



# SERVICES CHARTER

For students

Secretary's office of the  
Facultat de Fisioteràpia



VNIVERSITAT  
DE VALÈNCIA



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# SERVICES CHARTER

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## **Mission**

The economic and administrative services of the Facultat de Fisioteràpia 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, commitments and indicators

### User support

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**Service 1** Deal with requests for information and guidance from future or current students, graduates and other users.

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**Commitment 1** Respond appropriately to all requests for information from users.

**Indicator 1** Satisfaction with the information and the service received in the office of the secretary.

### Admission through continuation of partial official studies

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**Service 2** 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.

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**Commitment 2** 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.

**Indicator 2** Rate of applications for admission through partial official studies processed on time.

### Enrolment

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**Service 3** Provide technical and administrative assistance to students throughout the enrolment process, in undergraduate and master's studies.

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**Commitment 3** Provide adequate technical and administrative assistance to all students enrolling.

**Indicator 3** Satisfaction with the service during the enrolment.

#### Cancellation of enrolment by reason of force majeure

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**Service 4** *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.*

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**Commitment 4** 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.

**Indicator 4** Rate of reports on cancellation of enrolment due to force majeure issued on time.

**Indicator 5** Satisfaction with the service related to the cancellation of enrolment due to force majeure.

#### Credit recognition and transfer

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**Service 5** *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.*

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**Commitment 5** 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.

**Indicator 6** Rate of credit recognition processed on time.

**Indicator 7** Satisfaction with the service related to credit recognition and transfer.

### Academic record transfer to other universities

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**Service 6** *Process academic record transfers requested by students admitted to other universities.*

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**Commitment 6** 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.

**Indicator 8** Rate of records transferred to other universities on time.

### Receipts and refund of tuition fees

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**Service 7** *Deal with receipts of students of the faculty, including refunds or additional payments.*

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**Commitment 7** 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.

**Indicator 9** Satisfaction with the service related to tuition fees.

### Mobility programmes

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**Service 8** *Keep the records of students participating in mobility programmes and inform them of their situation.*

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**Commitment 8** Include the marks in the outgoing students' records within 5 business days from receipt of all marks from the relevant university.

**Indicator 10** Satisfaction with the service related to mobility programs.

### Work placements

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**Service 9** *Inform students of deadlines and practices related to work placements, and perform required procedures.*

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**Commitment 9** Inform students of allocation of placements at least 10 days before the start date.

**Indicator 11** Satisfaction with the service related to work placements



### Undergraduate and master's degree final project

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**Service 10** *Perform procedures related to students' undergraduate and master's degree final projects.*

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**Commitments 10** Guarantee students fulfilling the requirements the required procedures to be able to defend their undergraduate or master's degree final projects on time.

**Indicator 12** Satisfaction with the service related to the degree final project.

### Certificates

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**Service 11** *Issue academic or other certificates at the request of students.*

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**Commitment 11** 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.

**Indicator 13** Rate of certificates issued on time.

**Indicador 14** Satisfaction with the waiting time to receive a certificate.

### Early examination session

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**Service 12** *Process students' applications for early examination sessions and inform them of the decision.***Commitment 11** 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.

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**Commitment 12** 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.

**Indicator 15** Rate of resolutions on early examination sessions notified on time.

**Indicator 16** Satisfaction with the service related to early examination sessions.

### Academic appeals

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**Service 13** *Process students' academic appeals and inform them of the decision.*

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**Commitment 13** Communicate the decision of the Academic Appeal Commission regarding academic appeals within a maximum period of 5 business days from its ruling.

**Indicator 17** Satisfaction with the service related to academic appeals.

### Curricular assessment through compensation

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**Service 14** *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.*

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**Commitment 14** Include marks in students' records within 5 business days from receipt of the rector's approval.

**Indicator 18** Rate of curricular assessment through compensation marks included in records on time.

### Qualifications and european diploma supplement (EDS)

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**Service 15** *Process original or duplicate qualifications and the European Diploma Supplement (SET) and deliver them to students.*

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**Commitment 15** 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.

**Indicator 19** Rate of qualifications issued on time.

## Doctorate

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**Service 16** *Keep documents and information of interest related to doctoral programmes of the faculty, including those related to the thesis deposit and defence.*

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**Commitment 16** Guarantee doctoral students meeting requirements the required procedures to be able to defend their theses on time.

**Indicator 19** Satisfaction with procedures and information regarding doctoral studies.

## Official recognition of foreign qualifications

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**Service 17** *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.*

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**Commitment 17** Inform users requesting official recognition of foreign qualifications how to fulfil the training requirements required by the Spanish Ministry of Education within 15 days.

**Indicator 21** Rate of information on official recognition of foreign qualifications given on time.

## Timetables, classrooms and examination dates

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**Service 18** *Publish timetables, classrooms and examination dates, once the oferta del curs acadèmic (Academic Year Programme or OCA) has been approved.*

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**Commitment 18** Publish timetables, classrooms and examination dates before the start of the enrolment period of each academic year.

**Indicator 22** Satisfaction with the publication of timetables, classrooms and examination dates before the start of the enrolment period.

## Right of users

Users of the services offered by the Secretary's Office of the Faculty of XXXX, have their rights recognised on the article 13 of the Law 39/2015, from 1 October, on the Legal Regime of Public Administrations and Common Administrative Procedure, 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 COMMITMENTS 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

Users of the Secretary's Office of the Faculty of Fisioteràpia can collaborate in the improvement of the service, through the following actions:

- Giving their opinion on the quality perceived regarding the services offered by the unit.
- Making suggestions that help us to improve.
- Complaining when the services offered are not satisfactory.
- Receiving attention related to information needs, doubts, issues, etc., which arise in relation to the services rendered by the unit.

### Open communication channels

☎ **Telephone services:** 96 3 98 38 55

✉ **Postal services:** C/ Gascó Oliag, 5 46010 Valencia

☎ **Fax:** 96 398 38 58

@**Email:** Facultat.Fisioteràpia@uv.es

🗨 **Personal service:** In the facilities of the Secretary's Office of the Facultat de Fisioteràpia during the opening hours (9:00 to 14:00, Monday to Friday and 16:00 to 18:00 Monday and Tuesday).

📧 **Complains, suggestions and greetings box:** <https://www.uv.es/bustia>

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

## Relief measures

The users who consider that the unit violates the commitments stated in the Services Charter, they may make lodge their complaints through:

- Suggestions, complaints and greetings mailbox of the UV <http://www.uv.es/bustia>
- Document submitted to the Registry Office of the UV, addressed to the Secretary's Office of the Faculty of Fisioteràpia

In case of breach, the person responsible for the Service Charter will inform by a written report 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.

## Validity

The version of the Services charter and the triptych are accessible on the website of the Faculty of Fisioteràpia(<http://www.uv.es/Fisioterapia>).

The validity of this letter will be four years. This service letter will remain in effect until December 31, 2021, except if there were important variations in its content that would advice to anticipate its review .

## Location and hours of operation

Postal address: Gascó Oliag St., 5 46010 Valencia  
phone: 96 398 3855  
Fax: 96 398 38 58  
E-mail: [Facultat.Fisioterapia@uv.es](mailto:Facultat.Fisioterapia@uv.es)  
Web: <http://www.uv.es/Fisioterapia>

## Schedule

9 to 14 h. (Monday to friday) and 16 to 18h. (Monday and Tuesday),  
(it is recommended to consult the web of the secretary).

## Getting here

Underground: Line: 3 and 4  
Bus lines : Lines 80, 79 and 89  
Valenbisi: Station



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