic units. It is also responsible for issuing other opinions provided for in the statutes, for issuing non-binding guidelines regarding the assessment of its students' performance, the school calendar, the students' expiration regime, the self-assessment process, the higher education external assessment and accreditation procedures, and matters regarding the recruitment of its staff, for giving its opinion on all the matters submitted by the President of the Instituto Politécnico de Viseu or by the General Council.

The Assessment and Quality Council is responsible for coordinating all the self-assessment and external assessment procedures that will be used to assess the performance of the institution, of its organic units, as well as those of the scientific and pedagogical activities carried out, whether or not they are subject to the national system of assessment and accreditation, for designing a multi-annual plan in which all the functional areas to be assessed will be listed; for coming up with evaluation norms to be applied and for defining the institution's quality standards. It should also indicate and schedule the proficiency levels that each quality standard should meet, analyse the assessment processes carried out and prepare the respective assessment reports. Finally, it is responsible for suggesting to the President of the Instituto Politécnico de Viseu the appropriate measures to overcome the weaknesses that have been identified.

The Management Council shall be responsible for the administrative, patrimonial and financial management of the institution, as well as for the management of its human resources (in accordance with the legislation in force for public bodies with administrative autonomy) and for setting the students' tuition fees and emoluments. It may, under the terms of the statutes, delegate to the organic units' management bodies and to the service officers the competencies deemed necessary for a more effective management.

The Representatives Assemblies are responsible for electing their President, for preparing and approving their internal regulations, for electing the President of the Organic Unit (upon approval of the electoral regulation and schedule), for dismissing the President of any given Organic Unit, for electing the Assembly Board, for reviewing and approving the Organic Unit's multi-annual development plan, for reviewing and approving the Organic Unit's annual activity plan, its respective funding proposal and any possible amendments, for approving the annual activities report, for conducting any ordinary and extraordinary revision of the Organic Unit statutes, for supervising the President's actions, for commenting on any matter submitted by the President, for preparing and/or making amendments to the institution's internal rules of procedure,

which, once approved, will be ratified by the President of the Instituto Politécnico de Viseu.

If the President of an Organic Unit is not a member of the Representatives Assembly, he will take part in the meetings in accordance with the respective statutes.

The competencies of the Representatives Assembly are limited by the powers that, in specific matters, are entrusted to other bodies, either by force of general law, by the statutes of the Organic Unit or by those of the Instituto Politécnico de Viseu.

The Presidents of the different Organic Units are responsible for representing the Organic Unit before the other bodies of the institution and before any external entity or organisation, for chairing the management body, for running the Organic Unit services and for approving the necessary regulations, for ratifying the calendar and schedule of the different teaching tasks, after consulting the Scientific and Technical Council and the Pedagogic Council, for implementing the resolutions of the Scientific and Technical Council and of the Pedagogic Council (when these are binding resolutions), for exercising the disciplinary authority they are granted by the statutes or that was entrusted to them by the President of the institution, for preparing the budget and the activities plan, as well as the activities report and the account reports, for exercising any other function provided for by law or by the statutes, and for carrying out the functions that may be delegated to them by the President of the institution.

The Scientific and Technical Councils of the Organic Units are responsible for preparing their regulations, for assessing the Organic Unit scientific activity plans, for giving their opinion on the creation, transformation or extinction of a given Organic Unit, for the distribution of teaching services (any decision shall be submitted for approval by the President of the Instituto Politécnico de Viseu), for giving its opinion on the creation of a given cycle of studies and for approving the study plans of the existing cycles of studies, for proposing or commenting on the granting of honorary titles or distinctions, for proposing or expressing its opinion on the creation of school awards, for proposing or expressing their opinion on the implementation of international agreements and partnerships, for suggesting the composition of academic examination panels, for carrying out all the other acts provided for by law and related to teaching and research careers and to the recruitment of teaching and research staff, and for carrying out any other duty prescribed by law or by the institution statutes.

The members of the Scientific and Technical Council cannot comment on matters that have to do with the career of teachers with a higher rank, nor on competitions or examinations to which they are eligible to apply.

The Pedagogic Councils of the Organic Units are responsible for giving their opinion on the pedagogical guidelines and on the teaching and assessment methods, for promoting the application of regular surveys meant to assess the pedagogical performance of the Organic Unit and for analysing and disseminating the outcomes of said surveys, for promoting not only the assessment of the teachers' pedagogical performance (this assessment should be carried out both by the teachers and by their students), but also their analysis and dissemination, for handling the complaints submitted about pedagogical failures and for coming up with the necessary corrective measures, for ratifying the regulations that define the assessment of the students' achievement, for defining the expiration procedures for their students, for deciding on the creation of new cycles of studies and on the plans defined for the existing cycles of studies, for defining the school awards they want to implement, for giving suggestions on the school year calendar and on the exams calendar for each organic unit, and for exercising any other competencies provided for by law or by the statutes.

The Administrative Councils shall be responsible for all the aspects related to administrative autonomy, and for all those delegated to them by the Management Council and for all those regarding financial autonomy that may be assigned to the different organic units, according to the law.

The Research Unit Coordinators shall be responsible for representing the Research Unit before the other bodies of the institution, for chairing the Research Unit's Scientific Council, for directing the Research Unit's services, for preparing and for submitting the Research Unit's activity plan to the President of the Instituto Politécnico de Viseu for his approval (the plan should include a detailed budget estimate of the costs required for its implementation) and the respective activity report, for exercising any other function provided for by law and by the statutes of the institution and for exercising any functions assigned to them by the President of the Instituto Politécnico de Viseu or by any other management body of the institution.

The powers of the Scientific Councils of the Research Units are those defined in their respective regulations. However, the competencies of the Scientific and Technical Councils of each Research Unit and the specific regulations in force have to be guaranteed.



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The Student Ombudsperson's mission is to defend and promote the students' rights and legitimate interests, while they attend the institution, through an independent, impartial and confidential action.

The Student Ombudsperson has no decision-making power and does not replace the Academic Association, nor any of the governing bodies or services of the organic units, but its sphere of action covers all the bodies of the Instituto Politécnico de Viseu, the Social Services and all the organic units.

The student Ombudsperson's action is developed in close collaboration with the institution's student associations, with the governing bodies and services of the Instituto Politécnico de Viseu and with the Pedagogic Councils of the different organic units.

The students' Ombudsperson is responsible for assessing the complaints and claims lodged by the students, after hearing the competent bodies. If he/she concludes that the complaints are justified, he/she is responsible for making pertinent and appropriate recommendations in order to ensure the pedagogic and social interests of the students. The recommendations must be implemented by the management bodies and services of the Instituto Politécnico de Viseu and by the organic units to which they are addressed. Failure to implement the Ombudsperson's recommendations has to be duly justified and should be reported to the President of the Instituto Politécnico de Viseu and to the Ombudsperson.

The Ethics Committee is an advisory body, endowed with technical and scientific independence. Its mission is to cooperate with the management bodies of the Instituto Politécnico de Viseu and of its different schools, on its own initiative or at their request, on matters falling within its scope, and may request the intervention, on specific matters, of other institution collaborators qualified to deal with the matters at hand.

The Ethics Committee of the Instituto Politécnico de Viseu is responsible for ensuring the compliance of ethical standards that safeguard the principle of human dignity, the compliance and promotion of the highest standards of integrity, honesty and ethical quality in all the activities carried out in the organic units, and for ensuring the ethical performance and professional conduct of its collaborators. It shall also be responsible for issuing, on its own initiative or at the request of the management bodies, written opinions on ethical issues regarding the activities of the Instituto Politécnico de Viseu, and for disclosing, using the institutional website of the Institute, those deemed of particular relevance, for analysing and delivering written opinion on ethical issues involving any research work carried out in the schools of the Instituto Politécnico de Viseu, in particular those involving, in any form, people, animals or biological material of human or animal origin, or environmental issues, for preparing discussion documents on bioethical issues, namely those directly connected to the activities of the Instituto Politécnico de Viseu, and for publishing them in the Ethics Committee section of the Institute institutional website, thereby promoting an educational culture by publishing, for instance, the general principles of bioethics. The Ethics Committee is also responsible for cooperating, at a regional, national, and international scale, with other relevant entities in actions that involve ethics and bioethics, in order to share best practices and experiences, for promoting training actions on matters related to ethics and bioethics that will stimulate a culture of respect for the dignity and integrity of the human person, and for preventing situations that may constitute plagiarism, violation of intellectual property rights, situations involving fraudulent authorship or co-authorship of academic publications/works, or breaches in the protection of personal data. Finally, the Committee shall give its opinion on the preparation of institutional documents that may have ethical implications.

CHAPTER 02

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QUALITY ASSURANCE MANUAL

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This Manual describes the Internal Quality Assurance System of the Instituto Politécnico de Viseu, and shall constitute a reference document for its implementation, for its maintenance and for its improvement.

By complying with the provisions included in this Manual, the Instituto Politécnico de Viseu shows that it possesses the right human and material resources to gain the confidence to all interested parties, and to make sure that the activities it develops meet its own quality requirements and those legally required.

The President of the Instituto Politécnico de Viseu, supported by the Quality and Assessment Council, is responsible for complying with and enforcing the provisions of the Internal Quality Assurance System, in accordance with the determinations contained in this Manual.

The Quality Assurance Manual is used as a reference document in all audits.

The provisions of the Quality Assurance Manual shall become effective immediately.

The Manual is prepared under the coordination of the Quality Manager and is endorsed by the President of the Instituto Politécnico de Viseu.

The Manual is divided into different chapters, each of which can be subdivided into sections, as described in the index. All the sheets of the Manual bear the identification of the Instituto Politécnico de Viseu in the upper right corner. The header contains the version (starting with V00), the date of approval, the chapter title and the page number in relation to the total number of pages of the document, in the form “0|0”.

The General Council, the President or the Quality and Assessment Council of the Instituto Politécnico de Viseu, supported by the Quality Manager, may require the revision of the Quality Manual so that it may offer an updated description of the Internal Quality Assurance System.

The updates to be introduced in the Quality Assurance Manual will give rise to new versions.

The dates of the revisions and the changes introduced must be listed in the register log section attached to the document.

The Quality Assurance Manual is permanently available for consultation in the assessment and quality area of the official website of the institution.



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QUALITY ASSURANCE POLICIES AND STRATEGIES

03.01 QUALITY POLICY

One of the main goals of the Polytechnic Institute of Viseu is to pursue a high level of excellence in the activities it offers, namely in all the activities related to teaching and learning, targeted research and high-level professional development, interinstitutional and community collaboration and internationalization, in order to achieve sustainable development, the valorisation of the resources at its disposal and the satisfaction of all stakeholders.

The Instituto Politécnico de Viseu abides by the guidelines of the Agency for Evaluation and Accreditation of Higher Education, by European quality standards and guidelines, and by the quality management principles set out in the reference standard. It is committed to implementing and developing creative and innovative management strategies based on transparency and that will foster the involvement of all actors.

Its Internal Quality Assurance System has been designed to generate confidence and promote an internal culture of quality, by establishing a global development strategy and by implementing continuous monitoring and review; by defining quality parameters that suit the mission of the Instituto Politécnico de Viseu that will be applied to the activities it develops: quality-oriented and highly innovative teaching and learning procedures; oriented research and high level professional development that will promote a close cooperation between teaching and research and the economic and social valorization of knowledge. It also strives to implement stronger interinstitutional cooperation and to strengthen its connection with the community, in order to achieve regional and national development and to generate its own income with the activity developed. Internationalization is another major goal of the institution and its primary focus is to ensure the institute's participation/coordination, and that of its teachers and students, in international education and training activities and research projects. The clear definition of the responsibilities assigned to internal and external stakeholders and their role in all quality assurance processes is another concern of the Instituto Politécnico de Viseu, as is the definition of strict adequacy, quality, safety standards and the continuous improvement of resources (human and material) allocated to each sector of activity, the definition and implementation of adequacy, quality standards and continuous improvement of the services supporting the core activities of the institution, and the systematic disclosure of updated, objective and transparent information to the various stakeholders.



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QUALITY ASSURANCE POLICIES AND STRATEGIES

03.02 CONTINUOUS QUALITY IMPROVEMENT STRATEGY

The Quality Assurance Policy of the Instituto Politécnico de Viseu is based on principles that highlight the primacy of the students, social cohesion, cooperation, rigour and transparency and freedom of thought and action and adopts a logic that fosters shared commitment between all stakeholders and the institution that will have a positive impact on teaching and learning activities, research, cooperation and internationalization. This perspective leads to the definition of the following strategic goals:

To monitor, on a regular basis, its quality and strategy policy, to ensure their adequacy and make sure that they are consistent with other management instruments, and to regularly monitor the Internal Quality Assurance System and make any adjustment deemed necessary to improve quality;

To promote an internal culture of quality and good practices, ensuring that all internal stakeholders shall have access to and be aware of those practices, of their implications (including possible risks) and of the results obtained. It should also make its best to disseminate the good practices and replicate them in other areas or services, where applicable

To promote transparency, by disclosing information and the results obtained, using the institutional and organic units' websites;

To promote the active participation of internal stakeholders, ensuring compliance with all internal and external quality assurance mechanisms, and to foster the active participation of external stakeholders, by increasing their active participation in meetings by regularly applying instruments to check their satisfaction and by collecting suggestions for improvement.



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QUALITY ASSURANCE POLICIES AND STRATEGIES

03.03 ORGANISATION OF THE QUALITY ASSURANCE SYSTEM

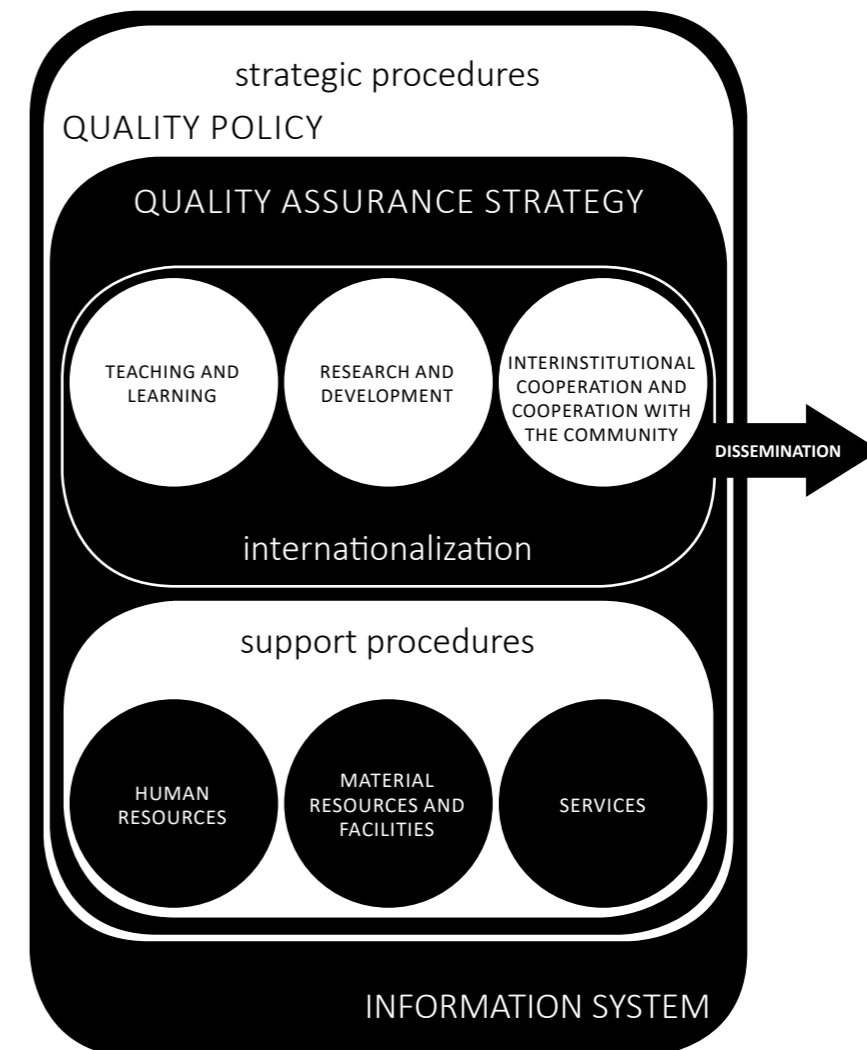
The Internal Quality Assurance System adopted by the Instituto Politécnico de Viseu aims to organize and systematize the activities of all the areas it covers.

These areas should be capable of developing core activities and providing services that systematically comply with the regulation provided for by the laws in force and that meet the needs of its students and of society in general.

With the implementation of this System, the institution will create a favourable climate to ensure, from the organizational point of view, the proper management of human and material resources and of processes and working methods that will be important to obtain and maintain the satisfaction of its students and of society in general.

In addition, data collection and processing, and the analysis of certain situations related to the performance of the areas covered by the System, will encourage collaborators to actively take part in the life of the institution and will, in turn, generate processes for the continuous improvement of the quality of activities, services and of the overall performance.

The Internal Quality Assurance System applies national and European quality requirements to make sure that all the areas covered are capable of developing activities and providing services that meet the quality standards required by their students and by society in general.



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03.04 INVOLVEMENT AND RESPONSIBILITIES OF STAKEHOLDERS

The following governing bodies of the Instituto Politécnico de Viseu play a crucial role in the implementation of the Internal Quality Assurance System:

The General Council is responsible for approving the Strategic Plan and other management documents.

The President of the Instituto Politécnico de Viseu is responsible for approving the Quality Policy, for endorsing the Quality Assurance Manual, and for ratifying the Quality Assurance System, the Annual Revision of the System and the Internal Audit programme.

The Quality and Assessment Council is responsible for issuing opinions/ratifications on the Quality Policy of the institution, on the Quality Assurance Manual, the Quality Assurance Plan and on the Internal Audit Programme, for analysing objectives and indicators and for suggesting adjustments or corrections, for assessing the effectiveness of the System, based on the system review documents submitted and the reports issued by the different core areas and services, for analysing the integration of the people working in the areas covered by the system and for analysing the results of the audits.

The Quality Manager is responsible for preparing the Quality Assurance Manual, the Quality Assurance Plan, the Annual Revision of the System and the Internal Audit Programme, and for promoting, in close accordance with the Quality and Assessment Council, the implementation and improvement of the Internal Quality Assurance System.

Each Quality and Assessment Committee, in accordance with the Quality and Assessment Council, is responsible for promoting the implementation and improvement of the System in its organic unit and for preparing the assessment report on the effectiveness of the teaching and learning core area for each organic unit.

The different Departments/Sections/Areas are responsible for ensuring compliance with the Internal Quality Assurance System, in accordance with their specific powers, for ensuring the collection of relevant information that will be used for monitoring purposes, for promoting the collection of suggestions and for assessing the degree of satisfaction of the people they serve, and for promoting the preparation of reports for each curricular units and courses.

Each department managers shall be responsible for monitoring the implementation and improvement of the procedures to adopt in the execution of the Internal Quality Assessment System, for ensuring the application of the aforementioned quality standards and norms and for promoting the implementation of improvement actions.

The different services are responsible for ensuring compliance with the Internal Quality Assessment System, in strict accordance with the specific competences assigned to them, for ensuring the collection of relevant information that will be used for monitoring and measuring purposes, for preparing and reviewing procedures and other documents, for promoting an effective system to collect suggestions, for collecting information on the degree of satisfaction of their users, and for preparing the reports that will be submitted by the different services/areas.

The students are expected to take part in the external assessment process, in the meetings organised by the different management bodies of the institution (General Council, Academic Council, Quality and Assessment Council, Representative Assemblies, Pedagogic Councils and Quality and Assessment Committees), to take part in the assessment of their curricular units, courses, teachers and organic units of education through their participation in satisfaction surveys, and shall also participate in the assessment of the services provided by the institution through their participation in satisfaction surveys.

The external entities/persons will be asked to participate in the external assessment process, to take part in meetings convened by the different governance and management bodies of the Instituto Politécnico de Viseu (General Council, Quality and Assessment Council (when applicable), Representative Assemblies and Quality and Assessment Committees) and to participate in the assessment of the institution by completing questionnaires and satisfaction surveys

¹the Quality and Assessment Council includes: the President of the Instituto Politécnico de Viseu who presides over the council. In certain situations, the President may delegate his authority to the Vice-President in charge of the quality management, the Presidents of each Organic Unit, who can delegate their authority to one of their Vice-Presidents, the Presidents of the Quality and Assessment Committees of each Organic Unit, the Quality Manager, and a representative of the Students' Association of the Instituto Politécnico de Viseu who will be appointed by the Students' Association.



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The Internal Quality Assurance System is reviewed annually by the Quality and Assessment Council, based on the report drawn up to identify its development status (system review) and on the reports issued by the different core activities and services. This process also includes the verification of the adequacy of the quality policy adopted and of the strategies implemented.

Based on the outcomes presented, the Quality and Assessment Council will identify the sectors that fail to meet the expected quality standards and, where deemed necessary, define appropriate improvement actions and review the goals and the responsibilities previously set.

Once the annual revision of the system is complete and after its approval by the President of the Instituto Politécnico de Viseu, the Quality and Assessment Committee releases the results obtained, in the form it considers most appropriate.



CHAPTER 04

**EDUCATIONAL OFFER,
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EDUCATIONAL OFFER, CONTINUOUS MONITORING AND PERIODIC REVISION OF COURSES PROVIDED 04.01 CONTINUOUS MONITORING AND PERIODIC REVISION OF THE COURSES PROVIDED

The continuous revision process of the institution educational offer is carried out once a year and is based on the monitoring of the teaching and learning performance of the different organic units.

This process takes into account the courses' syllabuses and the most recent research studies conducted on the different subject areas, making sure that they are up-to-date and that they meet the changing needs of society, the students' workload and progression and completion rates, the effectiveness of student assessment procedures, the students' expectations, needs and satisfaction with the course taken, the learning environment and the students' support services and their adequacy to the requirements of the course.

The Quality and Assessment Council defines the schedule for the periodic revision of the courses and the President of each Organic Unit of Education is responsible for appointing the responsible teams, making sure that each existing course is regularly assessed. Each team conducts the annual revision of the courses it is responsible for and issues the respective report. Every six years, the appointed team requests opinions from external experts, analyses the reports and issues the final revision report.

The Pedagogic Council of the Organic Unit issues an opinion on the final revision report and the Scientific and Technical Council decides on its approval. If the report is not approved, the revision team is requested to correct the report. Once it is approved, the final report is sent to the Course Director or to the Department Directors who will decide whether or not the improvement actions suggested are really necessary.

The Course Directors and the Department Directors are responsible for implementing the improvement actions. The supervision of the implementation of the improvement actions is carried on a regular basis by the review teams. The data collected from the course reviews is reported by the review teams to the respective Quality and Assessment Committees.



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EDUCATIONAL OFFER, CONTINUOUS MONITORING AND PERIODIC REVISION OF COURSES PROVIDED **04.02** DEVELOPMENT, SUSPENSION OR TERMINATION OF EXISTING COURSES

The introduction, suspension or termination of a given course depends on the performance of each organic unit of the Instituto Politécnico de Viseu, on the assessment of said performance and on its educational offer, and shall take into account the regional and national needs and opportunities.

These procedures are initiated by the Course/Department Directors and involve the Pedagogic, the Scientific and Technical Councils and the Presidents of each organic unit, and are conducted in accordance with the criteria defined to organise, inform and decide on the creation, suspension or termination of courses.

These procedures also involve the Academic Council, which is responsible for issuing an opinion. To deliver this opinion, the Council needs to confirm the adequacy of the proposals submitted and to make sure that the objectives set are in accordance with the institutional strategy adopted.

The President of the Instituto Politécnico de Viseu is responsible for approving the creation, suspension or extinction of courses.

Proposals for the creation of new degree-granting courses are submitted to external accreditation, according to the provisions of the Agency for Assessment and Accreditation of Higher Education. When one of those courses fails to be accredited, the respective organic unit will have to conduct a study to determine and understand the reasons of that failure and the results of the study are reported to the President of the Institution.

If the new course is accredited, the Agency for Assessment and Accreditation of Higher Education will report the fact to the Directorate General for Higher Education for the course to be certified.

Proposals for new non-degree courses will be reported to the Directorate General for Higher Education to obtain their certification.

Any change to a course depends on the internal assessment of the educational offer carried out within each organic unit or as a result of an external assessment.

These procedures are initiated by the Course/Department Directors and involve the Pedagogic Council, the Scientific and Technical Council and the Presidency of the organic unit. They are conducted in accordance with the criteria defined to organise, inform and decide about the creation, suspension or extinction of a course.

In the end, the Scientific and Technical Council of the organic unit are responsible for approving the amendments suggested.

When the changes introduced alter the objectives set for the course, its designation or the number of ECTS, and when they occur in a degree-granting course, the external accreditation process must be initiated in accordance with the provisions of the Agency for Assessment and Accreditation of Higher Education.

If the new course is accredited, the Agency for Assessment and Accreditation of Higher Education will report the fact to the Directorate General for Higher Education for the course to be certified.

Proposals for new non-degree courses will be reported to the Directorate General for Higher Education so they can be certified.

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The organic units of the Instituto Politécnico de Viseu adopt the most appropriate procedures to make sure that their students play an active part in the learning process and that the assessment processes are consistent with this approach.

Bearing this in mind, the institution promotes an environment capable of respecting and meeting the students' diversity and their specific needs by providing them with flexible learning paths. It must be aware that there are some situations that may confer a special status to students who require regular monitoring and support from their teachers. The institution should also implement a mentoring system to help international and foreign students.

Different teaching and learning methods are applied, in accordance with the specific needs of the students and with the learning objectives defined, and the most suitable methodologies are selected based on the specificity of each course unit and of its students. Adjustments to the teaching and learning methodologies are based on the reports issued by each curricular unit and by the different courses and on the continuous monitoring and review of the institution's educational offer, shaped by internal and external motivations.

CHAPTER 05

**QUALITY ASSURANCE IN CORE
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QUALITY ASSURANCE IN CORE AREAS

05.01 TEACHING AND LEARNING

The teaching and learning methods are regularly assessed and adjusted, as information is collected by the surveys administered to students, to teachers, to the community, to employers and to the institution partners, and are subsequently analysed by the different Pedagogic Councils (bodies where there is parity between students and teachers).

The constant training and updating of the faculty and the development of internal, national or international education innovation projects will help consolidate the quality of the education provided.

The students' autonomy is assured, and, at the same time, teachers are asked to provide them with adequate guidance and support.

The institution favours the relationship between research and teaching activities, implements active learning mechanisms and strives to strengthen the students' interest and involvement. This strategy may encourage its students to submit their projects in scientific events organised by the institution or by any other external organisation.

The promotion of mutual respect between students and teachers is guaranteed by the parity required between students and teachers in the different working groups (parity is mandatory in the Pedagogic Council, for instance). This requirement is crucial to ensure that all actors have equal access to facilities and resources (libraries, audio-visual resource centres, computer centres, copy centres, among others). The elaboration of schedules that will suit both the teachers and the students is another concern of the institution. The Student Ombudsperson's action also contributes to the continuous promotion of mutual respect between students and teachers.

The institution has developed, in its internal regulation, a set of mechanisms whose purpose is to deal with student complaints (that may include formal appeal procedures). The Student Ombudsperson's action also contributes to the resolution of possible conflict situations between students and faculty members that cannot be properly addressed by other legal mechanisms.

The student assessment regulations are supported by clear criteria, standards and procedures. Assessment allows students to show how well the results obtained meet the objectives defined, and to get the appropriate feedback on their performance. This assessment may, when deemed necessary, involve counselling and guidance to help them reflect on their learning process. Assessment criteria and grades are published on the platform used by the course unit. Teachers promote discussion about the assessment carried out, since students are allowed to consult their tests or exam papers after they have been graded, in accordance with the regulations in force available on the webpage of the different organic units of the Instituto Politécnico de Viseu.

The analysis of the outcomes of the teaching and learning process is laid down in the reports issued by the different curricular units, courses, organic units and by the institution itself. Whenever applicable, and in accordance with best practice, assessment is carried out by at least two examiners, as it normally happens in oral examinations. The assessment regulations accept the existence of mitigating circumstances and encompass different assessment possibilities: continuous or periodic assessment that will be carried out during the regular period, the appeal period, the improvement period or the special period. Indicators, satisfaction surveys, and the goals they wish to achieve, have been defined to help analyse the results of the teaching and learning activities, to identify areas of poor quality and to outline opportunities for improvement. The results are presented annually in the reports prepared by the different curricular and organic units.

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QUALITY ASSURANCE IN CORE AREAS

05.02 RESEARCH

The Instituto Politécnico de Viseu invests in research areas that are important to the institution in accordance with the recommendations issued by the National Strategy for Research and Innovation and with the needs and concerns expressed by the industrial fabric and companies of the region, local development associations, local science and technology incubators and the different agencies whose focus is the development of the Viseu Dão Lafões territory.

It is responsible for implementing the necessary conditions based on interdisciplinary and transdisciplinary approaches, on intercultural awareness and on national and international networks, with the support of different cooperation partnerships.

The Instituto Politécnico de Viseu is the main management centre of two separate research units: the Centre for Studies in Education and Innovation and the Research Centre in Digital Services. It is also the management centre of the Health Science Research Unit: Nursing and the Centre for Natural Resources, Environment and Society.

Through its research units, the Instituto Politécnico de Viseu supports the organisation of technical, scientific and artistic events and provides its users with the opportunity for publishing technical and scientific works and for the wide dissemination of those publications, to promote the knowledge created and to increase its impact on society.

It promotes an effective use of information, communication and development systems and focuses on responding to the rapid change that knowledge is experiencing worldwide. The implementation and use of a wide range of research tools helps the Instituto Politécnico de Viseu to operate more effectively, and it is therefore of the utmost importance to provide adequate measures to encourage creativity, the development of skills and the courage to pursue the goals previously set.

It ensures the implementation of strong involvement and cooperation relationships between the different groups and the balance between them thanks to the action of the Coordinators of the Research Units (who act in close cooperation with the different Group Coordinators and with their Scientific Committees) who ensure the implementation of mechanisms to guarantee quality assurance and excellence, balance and a highly consistent productivity.

The Organic Units of Research have their own physical space where they can develop their intramural activity. They have access to international databases and to multiple facilities where they can conduct a wide range of experiments. These basic facilities and equipment, located in the different organic units, represent a strong investment for the institution and provide the groups with the necessary conditions to develop their experimental, oriented and applied research.

The scientific production is updated through the Instituto Politécnico de Viseu database and through its scientific repository.

The research units are also responsible for the edition and publication of the MILLENIUM journal, which is indexed to several international databases.

A set of indicators, as well as their respective goals, was defined to analyse the outcomes of the research and development activities, to identify aspects and situations of poor quality and to implement opportunities for improvement. The results are presented annually in the respective report.

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QUALITY ASSURANCE IN CORE AREAS

05.03 INTERINSTITUTIONAL COOPERATION AND COMMUNITY COOPERATION

The Polytechnic Institute of Viseu has consolidated its position as a centre for the cohesion and promotion of regional development and has been involved in several scientific, technical, social, cultural, sports and leisure initiatives.

The connection between the Instituto Politécnico de Viseu and the community is a key element in its strategy, and this connection may be established directly via the institution or through the Association for Development and Research of Viseu, an interface unit of the institute.

The institution develops a set of activities that include on-the-job training, internships and projects carried out in companies and other organisations, applied research in partnership with companies and the implementation of social intervention projects in cooperation with local authorities and charity organisations, cultural and sports initiatives, like the Academy Theatre or the “Tunas Académica”, and its participation in different types of activities promoted by the Academic Federation of University Sports.

It favours activities that generate a strong and close interaction with its surrounding institutional, business, associative or private environment.

It establishes a large number of protocols, partnerships, institutional relationships, namely with local authorities, public and private institutions of social solidarity, health units, schools, companies, with which the Instituto Politécnico de Viseu intends to contribute to the development of the region where it is located. These protocols may include, among others, generic cooperation agreements, internships, training, scientific support or research partnerships.

It provides specialized services to the community, in the form of projects, studies and consulting work, laboratory analysis and testing, research and development studies and training activities.

It promotes the sale of agricultural and livestock production produced by the Escola Superior Agrária de Viseu to internal and external communities.

It encourages and supports scientific, technical, social, cultural, sports and recreational events and promotes training activities and short courses.

It provides support and information to high school students who wish to apply to higher education institutions through the National Office for Access to Higher Education.

It provides graduates with information on how they can successfully transition from student life to working life through the dissemination of professional offers using the institutional page of the Career Support Services and the social network pages of these services.

The internal and external communities of the Instituto Politécnico de Viseu are allowed to use its facilities and equipment

It disseminates regularly information related to the activities and to the institution, using the institution’s official webpage, its social network pages and also through its participation in multiple career guidance events organised by schools and by other public or private entities. The Communication, Culture and Documentation Services are responsible for disseminating the information.

Indicators and satisfaction surveys, as well as their respective goals, were defined to assess the outcomes of the interinstitutional activities and of those carried out in cooperation with the community. These indicators will also help identify situations of poor quality and develop opportunities for improvement. The results are presented once a year in the respective report.

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05.04 INTERNATIONALISATION

As far as its internationalisation policy is concerned, the Instituto Politécnico de Viseu seeks to increase cooperation, exchange and mobility projects involving its students, teachers and non-teaching staff.

It is part of an international consortium (EUNICE, EUROPEAN UNIVERSITY FOR CUSTOMISED EDUCATION), composed of 10 higher education institutions with common characteristics: all these institutions are located in medium-sized cities that offer good quality of life, and each and all of them are institutions with great adaptability and excellent driving dynamics. The strategy developed by EUNICE international alliance, in terms of cooperation, focuses on promoting mobility and multilingualism, the cooperation with industry and research groups, and the creation of new joint study programmes that will broaden the range of opportunities offered by the universities it comprises.

The Instituto Politécnico de Viseu is also a member of another consortium composed of eight national polytechnic institutes, under the Erasmus+ programme, that provides the institution with greater funding. It is also responsible for organising international semesters, taught in English, as a way to attract more foreign students and it promotes the recruitment of international students, with its participation in international fairs where the institute has the opportunity to publicise its educational offer (following the provisions of the Portuguese Polytechnics Coordinating Council or on its own initiative).

It liaises with similar institutions, located not only in Europe, but also in other countries, to increase the number of cooperation agreements, of mobility/exchange opportunities and of projects applying for financial support. It promotes its international visibility and increases its capacity to attract international students with its participation in international fairs and in strategic partnerships that foster student mobility and it encourages the creation of degree-granting courses and double degree courses in partnership with other foreign institutions located in the Portuguese speaking space.

A wide range of indicators, satisfaction surveys, and their respective goals, were defined to help assess and confirm the outcomes of the internationalisation activities, to identify poor quality performances and define suitable and effective improvement strategies. The results of those actions are presented annually in the respective report.





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HUMAN RESOURCES

The institution adopts and applies clear, transparent and fair processes for the recruitment of its staff.

The recruitment of teachers for an indefinite period of time follows the provisions laid down in the statute of the Higher Education Teaching Career Code and the regulations defined by the Instituto Politécnico de Viseu for the recruitment and hiring of teachers for an indefinite period of time. Recruitment is carried out through a document-based competition, opened for a given subject area or areas, following a proposal from the Scientific and Technical Council of the Organic Unit; the admission and selection process is ensured by a jury, appointed by the President of the Instituto Politécnico de Viseu, composed, for the most part, of external figures. The competition procedure includes the notification of the tender notice (via the Diário da República- the Portuguese Republic Gazette-, the Public Employment Pool, the Institute webpages and the Foundation for Science and Technology website), of the application criteria and of the final results. The institution has its own regulations for the hiring of guest lecturers that define the required levels of qualification and the procedures to be adopted. The whole procedure is based on a set of criteria previously defined and on well-founded proposals and reports.

In compliance with the applicable legislation, an invitation for tender will be made to recruit non-teaching collaborators for an indefinite and for fixed-term contracts. Recruitment depends on the need of the services, dully justified, and on the type of position to be filled.

The institution has its own regulation to assess its teaching staff's performance drawn up in accordance with the provisions of the Higher Education Teaching Career Code, that defines the procedures to be followed and the criteria to be met. The assessment process takes place every three years and includes a safeguard clause for specific cases, namely those involving guest lecturers.

The teachers' assessment process, conducted with the support of an IT platform, comprises the following phases: the first takes place at the beginning of each assessment period and involves the definition of the teacher's performance profile; the second takes place after the assessment period and the teacher has to submit a self-assessment/activity report; in the third phase, the rapporteur, who was previously appointed by the Scientific and Technical Council, will validate the self-assessment report; then, the Scientific and Technical Council will approve the provisional ranking list; the conduction of prior hearings is the next phase ; then, the Scientific and Technical Council approves the final ranking list and the President of the Instituto Politécnico de Viseu validates the final ranking list; finally, a period of time to file possible complaints is observed. The first phase aims at encouraging teachers to plan activities that contribute to their permanent updating and professional development.

The assessment of non-teaching staff is carried out in accordance with the procedures defined in the Integrated Performance Management and Assessment System and is based on the definition of objectives and competencies (senior technicians and technical coordinators) or of competencies (technical assistants and operation assistants). The assessment cycles take place over a period of two years. Harmonization of the assessment results using performance differentiation is conducted in Autonomous Sections (Central Services/Social Services and Organic Units). Assessment scores of Excellent or Inadequate are validated by the Assessment Coordinating Council. The final results are approved by the President of the Instituto Politécnico de Viseu. Complaints can be filed against the decision.

The training of the Instituto Politécnico de Viseu's non-teaching staff is based on the collection of different elements that will be used to prepare the training plan. This training plan is made public through the institution's management documents and includes the identification of the training needs, in strict accordance with the personnel's performance assessment. A methodology has already been defined to assess the training action and its effectiveness in terms of skills and organization. The conclusions drawn will confirm the usefulness of the training plan.

The Instituto Politécnico de Viseu supports the continuous training of its teaching and non-teaching staff in the most diverse fields.

A wide range of indicators, satisfaction surveys, and their respective goals, were defined to help assess and confirm the outcomes of Human Resources Services, to identify poor quality performances and define suitable and effective improvement strategies. The results of those actions are presented annually in the respective report.



CHAPTER 07

**MATERIAL RESOURCES AND
SERVICES**

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MATERIAL RESOURCES AND SERVICES

The Instituto Politécnico de Viseu provides a vast range of resources and services to support learning: physical (facilities, libraries, ICT resources, pedagogic and scientific equipment, with due attention to safety, to environmental issues and to the specific needs of disabled students), administrative and tutoring, supervision and advice services.

The services offered are described in the statutes of the institution and of its organic units and are responsible for issuing opinions on a wide range of matters; for responding to representations, complaints and requests for clarification, regardless of the way in which they are formulated; for providing administrative responses to the academic needs of its students; for providing teaching support materials; for providing displaced scholarship students with financial support and for granting them access to a wide set of services and equipment (such as accommodation, for instance); for providing general and family medical care, psychological support, or food; for encouraging sports practice in its different facilities (multi-sports fields, grass pitches and indoor multi-sports pavilions); for providing access to ICT resources, as well as for ensuring their maintenance; for providing reprographics services; for managing processes related to international students and mobility processes involving student, faculty and non-teaching staff and other international projects; for supporting graduates by providing them with information on employment opportunities and for providing them with the right training to ease their transition into working life; for promoting the image of the institution and for advertising the work carried out in the institution; for providing information and support to those who are planning on joining a higher education institution; for managing the processes involving the purchase of goods and services; for enforcing the human resources management guidelines; for enforcing the financial management guidelines and for supporting migrants.

Several tutoring activities are developed in the Organic Units: the welcoming and inclusion of new students, the implementation of support actions to help solve students' problems over their academic journey, the development of actions to bring students and teacher together or the identification and the resolution of problems related to the integration (social or academic) of the new students.

The Polytechnic Institute of Viseu includes several facilities with the right infrastructure to serve teaching and research activities.

The management and maintenance of equipment and technical infrastructure of the Instituto Politécnico de Viseu are ensured by their respective services, which have to comply with the regulation contained in the maintenance manual and to follow the existing technical procedures. All maintenance activity is recorded, monitored and controlled through a service management computer platform. All the requests are addressed in due time, ensuring the conservation, rehabilitation and maintenance of facilities and equipment. The information can be consulted online, which allow the persons responsible to monitor, in real time, the operational performance and the levels of accomplishment of the technical interventions scheduled.

The activities of each service are planned by their managers, in coherence with the institution's strategic plan and in accordance with the annual activity plan.

A set of indicators, satisfaction surveys, and their respective goals, were defined to help assess the outcomes of the activities carried out, to identify poor quality performances and define suitable and effective improvement strategies. The results of those actions are presented annually in the respective report.



CHAPTER 08

**INFORMATION MANAGEMENT
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INFORMATION MANAGEMENT AND DISSEMINATION

The Instituto Politécnico de Viseu is equipped with an information system that provides support to the different activities and activity areas. The system is supported by several electronic platforms that enable the collection and processing of data (such as, for example, key performance indicators) and provide the institution with enough information to respond accurately to internal and external information requirement. However, the information is not exclusively collected through those platforms, in fact a large amount of physical data is collected in some services and in some interactive activities carried out outside the institute.

The information system includes several platforms/systems:

MOODLE, used to support teaching activity; it allows the provision of all learning resources allocated to the courses;

COMQUEST, a portal used to apply questionnaires and collect information obtained from satisfaction surveys administered to students to perceive how satisfied they are with their course unit, with the final dissertation/internship, with the school and with the course they attend, the degree of satisfaction of the graduates and of the employers;

CSS BACKOFFICE, an administrative system used for the management of application and placement process, and that is quite useful to handle students' attendance regimes, documents, courses and fees. It allows the submission of applications in person and virtual applications, as well;

CSSNET, an online application platform that allows possible students to apply for the different attendance regimes of the courses offered by the Instituto Politécnico de Viseu. It works in conjunction with CSS BACKOFFICE;

FILEDOC, platform for document management;

INTRANET, platform with updated and classified information gathered from documents and institutional directives;

MOBILIDADE NET, platform used to handle international relationships. It ensures the systematic registration of information, its accessibility, its monitoring and the quick and intuitive access to reports and indicators, and a more effective provision of services;

NETBIB, platform for library management;

NETPA, the platform used by the teaching and learning area and by the different academic areas. It ensures the systematic registration of information and access to that information. The platform is used to monitor and obtain reports and indicators quickly and intuitively and allows the effective provision of services. It contains a module that is used to prepare curricular unit files and reports of the teaching and learning area (curricular unit reports, course reports, organic unit reports and the global report). It stands out as the best way for students and teachers to interact with the Academic Services of the different Schools (registrations, enrolments, exam registrations, online payments, document and application requests, grade consultations, online service distribution, consultations and grade posting, among others);

NETQA, portal where the institute users can perform all sorts of operations and where most of the information available can be accessed;

PRIMAVERA, integrated system, that handles both the financial area (management and budget plan, accounting, third party management, accounts payable, accounts receivable, treasury, financial control of projects, accounts closure, accountability and reopening, analytical accounting, supply and logistics and fixed assets management) and human resources (allowances and salaries, human resources management, employee portal and attendance), with special focus on the general regulation on data protection and on business intelligence and analysis;

PVTIME, management platform handling aspects related with the users' attendance, vacations, absences and leave of absence;

S@SOCIAL, ensures the quality of social services, eases the success of the strategies implemented to broaden student recruitment and of public policies defined to democratise access to higher education;

SIGES, administrative system for academic management used mainly for registrations (classes, exams, grades), open current accounts and for the payment of tuition fees and other emoluments, and for the distribution of teaching resources;

STATISTICS SYSTEM, stores a wide range of academic statistics to meet various needs. It provides information on the students' background, on progression rates, success and dropout rates, exam timetables, debt management, allocation to projects and internships, registration management, consultation of official data, provided by the Directorate General of Higher Education, of students enrolled and of those who have graduated from higher education institutions;

CURRICULUM DATA MANAGEMENT SYSTEM, for the management of curricular programmes, files and unit reports;

TEACHERS' MANAGEMENT SYSTEM, manages the personal and academic data of the institution's teaching staff.

The Instituto Politécnico de Viseu makes use of other systems/platforms to support operational activities: the platform for the assessment of teaching performance (ADOCS), the employment pool, the teacher recruitment pool and the platform used to manage the distribution of the institute's labs and rooms (GESLABS).

The institution ensures, on a regular basis, the collection, analysis and use of results and other relevant information for the effective management of all activities.

The results of all activities are presented annually in the respective reports. This allows the identification of examples of poor-quality performance and the development of improvement strategies.





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PUBLIC INFORMATION

The institutional webpage of the Instituto Politécnico de Viseu provides regular information to all its audiences.

On this page, one may consult management documents that include the institution strategic plan, social balance sheets, its plan and activity report; its statutes and regulations in force and that cover all phases of its students' life in the institution (admission, progression, recognition and certification), situations involving the re-entry and change of institution/course, scientific research scholarships, student ombudsperson and work organization and discipline; its training offer, that includes course reports, course self-assessment reports, reports issued by the external assessment committees and data regarding their accreditation; student access and guidance policies; mobility opportunities; school social services; teaching outcomes that include students' academic results, employability results (including those regarding the monitoring of its graduate' career path for a reasonable period of time to fully analyse their employability rate) and stakeholder satisfaction rates; mechanisms used for dealing with complaints and suggestions; the institute's quality policy, the revision of its internal quality assurance system, the reports describing the institution's internal quality assurance system and the institution's self-assessment, the reports issued by the external assessment committee on the audits to the internal quality assurance system and to the institutional assessment reports and information on the certification of the internal quality assurance system and on aspects related to institutional accreditation.

Regular information is also provided on the webpages of the different organic units. There, one may find information regarding the learning objectives, qualifications awarded and employability prospects for each course; the qualifications of the teaching staff and their conditions of employment and status in the institution; the planning of the courses; the teaching, learning and assessment methods offered to the students; the educational offer of the institution, with information provided by course reports, course self-evaluation reports and by information on their accreditation; users are informed on the rights and duties of students; on the mechanisms implemented to deal with complaints and suggestions; on how to access material resources and teaching support services; on teaching results that include the students' academic results, employability rates (including the monitoring of the graduates' careers paths for a reasonable period of time to collect information on their employability rate) and information on the degree of satisfaction of stakeholders.

Information on the different units and on ongoing research projects is permanently available on the webpages of the different research units.

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EXTERNAL ASSESSMENT

The Instituto Politécnico de Viseu regularly submits its Internal Quality Assurance System so it may be certified by the Agency for Assessment and Accreditation of Higher Education.

The process of external auditing of the Instituto Politécnico de Viseu Internal Quality Assurance System involves the entire academic community: its governing bodies: the President of the Instituto Politécnico de Viseu, the Presidents of the Organic Units, of the General Council, of the Academic Councils and of the Quality and Assessment Councils; its teachers, including those who take part in the General Council, the Academic Council and the Quality and Assessment Councils; its students who are part of the General Council, the Academic Council and in the Quality and Assessment Councils; non-teaching staff members who are represented in the Quality and Assessment Council by the different heads of services/offices of the institution and by the Quality Manager; and the external community, who is represented in the General Council by several appointed external figures.

The preparation of the institutional self-assessment report included five main stages.

The first stage includes governing bodies, teaching and non-teaching staff members and involves the consultation of the management documents and the collection of specific data from the different services and areas;

The second stage is carried out by a multidisciplinary team composed of teaching and non-teaching staff members, who are responsible for verifying all information available, for drafting institutional texts, and for filling in the tables contained in the reference document – guidelines for the institutional self-assessment report. Where necessary, this team requests or collects additional information;

In the third stage, the multidisciplinary team submits the document to the President of the Instituto Politécnico de Viseu, who will be responsible for requesting the Academic Council and the Quality and Assessment Council's opinions;

In the fourth stage, the document, reviewed according to the opinions issued by the Academic Council and by the Quality and Assessment Council, is submitted by the President of the Instituto Politécnico de Viseu to the General Council so it can be assessed, and so that the Council may request the implementation of any improvement deemed necessary and may ultimately approve it.

In the last stage, the institutional self-assessment report is submitted by the President of the Instituto Politécnico de Viseu to the Agency for Assessment and Accreditation of Higher Education.

The self-assessment report, the report of the External Assessment Committees of the Agency for Assessment and Accreditation of Higher Education and the result of the certification process are disclosed on the webpage of the Instituto Politécnico de Viseu, in the Quality and Assessment tab.



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V22 EN, 31|03|2022

Updating of the quality assurance manual, according to the strategy adopted by the new presidency of the Instituto Politécnico de Viseu and the quality assurance plan 2022/2025.

V21 EN, 16|03|2020

New global version of the quality assurance manual. This version was prepared on the recommendation of the Agency for Assessment and Accreditation of Higher Education as part of the certification of the internal quality assurance system of the Instituto Politécnico de Viseu. It closely follows the recommendations of the Agency and covers all the activities of the Institution. Its construction was based on a discussion that included the commitment of all Organic Units.

V20 EN, 04|05|2018

Updating of the table of contents; revision of the quality policy following suggestions of the External Assessment Committee of the Agency for Assessment and Accreditation of Higher Education during its institutional assessment visit; revision of the scope and objectives and introduction of a few changes to the fourth paragraph regarding non-conformities; revision of the degrees of responsibility allocated to some of the institution's bodies: revision of the quality manager's responsibilities, according to the revision carried out, and introduction of the responsibilities assigned to the Quality Committees; revision of the processes that support the system, with the introduction of a few changes regarding non-conformities procedures, which are hereafter referred to as improvement actions; revision of the planning procedure and revision of the internal quality assurance system with the introduction of a reference to indicators map, to activity maps and to the organic unit reports. A change in the numbering of the action plan form was also included; revision of the educational offer management with the suppression of the reference to the preparation of the organic unit report, which now finds its place in the planning procedure, and revision of the internal quality assurance system; revision of the sub-procedure for the periodic revision of the courses offered, with the introduction of the course periodic revision report form and of the scheduling of the course revision procedures for each organic unit;

Revision of the sub-procedure governing the creation, suspension or extinction of courses, with reference to the analysis of the causes that have led to the non-accreditation of a new course and to the different communications submitted to the Academic Council; revision of the procedure involving the introduction of changes to a given course, with reference to the communication submitted to the quality and assessment committees; revision of the educational activities management procedure, with the introduction of the reference to the forms to be used to submit the curricular unit reports and course reports; revision of the procedure that will hereafter be referred to as improvement actions, by removing the negative connotation of the term non-conformity; suppression of the characterisation indicators chart; update of the map of questionnaires and satisfaction surveys, following the process of simplification of questionnaires, and change in the name and numbering of the satisfaction surveys map; updating of the revision log and change in the numbering; updating of the correlation matrix between documented procedures and forms and change in the numbering; simplification of the satisfaction questionnaires, keeping only six questionnaires, namely: student satisfaction survey to assess students' degree of satisfaction with the course unit, student satisfaction survey to assess students' degree of satisfaction with their internship, dissertation or project, student satisfaction survey to assess their degree of satisfaction with the course and with the school, employer satisfaction survey and graduates satisfaction survey; introduction of some forms to be used to complete the organic unit reports, the periodic course revision reports, the course unit report and the course report; updating of some other forms, such as the audit programme forms, the audit plan and audit report forms, updating and renumbering of the action plan form and introduction of the forms used to prepare indicators map and activity maps.

V19 EN, 31|07|2017

Updating of the table of contents; updating of the support services management procedure; introduction of the reference to a new form to be used in the dissertation defence, project work or final internship report- 2nd cycle; change in the medical services sub-procedure; updating of the in-library consultation or bibliography loan request, according to the amendment introduced to the library network policy and procedures; revision of the libraries network regulation (suppression of number 01 of article 1 and point 02 of article 4, which were renumbered with 03 and 04; paragraph a) of article 10 point 02 was altered, as were article 11 point 03, the paragraph a) of article 12 point 03, the paragraph b) of article 12 point 03, and point 01 of article 13; article 24) was removed; introduction of changes to the sub-procedure that once included medical services procedures and that will, from now on, deal only with psychology services; revision of the management of international cooperation procedure, with the introduction of reference to the new sub-procedures students, graduates, teaching and non-teaching staff mobility under international cooperation protocols – outgoing, and students, graduates, teaching and non-teaching staff mobility under international cooperation protocols- incoming; adaptation of the MILLENNIUM magazine sub-procedure to the magazine new exercise; rectification of paragraph 06 of the sub-procedure covering the support to higher education applications; updating of the revision log; updating of the correlation matrix between documented procedures and the existing forms.



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Updating of the table of contents; revision of the human resources management procedure, with the introduction of new sub-procedures and the removal of reference to the form that will be used to request the accumulation of tasks; revision of the training planning and management procedure with the introduction of note 1 regarding the exception in the definition of quotas; revision of the travel on official duty procedure, with the introduction of a reference that the completion of the forms may be replaced by written information from the person who authorized the mission; revision of the termination of service procedure, and the inclusion of changes regarding responsibility for point 9B; introduction of a few new sub-procedures: hiring or renewal of teaching staff contracts (under art. 9 8º of ECPDESP), accumulation of tasks and accidents at work and occupational diseases; revision of the reimbursement sub-procedure, with the introduction of a note regarding the processes initiated by the services; revision of the sub-procedure governing the defence of dissertation, project work or final internship report- 2nd cycle, with the introduction of the reference to the new form that will be used to request acceptance of dissertation proposal 2nd cycle; updating of the revision log; updating of the correlation matrix between documented procedures and forms.

V17 EN, 31|10|2016

Updating of the structure of the quality assurance manual and of all documents of the internal quality assurance system.

V16 EN, 31|03|2016

Updating of the table of contents; updating of the distribution list of the quality assurance manual; revision of the procedure for planning and revision of the internal quality assurance system updating the cases in which the meeting minute form has to be replaced by a more formal format of minute; revision of the management of infrastructure and material resources procedure; revision of the rules for the creation, changes and removal of users, with the inclusion of a new designation and an updating of its content; revision of the services management procedure that governs the support provided to activities, students and customers with the introduction of a few new sub-procedures: accommodation management, management of ticket sale for the use of services, management of psychological and medical consultations and management of equipment cession; revision of the procedure for financial support to research activities carried out by members of the research unit, with the inclusion of some adjustments and the reference to the new forms introduced; updating of the revision log; revision of the forms used by the quality and assessment office- objectives chart and action plan; introduction of the new forms to be used by financial services- application for accommodation, data sheet, consent form, information/request to leave the accommodation and request of equipment; removal of the request for removal of user form; revision of the research unit form request for financial support/participation in scientific meetings/conferences and introduction of new forms to be used by the research unit: request for financial support, participation in courses/workshops/projects and translation/proofreading/submission request.

V15 EN, 30|10|2015

Updating of the table of contents; updating of the human resource management procedure, with the introduction of a few new sub-procedures: mission (which is pending further verification by the Commission for the Quality of Human Resources Services), scholarship grants and termination of service and removal of the sub-procedure governing the management of requests for financial support/bonification used in the research centre and that will be included in the research activities management procedure; updating of the procedure governing the management of support services for activities,

students and customers with the introduction of a new sub-procedure; revision of the sub-procedure governing the defence of dissertation, project work or final internship report- 2nd cycle, with the introduction of the reference to the new form to be used and to the changes that will affect points 02 to 04, 24 and 25, 32 and 34 and 38 and 39; revision of points 14 and 16 of the sub-procedure governing the mobility of students, graduates, teachers and non-teaching staff- outgoing; introduction of the new sub-procedure focusing on management of veterinary nurse services and lab tests; updating of the research activities management procedure with the introduction of the sub-procedure defined for the funding application to carry out research activities and updating and renumbering of the sub-procedures governing the research activities carried out through the Instituto Politécnico de Viseu and the financial support for research activities carried out by members of the research unit; revision of the procedure governing the management of activities developed in partnership with external entities; revision of the management of internal audits procedure with changes introduced to points 07, 13, 16, 17 and 20 to 23; updating of the indicators chart; updating of the revision log; change in the graduate satisfaction surveys- short version and long version- with the introduction of new answer options for the question “have you had any professional activity so far? ; a few change made to the human resources service forms- request for non-teaching staff to be absent from work (without costs for the institution) and request for mission (with costs for the institution), and introduction of the form that teachers will used to request travel on official duty (without costs for the institution); suppression of the financial services forms used to request financial funding to participate in scientific meetings/conferences and to apply for subsidies and revision of the forms relating to suppliers registration, list of qualified suppliers, supplier assessment, potential supplier assessment, transport and driver request and request for the cession of space; introduction of the reference to the interest rate applied in the commitment agreement form for staggered payment applied to overdue tuition fees and introduction of a new form to be used by the academic services : submission of dissertations, project works or final internship reports, following the trial lecture and public defence - 2nd cycle; introduction of the certificate of commitment form for the staggered payment of overdue fees and introduction of the new form for the academic services related to delivery of copies of dissertation, project work or final internship report, after public defence exam- 2nd cycle; introduction of the certificate of arrival and certificate of attendance forms; introduction of the forms request for financial assistance to participate in scientific meetings/conferences, request for grant subsidy and funds transfer request to be used in the research unit.

V14 EN, 30|06|2015

Updating of the table of contents; updating of the list of acronyms and abbreviations; updating of the organisational model chapter and introduction of some changes to the organisational charts; revision of the procedure governing the management of support services to activities, students and customers with introduction of new sub-procedures; revision of the sub-procedure governing the management of the Polistécnica magazine and others non-periodical publications with introduction of changes to safeguard the differences between online and paper editions; introduction of some adjustments to the sub-procedure governing the management of support activities to higher education applications, with the introduction of a reference to special regimes and special categories; revision of the sub-procedure regulating the the defence of dissertations, project works or final internship reports- 2nd cycle, with the introduction of the reference to the form used for the submission of dissertations, project works or final internship reports- 2nd cycle, after their acceptance; alteration of the reprographics service management sub-procedure to define a maximum limit of photocopies for internal users; introduction of new sub-procedures for the management of the special competition for international students’ access and admission to Higher Education and for the application to the special competition for international students’ access and admission; revision of the procedure governing the management of international cooperation activities and of the sub-procedures regulating the management of processes leading to the establishment of partnerships, the management of applications to international mobility assistance programmes, that will, from now on, be renamed management of applications and projects supporting internationalisation, the mobility of students, graduates, teaching and non-teaching staff that will be, from now on, called students, graduates, teaching and non-teaching staff mobility- outgoing, and the mobility of foreign students, graduates, teaching and non-teaching staff hereafter referred to as students, graduates, teaching and non-teaching staff mobility-incoming, adapting them to the Erasmus+ programme; removal of the sub-procedure governing decentralised projects and activities management; updating of the correlation matrix between the benchmarks issued by the Agency for Assessment and Accreditation of Higher Education and the documented procedures and introduction of an update to the existing table according to the revision of the manual; updating the map of characterisation indicators, by updating the indicators and introducing the calculation formulae and the units in which they should be expressed; updating of the map of performance indicators with the introduction of adjustments to the structure of the map and the introduction of new indicators related to new procedures or sub-procedures developed; updating of the revision log; introduction of amendments to the forms designated individual file of the author and individual file of the assessor with introduction of a form field to be filled with the date of completion of the forms; updating of the application form used to request re-enrolments, change of course or school transfer with the introduction of the reference to the regulation governing situations that involve the change of course, transfers and re-enrolments; introduction of the international student application form; introduction of the form used to submit copies of dissertations, project works or final training reports- 2nd cycle, after acceptance; removal of the Erasmus bilateral agreement- teaching and non-teaching staff contract- teaching and training missions, Erasmus teaching and non-teaching staff scholarship certificate- teaching and training missions, Erasmus teaching assignment certificate-



Erasmus teaching certificate, Erasmus teacher and staff training certificate-Erasmus teaching and non-teaching staff mission certificate, and Leonardo da Vinci placement certificate.

The English version of the quality assurance manual of the Instituto Politécnico de Viseu was approved.

V13 EN, 31|03|2015

Updating of the table of contents; updating of the educational offer management procedure (simplification of the procedure and introduction of reference to effectiveness reports) and of the sub-procedures titled periodic revision of courses (changes in the composition of the revision teams and introduction of a reference to the requests for an external experts opinion and to the effectiveness reports), creation, suspension or extinction of courses (compliance of the procedure with the regulation, introduction of the procedure governing non-degree courses and introduction of the reference to effectiveness reports) and course modification procedures (changing the name of the procedure responsible for altering the structure of a given course, changes made to comply with existing regulations, introduction of the procedure governing non-degree courses and introduction of the reference to the effectiveness reports); revision of the human resources management procedure (introduction of reference to a new sub-procedure and the inclusion of a new form); introduction of the new sub-procedure for the management of financial assistance/subsidies requests allocated to the research centre staff; revision of the directive covering the assessment and qualification of contractors (introduction of amendments to the points 2, 4 and 5 of the directive), updating of the procedure governing the management of the support services directed to activities, students and customers (introduction of the new sub-procedures and of the new satisfaction survey); amendment to the sub-procedures governing exam applications for students aged over 23 years, re-enrolment application, change of course or transfer, application to special competitions and application to graduate, postgraduate or masters courses (introduction of the reference that the applications can, as of now, be submitted online); introduction of a few changes to the sub-procedure that regulates the application to technological specialization course (altering its denomination to application to professional higher technical course and introduction of the information that the application can be submitted online); introduction of changes to the acquisition and availability of new and recommended bibliography sub-procedure (the suggestion to acquire new bibliography may, from now on, come from the services and not only from data gathered from readers); introduction of changes to the conducting bibliographical research sub-procedure (removal of the paragraph that included the application of the satisfaction survey. The services will, from now on, be responsible for defining the methodology to be used); introduction of the new sub-procedure governing the validation of metadata stored in the digital repository of the Instituto Politécnico de Viseu; updating of the procedure controlling the management of educational activities (updating responsibilities and introducing effectiveness reports and respective curriculum minimum content); introduction of some changes to the national library network regulation (altering paragraph e), article 10 number 2, which defines that books on loan from other schools cannot be borrowed from the library); revision of the survey charts (introduction of information regarding the new satisfaction survey); revision of the revision log; inclusion of a new satisfaction survey (introduction of a survey with two questions only); introduction of some changes to the request form used by staff members when they need to take time off from work (suppression of the field used to express other requests . The form will be used only when the absence is foreseen in the regulation governing the employees' working time or if it is a mission that doesn't involve any cost to the institution); introduction of changes to the form used to request

the accumulation of tasks (updating the form according to the legislation in force); introduction of a new travel request form, changes to the institution's transportation request form (altering the name of the form that will hereinafter be called transport and driver request form, and introducing a field that will be completed if the driver requests subsistence allowance); introduction of a few changes to the form used to request the cession of spaces (introduction of a field that will be used to check the conditions of the facility after its cession, in accordance with the cession of spaces management sub-procedure, and introduction of a field that is to be completed with the names of the employees who will do overtime work); introduction of changes to the form used to request financial assistance for taking part in scientific meetings/conferences (adding new fields to insert the necessary information in accordance with the sub-procedure governing the management of requests for financial assistance/grant subsidies allocated to the research centre); introduction of the form that shall be used for allowance applications (in accordance with the sub-procedure ruling the management of applications for financial assistance/allowances to be granted to the research centre); suppression of the form used by students to apply for technological specialization courses; adjustments made to the accreditation plan form used for technological specialization course(s) (the form will now be designed accreditation plan for higher professional technical course and shall be adapted to this type of higher education offer) and introduction of new forms used by students to apply for higher professional technical course(s) and to apply for short courses.

V12 EN, 13|02|2015

Updating of the table of contents; updating of the revision log; introducing changes to the purchase of goods and services form and to the proposed purchase of goods and services for international projects and financed projects form with the introduction of a field where the budgetary approval will have to be referred and another field to provide information on the compliance with number 2 of article 113 of the Public Contracts Code.

V11 EN, 31|10|2014

Updating of the table of contents; updating of the human resource management procedure; introduction of the absence management sub-procedure; updating of the procedure governing the management of support services provided to activities, students and customers; introduction of some changes to the reimbursement sub-procedure; introduction of the management of reprographics services sub-procedure; introduction of some changes to the institution's absence form; introduction of changes to the form used to provide information on the need for employees to work overtime; introduction of a few changes to the transportation request form, to the request for the cession of spaces form; introduction of the reprographics request form; introduction of some changes to the form used to request change/cancellation of enrolment in curricular units; introduction of changes to the form authorising the archiving and availability of 2nd cycle final works in the IPV digital repository and updating of the revision log.

V10 EN, 30|09|2014

Updating of the table of contents; introduction of changes to the distribution list of controlled copies of the quality assurance manual, in accordance with the guidelines issued by the president of the Instituto Politécnico de Viseu; updating of the processes that support the system; introduction of some changes to the planning procedure and revision of the internal quality assurance system; adjustment to the human resources management procedure; introduction of the authorization of overtime work sub-procedure; updating of the absence and vacations forms: from now on, the form will have to include information on: the employees' absence and the causes that have led to said situation: medical declaration certifying that the employee was absent due to a medical consultation / diagnostic test, medical declaration certifying that the employee was accompanying a family member, and should also include a return to work declaration, in accordance with the new legislation in force; changes introduced to the overtime bulletin form that, from now on, will be known as the supplementary work bulletin and introduction of the form that will have to be filled with information on the employee's need for overtime; introduction of some changes to the transportation request form and to the form used to request the cession of spaces; introduction of a few changes to the procedures governing the management of information and documentation system for quality: in this case, management of external and internal documentation with an impact on the institution's activities was replaced by the management of internal and external information or documentation with an impact on the institution's activities, introduction of changes to sub-procedures governing the management of activities that support the transition from student life to work life and the management of training activities to support the students' integration into work life; introduction of some changes in the numbering of the assessment of training action for integration into working life form and suppression of the collection of training needs for integration into work life, training plan for integration of students into work life forms and of the registration form to take part in training actions regarding the integration into work life; introduction of changes to the audit management procedures, now renamed internal audit management and to the management of complaint, suggestion and non-conformity processes, now renamed management of suggestions, complaints and non-conformity situations; updating of the correlation matrix between the benchmarks of the Agency for Assessment and Accreditation of Higher Education and the documentation governing the system; division of the indicator chart into background indicators and performance indicators; updating of the revision log.

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V09 EN, 30|05|2014

Updating of the table of contents; introduction of some changes to the performance assessment directive; introduction of some changes to the compromise agreement form for the staggered payment of overdue tuition fees; introduction of the questionnaires to be applied to students, faculty, employers, and graduates; updating of the survey map, and updating of the revision log.

V08 EN, 24|04|2014

Updating of the table of contents; updating of the distribution list of controlled copies; revision and introduction of forms to be used in financial services; revision and introduction of different sub-procedure and revision of the forms to be used in academic services; revision of the procedure and sub-procedures related to the management of research activities; revision of the procedure governing the management of activities carried out with the community; updating of the survey chart and updating of the revision log.

V07 EN, 28|02|2014

Updating of the table of contents; updating of the procedure, sub-procedures and instructions related to the management of infrastructure and material resources and introduction of new documents; updating of the procedure, sub-procedures, instructions and forms related to the management of services provided to support activities, students and customers and inclusion of new documents; updating of the procedure and sub-procedures related to the management of international cooperation activities and inclusion of new documents; updating of the indicators charts; updating of the revision log and suppression of the map of documents.

V06 EN, 31|01|2014

Updating of the table of contents; inclusion of forms and instructions related to human resources management procedure; introduction of forms and instructions related to the academic services management sub-procedures and inclusion of a new sub-procedure related to the diploma supplement; inclusion of different forms related to the documentation centres management sub-procedures; introduction of forms related to the provision of unspecified services sub-procedure; updating of the revision log and updating of the map of documents.

V05 EN, 20|12|2013

Revision of the procedures governing the planning and revision of the internal quality assurance system, the management of educational activities, the management of activities developed with the community, the audit management, the management of complaints, suggestions and non-compliance situations; updating of the correlation matrix between the a3es benchmarks and documented procedures; updating of the revision log; updating of the map of documents; revision of the audit programme and audit report forms

V04 EN, 31|01|2013

Updating of the table of contents; updating of the distribution list; revision of the defence of dissertation, project work or final internship report sub-procedures; allocation of social assistance and filing of appeal against the allocation of social assistance; updating of the survey chart; updating of the revision log: inclusion of the map of documents; introduction of new forms into the system: quality balance sheet, meeting minutes, list of signatures and rubrics, objectives map, action plan, audit programme, audit plan, audit report, non-conformity report and complaint report.

V03 EN, 30|11|2012

Updating the table of contents; updating of the controlled copy distribution list; revision of the procedure for the management of educational activities in accordance with the content of the course unit dossier; updating of the indicator chart, and updating of the revision log.

V02 EN, 31|07|2012

Updating of the table of contents; revision of the procedure governing the purchase of goods and services and of the instruction for the assessment of suppliers; revision of the sub-procedures governing the in-library consultation or bibliography loan request; allocation of social assistance and filing of an appeal against the allocation of social assistance; revision of the management procedure defined for educational activities regarding the consultation and review of examinations and the minimum content of the course unit dossier; introduction of the indicators maps of the documentation centres and updating of the revision log.

V01 EN, 30|03|2012

Updating of the table of contents and inclusion of page numbers; updating of the manual page structure; transfer of the revision log to an appendix; introduction of the following definitions: organisational environment, sustained success, human resources policy and research and development policy; updating of the list of acronyms and abbreviations; adjustment of the text focusing on the objectives; correction of some details in the text related to the quality policy; introduction of information on research and development; updating of the structure and levels of responsibility of the quality and assessment committee; inclusion of a new section covering the documentary structure of the system; updating of the structure of the processes that support the system; introduction of the documented procedures and sub-procedures and of instructions on quality; introduction of the correlation matrix, indicators, survey maps and revision log appendices.

V00 EN, 31|10|2011

First version of the quality assurance manual of the Instituto Politécnico de Viseu.

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