

# UOC

# Quality Policy

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## 1. Principles

In line with [the UOC's mission, vision and values](#), the Quality Policy (hereinafter, "**Quality Policy**" or "**Policy**") implemented by the Universitat Oberta de Catalunya (hereinafter, "**UOC**", "**University**" or "**institution**") manifests the commitment of the organization's senior management to quality.

## 2. Purpose

This Policy is applicable to the design, implementation, review and improvement of the Internal Quality Assurance System (**IQAS**), which provides support for the deployment of the institution's strategy and its management. Specifically, it applies to all the processes that form part of the *Framework for the validation, monitoring, modification and accreditation of recognised university degrees*.

## 3. Scope

This Policy applies to all of the UOC's directors and employees and UOC Group companies, irrespective of the type of contract that governs their employment or business relationship, their hierarchical position within the institution, and the work, teaching, research, management or support centre in which they provide their services.

## 4. Assignment of roles and responsibilities

The responsibilities of the different parts of the UOC affected by this Policy are as follows:

### a. Quality Committee

- Validate the changes in the Quality Policy.

### b. Planning and Quality department

- Review and propose changes in the Quality Policy.

### c. Communications department

- Provide support for communication of the Quality Policy.

### d. All departments and faculties

- Be familiar with the Quality Policy.
- Comply with the content of the Quality Policy and ensure that it is followed correctly within the institution.

## 5. Implementation

Implementation of the Quality Policy entails the following basic principles:

- Guarantee **compliance with current legislation**.
- Offer **learning programmes that are aligned** with the University's internal capabilities and strategy, and enable it to respond to society's needs and expectations.
- Set **objectives linked to quality management** and use this Policy as the basis for defining them.
- **Ensure** that all members of the organization's staff are aware of, understand and apply the Quality Policy.
- Make this Quality Policy accessible to stakeholders and put in place the **necessary accountability mechanisms**.
- Promote a **culture of continuous improvement** in all areas of the UOC, seeking **sustained improvement in the performance of the IQAS and the satisfaction of all stakeholders** through the participation of individuals and teams and the review and refinement of the processes that have been implemented.
- **Foster creativity and innovation** to develop ways of learning that help to train professionals and citizens who are able to respond to the new global challenges facing society.
- Guarantee that the Quality Policy is adequately aligned with the **institution's actual needs**.
- Ensure that this Policy is implemented in compliance with the principles of **sustainable development** and **equal opportunity**.

## 6. Approval of the Policy

This Policy has been approved in accordance with the provisions of the UOC Policy on roles and responsibilities for the approval of internal regulations.

## 7. Confidentiality

All of the rules, procedures and documents approved internally are the property of the UOC and may not be used for any purpose other than that for which they have been provided, nor may they be conveyed or disclosed to parties outside of the UOC's interests.

## Appendix 1: Definitions

**Quality Committee:** the body that reviews the Internal Quality Assurance System (IQAS) at regular, planned intervals in order to assess its performance and come up with measures to improve its suitability, effectiveness and alignment with the organization's strategy.

**Stakeholder:** a person, group or organization that has a direct or indirect interest in the organization, either because they can affect the organization or be affected by it. External stakeholders include students, graduates, employers, partners, suppliers, government agencies, assessment and certification bodies, etc.; while internal stakeholders are individuals or groups of individuals who are members of the organization.

**Process:** a sequence of activities that, when ordered in accordance with efficacy or efficiency criteria, transform the inputs into products or services for internal or external customers, adding value to them in the process.

**Accountability:** the process through which an individual or organization gives account of the actions for which they are responsible to the corresponding governing body, supervisory authority or stakeholders.

**Internal Quality Assurance System (IQAS):** a series of coordinated activities intended to direct and control an organization's quality. It shows the organizational structure, processes, procedures and resources focused on attaining results with respect to the established quality goals, with the aim of satisfying stakeholder needs and expectations.

## Appendix 2: Versions table

| Version | Date       | Change            | Reason for the change |
|---------|------------|-------------------|-----------------------|
| 01      | 04/12/2017 | Initial document  | New                   |
| 02      | 06/04/2020 | The entire Policy | Policy review         |