To have access to the facilities and services needed so that students with respectful and making the best use of the spaces, equipment and facilities

Respecting and making the best use of the spaces, equipment and facilities

Reading the notifications sent by the office of the secretary to the UV

Knowing and meeting the provisions governing the different services

To the data protection of Social Security, in the terms and conditions the Accessing the services provided by the office of the secretary within the Handing over the documentation necessary to carry out the procedures

To be attended in the official language de la UV initially expressed by Behaving well with the staff of the office of the secretary.

Meeting the Statutes established by the Universitat de València, the Identifying with an ID or document that officially proves that the person is a Any other duty arising from the current regulations.

To be treated with due respect and consideration by all the staff of the To present suggestions, complaints and congratulations that they consider appropriate in relation to the services given by the office of the secretary 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 follow 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.

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 Service. For students

SERVICES CHARTER
For students

Location and schedule
Contact
Adresse: Avinguda Tarongers, s/n
46022 Valencia
Phone: 96 3828342 / 96 3828332
Fax: 96 3828200
Email: Fac.economia@uv.es
Web: http://www.uv.es/economia

Shedule
In the facilities of the Secretary’s Office of the Facultat d’Economia or during the opening hours (8:00 to 14:00, Monday to Friday and 16:00 to 18:00 Tuesday and Thursday). Check holidays and closing periods.

Getting there
Underground: Line 4 and 6 - Ex: Tarongers and La Carrasca
Buses lines: Line Ex: 9, 18, 29, 30, 40, 41 and 71
Valenbisi
www.valenbisi.es

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

Rights and duties of the 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 follow 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).
– Honoring 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.
The Secretary’s Office of the Facultat d’Economia de l’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.

**ADMISION 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 fulfill 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 the procedure derived from it.

**CREDIT RECOGNITION AND TRANSFER**
- S5. Process students’ applications related to the fulfilment of requirements for such assessment and perform the procedure following the decision.

**QUALIFICATIONS AND EUROPEAN DIPLOMA SUPPLEMENT (EDS)**
- S6. Process original or duplicate qualifications and the European Diploma Supplement (SET) and deliver them to students.

**DOCTORATE**
- S7. 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**
- S8. 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**
- S9. Publish timetables, classrooms and examination dates, once the offers del curs academic (Academic Year Programme or OCA) has been approved.

**RECEIPTS AND REFUND OF TUITION FEES**
- S10. Deal with receipts of students of the faculty, including refunds or additional payments.

**WORK PLACEMENTS**
- S11. Inform students of deadlines and practices related to work placements, and perform required procedures.

**UNDERGRADUATE AND MASTER’S DEGREE FINAL PROJECTS**
- S12. Process students’ 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.

**CANCELLATION OF ENROLMENT BY REASON OF FORCE MAJEURE**
- S13. Provide the commission deciding upon the cancellation of the enrolment due to force majeure with the dean’s report within a period of 10 business days from the submission of the application accompanied by the supporting documentation.

**CREDIT RECOGNITION AND TRANSFER**
- S14. Process students’ applications for 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**
- S15. Process academic record transfers requested by students admitted to other universities.

**RECEIPTS AND REFUND OF TUITION FEES**
- S16. Deal with receipts of students of the faculty, including refunds or additional payments.

**WORK PLACEMENTS**
- S17. Inform students of deadlines and practices related to work placements, and perform required procedures.

**UNDERGRADUATE AND MASTER’S DEGREE FINAL PROJECTS**
- S18. Process students’ 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.

**CANCELLATION OF ENROLMENT BY REASON OF FORCE MAJEURE**
- S19. Provide the commission deciding upon the cancellation of the enrolment due to force majeure with the dean’s report within a period of 10 business days from the submission of the application accompanied by the supporting documentation.

**CREDIT RECOGNITION AND TRANSFER**
- S20. Process students’ applications for 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**
- S21. Process academic record transfers requested by students admitted to other universities.

**RECEIPTS AND REFUND OF TUITION FEES**
- S22. Deal with receipts of students of the faculty, including refunds or additional payments.

**WORK PLACEMENTS**
- S23. Inform students of deadlines and practices related to work placements, and perform required procedures.

**UNDERGRADUATE AND MASTER’S DEGREE FINAL PROJECTS**
- S24. Process students’ 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.

**CANCELLATION OF ENROLMENT BY REASON OF FORCE MAJEURE**
- S25. Provide the commission deciding upon the cancellation of the enrolment due to force majeure with the dean’s report within a period of 10 business days from the submission of the application accompanied by the supporting documentation.

**CREDIT RECOGNITION AND TRANSFER**
- S26. Process students’ applications for 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**
- S27. Process academic record transfers requested by students admitted to other universities.

**RECEIPTS AND REFUND OF TUITION FEES**
- S28. Deal with receipts of students of the faculty, including refunds or additional payments.

**WORK PLACEMENTS**
- S29. Inform students of deadlines and practices related to work placements, and perform required procedures.

**UNDERGRADUATE AND MASTER’S DEGREE FINAL PROJECTS**
- S30. Process students’ 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.

**CANCELLATION OF ENROLMENT BY REASON OF FORCE MAJEURE**
- S31. Provide the commission deciding upon the cancellation of the enrolment due to force majeure with the dean’s report within a period of 10 business days from the submission of the application accompanied by the supporting documentation.

**CREDIT RECOGNITION AND TRANSFER**
- S32. Process students’ applications for 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**
- S33. Process academic record transfers requested by students admitted to other universities.

**RECEIPTS AND REFUND OF TUITION FEES**
- S34. Deal with receipts of students of the faculty, including refunds or additional payments.

**WORK PLACEMENTS**
- S35. Inform students of deadlines and practices related to work placements, and perform required procedures.

**UNDERGRADUATE AND MASTER’S DEGREE FINAL PROJECTS**
- S36. Process students’ 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.