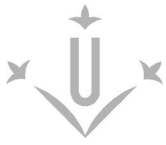


<p>Procedure: REVIEW AND IMPROVE THE INTERNAL QUALITY GUARANTEE SYSTEM</p>	<p>PG 31</p>
<p>Responsible unit: TEACHING QUALITY AND PLANNING</p>	
<p>Approved by: Francisca Santiveri Morata Vice Chancellor of Academic Planning and Quality</p>	
<p>Location: https://cv.udl.cat/portal/site/uop Printed copies are not guaranteed to be valid</p>	

HISTORY OF EDITIONS			
No. version	Date Elaboration	Date Approval	Summary of reasons for change
1.0	November 2018	Electronic signature	Initial edition
2.0	March 2020	Electronic signature	Modification of activities
2.1	June 2022	Electronic signature	Incorporation of the Regulation of academic and quality commissions



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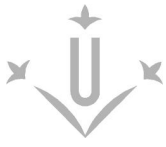
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PREPARATION / REVIEW

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1. OBJECT

The purpose of this procedure is to establish the action protocol of the University of Lleida (UdL) for the annual monitoring and review of the Internal Quality Assurance System of the official undergraduate and master's degrees of the UdL (SGIQ).

2. SCOPE OF APPLICATION

This procedure applies to bachelor's and master's degrees in all the UdL's own centers.

3. SCOPE OF DIFFUSION

This procedure must be brought to the attention of the vice-rectorate responsible for quality and the vice-rectorate responsible for teaching at the UdL, the directorates and deanships of the center and the management.

4. RELATED PROCESSES

This procedure is part of the Evaluate and redirect process at center/unit level (A56).

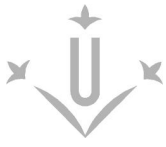
5. RELATED MANAGEMENT SYSTEMS

This procedure is included in the scope of the UdL's Internal Quality Assurance System.

6. DEFINITIONS

Quality guarantee: Systematic, structured and continuous attention to quality, in terms of its maintenance and improvement; all activities aimed at ensuring internal and external quality. In this case, actions aimed at ensuring the quality of the courses developed by the center are considered, as well as those aimed at generating and maintaining the confidence of students, teachers and society.

Internal Quality Assurance System: Set of guidelines, policy, organization and procedures that describe how an institution/centre acts on the road to improvement and how it addresses the necessary changes in its usual operating practices with the aim of ensuring the quality of university education that imparts



7. REFERENCES/ REGULATIONS

The sources to be taken into account in the review and improvement of the Internal Quality Assurance System are, among others:

- [Royal Decree 822/2021](#), of September 28, which establishes the organization of university education and the procedure for ensuring its quality.
- [Royal Decree 640/2021, of 27 July, on the creation, recognition and authorization of universities and university centres, and institutional accreditation of university centres.](#)
- Guide for the design of internal quality assurance systems of the Agency for the Quality of the University System of Catalonia.
- Guide for the certification of the implementation of internal quality assurance systems of the Agency for the Quality of the University System of Catalonia.

8. OPERATIONAL CONTENT

8.1 DESCRIPTION AND DEVELOPMENT OF THE ACTIVITY

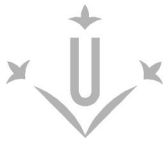
1. Design the UdL's Internal Quality Assurance System

The UdL defines its quality assurance policy within the framework of the university's Strategic Plan.

The design of the SGIQ includes the quality policy and the management model that has been defined in the Strategic Plan and defines the general procedures that apply to the management and improvement of teaching. The design of the SGIQ also takes into account the guidelines of AQU Catalunya: Guide for the design of the SGIQ and Guide for the certification of the implementation of internal quality assurance systems.

In the annual monitoring of the SGIQ procedures carried out by those in charge of the university and the centers, the improvements to be introduced in the design of the system are identified.

Each center (Faculty and School) of the UdL has its own SGIQ which is the integrated set of activities developed by the center to ensure the quality of teaching, and the existing



relationship between these activities. The SGIQ of each center is made up of 3 blocks of content:

- **The Quality Manual** of the University of Lleida, which includes the quality policy, the management model, the process map, the decision-making and teaching management bodies for the whole university and the participation of all the groups involved with the formation.
- **The general procedures of the university**, which details how the activities for the design, development, monitoring and revision and improvement of teaching are carried out and all the necessary support and organization activities. All the procedures of the SGIQ apply to all the UdL's own centers.
- The Manual of the Internal Quality Assurance System of a centre, which contains a specific description of the organization of each centre, as well as the particular management and monitoring bodies of the centre's teaching. There is a SGIQ Manual for each center of the UdL.

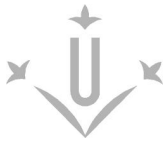
The activities carried out in a center are carried out through the general procedures of the university. The proper operation of the procedures allows the UdL to ensure the quality of its courses through annual monitoring and continuous improvement.

2. Collect information on the development of the UdL's Internal Quality Assurance System.

The Board of Directors of the UdL (at the university level) and the Management Team of the center (at the center level) define a set of indicators that must allow the functioning of each of the procedures included in the SGIQ to be assessed of the UdL.

The proposed indicators are collected to obtain the necessary information to monitor the procedures and the development of the degrees.

The results of the indicators of the procedures are made available to those responsible for monitoring through the DATA platform in the corresponding Control Panels of the Internal Quality Assurance System. When the indicators cannot be obtained from the institutional databases, the Teaching Quality and Planning unit supports and coordinates the obtaining of data for all indicators.



3. Analyze results and propose improvements at university level

Annually, the Board of Directors of the UdL, following the procedure defined in PG 24 Defining and developing the university's improvement policy and objectives, analyzes the results of the indicators of the SGIQ procedures and the result of the defined improvement actions the previous year.

Based on the previous analysis, the vice-rectorates responsible for the procedures included in the SGIQ and the management identify the objectives to be achieved in each procedure for the next period, define framework actions and specify those responsible. This information is included in the Program Budget that the Strategic Plan of the UdL deploys annually.

The actions identified in the previous period, included in the Program Budget, are reviewed annually and the results achieved in each improvement action established are justified.

4. Analyze results and propose improvements at center level

The management team of the center (Faculty or School), analyzes the results in their center of the indicators of the general procedures and the information collected in the annual monitoring of the degrees, through the evaluations of the degree coordination.

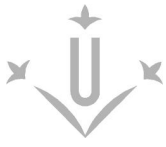
Within the framework of PG01 Define and develop the improvement objectives of the centers, each center proposes the improvement objectives and actions to be carried out in the following period, taking into account the university framework objectives and actions identified by the Council of Management of the UdL.

The center's Quality Committee approves the proposed improvement objectives and actions and they are included in the center's Improvement Plan.

5. Review the Internal Quality Assurance System

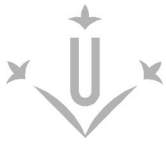
The system design is reviewed, updated and improved in two ways.

- On the part of the university: In the annual review of university programs and policies, the need for changes in the SGIQ can be detected, either in the procedures that affect the centers, and that involve the review of the regulations that regulate them, or changes in the indicators that guide the annual monitoring or changes in the organization of the

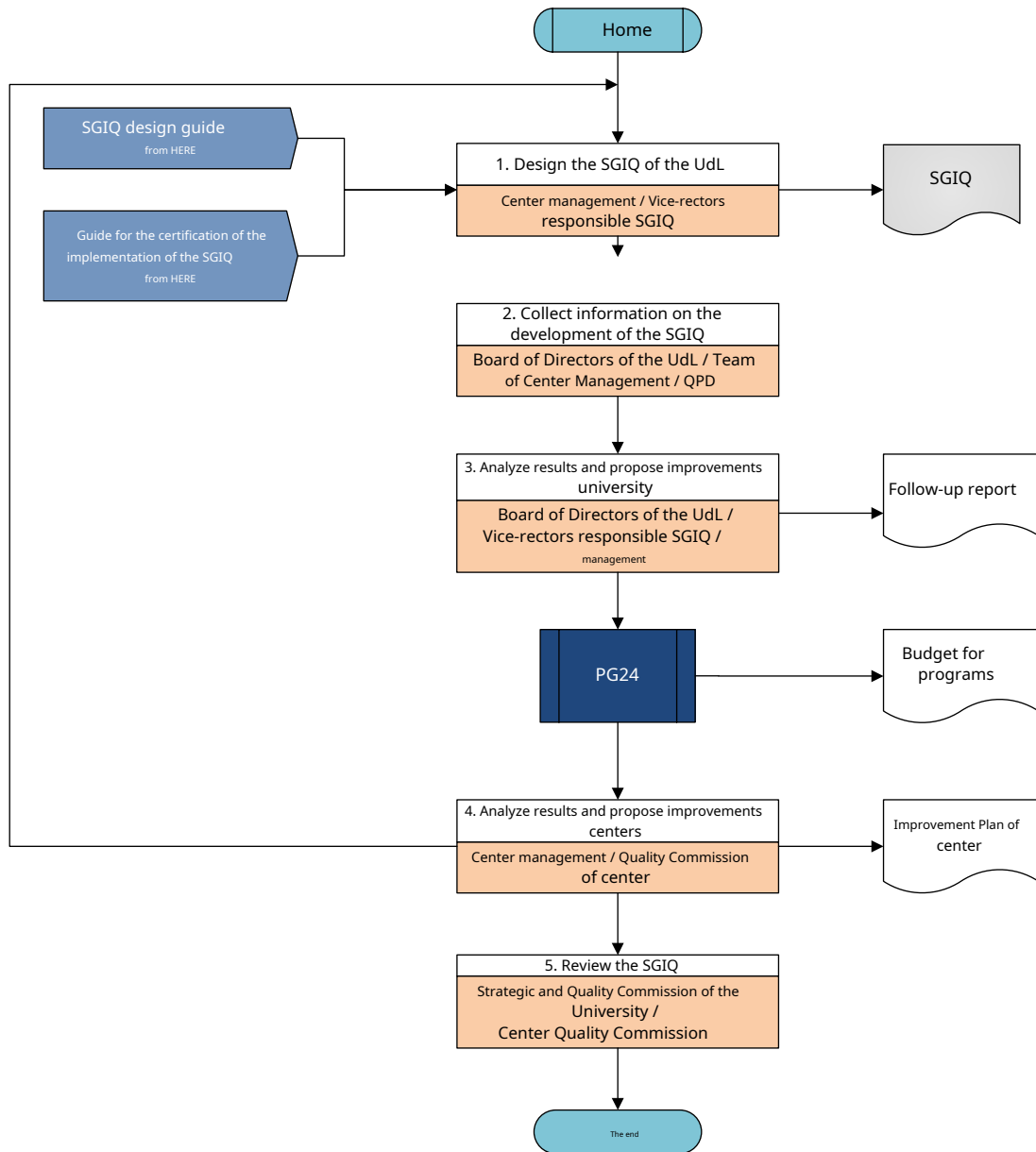


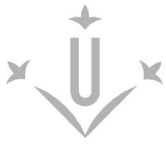
system. The University's Strategic and Quality Committee is responsible for approving changes and reviewing the design of the UdL's SGIQ.

- On behalf of the centre: Every year in the annual monitoring sessions of the SGIQ in the centre, improvements can be detected in all the elements that make up the general system and which will be raised to the Strategy and Quality Commission of the University. It is also possible to detect changes in the organization and operation of the elements of the system that are included in the Internal Quality Assurance System Manual of the center.
- The center's Quality Committee has among its functions to approve the design and review of the center's SIGQ



8.2ACTIVITY FLOW





8.3 RESPONSIBILITIES TO THE PROCEDURE

Board of Directors: It is the University's governing team, made up of the rector, the vice-rectors, the manager and the general secretary. He is responsible for making strategic decisions and establishing the University's policies and objectives. It must also monitor these objectives and be accountable for its performance.

Strategic and Quality Commission of the University: is responsible for approving the changes and the revision of the design of the SGIQ of the UdL.

Management of the center. Leads the actions of the center for the development of the SGIQ in the design, analysis of results and proposals for improvement.

Center Quality Commission. Assumes leadership in quality issues and development of the center's internal quality assurance system.

Quality and Teaching Planning. It supports the management of the center in the collection of information and development of the procedures of the center.

9. PARTICIPATION OF INTEREST GROUPS

The composition of both the center's Quality Committee and the Strategy and Quality Commission of the UdL guarantee the participation of all the groups of the university – teaching staff, students and administrative and service staff – in the assessment, review and improvement of the internal quality assurance system.

10. RECORDS AND ARCHIVES

Document	Responsible/ Custodian
SGIQ monitoring report	Teaching Quality and Planning / Center Portfolio
Center Improvement Plan	Teaching Quality and Planning / Center Portfolio
Budget for Programs	Economic Area / Management