To get equality and to not being discriminated in terms of gender, ideology, any other right arising from the current regulations.

To have guaranteed personal data confidentiality according to the current legal provisions that regulate it.

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

To present suggestions, complaints and congratulations that they consider appropriate in relation to the services given by the office in which they are an interested party.

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.

Knowing and meeting the provisions governing the different services offered by the office of the secretary.

To know the module programmes and the professors in charge.

Looking after your own belongings. The Office of the Secretary is not responsible of any loss or robbery.

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 honour, personal privacy and image.

To be treated with due respect and consideration by all the staff of the office.

Handing over the documentation necessary to carry out the procedures.

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:
   - Participation and collaboration forms

2. Survey:

To be informed with efficiency of the procedures those affect them.

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 office in which they are an interested party.

To have guaranteed personal data confidentiality according to the current regulations.

To make reports on the procedures that they took part.

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 know the modalities and procedures of the tasks of the office.

To have the possibility, with the corresponding authorizations, of being able to access the personal account (@alumni.uv.es), (@uv.es).

Rights and duties of the users

Rights of users:

- The rights recognized on the article 13 of the Law 36/2015, 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 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 of the UJVU
  - To have the possibility, with the corresponding authorizations, of being able to access the personal account (@alumni.uv.es), (@uv.es).
  - To present suggestions, complaints and congratulations that they consider appropriate in relation to the services given by the office in which they are an interested party.
  - To have guaranteed personal data confidentiality according to 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 procedures governing the different services offered by the Office of the Secretary.
- Meeting the Statutes established by the Valencian University, 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 or by email.
- Handling 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 economic and administrative services of the Escola Tècnica Superior d’Enginyeria de la 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**
- Deal with requests for information and guidance from future and current students, graduates and other users.
- Keep the records of students participating in mobility programmes of the faculty, including those related to the thesis deposit and defence.
- Guarantee students fulfilling the requirements the required deadlines.

**ADMISSION THROUGH CONTINUATION OF PARTIAL OFFICIAL STUDIES**
- 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**
- 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**
- Inform students how they can provide evidence to fullfill the training requirements required by the Spanish Ministry of Education within 15 days.

**CREDIT RECOGNITION AND TRANSFER**
- Process applications for credit recognition and transfer in case of refund of fees.

**QUALIFICATIONS AND EUROPEAN DIPLOMA SUPPLEMENT (EDS)**
- Process 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.

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

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

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

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

**UNDERGRADUATE AND MASTER’S DEGREE FINAL PROJECTS**
- Perform procedures related to students’ undergraduate and master’s degree final projects.

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

**EARLY EXAMINATION SESSIONS**
- Process students’ applications for early examination sessions and inform them of the decision.

**CANCELLATION OF ENROLMENT BY REASON OF FORCE MAJEURE**
- 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.

**ACADEMIC APPEALS**
- Process students’ academic appeals and inform them of the decision.

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

**CANCELLATION OF ENROLMENT**
- 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**
- Approve applications for a certificate of qualification within a maximum period of 5 business days from its ruling.

**QUALIFICATIONS AND EUROPEAN DIPLOMA SUPPLEMENT (EDS)**
- Include marks in students’ records within 5 business days from receipt of the rector’s approval.

**DOCTORATE**
- Guarantee doctoral students meeting requirements the required deadlines to defend their theses on time.

**ACADEMIC APPEALS**
- Guarantee students fulfilling the requirements the required deadlines to defend their theses on time.

**OFFICIAL RECOGNITION OF FOREIGN QUALIFICATIONS**
- Inform users requesting official recognition of foreign qualifications how to fullfill the training requirements required by the Spanish Ministry of Education within 15 days.

**TIMETABLES, CLASSROOMS AND EXAMINATION DATES**
- Publish timetables, classrooms and examination dates, once the offer of the current academic year (Academic Year Programme or OCA) has been approved.

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

**UNDERGRADUATE AND MASTER’S DEGREE FINAL PROJECTS**
- Guarantee students fulfilling the requirements the required deadlines to defend their undergraduate or master’s degree final projects on time.

**CERTIFICATES**
- 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**
- 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**
- 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**
- Include marks in students’ records within 7 business days. In the period of 5 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**
- 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.

**MOBILITY PROGRAMMES**
- Include the marks in the students’ records within 5 business days from receipt of all marks from the relevant university.

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