



# SERVICES CHARTER

## For students

Secretary's office of the  
**Facultat de Formació del Professorat**



VNIVERSITAT<sup>Ń</sup> DE VALÈNCIA

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# **SERVICES CHARTER**

## **For students**

**Secretary's office of the  
Facultat de Formació del  
Professorat**

## **Mission**

The Secretary's Office of the Facultat de Formació del Professorat of the Universitat de València have as mission giving the needed management support for the organization and development of the teaching, research and disseminating activities of the center, 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.

#### 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 5** Rate of credit recognition processed on time.

#### 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 6** 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. During the enrolment period, this deadline will be 35 working days

**Indicator 7** Satisfaction with the service related to tuition fees.

#### Mobility programmes

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**Service 8** *Inform, enroll and keep the records of students participating in mobility programmes and inform them of their situation.*

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**Commitment 8** Provide students with information to undertake their mobility placement and to manage their enrolment, Learning Agreement, academic record and general administrative matters.

**Indicator 8** Satisfaction with the service related to mobility programs.

#### Curricular Practices

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**Service 9** *Inform the students about the procedures and deadlines related to the Curriculum Internship, and carry out all the procedures related to the Curriculum Internship.*

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**Commitment 9** Properly provide information and manage the administration of curricular practices.

**Indicator 9** 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 10** 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 previously requested academic certificates that cannot be obtained via Seu electrònica within 15 working days, except during the enrolment period, which will be 45 working days.

**Indicator 11** Rate of certificates issued on time.

### Academic appeals @

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**Service 12** *Process students' academic appeals and inform them of the decision.*

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**Commitment 12** Communicate the decision of the Academic Appeal Commission regarding academic appeals within a maximum period of 5 business days from its ruling.

**Indicator 12** Satisfaction with the service related to academic appeals.

### Curricular assessment through compensation

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**Service 13** *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 13** Include marks in students' records within 5 business days from receipt of the rector's approval.

**Indicator 13** Rate of curricular assessment through compensation marks included in records on time.

### Qualifications and European Diploma Supplement (EDS) @

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**Service 14** *Process the applications for original or duplicate qualifications and the European Diploma Supplement (SET) and deliver them to students.*

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**Commitment 14** 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 45 business days.

**Indicator 14** Rate of qualifications issued on time.

### Timetables, classrooms and examination dates

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**Service 15** *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 15** Publish timetables, classrooms and examination dates before the start of the enrolment period of each academic year.

**Indicator 15** Satisfaction with the publication of timetables, classrooms and examination dates before the start of the enrolment period.

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

## Right of users

Users of the services offered by the Secretary's Office of the Faculty of Magisteri, have their rights recognized 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 honor, 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 center, 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 Facultat de Formació del Professorat 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:** 963864490
- **Postal services:** Avinguda Tarongers, 4. 46022 València
- **Fax:** 963864487
- **Email:** [formacio.professorat@uv.es](mailto:formacio.professorat@uv.es)
- **Personal service:** In the facilities of the Secretary's Office of the Facultat de Formació del Professorat or during the opening hours (9:00 to 14:00, Monday to Friday and 16:00 to 18:00 Monday and Thursday).
- **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 Facultat de Formació del Professorat.

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 Facultat de Formació del Professorat. (<http://www.uv.es/formacioprofessorat>).

The validity of this letter will be four years. This service letter will remain in effect until December 31, 2029, except if there were important variations in its content that would advise to anticipate its review.

## Location and hours of operation

Adress: Avinguda Tarongers, 4. 46022 València  
Phone: 96 3864490  
Fax: 96 3864487  
Email: [formacio\\_professorat@uv.es](mailto:formacio_professorat@uv.es)  
Web: <http://www.uv.es/formacionprofessorat>

## Schedule

9:00 to 14:00, Monday to Friday and 16:00 to 18:00 Monday and Thursday.

## Getting here

Underground: Líne 4 and 8  
Buses lines: Líne 18, 29, 30, 40, 41 and 71  
Valenbisi [www.valenbisi.es](http://www.valenbisi.es)



VNIVERSITAT  
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