To the data protection of Social Security, in the terms and conditions the
To know the identity of the staff who processes the procedures in which
Looking after your own belongings. The Office of the Secretary is not
To be attended in the official language de la UV initially expressed by
To present suggestions, complaints and congratulations that they consider
To honour, personal privacy and image.
Behaving well with the staff of the office of the Secretary.
Accessing the services provided by the office of the Secretary within the
To be treated with due respect and consideration by all the staff of the
Identifying with an ID or document that officially proves that the person is a
Knowing and meeting the provisions governing the different services
Handing over the documentation necessary to carry out the procedures
Any other right arising from the current regulations.
To know the module programmes and the professors in charge.
Respecting and making the best use of the spaces, equipment and facilities
Meeting the Statutes established by the Universitat de València, the
To get equality and to not being discriminated in terms of gender, ideology,
To have guaranteed personal data confidentiality according to the current
To have at their disposal updated information and adequate content on the
Reading the notifications sent by the office of secretory to the UV
2021.
The Services Charter will remain in effect until December 31,
The economic and administrative services of the Facultat de Física 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.

### 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. Approve applications for a certificate of qualification within 15 business days from payment of the fee, except for those 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 fulfill 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.

### 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 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 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

99. Inform students of deadlines and practices related to work placements, and perform required procedures.

### Undergraduate and Master’s Degree Final Projects

103. Process procedures related to students’ undergraduate and master’s degree final projects.

### Certificates

104. Issue academic or other certificates at the request of students.

### Early Examination Sessions

106. Process students’ applications for early examination sessions and inform them of the decision.

### Academic Appeals

107. Process students’ academic appeals and inform them of the decision.

### Curricular Assessment Through Compensation

108. Process students’ applications for curricular assessment through compensation, submit the dean’s report on the fulfillment of requirements for such assessment and perform procedures following the decision.

### Qualifications and European Diploma Supplement (EDS)

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

### Doctorate

110. 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

111. Process students’ applications related to the fulfillment 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

112. Publish timetables, classrooms and examination dates, once the offers of the curs acadèmic (Academic Year Programme or OCA) has been approved.