

UNIVERSITAT DE VALENCIA

SERVICE CHARTER

uvdisàbility



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1. MISSION

Our mission is to provide support to people with disabilities at the Universitat de València (UV), through specific and transversal programmes that favour inclusion in the university environment, always keeping in mind the principles of equal opportunities and universal accessibility.

2. VISION

We aim to be a care and counselling service available to the entire university community students, teaching and research staff and the administrative and services staff, in disability matters.

3. SERVICES, COMMITMENTS AND INDICATORS

PSYCHOEDUCATIONAL COUNSELLING PROGRAMME

Service 1: Provide information, advice and/or assessment based on the needs of students with disabilities.

Commitment 1: Attend to 100% of information, counselling and assessment requests made according to the users' specific needs.

Indicator 1: Percentage of requests for information, advice and assessment of students with disabilities attended annually.

Quality Key Factors: Efficacy.

Quality Standard: Attend to 100% of the requests.

Formula: [No. of requests attended to/ No. of requests made] x 100.

ASSISTANCE PROGRAMME FOR TEACHING AND RESEARCH STAFF AND THE ADMINISTRATIVE AND SERVICE STAFF

Service 2: Inform, advise and/or assess the needs of teaching and research staff and the administrative and services staff with disabilities.

Commitment 2: Attend to 100% of information, counselling and assessment requests made by UV staff with disabilities.

Indicator 2: Percentage of requests for information, advice and assessment of UV staff with disabilities attended annually.

Quality Key Factors: Efficacy.

Quality Standard: Attend to 100% of the requests.

Formula: [No. of requests attended to/ No. of requests made] x 100.

EQUAL OPPORTUNITIES PROGRAMME

Service 3: Provide technical and personal support for students with disabilities depending on their needs according to UVdisability availability.

Commitment 3: Attend to 100% of requests for technical and/or personal support made by students with disabilities.

Indicator 3: Percentage of requests for technical and personal support processed annually.

Quality Key Factors: Efficacy.

Quality Standard: Attend to 100% of the requests.

Formula: [No. of requests attended to/ No. of requests made] x 100.

AWARENESS, TRAINING AND VOLUNTEERING PROGRAMME

Service 4: Encourage the university community and institutions outside the UV to take an active role in the inclusion of people with disabilities.

Commitment 4: Carry out informational, awareness-raising and/or training actions regarding disabilities within the university community.

Indicator 4: Number of informational, awareness-raising and/or training actions carried out annually.

Quality Key Factors: Communication efficacy.

Quality Standard: Carry out a minimum of 3 actions annually.

Formula: [No. of actions \geq 3 annually].

UNIVERSAL ACCESSIBILITY PROGRAMME

Service 5: Manage actions aimed at making the university more accessible by eliminating the existing physical, electronic and communication barriers in order to facilitate the inclusion of people with disabilities.

Commitment 5: Attend to 100% of accessibility requests made.

Indicator 5: Percentage of accessibility requests processed annually.

Quality Key Factors: Efficacy.

Quality Standard: Attend to 100% of the requests.

Formula: [No. of requests attended to/ No. of requests made] x 100.

4. USERS' RIGHTS AND DUTIES

The rights and duties of users of the services offered by UVdisability are recognised in article 35 of the Law 30/1992, of 26 November, in the Legal Regime of Public Administrations and Common Administrative Procedure, and in particular include the following rights and duties:

RIGHTS

- To be assisted properly and professionally by all the service staff.
- Confidentiality of personal data guaranteed according to the legislation in force.
- To receive updated, accessible and quality information about the services offered by UVdisability.
- Access to the necessary technical resources that are owned by UVdisability to facilitate studies in the same conditions as other students.
- Access to spaces and infrastructure for all users.
- Any right arising from the regulations in force.

DUTIES

- To behave politely and follow UVdisability instructions.
- To make good use of information resources that the service offers.
- To know and comply with the provisions governing the various services offered by UVdisability, especially loan regulations, use of facilities and electronic resources and provision of study material and bibliography.
- To respect spaces, equipment and facilities, contributing to maintaining a pleasant environment.
- To take care of and maintain technical resources provided.
- Any duty arising from the regulations in force.

5. APPLICABLE LEGISLATION

State regulations

- Law 30/1992, of November 26, on the Legal Regime of Public Administrations and Common Administrative Procedure.
- Law 10/2010, of April 28, on the prevention of money laundering and the financing of terrorism.
- Regulation (EU) 2018/1725, General Data Protection, Organic Law 3/2018, on the Protection of Personal Data and guarantee of digital rights.

UV regulations

- Regulations on the academic care of students with disabilities. Approved by the Government Council on July 6, 2010 (ACGUV 127/2010).
- Regulation of external internships of the UV (ACGUV 131/2012).
- Regulation of Measures for the integration of teaching and research staff with disabilities at the UV. Approved by the Government Council on March 28, 2013 (ACGUV 40/2013). Modified in March 31, 2014 (ACGUV 30/2014).
- Mobility regulations of the UV. (ACGUV 196/2013).
- Registration regulations of the UV for bachelor's and master's degrees (ACGUV 107/2017).
- Evaluation and qualification regulations of the UV for bachelor's and master's degrees (ACGUV 108/2017).
- Permanence Regulations for students of the UV.

6. WAYS OF PARTICIPATION AND COLLABORATION

Users can collaborate in the improvement of the service, through the following activities:

- Receiving assistance related to information needs, doubts, issues, etc., which arise in relation to the services rendered by UVdisability.
- Giving their opinion on perceived quality regarding the services offered by UVdisability.
- Formulating suggestions to help improve the service.
- Making complaints when the services offered are not satisfactory.

Complaints and suggestions received in UVdisability will be answered within one month.

OPEN COMMUNICATION CHANNELS

Telephone: 96 3983426

Postal address: Av. Blasco Ibáñez, 21. 46010 Valencia

WhatsApp: 690 950 985 and 690 952 473

Email address:

- updestudiantes@uv.es: to request reports from teachers, follow-ups, queries...
- upd@uv.es: to request adaptation of material, support in exams or support products.
- pdipasdiscapacidad@uv.es: for advice to UV staff with disabilities regarding integrative measures.
- uvdiscapacitat@uv.es: for any other queries.

Personal assistance:

- In person: in the office of UVdisability.
- Online: through google meets.

Suggestions, Complaints and Compliments Mailbox: <http://www.uv.es/bustia>

Surveys: <http://www.uv.es/uvdiscapacitat>

7. CORRECTIVE MEASURES

Users who believe that UVdisability has violated any of the commitments stated in this Service Charter, can formulate their complaints by addressing them to:

- UV suggestions, complaints and compliments mailbox: <http://www.uv.es/bustia>
- Department of UVdisability.

In case of breach, the person responsible for the Service Charter will notify in writing why the commitments have not been fulfilled, and the measures adopted for correcting the detected breach.

Failure to fulfil the commitments included in this Service Charter will not give rise to administrative liability.

8. LOCATION, OPENING HOURS AND PUBLIC TRANSPORT

LOCATION

Address: Av. Blasco Ibáñez, 21. 46010 Valencia.

Telephone: (+34) 96 3983426

Email:

- uvdiscapacitat@uv.es
- updestudiantes@uv.es
- upd@uv.es
- pdipasdiscapacidad@uv.es

Webpage: <http://www.uv.es/uvdiscapacitat>

OPENING HOURS (BY APPOINTMENT)

From October to May:

- Monday to Friday from 9:00 a.m. to 2:00 p.m.
- Monday to Thursday from 4:00 p.m. to 6:00 p.m.

June, July and September:

- Monday to Friday from 9:00 a.m. to 2:00 p.m.

August: closed.

PUBLIC TRANSPORT

Underground line: Line 3 ("Facultats")

Bus: Lines: 9, 10, 12, 29, 30, 31, 40, 41, 70, 71, C2, 81 and C3.

Valenbisi: <http://www.valenbisi.es>

9. VALIDITY

The Charter has been approved by Maria Vicenta Mestre Escrivà, Rector of Universitat de València.

The validity of this Charter is four years, starting from 01/01/2024, unless important changes in its contents make an earlier revision advisable.

This Charter will be available on the unit's website.

Signed: Rector of the Universitat de València.

María Vicenta Mestre Escrivà

Valencia, December 2023