



## SERVICES CHARTER For students

VNIVERSITAT  Secretary's office of the  
ED VALÈNCIA **Facultat de Filologia, Traducció i Comunicació**



## Mission

The economic and administrative services of the Facultat de Filologia, Traducció i Comunicació of the Universitat de València have as mission giving the needed management support for the organisation and development of the teaching, research and disseminating activities of the centre, paying particular attention to students. Thus, we aim to contribute to the training of professionals of degree and postgraduate studies with enough preparation and practice to develop their professional activity.

## Services provided

### USER SUPPORT

- S1.** Deal with requests for information and guidance from future or current students, graduates and other users.

### ADMISSION THROUGH CONTINUATION OF PARTIAL OFFICIAL STUDIES

- S2.** Process applications for admission through the recognition of partial official studies of the students who wish to study at the university and inform them of the decision.

### ENROLMENT

- S3.** Provide technical and administrative assistance to students throughout the enrolment process, in undergraduate and master's studies.

### CANCELLATION OF ENROLMENT BY REASON OF FORCE MAJEURE @

- S4.** Inform students how they can provide evidence to fulfil the requirements for a total or partial cancellation of enrolment due to force majeure, submit the dean's report to the committee that has to take a decision and perform procedures derived from it.

### CREDIT RECOGNITION AND TRANSFER @

- S5.** Process applications for credit recognition and transfer, submit them to the corresponding commission, inform students of its decision and, if appropriate, issue a receipt of this recognition and include it in the records.

### ACADEMIC RECORD TRANSFER TO OTHER UNIVERSITIES @

- S6.** Process academic record transfers requested by students admitted to other universities.

### RECEIPTS AND REFUND OF TUITION FEES @

- S7.** Deal with receipts of students of the faculty, including refunds or additional payments.

### MOBILITY PROGRAMMES

- S8.** Keep the records of students participating in mobility programmes and inform them of their situation.

### WORK PLACEMENTS

- S9.** Inform students of deadlines and practices related to work placements, and perform required procedures.

### UNDERGRADUATE AND MASTER'S DEGREE FINAL PROJECTS @

- S10.** Perform procedures related to students' undergraduate and master's degree final projects.

### CERTIFICATES @

- S11.** Issue academic or other certificates at the request of students.

### EARLY EXAMINATION SESSIONS @

- S12.** Process students' applications for early examination sessions and inform them of the decision.

### ACADEMIC APPEALS @

- S13.** Process students' academic appeals and inform them of the decision.

### CURRICULAR ASSESSMENT THROUGH COMPENSATION

- S14.** Process students' applications for curricular assessment through compensation, submit the dean's report on the fulfilment of requirements for such assessment and perform procedures following the decision.

### QUALIFICATIONS AND EUROPEAN DIPLOMA SUPPLEMENT (EDS) @

- S15.** Process original or duplicate qualifications and the European Diploma Supplement (SET) and deliver them to students.

### DOCTORATE @

- S16.** Keep documents and information of interest related to doctoral programmes of the faculty, including those related to the thesis deposit and defence.

### OFFICIAL RECOGNITION OF FOREIGN QUALIFICATIONS

- S17.** Process students' applications related to the fulfilment of additional training requirements required by the Spanish Ministry of Education for the official recognition of foreign higher education qualifications.

### TIMETABLES, CLASSROOMS AND EXAMINATION DATES

- S18.** Publish timetables, classrooms and examination dates, once the oferta del curs acadèmic (Academic Year Programme or OCA) has been approved.

@ Electronic processing on [entreu.uv.es](http://entreu.uv.es)



## Commitments

### USER SUPPORT

- C1.** Respond appropriately to all requests for information from users.

### ADMISSION THROUGH CONTINUATION OF PARTIAL OFFICIAL STUDIES

- C2.** Make a decision regarding the admission for continuation of partial official studies applications by 30 September, unless there is a modification of the academic management processes calendar.

### ENROLMENT

- C3.** Provide adequate technical and administrative assistance to all students enrolling.

### CANCELLATION OF ENROLMENT BY REASON OF FORCE MAJEURE

- C4.** Provide the commission deciding upon the cancellation of the enrolment due to force majeure with the dean's report within a period of 15 business days from the submission of the application accompanied by the supporting documentation.

### CREDIT RECOGNITION AND TRANSFER

- C5.** Notify students of all decisions regarding credit recognition and transfer within 15 days from the corresponding commission issuing its report, provided the required documentation has been submitted.

### ACADEMIC RECORD TRANSFER TO OTHER UNIVERSITIES

- C6.** Send academic records, as requested by students, to the relevant university within a period of 30 business days from the submission of the application, as long as the exam records have been processed and the fees have been paid if necessary.

### RECEIPTS AND REFUND OF TUITION FEES

- C7.** Report problems related to receipts requiring amendments by the faculty within 5 business days from the confirmation of payment in the case of refund of fees.

### MOBILITY PROGRAMMES

- C8.** Include the marks in the outgoing students' records within 5 business days from receipt of all marks from the relevant university.

### WORK PLACEMENTS

- C9.** Inform students of allocation of placements at least 10 days before the start date.

### UNDERGRADUATE AND MASTER'S DEGREE FINAL PROJECTS

- C10.** Guarantee students fulfilling the requirements the required procedures to be able to defend their undergraduate or master's degree final projects on time.

### CERTIFICATES

- C11.** Issue certificates within 7 business days. In the period of enrolment or in the case of an academic record of a curriculum without credits, the period will be 10 days.

### EARLY EXAMINATION SESSIONS

- C12.** Make a decision regarding all students' applications for early examination sessions and communicate it within 10 business days following the deadline for submission of applications.

### ACADEMIC APPEALS

- C13.** Communicate the decision of the Academic Appeal Commission regarding academic appeals within a maximum period of 5 business days from its ruling.

### CURRICULAR ASSESSMENT THROUGH COMPENSATION

- C14.** Include marks in students' records within 5 business days from receipt of the rector's approval.

### QUALIFICATIONS AND EUROPEAN DIPLOMA SUPPLEMENT (EDS)

- C15.** Approve applications for a certificate of qualification within 15 business days from payment of the fee, except for during the enrolment period, when the deadline will be 30 business days.

### DOCTORATE

- C16.** Guarantee doctoral students meeting requirements the required procedures to be able to defend their theses on time.

### OFFICIAL RECOGNITION OF FOREIGN QUALIFICATIONS

- C17.** Inform users requesting official recognition of foreign qualifications how to fulfil the training requirements required by the Spanish Ministry of Education within 15 days.

### TIMETABLES, CLASSROOMS AND EXAMINATION DATES

- C18.** Publish timetables, classrooms and examination dates before the start of the enrolment period of each academic year.



## Indicators

1. Satisfaction with the information and the service received in the office of the secretary.
2. Rate of applications for admission through partial official studies processed on time.
3. Satisfaction with the service during the enrolment.
4. Rate of reports on cancellation of enrolment due to force majeure issued on time.
5. Satisfaction with the service related to the cancellation of enrolment due to force majeure.
6. Rate of credit recognition processed on time.
7. Satisfaction with the service related to credit recognition and transfer. reconocimientos y transferencias de créditos.
8. Rate of records transferred to other universities on time.
9. Satisfaction with the service related to tuition fees.
10. Satisfaction with the service related to mobility programs.
11. Satisfaction with the service related to work placements.
12. Satisfaction with the service related to the degree final project.
13. Rate of certificates issued on time.
14. Satisfaction with the waiting time to receive a certificate.
15. Rate of resolutions on early examination sessions notified on time.
16. Satisfaction with the service related to early examination sessions.
17. Satisfaction with the service related to academic appeals.
18. Rate of curricular assessment through compensation marks included in records on time.
19. Rate of qualifications issued on time.
20. Satisfaction with procedures and information regarding doctoral studies.
21. Rate of information on official recognition of foreign qualifications given on time.
22. Satisfaction with the publication of timetables, classrooms and examination dates before the start of the enrolment period.

NOTE: These indicators for satisfaction belong to the survey Student Satisfaction with the Office of the Secretary of the Faculty.



## Rights and Duties of users

### Rights of users:

The rights recognised on the article 13 of the Law 39/2015, from 1 October, and particularly:

- To have at their disposal updated information and adequate content on the services offered by the secretary office.
- To be informed with efficiency of the procedures those affect them.
- To be treated with due respect and consideration by all the staff of the secretary office.
- To know the identity of the staff who processes the procedures in which they take part.
- To present suggestions, complaints and congratulations that they consider appropriate in relation to the services given by the secretary office in which they are an interested party.
- To have guaranteed personal data confidentiality according to the current regulations.
- To have access to the facilities and services needed so that students with physical or sensory disabilities can properly take their studies and get an appropriate academic training.
- To be attended in the official language de la UV initially expressed by students.
- To know the module programmes and the professors in charge.
- To get equality and to not being discriminated in terms of gender, ideology, birth, language, sexual orientation, disabilities or any other circumstance.
- To the data protection of Social Security, in the terms and conditions the legal provisions that regulate it establish.
- To honour, personal privacy and image.
- Any other right arising from the current regulations.

### Duties of users:

- Respecting and making the best use of the spaces, equipment and facilities to maintain an appropriate environment.
- Behaving well with the staff of the office of the secretary.
- Accessing the services provided by the office of the secretary within the opening hours.
- Identifying with an ID or document that officially proves that the person is a student of the centre, if the staff of the office of the secretary requires it.
- Knowing and meeting the provisions governing the different services offered by the Office of the Secretary.
- Meeting the Statutes established by the Universitat de València, the regulations that form them and the agreements and resolutions of the governing bodies.
- Reading the notifications sent by the office of the secretary to the UV personal account (@alumni.uv.es), (@uv.es).
- Handing over the documentation necessary to carry out the procedures within the established period.
- Looking after your own belongings. The Office of the Secretary is not responsible of any loss or robbery.
- Any other duty arising from the current regulations.



### Participation and collaboration forms

To collaborate in the improvement of the services and give their opinion, can use the following channels:

1. Bústia de suggeriments, queixes i felicitacions:

<http://www.uv.es/bustia>

2. Enquesta: <http://www.uv.es/uvweb/unitat-qualitat/ca/enquestes/estudiants/satisfaccio-serveis/questionaris-1285893262238.html>

<http://www.uv.es/uvweb/unitat-qualitat/ca/enquestes/estudiants/satisfaccio-serveis/questionaris-1285893262238.html>

### Validity

This Triptych is a reduced version of the original services charter. The full version will be accessible on the website <http://www.uv.es/filtradcom>.

The Services Charter of will remain in effect until December 31, 2021.

### Location and shedule

#### Contact

Adress: Avinguda Blasco Ibáñez, 32 - 46010 València  
Phone: 96 3864254  
Fax: 96 3983958  
Email: [fac.filologia@uv.es](mailto:fac.filologia@uv.es)  
Web: <http://www.uv.es/filtradcom>

#### Shedule

In the facilities of the Secretary's Office of the Facultat de Filologia, Traducció i Comunicació during the opening hours (9:00 to 14:00, Monday to Friday and 16:00 to 18:00 Monday and Wednesday).

#### Getting here

Underground: Line 6 - Facultats  
Line 5 - Aragò  
Buses lines: Lines 63  
Valenbisi: Valenbisi



VNIVERSITAT<sup>̄</sup> DE VALÈNCIA