

Rights & Duties

Users Rights

The rights of users of the services offered by UVdisability are recognised in article 35 of the Law 30/1992, of 26 November, in the Legal Regime of Public Administrations and Common Administrative Procedure, and in particular:

- To be assisted properly and professionally by all UVdisability staff.
- To have the confidentiality of personal data guaranteed according to the legislation in force.
- To receive updated, accessible and quality information about the services offered by UVdisability.
- To have the necessary technical resources that are owned by UVdisability to facilitate studies in the same conditions as other students.
- Spaces and infrastructure accessible to all users.
- Any right arising from the regulations in force.

Users duties

- To behave politely and follow UVdisability instructions.
- To make good use of information resources that UVdisability offers.
- To know and comply with the provisions governing the various services offered by UVdisability, especially loan regulations, use of facilities and electronic resources.
- To respect spaces, equipment and facilities, contributing to maintaining a pleasant environment.
- To take care of and maintain technical resources provided.
- Any duty arising from the regulations in force.

Validity

The third edition of the UVdisability Services Charter comes into effect from June 2019 and will remain valid for four years, unless significant variations in the content advise anticipating its review.

Contact info

Address: UVdiscapacitat
Av. Blasco Ibáñez, 21
46010 València

Telephone: (+34) 96 386 42 04
WhatsApp: 690 952 473
690 950 985

Email: uvdiscapacitat@uv.es
Website: <http://www.uv.es/uvdiscapacitat>

Personal attention (by appointment)

Second fortnight of September to May:

Mondays through Thursdays from 9:00 to 2:30 pm and 4:00 to 6:30 pm.
Fridays from 9:00 to 2:30 pm.

June, July and first fortnight of September:

From 9:00 to 2:30 pm.

August: closed.

Public Transport

Subway: Line 3 (Facultatats)
Bus: Lines 9, 10, 12, 29, 30, 31, 40, 41,
70, 71, 79, 80, 81, 89 and 90.



SERVICE CHARTER

UVdisability



UNIVERSITAT
DE VALÈNCIA



UNIVERSITAT DE VALÈNCIA

Mission

To offer support for the integration of people in the Universitat de València with disabilities, through the development of specific programmes that may support their inclusion in the university field, guaranteeing the principle of equal opportunities and non-discrimination.

Services provided

Psychoeducational Counselling Programme

- S1.** To inform and advise the university community on the resources, regulations, specific educational needs and curriculum adaptations of students with disabilities.
- S2.** To assess the educational needs of students with disabilities and provide them with the academic and vocational assessment that they may need during their university career.

Equal Opportunities Programme

- S3.** To provide technical and personal support to students with disabilities depending on their needs according to UVdisability availability.

Awareness, Training and Volunteering Programme

- S4.** To strengthen the active role of the university community and the external institutions of the UV in the integration of people with disabilities.
- S5.** To promote the participation of university volunteers in the assistance of people with disabilities.

Universal Accessibility Programme

- S6.** To manage efforts to make university more accessible, eliminating the physical, electronic and communication barriers of the UV for the benefit of people with disabilities.

Assistance Programme for PDI and PAS

- S7.** To advise and inform PDI and PAS of the integration measures for people with disabilities approved by the UV.
- S8.** To assess the support needs requested by PDI and PAS of the UV with disabilities.

Commitment

Psychoeducational Counselling Programme

- C1.** To attend to 100% of information and counselling requests made according to the users' specific needs.
- C2.** Inform new students with disabilities about the possibility of carrying out a personalised interview to assess their specific needs arising from their condition of disability and inform, if necessary, the teaching staff involved and guide them academically and/or vocationally.

Equal Opportunities Programme

- C3.** To make 100% of technical support evaluated positively by UVdisability: resources, programmes and adaptations available to students with disabilities, depending on availability.
- C4.** To provide students with disabilities with 100% of personal support evaluated positively by UVdisability: sign language interpreters and personal support assistants with specific knowledge, depending on availability.

Awareness, Training and Volunteering Programme

- C5.** To carry out awareness and/or training activities on disability aimed at the university community.
- C6.** To disseminate information on disability which UVdisability considers relevant for students with disabilities and UVdisability volunteers.
- C7.** Inform volunteers about the service's needs by carrying out 1 or 2 annual follow-ups.

Universal Accessibility Programme

- C8.** To process 100% of accessibility requests made.
- C9.** To keep the AA level of accessibility of the website of UVdisability and to conduct an annual review.

Assistance Programme for PDI and PAS

- C10.** To handle 100% of information and counselling requests relating to integration measures for PDI of the UV with disabilities.
- C11.** To publish 100% of UV internal calls directed towards PDI with disabilities on the UV website.
- C12.** To inform UV staff about the possibility of conducting a personal interview to assess their needs and inform, if necessary, the service that provides this support.

Indicators

1. Percentage of requests for information and advice attended to annually.
2. Percentage of customised interviews with students with support needs carried out annually.
3. Percentage of technical support provided annually.
4. Percentage of personal support provided annually.
5. Number of awareness and/or training activities carried out annually.
6. Number of communication activities carried out through different ways annually.
7. Degree of compliance with the annual follow-up with active volunteers.
8. Percentage of accessibility requests processed annually.
9. Degree of compliance with the annual review of the UVdisability website in order to assess accessibility.
10. Percentage of requests for information and counselling relating to integration measures of the UV attended to annually.
11. Percentage of UV internal calls directed towards PDI with disabilities on the UVdisability website.
12. Percentage of interviews conducted annually with UV staff.