QUALITY ASSURANCE MANUAL

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This manual describes the internal quality assurance system implemented and in use at the Polytechnic Institute of Viseu.

The quality assurance manual is mandatory for all collaborators of the institution.

The compliance of the provisions in the manual reflects the existence of an organisation with human and material resources able to give stakeholders confidence that activities developed by them comply both with the legally required quality conditions and the needs expressed by these conditions.

The Quality and Assessment Council of the Polytechnic Institute of Viseu is liable for the compliance and enforcement of provisions in the internal quality assurance system, in accordance with specifications included in this manual.

The quality assurance manual shall be used as reference document in audits.

The provisions in the quality assurance manual take effect immediately.

STRUCTURE

This manual describes the internal quality assurance system of the Polytechnic Institute of Viseu, thus serving as a reference document when implementing, as well as when maintaining and improving that system.

The quality assurance manual is drawn up under the auspices of the Quality Manager and is approved by the President of the Polytechnic Institute of Viseu.

The manual is composed of chapters, each of which is subdivided into several sections, as described in the table of contents.

The manual is issued in sheets with the identification of the Polytechnic Institute of Viseu in the upper left hand corner. The header also includes the following inscriptions: the section's heading; the chapter's number – expressed in roman numerals; the section's number – starting from 01. The footer includes: the chapter and section number; the version (starting from V00); the date of approval and entry into force; the name of the process responsible; and the number of the page regarding the whole number of pages of the corresponding section, in the form of "0/0".

The cover's header includes the version (starting from V00) and the date of approval and entry into force and the cover's footer includes the following inscriptions: the name and initials of the person in charge of the verification; the name and initials of the person in charge of the approval and who brings the quality assurance manual into force.

REVIEW

The General Council of the Polytechnic Institute of Viseu, the President or the Quality and Assessment Council, supported by the Quality Manager, may set in motion the performance of a review of the quality assurance manual so that the latter describes an updated internal quality assurance system of the Polytechnic Institute of Viseu.

Updates to be introduced in the quality assurance manual shall give rise to new versions and the distribution and update of all supervised copies of the manual.

The manual may be wholly or partly reviewed, with the increase of the version(s) to the next level.

The manual's review dates must be included in annex MGQ*A.04EN review record. Changes arising from these reviews must be described in short sentences summarising reviews performed and providing brief summaries of prior changes.

Following each review, all collaborators covered by the system shall have permanent access to the quality assurance manual through the intranet page of the Polytechnic Institute of Viseu (http://intranet.ipv.pt/index.php).

The Quality Manager ensures the maintenance of out-of-date originals, in duly identified folders.

DISTRIBUTION

The quality assurance manual, in the form of a portable document format (pdf), can be accessed via intranet (http://intranet.ipv.pt/index.php) by all collaborators covered by the internal quality assurance system of the Polytechnic Institute of Viseu. External entities may access the manual in paper format or as a pdf.

Numbered and supervised paper copies may exist. The Quality Manager is entrusted with the responsibility of forwarding copies of all reviews carried out, so that the holders thereof may update them. Unverified paper copies may exist, but updates thereof fall on their holders.

Verified copies are stamped with the wording "verified copy" in blue, numbered and signed by the Quality Manager.

DEFINITIONS

ACADEMIC DEGREES the degrees foreseen and awarded by higher education institutions, within the scope of the higher education system. in vocational education, students are awarded graduate and master's degrees. in education provided in universities, students are awarded graduate, master's and doctor's degrees.[2]

ACADEMIC RECOGNITION the recognition of a course or study programme, leading or not to an academic degree, or of a part thereof, of a national or international higher education institution, by another, which is particularly aimed at admitting students so that they can pursue their studies. equivalence/acknowledgment of foreign higher education qualifications, corresponding to portuguese qualifications on the same level and degree, is regulated by law – resolution of the portuguese parliament no. 25/2000, of march 30, which approves the convention on the acknowledgment of qualifications regarding higher education in europe, and decree-law no. 341/2007, of october 12. equivalence granted in accordance with provisions in the law constitutes and has the effects corresponding to those of the ownership of the degree or diploma to which it was granted.[2]

ACCESS CONDITIONS the overall conditions that an individual must fulfil in order to be admitted to a study programme at a higher education institution.[2]

ACCREDITATION the procedure under which an organ qualified for the corresponding accreditation checks and formally acknowledges that a given product, service, programme or entity complies with the organisational or quality requirements demanded by law or conventions that apply thereto.[2]

ACCREDITATION AGENCY the organ in charge of the development of assessment and accreditation tools and methods, as well as of the processes of assessment and accreditation of higher education institutions and study programmes thereof.[2]

ACCREDITATION DECISION the decision that falls on the board of directors of the a3es, based on the outcome of the assessment and compliance on the part of the higher education institution interested in that decision of requirements provided in the law for the accreditation of higher education institutions and study programmes thereof.[2]

ACCREDITATION OF A STUDY PROGRAMME the procedure under which an organ qualified for higher education assessment and accreditation checks and formally acknowledges that a given study programme leading to the award of a degree complies with requirements demanded for the foundation and operation thereof.[2]

ACCREDITATION PROCEDURE the procedure aimed at obtaining the accreditation of a study programme on the part of higher education institutions from a3es. this procedure begins with the accreditation request, subscribed by the head of the higher education institution interested and ends with the final decision made by a3es.[2]

ACTIVITY smallest identified object of work in a project.[1]

APPEAL the request of review, by the competent body designated for that purpose (review board), of the decision made by the administration board of a3es, during an assessment/accreditation process.[2]

APPEALABILITY the ability granted to higher education institutions of, within the scope of assessment/accreditation procedures, appealing to the competent body designated for that purpose (review board) against the decisions made by the administration board of a3es.[2]

ASSESSMENT/ACCREDITATION GUIDE the document formally composed of a set of questions aimed at gathering information, enabling characterisation of the organisation and operation of a higher education institution or of a study programme thereof with a view to its assessment/accreditation.[2]

ASSESSMENT PROCEDURE the procedure aimed at assessing the quality of the performance of higher education institutions, study programmes thereof or relevant performance parameters of sets of institutions or study programmes.[2]

ASSOCIATION organization consisting of member organizations or persons.[1]

AUDIT systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled. the fundamental elements of an audit include the determination of the conformity of an object according to a procedure carried out by personnel not being responsible for the object audited. an audit can be an internal audit (first party), or an external audit (second party or third party), and it can be a combined audit or a joint audit. internal audits, sometimes called first-party audits, are conducted by, or on behalf of, the organization itself formanagement review and other internal purposes, and can form the basis for an organization's declaration of conformity. Independence can be demonstrated by the freedom from responsibility for the activity being audited. external audits include those generally called second and third-party audits. second party audits are conducted by parties having an interest in the organization, such as customers, or by other persons on their behalf. third-party audits are conducted by external, independent auditing organizations such as those providing certification/registration of conformity or governmental agencies.[1]

AUDIT CLIENT organization or person requesting an audit.[1]

AUDIT CONCLUSION outcome of an audit, after consideration of the audit objectives and all audit findings.[1]

AUDIT CRITERIA set of policies, procedures or requirements used as a reference against which objective evidence is compared.[1]

AUDIT EVIDENCE records, statements of fact or other information, which are relevant to the audit criteria and verifiable.[1]

AUDIT FINDINGS results of the evaluation of the collected audit evidence against audit criteria. audit findings indicate conformity or nonconformity. audit findings can lead to the identification of opportunities for improvement or recording good practices. in english, if the audit criteria are selected from statutory requirements or regulatory requirements, the audit finding can be called compliance or non-compliance.[1]

AUDIT PLAN description of the activities and arrangements for an audit.[1]

AUDIT PROGRAMME set of one or more audits planned for a specific time frame and directed towards a specific purpose.[1]

AUDIT SCOPE extent and boundaries of an audit. the audit scope generally includes a description of the physical locations, organizational units, activities and processes.[1]

AUDIT TEAM one or more persons conducting an audit, supported if needed by technical experts. one auditor of the audit team is appointed as the audit team leader. the audit team can include auditors-in-training.[1]

AUDITEE organization being audited.[1]

AUDITOR person who conducts an audit.[1]

AUTONOMY OF HIGHER EDUCATION INSTITUTIONS the higher education institutions' ability to govern, administer and manage themselves. the autonomy scope changes over time and according with the nature of the statutory schemes to which higher education institutions are subject. currently this scope is the one that results from the legal scheme of higher education institutions according with the different nature and type of institutions.[2]

BENCHMARKING the standardised method for collecting and reporting critical operational data in a way that enables relevant comparisons among the performances of different higher education institutions or programmes, usually with a view to establishing good practice, diagnosing problems in performance and identifying areas of strength. benchmarking gives the institution or the programme the external references and the best practices (benchmarks) on which to base its evaluation and to design its working processes.[2]

B-LEARNING (BLENDED LEARNING) the teaching system which combines e-learning methods with in-person learning sessions.[2]

BOLOGNA ACCORD the agreement signed in bologna in june 1999 by the ministers for higher education from 29 european states aimed at creating a european higher education area.[2]

CAPABILITY ability of an object to realize an output that will fulfil the requirements for that output.[1]

CERTIFICATION the procedure under which an organ qualified for that purpose formally certifies that a product, service, programme or entity complies with given standards.[2]

CHANGE CONTROL activities for control of the output after formal approval of its product configuration information.[1]

CHARACTERISTIC distinguishing feature. a characteristic can be inherent or assigned. a characteristic can be qualitative or quantitative. there are various classes of characteristic, such as the following: physical (e.g. mechanical, electrical, chemical or biological characteristics); sensory (e.g. related to smell, touch, taste, sight, hearing); behavioural (e.g. courtesy, honesty, veracity); temporal (e.g. punctuality, reliability, availability, continuity); ergonomic (e.g. physiological characteristic, or related to human safety); functional (e.g. maximum speed of an aircraft).[1]

COMBINED AUDIT audit carried out together at a single auditee on two or more management systems. the parts of a management system that can be involved in a combined audit can be identified by the relevant management system standards, product standards, service standards or process standards being applied by the organization.[1]

COMPETENCE ability to apply knowledge and skills to achieve intended results. demonstrated competence is sometimes referred to as qualification.[1]

COMPETENCE the proven ability to use knowledge, skills and methodological abilities, in work or study situations and in professional and personal development. in the context of the eqf, competence is described in terms of responsibility and autonomy.[2]

COMPETENCE ACQUISITION process of attaining competence.[1]

COMPLAINT expression of dissatisfaction made to an organization, related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.[1]

CONCESSION permission to use or release a product or service that does not conform to specified requirements. a concession is generally limited to the delivery of products and services that have nonconforming characteristics within specified limits and is generally given for a limited quantity of products and services or period of time, and for a specific use.[1]

CONDITIONAL ACCREDITATION DECISION the decision that approves the accreditation of a study programme, but conditioned by the implementation, by the corresponding higher education institution, of certain measures in terms of the quality assurance system, deemed necessary by the a3es, within the deadline set by the latter and subject to the corresponding verification, under penalty of conversion into an unfavourable decision.[2]

CONDITIONS FOR ADMISSION the specific conditions that an individual must fulfil to request admission to a study programme in particular in a given educational establishment.[2]

CONFIGURATION interrelated functional and physical characteristics of a product or service defined in product configuration information.[1]

CONFIGURATION AUTHORITY/CONFIGURATION CONTROL BOARD/DISPOSITIONING AUTHORITY person or a group of persons with assigned responsibility and authority to make decisions on the configuration. Relevant interested parties within and outside the organization should be represented on the configuration authority.[1]

CONFIGURATION BASELINE approved product configuration information that establishes the characteristics of a product or service at a point in time that serves as reference for activities throughout the life cycle of the product or service.[1]

CONFIGURATION MANAGEMENT coordinated activities to direct and control configuration. configuration management generally concentrates on technical and organizational activities that establish and maintain control of a product or service and its product configuration information throughout the life cycle of the product.[1]

CONFIGURATION OBJECT object within a configuration that satisfies an end-use function.[1]

CONFIGURATION STATUS ACCOUNTING formalized recording and reporting of product configuration information, the status of proposed changes and the status of the implementation of approved changes.[1]

CONFORMITY fulfilment of a requirement. in english the word "conformance" is synonymous but deprecated. in french the word "compliance" is synonymous but deprecated.[1]

CONTACT HOURS the time used in group learning sessions, in particular in classrooms, laboratories or fieldwork, and in individual guidance sessions of tutorial nature.[2]

CONTEXT OF THE ORGANIZATION combination of internal and external issues that can have an effect on an organization's approach to developing and achieving its objectives. the organization's objectives can be related to its products and services, investments and behaviour towards its interested parties. the concept of context of the organization is equally applicable to not-for-profit or public service organizations as it is to those seeking profits. in english, this concept is often referred to by other terms such as "business environment", "organizational environment" or "ecosystem of an organization". understanding the infrastructure can help to define the context of the organization.[1]

CONTINUAL IMPROVEMENT recurring activity to enhance performance. the process of establishing objectives and finding opportunities for improvement is a continual process through the use of audit findings and audit conclusions, analysis of data, management reviews or other means and generally leads to corrective action or preventive action.[1]

CONTRACT binding agreement.[1]

CORRECTION action to eliminate a detected nonconformity. a correction can be made in advance of, in conjunction with or after a corrective action. a correction can be, for example, rework or regrade.[1]

CORRECTIVE ACTION action to eliminate the cause of a nonconformity and to prevent recurrence. there can be more than one cause for a nonconformity. corrective action is taken to prevent recurrence whereas preventive action is taken to prevent occurrence.[1]

COURSE the organised set of curricular units included or not in a study programme leading to the award of a degree.[2]

CREDIT the measurement unit of the student workload in all its forms, in particular group learning sessions, individual guidance sessions of tutorial nature, internships, project work, fieldwork, study and assessment.[2]

CREDITS OF A CURRICULAR UNIT the numerical value expressing the work a student must perform to complete a curricular unit.[2]

CREDITS OF A SCIENTIFIC AREA the numerical value expressing the work a student must perform in a given scientific area.[2]

CURRICULAR PLAN OF A COURSE the set of scientific areas that form part of a course and the number of credits a student must have in each subject to (i) obtain a given degree, (ii) complete a course that does not grant a degree, (iii) gather some of the conditions required to obtain a given degree.[2]

CURRICULAR UNIT the education unit with its own training goals, which is subject to enrolment and assessment, resulting in a final score.[2]

CUSTOMER person or organization that could or does receive a product or a service that is intended for or required by this person or organization. example: consumer, client, end-user, retailer, receiver of product or service from an internal process, beneficiary and purchaser. a customer can be internal or external to the organization.[1]

CUSTOMER SATISFACTION customer's perception of the degree to which the customer's expectations have been fulfilled. it can be that the customer's expectation is not known to the organization, or even to the customer in question, until the product or service is delivered. It can be necessary for achieving high customer satisfaction to fulfil an expectation of a customer even if it is neither stated nor generally implied or obligatory. complaints are a common indicator of low customer satisfaction but their absence does not necessarily imply high customer satisfaction. even when customer requirements have been agreed with the customer and fulfilled, this does not necessarily ensure high customer satisfaction.[1]

CUSTOMER SATISFACTION CODE OF CONDUCT promises, made to customers by an organization concerning its behaviour, that are aimed at enhanced customer satisfaction and related provisions. related provisions can include objectives, conditions, limitations, contact information and complaints-handling procedures.[1]

CUSTOMER SERVICE interaction of the organization with the customer throughout the life cycle of a product or a service.[1]

DATA facts about an object.[1]

DECISION ON ASSESSMENT the decision issued by the board of directors of the a3es, within the framework of the procedures of assessment of an institution or study programme, which may consist of the expression, wholly or in part, of agreement with proposals included in the final report of external assessment.[2]

DEFECT nonconformity related to an intended or specified use. the distinction between the concepts defect and nonconformity is important as it has legal connotations, particularly those associated with product and service liability issues. the intended use as intended by the customer can be affected by the nature of the information, such as operating or maintenance instructions, provided by the provider.[1]

DEPENDABILITY ability to perform as and when required.[1]

DESIGN AND DEVELOPMENT set of processes that transform requirements for an object into more detailed requirements for that object. the requirements forming input to design and development are often the result of research and can be expressed in a broader, more general sense than the requirements forming the output of design and development. the requirements are generally defined in terms of characteristics. in a project there can be several design and development stages. in english the words "design" and "development" and the term "design and development" are sometimes used synonymously and sometimes used to define different stages of the overall design and development. In French the words "conception" and "développement" and the term "conception et développement" are sometimes used synonymously and sometimes used to define different stages of the overall design and development. a qualifier can be applied to indicate the nature of what is being designed and developed (e.g. product design and development, service design and development or process design and development).[1]

DETERMINATION activity to find out one or more characteristics and their characteristic values.[1]

DEVIATION PERMIT permission to depart from the originally specified requirements of a product or service prior to its realization. a deviation permit is generally given for a limited quantity of products and services or period of time, and for a specific use.[1]

DISPUTE disagreement, arising from a complaint, submitted to a DRP-provider. some organizations allow their customers to express their dissatisfaction to a DRP-provider in the first instance. in this situation, the expression of dissatisfaction becomes a complaint when sent to the organization for a response, and becomes a dispute if not resolved by the organization without DRP-provider intervention. many organizations prefer their customers to first express any dissatisfaction to the organization before utilizing dispute resolution external to the organization.[1]

DISPUTE RESOLUTION PROCESS PROVIDER (DRP PROVIDER) person or organization that supplies and operates an external dispute resolution process. generally, a DRP-provider is a legal entity, separate from the organization or person as an individual and the complainant. In this way, the attributes of independence and fairness are emphasized. in some situations, a separate unit is established within the organization to handle unresolved complaints. the DRP-provider contracts with the parties to provide dispute resolution, and is accountable for performance. the DRP-provider supplies dispute resolvers. the DRP-provider also utilizes support, executive and other managerial staff to supply financial resources, clerical support,

scheduling assistance, training, meeting rooms, supervision and similar functions. DRP-providers can take many forms including not-for-profit, for-profit and public entities. an association can also be a DRP-provider. in ISO 10003 instead of the term DRP-provider, the term "provider" is used. [1]

DISPUTE RESOLVER individual person assigned by a DRP-provider to assist the parties in resolving a dispute. example: staff, volunteer, contract personnel.[1]

DOCUMENT information and the medium on which it is contained. example: record, specification, procedure document, drawing, report, standard. the medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or combination thereof. a set of documents, for example specifications and records, is frequently called "documentation". some requirements (e.g. the requirement to be readable) relate to all types of documents. however there can be different requirements for specifications (e.g. the requirement to be revision controlled) and for records (e.g. the requirement to be retrievable).[1]

DOCUMENTED INFORMATION information required to be controlled and maintained by an organization and the medium on which it is contained. documented information can be in any format and media and from any source. documented information can refer to: the management system, including related processes; information created in order for the organization to operate (documentation); evidence of results achieved (records).[1]

DUBLIN DESCRIPTORS the descriptors developed by a group of international higher education experts (or joint quality initiative group), which seek to identify the nature of the whole qualification. they are not meant to be prescriptive, exhaustive and do not represent threshold requirements. they serve as reference for national agencies for quality assurance, political decision makers and experts at european level.[2]

DURATION OF THE ACCREDITATION the period of time during which the accreditation of a higher education institution is valid, regarding one or several educational areas or a given study programme. the usual period of validity of the accreditation currently corresponds to five years. nonetheless, that period can be shorter when the accreditation is conditional.[2]

EDUCATION AND TRAINING FIELDS the fields laid down in the cnaef that corresponds to the classification used by eurostat and which complies with the isced, in the 2007 version.[2]

EDUCATIONAL EFFECTIVENESS the outcome of specific analyses measuring the achievement of a specific teaching goal or the degree to which a higher education institution is expected to achieve certain requirements. it is not the same as efficiency, which is assessed by the volume of output against the input used. measuring educational effectiveness contributes to the development, within the institution, of an evidence-based culture.[2]

EDUCATIONAL EFFICIENCY the ability to obtain better educational results with the lowest level of resources (effort, time or funds), i.e. using the lowest possible amount of resources. educational efficiency can be measured in physical terms (technological efficiency) or cost terms (economic efficiency). educational efficiency increases when one obtains better outcomes from the same resources. an institution or a higher education programme can be managed efficiently and not be effective in terms of the fulfilment of its mission, goals or purposes.[2]

EFFECTIVENESS extent to which planned activities are realized and planned results achieved.[1]

EFFICIENCY relationship between the result achieved and the resources used.[1]

E-LEARNING (ELECTRONIC LEARNING) the teaching and learning system that uses multimedia and/or the internet to enable learning focused on the learner and is based on access to resources and services 24 hours a day, 7 days a week, making remote collaborations and discussions easier.[2]

ENGAGEMENT involvement in, and contribution to, activities to achieve shared objectives.[1]

EUROPEAN QUALIFICATIONS FRAMEWORK the common reference framework serving as a translation device between different qualification systems and their levels, regarding both education as a whole and higher education, both professional education and professional training. this framework aims to contribute to transparency and portability of citizens' qualification obtained in different countries, based on the principle that each qualification level should be attainable by way of a variety of educational and career paths.[2]

EVALUATION IN HIGHER EDUCATION the process of systematic and critical appraisal aimed at the expression of opinions and recommendations on the quality of a higher education institution or a study programme.[2]

EXPERT someone who holds specific and deep knowledge on a given scientific, artistic or professional domain, enabling him/her to perform teaching duties in higher education in that given domain, although he/she does not have the academic degree usually required for the exercise of those duties. the expert is typically acknowledged as such by the most qualified individuals who have the same job or those who devote themselves to the thorough study of a given subject.[2]

EXPERT (SCOPE OF HIGHER EDUCATION ASSESSMENT) someone who, given his/her experience and know-how built up over time, has deep knowledge on the framework of assessment of higher education quality and can therefore contribute to its development. the conditions necessary to the performance of the role of expert, in the assessment of higher education, are neutrality and impartiality regarding the institution and study programme under consideration (mentioned in the law as having no connection with the higher education institution under assessment).[2]

EXPERT TITLE the title that proves the quality and particular relevance of a curriculum vitae in a given field. it is awarded upon approval in public examinations, to be performed by a set of higher vocational institutions. it is relevant for the composition of the teaching staff of institutions and of the teaching career in higher vocational education.[2]

EXTERNAL ASSESSMENT the procedure under which a specialised agency obtains data, information and proof regarding an institution or a core activity of the institution, in order to deliver a statement on its quality. external assessment is conducted by a committee of independent experts and usually involves analysing a self-assessment report, visiting the institution and preparing an appraisal report.[2]

EXTERNAL ASSESSMENT REPORT the document drawn up by the independent assessment committee at the end of its assessment of an institution or study programme.[2]

EXTERNAL PROVIDER/EXTERNAL SUPPLIER provider that is not part of the organization. example: producer, distributor, retailer or vendor of a product or a service.[1]

EXTERNAL QUALITY ASSURANCE the supra-institutional system ensuring quality in institutions and study programmes in higher education.[2]

FAVOURABLE ACCREDITATION DECISION the decision that approves the accreditation of a study programme, leading to the award of a given degree, provided or to be provided by a given higher education institution. the favourable accreditation decision results in the permission of launch or maintenance of the corresponding study programme and acknowledgment of the degree it leads to.[2]

FEEDBACK opinions, comments and expressions of interest in a product, a service or a complaints-handling process.[1]

FIELDS OF SCIENCE AND TECHNOLOGY the fields provided for in the field of science and technology classification 2007 prevailing in portugal, which incorporate three hierarchically related levels: 6 major areas (level 1), 2 wide subareas (level 2) and 42 areas (level 3). they correspond to the fos classification in the frascati manual, included in the statistical system of ocde countries.[2]

FINAL REPORT the final version of the external assessment report, published either by a3es or by the higher education institution.[2]

GOOD PRACTICES an innovative method or process involving a set of practices that can lead to an improved performance of a higher education institution or education programme that are usually regarded as a good reference by sister organisations. the best practice is not necessarily an absolute or final example, but rather identifies the approach that best fits a particular situation, given the fact that the background of institutions and education programmes can vary greatly.[2]

GRADE category or rank given to different requirements for an object having the same functional use. example: class of airline ticket and category of hotel in a hotel brochure. when establishing a quality requirement, the grade is generally specified.[1]

GUIDE person appointed by the auditee to assist the audit team.[1]

HEAD OF A HIGHER EDUCATION INSTITUTION the person in charge of the higher education institution, with power to, under the procedure of assessment and accreditation of the institution or a study programme thereof, accept the request of accreditation to be submitted to a3es and keep track of the corresponding process, on behalf of the institution. regarding public institutions, it corresponds to the president of the university, the head of the vocational institute or manager of a non integrated school, whereas in private institutions it corresponds to the chairman of the administrative body, administration or management of the instituting entity.[2]

HEAD OF THE ORGANIC UNIT the person in charge of an organic unit of a higher education institution which, within the scope of the process of accreditation of study programmes, has power to intervene in the characterisation of the organic unit.[2]

HIGHER EDUCATION INSTITUTION term often used by the law, not always with the same meaning or the required conceptual accuracy. nonetheless, a higher education institution can be defined as the site or facility that is legally authorised to provide higher education. according to the law, there are public and private higher education institutions, as well as institutions providing university education and higher vocational education. institutions providing university education correspond to universities, university institutes and non-integrated colleges, whereas vocational education institutions are vocational institutes and non-integrated vocational schools.[2]

HIGHER EDUCATION INSTITUTION an organisation that develops its activity in the field of higher education, according to the corresponding legal framework.[2]

HUMAN FACTOR characteristic of a person having an impact on an object under consideration. characteristics can be physical, cognitive or social. human factors can have a significant impact on a management system.[1]

HUMAN RESOURCES POLICY set of intentions and guidance from an organisation, related to human resources management, formally expressed by the top management.

IMPROVEMENT activity to enhance performance. the activity can be recurring or singular.[1]

INDEPENDENT ASSESSMENT COMMITTEE the evaluation panel made up by independent experts, appointed by a3es, whose role is to carry out an external assessment of the organisational and operating conditions of a higher education institution or of one study programme thereof.[2]

INDICATORS the operational variables regarding specific features of higher education institutions or study programmes that can be empirically measured, on which evidence can be gathered to enable the determination if certain standards are being achieved. indicators identify performance trends and highlight areas that require action. moreover, they enable comparison between the actual performance and goals previously defined. indicators are also used to translate theoretical aspects of quality in procedures, a process known as operationalisation.[2]

INFORMATION meaningful data.[1]

INFORMATION SYSTEM network of communication channels used within an organization.[1]

INFORMATION SYSTEM OF THE A3ES the electronic platform available in the website a3es, where all actions and formalities are carried out and fully recorded in electronic form, regarding procedures of assessment and accreditation of higher education institutions and study programmes thereof, thus forming the corresponding virtual administrative process. even communication among the bodies and departments of the agency and higher education institution interested must be performed by email.[2]

INFRASTRUCTURE system of facilities, equipment and services needed for the operation of an organization.[1]

INNOVATION new or changed object realizing or redistributing value. activities resulting in innovation are generally managed. innovation is generally significant in its effect.[1]

INSPECTION determination of conformity to specified requirements. if the result of an inspection shows conformity, it can be used for purposes of verification. the result of an inspection can show conformity or nonconformity or a degree of conformity.[1]

INSTITUTIONAL ACCREDITATION the procedure under which an organ qualified for the accreditation of institutions of a given nature and type checks and formally acknowledges that a given institution meets the organisational conditions and has the quality performance standards required for that accreditation.[2]

INSTITUTIONAL AUDIT IN HIGHER EDUCATION an independent procedure of external assessment to check whether or not the quality assurance system of the higher education institution complies with the formulated goals and if this system is effective and fit for purpose. the audit does not address operational goals or outcomes as such, but assesses the procedure used by the institution to manage and improve quality of teaching and activities thereof.[2]

INTERESTED PARTY person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity. example: customers, owners, people in an organization, providers, bankers, regulators, unions, partners or society that can include competitors or opposing pressure groups.[1]

INTERNAL ASSESSMENT the procedure developed by higher education institutions based on the collection and systematic analysis of operational data, queries to students and graduates, as well as on the consultation with teachers and other stakeholders, which aims primarily at promoting a collective self-reflection on the institution or activities thereof, thus contributing to the improvement of its quality.[2]

INTERNAL QUALITY ASSURANCE intra-institutional practices aimed at monitoring and improving quality in higher education.[2]

INTERNAL QUALITY ASSURANCE SYSTEM the management system oriented toward the creation of trust regarding the satisfaction of quality requirements.

INVOLVEMENT taking part in an activity, event or situation.[1]

JOINT AUDIT audit carried out at a single auditee by two or more auditing organizations.[1]

KNOWLEDGE the outcome of the assimilation of information through learning. knowledge is the body of facts, principles, theories and practices that is related to a field of work or study. in the context of the european qualifications framework, knowledge is described as theoretical and/or factual.[2]

LEARNING GOALS the goals set forth within the scope of a given study programme, formulated in terms of knowledge, skills and competences that students/addressees are expected to achieve as a result. they correspond to the expected learning results.[2]

LEARNING OUTCOMES the wording of what a learner knows, understands and is able of performing following the end of a learning process, described in terms of knowledge, abilities and skills. these outcomes correspond to the individual fulfilment of learning goals.[2]

LEGAL SCHEME FOR HIGHER EDUCATION ASSESSMENT the legal scheme set forth in law no. 38/2007, of august 16, on the assessment of the quality of higher education; this scheme is complemented by the remaining standards on higher education assessment and accreditation, included in other legal acts.[2]

LEGAL SCHEME OF HIGHER EDUCATION DEGREES AND DIPLOMAS the legal scheme laid down by decree-law no. 74/2006, as amended by decree-law no. 107/2008 and decree-law no. 230/2009, of september 14, regulating the organisation and operation of study programmes leading to the award of academic degrees and diplomas by higher education institutions, as well as the accreditation and launch of those study programmes.[2]

LEGAL SCHEME OF HIGHER EDUCATION INSTITUTIONS the legal scheme set forth in law no. 62/2007, which regulates the creation, functions, organisation and operation of higher education institutions, as well as the duties of its bodies and the government's control over and supervision of those institutions, regarding their autonomy. it applies to all public and private institutions providing graduate studies and vocational education.[2]

LEVEL DESCRIPTORS the descriptors providing an overall indication of education that is relevant to the pursuit of a specific level, aimed at supporting the assessment of specific learning outcomes and assessment criteria, in order to develop learning units or modules and award credits of a suitable level.[2]

MANAGEMENT coordinated activities to direct and control an organization. management can include establishing policies and objectives, and processes to achieve these objectives. the word "management" sometimes refers to people, i.e. a person or group of people with authority and responsibility for the conduct and control of an organization. when "management" is used in this sense, it should always be used with some form of qualifier to avoid confusion with the concept of "management" as a set of activities defined above. for example, "management shall…" is deprecated whereas "top management shall…" is acceptable. otherwise different words should be adopted to convey the concept when related to people, e.g. managerial or managers.[1]

MANAGEMENT SYSTEM set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives. a management system can address a single discipline or several disciplines, e.g. quality management, financial management or environmental management. the management system elements establish the organization's structure, roles and responsibilities, planning, operation, policies, practices, rules, beliefs, objectives and processes to achieve those objectives. the scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.[1]

MEASUREMENT process to determine a value. according to ISO 3534-2, the value determined is generally the value of a quantity.[1]

MEASUREMENT MANAGEMENT SYSTEM set of interrelated and interacting elements necessary to achieve metrological confirmation and control of measurement processes.[1]

MEASUREMENT PROCESS set of operations to determine the value of a quantity.[1]

MEASURING determining the extent or amount of something by means of comparison with a given object of a known size or capacity or by means of comparison with a fixed unit.[1]

MEASURING EQUIPMENT measuring instrument, software, measurement standard, reference material or auxiliary apparatus or combination thereof necessary to realize a measurement process.[1]

METROLOGICAL CHARACTERISTIC characteristic which can influence the results of measurement. measuring equipment usually has several metrological characteristics. metrological characteristics can be the subject of calibration.[1]

METROLOGICAL CONFIRMATION set of operations required to ensure that measuring equipment conforms to the requirements for its intended use. metrological confirmation generally includes calibration or verification, any necessary adjustment or repair, and subsequent recalibration, comparison with the metrological requirements for the intended use of the equipment, as well as any required sealing and labelling. metrological confirmation is not achieved until and unless the fitness of the measuring equipment for the intended use has been demonstrated and documented. the requirements for intended use include such considerations as range, resolution and maximum permissible errors. metrological requirements are usually distinct from, and are not specified in, product requirements.[1]

METROLOGICAL FUNCTION functional unit with administrative and technical responsibility for defining and implementing the measurement management system.[1]

MINIMUM REQUIREMENTS the minimum legal requirements for the accreditation of a study programme.[2]

MISSION purpose for existing as expressed by top management.[1]

MODULE-BASED CURRICULAR UNIT a curricular unit divided into modules, marked in terms of organisation and operation by a significant number of features typical of a curricular unit.[2]

MONITORING determining the status of a system, a process, a product, a service, or an activity. for the determination of the status there can be a need to check, supervise or critically observe. monitoring is generally a determination of the status of an object, carried out at different stages or at different times.[1]

NATIONAL QUALIFICATIONS FRAMEWORK the instrument for the classification of qualifications according to a set of criteria for specified levels of learning achieved. each level of qualification should, in principle, be attainable by way of a variety of educational and career paths. this aims to integrate and coordinate national qualifications subsystems and improve the transparency, access, progression and quality of qualifications in relation to the labour market and civil society. the national qualifications framework defines the structure of qualification levels, including access requirements and corresponding academic qualification, taking into account the european qualifications framework. it is composed of 8 levels, each of which is marked by level descriptors, expressed in terms of learning outcomes. the national qualifications framework sets out the conditions for the national recognition of qualifications.[2]

NATIONAL QUALIFICATIONS SYSTEM although there is still no solid notion of the national qualifications system, it can be defined as the cluster of institutions, structures and instruments that exist in a member state of the european union and intervene in the qualification itself or in the recognition of knowledge, abilities and skills acquired by citizens. it also includes institutional structures and procedures regarding the assessment and assurance of quality. the national qualifications system is, therefore, composed of different subsystems and may include a national qualifications framework. hence it can be said that, in portugal, the national qualifications system includes the following structures: primary education institutions, secondary schools and higher education institutions; professional training centres; centres of excellence and other certified training entities; the agency for assessment and accreditation of higher education; the national agency for qualification; the national board for professional training; and the new opportunities centres. the national qualifications system instruments are the following: the national qualifications framework, the national qualifications catalogue and the personal record of skills.[2]

NEW STUDY PROGRAMME a study programme created by deliberation of one or several higher education institutions which, in order to be able to be provided to the public and to begin operating, needs to be previously accredited by a3es, recorded at the dges and published in the official gazette.[2]

NONCONFORMITY non-fulfilment of a requirement.[1]

OBJECT/ENTITY/ITEM anything perceivable or conceivable. example: product, service, process, person, organization, system, resource. objects can be material (e.g. an engine, a sheet of paper, a diamond), non-material (e.g. conversion ratio, a project plan) or imagined (e.g. the future state of the organization).[1]

OBJECTIVE result to be achieved. an objective can be strategic, tactical, or operational. objectives can relate to different disciplines (such as financial, health and safety, and environmental objectives) and can apply at different levels (such as strategic, organization-wide, project, product and process). an objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as aquality objective or by the use of other words with similar meaning (e.g. aim, goal, or target). in the context of quality management systems quality objectives are set by the organization, consistent with the quality policy, to achieve specific results.[1]

OBJECTIVE EVIDENCE data supporting the existence or verity of something. objective evidence can be obtained through observation, measurement, test, or by other means. objective evidence for the purpose of audit generally consists of records, statements of fact or other information which are relevant to the audit criteria and verifiable.[1]

OBSERVER person who accompanies the audit team but does not act as an auditor. an observer can be a member of the auditee, a regulator or other interested party who witnesses the audit.[1]

ORGANIC UNITS autonomous organic structures, with their own bodies and staff assigned thereto. under the terms of article 13 of the rjies, organic units may be, for instance, learning facilities or education and research facilities, research facilities, libraries, museums, among others.[2]

ORGANIZATION person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives. the concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, association, charity or institution, or part or combination thereof, whether incorporated or not, public or private.[1]

ORGANIZATIONAL STRUCTURE arrangement of responsibilities, authorities and relationships between people.(1)

ORGANIZATION'S ENVIRONMENT combination of internal and external factors and conditions that can affect the achievement of an organization's objectives and its behaviour towards its interested parties.(3)

OUTPUT result of a process. whether an output of the organization is a product or a service depends on the preponderance of the characteristics involved, e.g. a painting for sale in a gallery is a product whereas supply of a commissioned painting is a service, a hamburger bought in a retail store is a product whereas receiving an order and serving a hamburger ordered in a restaurant is part of a service.(1)

OUTSOURCE make an arrangement where an external organization performs part of an organization's function or process. an external organization is outside the scope of the management system, although the outsourced function or process is within the scope.(1)

PEDAGOGIC EFFICIENCY expression used to classify the number of years students enrolled for the first time in a study programme take to complete it. pedagogic efficiency increases as the number of years decreases. efficiency is considered full when all students enrolled in a given year complete the study programme within the number of years that programme lasts.(2)

PERFORMANCE measurable result. performance can relate either to quantitative or qualitative findings. performance can relate to the management of activities, processes, products, services, systems or organizations.(1)

PERFORMANCE INDICATORS the set of statistical data that show and characterise the performance of a higher education institution or of a study programme in a given quality dimension.(2)

PERFORMANCE PARAMETERS data regarding the organisation and development of the activity of higher education institutions, aimed at assessing the quality of their performance, particularly the extent of fulfilment of their mission, the conditions of its action and subsequent results.(2)

PERSON IN CHARGE OF THE REQUEST the person appointed by the head of a higher education institution to access the electronic platform of the a3es and participate in the virtual administrative process regarding the accreditation request of a study programme, under the terms of the regime of procedures of assessment and accreditation of higher education institutions and study programmes thereof.(2)

POLICY intentions and direction of an organization as formally expressed by its top management.(1)

POLYTECHNIC INSTITUTE under the terms of the law, it means an institution aimed at providing higher vocational education, which includes at least two vocational schools of different areas. higher vocational institutions award students graduate and master's degrees.(2)

POLYTECHNIC INSTITUTIONS top-level institutions aimed at creating, transmitting and disseminating culture and knowledge of professional nature, through the connection of study, education, guided research and experimental development. under the regulatory framework of higher education institutions, vocational-type institutions include vocational institutes and other vocational schools.(2)

PRELIMINARY ACCREDITATION the procedure under which, within the scope of the higher education assessment and accreditation system, study programmes in operation when the agency in charge of the accreditation began its activities were accredited. this accreditation shall be valid until it re-examined within the scope of the normal periodic process of assessment and accreditation of study programmes.(2)

PRELIMINARY ACCREDITATION REQUEST the request that must be submitted by higher education institutions with a view to accredit study programmes in force on the date a3es launches its activities.(2)

PRELIMINARY ASSESSMENT the verification, within the scope of procedures of assessment and accreditation of study programmes, whether the examination of the request submitted by the requesting higher education institution includes the elements required for its assessment. if any required element was not provided, the institution is asked to address existing deficiencies within a certain time span. the submission is preliminarily turned down if the detected deficiencies are not overcome or if the lack of requirements for accreditation is evident.(2)

PRELIMINARY REPORT the provisional report of external assessment, drawn up by the independent assessment committee immediately after the term of the assessment process which is submitted to the higher education institution so that the latter can decide on the main aspects included in the document.(2)

PREVENTIVE ACTION action to eliminate the cause of a potential nonconformity or other potential undesirable situation. there can be more than one cause for a potential nonconformity. preventive action is taken to prevent occurrence whereas corrective action is taken to prevent recurrence.(1)

PREVIOUS ACCREDITATION REQUEST the request that must be submitted by higher education institutions with a view to previously accredit study programmes.[2]

PRIOR ACCREDITATION the procedure under which, within the scope of the higher education assessment and accreditation system, new study programmes are accredited before being implemented in higher education institutions.[2]

PROCEDURE specified way to carry out an activity or a process. procedures can be documented or not.[1]

PROCESS set of interrelated or interacting activities that use inputs to deliver an intended result. whether the "intended result" of a process is called output, product or service depends on the context of the reference. inputs to a process are generally the outputs of other processes and outputs of a process are generally the inputs to other processes. two or more interrelated and interacting processes in series can also be referred to as a process. processes in an organization are generally planned and carried out under controlled conditions to add value. a process where the conformity of the resulting output cannot be readily or economically validated is frequently referred to as a "special process".[1]

PROCESS-ORIENTED APPROACH the implementation of a system oriented by processes, identification of these processes and corresponding interactions and management in order to obtain expected results.[1]

PRODUCT output of an organization that can be produced without any transaction taking place between the organization and thecustomer. production of a product is achieved without any transaction necessarily taking place between provider and customer, but can often involve this service element upon its delivery to the customer. the dominant element of a product is that it is generally tangible. hardware is tangible and its amount is a countable characteristic (e.g. tyres). processed materials are tangible and their amount is a continuous characteristic (e.g. fuel and soft drinks). hardware and processed materials are often referred to as goods. software consists of information regardless of delivery medium (e.g. computer programme, mobile phone app, instruction manual, dictionary content, musical composition copyright, driver's license).[1]

PRODUCT CONFIGURATION INFORMATION requirement or other information for product design, realization, verification, operation and support.[1]

PRODUCTS (OUTPUTS) the immediate observable and measurable outcomes of measures taken and implemented processes. in higher education this corresponds, for instance, to the number of graduates or the research findings.[2]

PROGRAMME OF A COURSE the organised set of curricular units in which a student must be approved to (i) obtain a given academic degree, (ii) complete a course that does not award a degree and (iii) gather a part of the conditions required to achieve a given academic degree.[2]

PROGRESS EVALUATION assessment of progress made on achievement of the project objectives. this assessment should be carried out at appropriate points in the project life cycle across project processes, based on criteria for project processes and product or service. the results of progress evaluations can lead to revision of the project management plan.[1]

PROJECT unique process, consisting of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost and resources. an individual project can form part of a larger project structure and generally has a defined start and finish date. in some projects the objectives and scope are updated and the product or service characteristics defined progressively as the project proceeds. the output of a project can be one or several units of product or service. the project's organization is normally temporary and established for the lifetime of the project. the complexity of the interactions among project activities is not necessarily related to the project size.[1]

PROJECT MANAGEMENT planning, organizing, monitoring, controlling and reporting of all aspects of a project, and the motivation of all those involved in it to achieve the project objectives.[1]

PROJECT MANAGEMENT PLAN document specifying what is necessary to meet the objective(s) of the project. a project management plan should include or refer to the project's quality plan. the project management plan also includes or references such other plans as those relating to organizational structures, resources, schedule, budget, risk management, environmental management, health and safety management, and security management, as appropriate.[1]

PROVIDER/SUPPLIER organization that provides a product or a service. example: producer, distributor, retailer or vendor of a product or a service. a provider can be internal or external to the organization. in a contractual situation, a provider is sometimes called "contractor".[1]

QUALIFICATION the formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards.[2]

QUALIFICATION DESCRIPTORS the descriptors that set the outcome of higher education qualifications in certain levels (usually associated to the award of a degree) and show the nature of differences among those levels. the first part of a qualification descriptor (which is particularly interesting for those who design, approve or assess academic programmes)

is a statement regarding the results that students must show they were able to achieve as a condition of the award of the qualification. the second part (of particular interest to employers) is a statement on the broader skills that a typical student must have developed.[2]

QUALIFICATION PROCESS process to demonstrate the ability to fulfil specified requirements.[1]

QUALITY degree to which a set of inherent characteristics of an object fulfils requirements. the term "quality" can be used with adjectives such as poor, good or excellent. "inherent", as opposed to "assigned", means existing in the object.[1]

QUALITY (IN HIGHER EDUCATION) multidimensional, multilevel and dynamic concept related to the context of an educational model, institutional mission and goals, as well as to the specific standards and reference terms of a given system, institution, course, programme or subject. quality can therefore have multiple and sometimes conflicting, depending on: (i) the view of the different higher education stakeholders (for instance, students, teachers, subject areas, labour market, society, government); (ii) their references (inputs, processes, outputs, missions, goals, etc); (iii) attributes or features of the academic world to study; and (iv) the historical period in higher education development.[2]

QUALITY ASSURANCE part of quality management focused on providing confidence that quality requirements will be fulfilled.[1]

QUALITY ASSURANCE comprehensive term regarding a continuous process of assessment of the quality of a higher education system, higher education institutions or study programmes. as a regulating mechanism, quality assurance is focused on both accountability and accounting, as well as on improvement, providing information and judgement by means of a structured and consistent process, based on solid criteria.[2]

QUALITY CHARACTERISTIC inherent characteristic of an object related to a requirement. inherent means existing in something, especially as a permanent characteristic. a characteristic assigned to an object (e.g. the price of an object) is not a quality characteristic of that object.[1]

QUALITY CONTROL part of quality management focused on fulfilling quality requirements.[1]

QUALITY CULTURE the shared, recognised and integrated set of quality standards (also known as quality principles) that can be found in corporate cultures and institution management systems. the ingredients of a quality culture are awareness of and commitment toward quality in higher education, along with a sound culture of evidence collection and effective management of that quality (through quality assurance procedures). as the elements of quality change and evolve over time, it is important that the integrated system of attitudes and provisions of support to quality change as well, in order to support new paradigms of quality in higher education.[2]

QUALITY IMPROVEMENT part of quality management focused on increasing the ability to fulfil quality requirements. the quality requirements can be related to any aspect such as effectiveness, efficiency or traceability.[1]

QUALITY IMPROVEMENT the constant search of performance improvement, focused on the responsibility of the higher education institution itself for using in the best possible way its capacity and institutional autonomy. it represents the notion that reaching quality is vital to the academic ethos and that academics know what quality is better than anyone else.[2]

QUALITY MANAGEMENT management with regard to quality. quality management can include establishing quality policies and quality objectives, and processes to achieve these quality objectives through quality planning, quality assurance, quality control, and quality improvement.[1]

QUALITY MANAGEMENT SYSTEM part of a management system with regard to quality.[1]

QUALITY MANAGEMENT SYSTEM CONSULTANT person who assists the organization on quality management system realization, giving advice or information. the quality management system consultant can also assist in realizing parts of a quality management system. ISO 10019 provides guidance on how to distinguish a competent quality management system consultant from one who is not competent.[1]

QUALITY MANAGEMENT SYSTEM REALIZATION process of establishing, documenting, implementing, maintaining and continually improving a quality management system.[1]

QUALITY MANUAL specification for the quality management system of an organization. quality manuals can vary in detail and format to suit the size and complexity of an individual organization.[1]

QUALITY OBJECTIVE objective related to quality. quality objectives are generally based on the organization's quality policy. quality objectives are generally specified for relevant functions, levels and processes in the organization.[1]

QUALITY PLAN specification of the procedures and associated resources to be applied when and by whom to a specific object. these procedures generally include those referring to quality management processes and to product and service realization processes. a quality plan often makes reference to parts of the quality manual or to procedure documents. a quality plan is generally one of the results of quality planning.[1]

QUALITY PLANNING part of quality management focused on setting quality objectives and specifying necessary operational processes, and related resources to achieve the quality objectives. establishing quality plans can be part of quality planning..[1]

QUALITY POLICY related to quality. generally the quality policy is consistent with the overall policy of the organization, can be aligned with the organization's vision and mission and provides a framework for the setting of quality objectives. quality management principles presented in ISO 9000 can form a basis for the establishment of a quality policy.[1]

QUALITY REQUIREMENT requirement related to quality.[1]

RANKING arrangement of organisations according to their performance, taking into account a predefined set of indicators.[2]

REACCREDITATION the renewal of the accreditation status, following the term of the previous accreditation.[2]

RECOGNITION OF PREVIOUS LEARNING the formal recognition of knowledge, abilities and skills obtained through work, informal training and life experience, with a view to awarding a qualification or pursuing studies.[2]

RECORD document stating results achieved or providing evidence of activities performed. records can be used, for example, to formalize traceability and to provide evidence of verification, preventive action and corrective action. generally records need not be under revision control.[1]

REGRADE alteration of the grade of a nonconforming product or service in order to make it conform to requirements differing from the initial requirements.[1]

REGULATORY REQUIREMENT obligatory requirement specified by an authority mandated by a legislative body.[1]

RELEASE permission to proceed to the next stage of a process or the next process. in english, in the context of software and documents, the word "release" is frequently used to refer to a version of the software or the document itself.[1]

REPAIR action on a nonconforming product or service to make it acceptable for the intended use. a successful repair of a nonconforming product or service does not necessarily make the product or service conform to the requirements. it can be that in conjunction with a repair a concession is required. repair includes remedial action taken on a previously conforming product or service to restore it for use, for example as part of maintenance. repair can affect or change parts of the nonconforming product or service.[1]

REQUIREMENT need or expectation that is stated, generally implied or obligatory. "generally implied" means that it is custom or common practice for the organization and interested parties that the need or expectation under consideration is implied. a specified requirement is one that is stated, for example in documented information. a qualifier can be used to denote a specific type of requirement, e.g. product requirement, quality management requirement, customer requirement, quality requirement. requirements can be generated by different interested parties or by the organization itself. it can be necessary for achieving high customer satisfaction to fulfil an expectation of a customer even if it is neither stated nor generally implied or obligatory.[1]

RESEARCH AND DEVELOPMENT POLICY the set of intentions and guidance from an organisation, related to research and development activities, formally expressed by the top management.

REVIEW determination of the suitability, adequacy or effectiveness of an object to achieve established objectives. example: management review, design and development review, review of customer requirements, review of corrective action and peer review. review can also include the determination of efficiency.[1]

REVIEW OF THE DECISION OF ACCREDITATION the process under which the decision of accreditation of a given higher education institution or study programme thereof is reviewed. the accreditation decision is usually reviewed in case of a conditional accreditation, after the end of the deadline set forth in the corresponding decision or when there is evidence that the assumptions on which the accreditation decision was based changed, thus resulting in a procedure of review of the accreditation.[2]

REWORK action on a nonconforming product or service to make it conform to the requirements. rework can affect or change parts of the nonconforming product or service.[1]

RISK effect of uncertainty. an effect is a deviation from the expected — positive or negative. uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood. risk is often characterized by reference to potential events (as defined in ISO guide 73, 3.5.1.3) and consequences (as defined in ISO guide 73), or a combination of these. risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood (as defined in ISO guide 73) of occurrence. the word "risk" is sometimes used when there is the possibility of only negative consequences.[1]

SCRAP action on a nonconforming product or service to preclude its originally intended use. example: recycling, destruction. in a nonconforming service situation, use is precluded by discontinuing the service.[1]

SELF-ASSESSMENT REPORT the document drawn up within the scope of a self-assessment process of an institution or study programme thereof.[2]

SERVICE output of an organization with at least one activity necessarily performed between the organization and the customer. the dominant elements of a service are generally intangible. service often involves activities at the interface with the customer to establish customer requirements as well as upon delivery of the service and can involve a continuing relationship such as banks, accountancies or public organizations, e.g. schools or hospitals. provision of a service can involve, for example, the following: an activity performed on a customer-supplied tangibleproduct (e.g. a car to be repaired); an activity performed on a customer-supplied intangible product (e.g. the income statement needed to prepare a tax return); the delivery of an intangible product (e.g. the delivery of information in the context of knowledge transmission); the creation of ambience for the customer (e.g. in hotels and restaurants); a service is generally experienced by the customer.[1]

SKILLS the ability to apply knowledge and use know-how to complete tasks and solve problems. in the european qualification framework, skills are described as cognitive (use of logical, intuitive and creative thinking) and practical (involving manual dexterity and the use of methods, materials, tools and instruments).[2]

SPECIFIC CASE subject of the quality plan. this term is used to avoid repetition of "process, product, project or contract".[1]

SPECIFICATION document stating requirements. example: quality manual, quality plan, technical drawing, procedure document, work instruction. a specification can be related to activities (e.g. procedure document, process specification and test specification), or products (e.g. product specification, performance specification and drawing). it can be that, by stating requirements, a specification additionally is stating results achieved by design and development and thus in some cases can be used as a record.[1]

STAKEHOLDERS the people or groups interested in the activities of an institution or organisation. these people or groups can be internal or external.[2]

STANDARD DURATION OF A COURSE the number of academic years, semesters and/or quarters during which the study programme must be carried out by the student, considered on a full-time basis and classroom based sessions.[2]

STANDARD DURATION OF A STUDY PROGRAMME the number of academic years, semesters and/or quarters during which the study programme must be carried out by the student, considered on a full-time basis and classroom based sessions.[2]

STANDARDS refers to an expected level of conditions and requirements based on which quality is assessed or that must be met by higher education institutions and study programmes thereof, in order that the latter may be accredited or certified. the term standard stands for both a fixed credit (to which a result can be compared) and an achievement level.[2]

STATUTORY REQUIREMENT obligatory requirement specified by a legislative body.[1]

STRATEGY plan to achieve a long-term or overall objective.[1]

STUDY PROGRAMME the training provided by a higher education institution that leads to the award of a degree (bachelor, master or doctor).[2]

STUDY PROGRAMME IN FORCE the study programme that is at some point accredited and recorded according to the law in force at the time.[2]

SUCCESS achievement of an objective. the success of an organization emphasizes the need for a balance between its economic or financial interests and the needs of its interested parties, such as customers, users, investors/shareholders (owners), people in the organization, providers, partners, interest groups and communities.[1]

SUSTAINED SUCCESS success over a period of time. sustained success emphasizes the need for a balance between economic-financial interests of an organization and those of the social and ecological environment. sustained success relates to the interested parties of an organization, such as customers, owners, people in an organization, providers, bankers, unions, partners or society.[1]

SWOT ANALYSIS IN HIGHER EDUCATION the analysis of the strengths and weaknesses of a higher education institution or study programmes thereof and analysis of potential opportunities and threats arising from the environment in which it operates.[2]

SYSTEM set of interrelated or interacting elements.[1]

TECHNICAL EXPERT person who provides specific knowledge or expertise to the audit team. specific knowledge or expertise relates to the organization, the process or activity to be audited, or language or culture. a technical expert does not act as an auditor in the audit team.[1]

TEST determination according to requirements for a specific intended use or application. if the result of a test shows conformity, it can be used for purposes of validation.[1]

TOP MANAGEMENT person or group of people who directs and controls an organization at the highest level. top management has the power to delegate authority and provide resources within the organization. if the scope of the management system covers only part of an organization, then top management refers to those who direct and control that part of the organization.[1]

TRACEABILITY ability to trace the history, application or location of an object. when considering a product or a service, traceability can relate to: the origin of materials and parts; the processing history; the distribution and location of the product or service after delivery. in the field of metrology, the definition in ISO/IEC guide 99 is the accepted definition..[1]

TUITION FEE the attendance fee the student must pay to the higher education institution he is enrolled in, as a way to support education expenses.[2]

UNFAVOURABLE ACCREDITATION DECISION the decision that refuses the accreditation of a study programme, leading to the award of a given degree, provided or to be provided by a given higher education institution. the unfavourable accreditation decision results in the denial of launch or maintenance of the corresponding study programme in question.[2]

VALIDATION confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled. the objective evidence needed for a validation is the result of a test or other form of determination such as performing alternative calculations or reviewing documents. the word "validated" is used to designate the corresponding status. the use conditions for validation can be real or simulated.[1]

VERIFICATION confirmation, through the provision of objective evidence, that specified requirements have been fulfilled. the objective evidence needed for a verification can be the result of an inspection or of other forms of determination such as performing alternative calculations or reviewing documents. the activities carried out for verification are sometimes called a qualification process. the word "verified" is used to designate the corresponding status.[1]

VISION aspiration of what an organization would like to become as expressed by top management.[1]

WORK ENVIRONMENT set of conditions under which work is performed. conditions can include physical, social, psychological and environmental factors (such as temperature, lighting, recognition schemes, occupational stress, ergonomics and atmospheric composition).[1]

SOURCES:
[1] np en iso 9000 quality management systems: fundamentals and vocabulary
[2] a3es glossary
[3] np en iso 9004 managing for the sustained success of an organization – a quality management approach

SIGLAS E ABREVIATURAS

A3ES	agency for assessment and accreditation of higher education
ADIV	association for development and research of viseu
AN	national agency erasmus+
AR	representatives assembliy
AVESTGL	volunteer association of the school of technology and management of lamego
BIB	library
CA	administrative council
CAC	academic council
CAE	external assessment committee
CAFAC	training center for performing arts
CAQ	quality and assessment council
CC	scientific council
CCP	public contracts code
CD	documentation centre
CDI	documentation and information centre
CEDOC	documentation and information centre
CEVET	animal healthcare centre
CG	management council
CGE	general council
CI	it centre

CI&DETS	education, technology and health studies centre
CIRA	it and audiovisual resources centre
CMAV	audiovisual media centre
CNAEF	national classification of education and training areas in portugal
CNE	national europass centre
COMACC	academic commission for cooperation
COMAQ	quality and assessment commission
COMAQPRES	president of the quality and assessment commission
COMET	ethics commission
COMQ	quality commission
COV	vocational guidance commission
CP	pedagogic council
CPA	administrative procedural code
CTC	scientific and technical council
DCCRE	communication, culture and external relations department
DGES	directorate-general for higher education
DJ	legal department
DPGAF	planning and administrative and financial management department
DR	official gazette
DT	technical department
EA	audit team
EACEA	education, audiovisual and culture executive agency
ECES	applications for higher education support team
ECHE	erasmus charter for higher education
EETI	eligible full-time equivalent
EMM	monitoring and measuring equipment
EQF	european qualifications framework
ESAV	agrarian school of viseu
ESEV	school of education of viseu
ESSV	health school of viseu
ESTGL	school of technology and management of lamego
ESTGV	school of technology and management of viseu
ETI	full-time equivalent
EUROSTAT	european statistics office
FAQ	frequently asked questions
FOS	fields of science and technology
GACI	inter-institutional cooperation office
GAES	access to higher education support office
GAFEP	training, employment and projects support office
GAFPRO	project support office
GAMCI	mobility and inter-institutional cooperation support office
GAQ	quality and assessment office
GC	contract manager
GETCT	studies and knowledge and technology transfer office
GIM	it and multimedia office
GLE	external relations office
GQ	quality manager
I&D	research & development
IDI	research and development institute
IDIPRES	president of the research and development institute
IES	higher education institution
INCI (I.P.)	construction and real estate institute
INCM	portuguese mint
IPV	polytechnic institute of viseu
IPVPRES	president of the polytechnic institute of viseu
ISCED	international standard classification of education
LAPV	laboratory of veterinary pathological anatomy
MGQ	quality assurance manual
NC	nonconformity
OCDE	organisation for economic cooperation and development
PEP	person in charge of the request
PQ	procedure of the internal quality assurance system
RIES	head of the higher education institution
RJIES	legal scheme of higher education institutions
RUO	person in charge of the organic unit
SA	administrative services
SAA	supporting services

SAAF	training activities supporting services
SAC	academic services
SAE	students support services
SAPROV	supply services
SAS	social services
SC	central services
SCA	accounting and supply services
SCCD	communication, culture and documentation services
SCONT	accounting services
SCRH	accounting and human resources services
SCTA	accounting, treasury and supply services
SD	documentation services
SEA	recipient and archive services
SF	financial services
SG	general services
SHS	health and safety services
SI	it services
SIADAP	integrated system for performance assessment in public administration
SIGES	integrated management system for higher education
SIGQ	internal quality assurance system
SINV	inventory services
SIVA	professional integration services
SM	maintenance services
SNQ	national qualifications system
SO	construction services
SP	asset services
SPCG	planning and management control services
SPQ	sub-procedure of the internal quality assurance system
SR	reprography services
SRE	external relations services
SRH	human resources services
SRHEA	human resources, recipient and archive services
SSEC	registrar's services
ST	technical services
SWOT	strengths, weaknesses, opportunities and threats
TES	treasury
UC	curricular unit
UI	research unit
UICOORD	research unit coordinator
UO	organic unit/school
UOPRES	president of the organic unit/school

The Polytechnic Institute of Viseu has the duty to inspire the path of excellence in all the developed activities, namely teaching and learning, targeted research, cooperation with and for the community and international cooperation, aiming sustainable development, enhancing the value of its resources and satisfying all the stakeholders.

Complies with the Agency for Assessment and Accreditation of Higher Education (A3ES) quality parameters, the European Standards and Guidelines (ESG) and the requirements for quality management systems set in the reference standard (ISO 9001), binding itself to a creative and innovative management, guided by transparency and engagement empowering.

Draws up the internal quality assurance system, in order to generate confidence and to continuously foster an internal quality culture, namely through:

- The establishment of a global development strategy and its ongoing monitoring and review;

- The quality parameter setting, appropriate to the Polytechnic Institute of Viseu mission, aiming:

    - Quality-oriented and innovative capacity development of teaching and learning activities;

    - Articulation improvement between teaching and learning and research activities and socio-economic knowledge appreciation;

    - Regional and national development throughout cooperation with and for the community and activity revenue increase;

    - And participation/coordination-oriented of international teaching and learning and research activities and projects;

- The clear definition of internal and external stakeholders' responsibilities in quality assurance processes;

- The assurance of adequacy, quality, safety and continuous improvement of human and material resources in the various action domains;

- The assurance of adequacy, quality and continuous improvement of support services;

- And the systematic dissemination of up to date, objective and transparent information to all stakeholders.

The **POLYTECHNIC INSTITUTE OF VISEU**, with a view to accomplish its mission and taking into account the specific features of the social, economic and cultural context in which it is integrated, is internally organized as follows:

- ❖ organic educational and research units;
- ❖ research units with or without the status of organic unit;
- ❖ research units similar to other universities or polytechnics or organic units and/or research units thereof;
- ❖ other units, with or without the status of organic units that may be created to pursue the goals of the Institute.

The Polytechnic Institute of Viseu offers services of social action in education and services of support to academic activity and permanent technical or administrative assistance, necessary to the institute's proper operation, as well as that of its organisational structure.
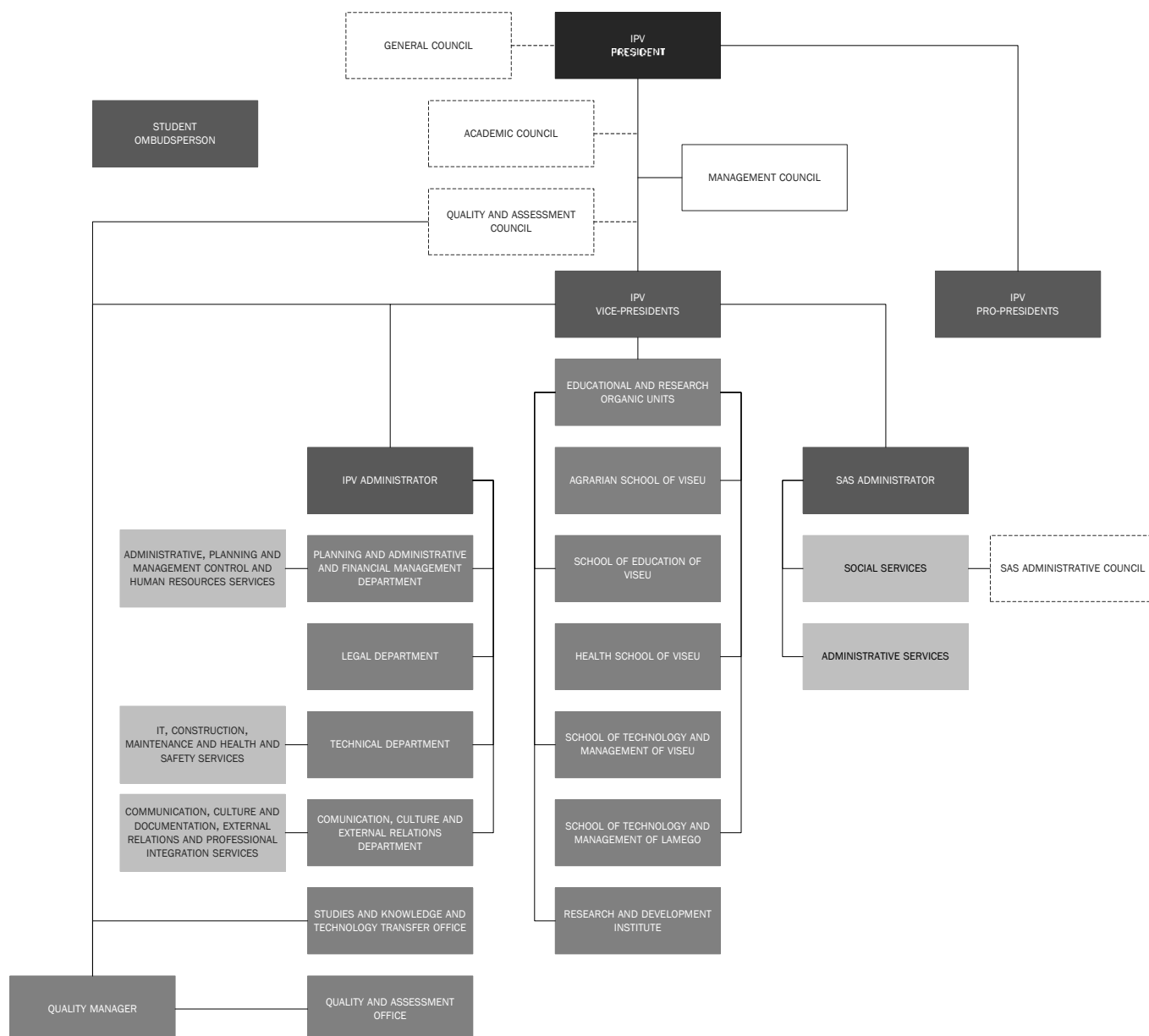
The **AGRARIAN SCHOOL OF VISEU**, according to its intended goals and the roles played, has the following internal organisation:

- ❖ school bodies;
- ❖ departments and sections;
- ❖ services.

School bodies perform activities of external efficacy, with definitive and enforceable nature, within the scope of the sphere of competence which, under the law, the statutes of the Polytechnic Institute of Viseu, or its statutes, are assigned thereto.

Departments and sections have multiple purposes and focus on the development of educational and research activities and service provision.

Services are permanent organisations of the Agrarian School of Viseu aimed at technical and/or administrative support to activities therein, which can also provide specialised media of support to education, research and provision of services to the community.
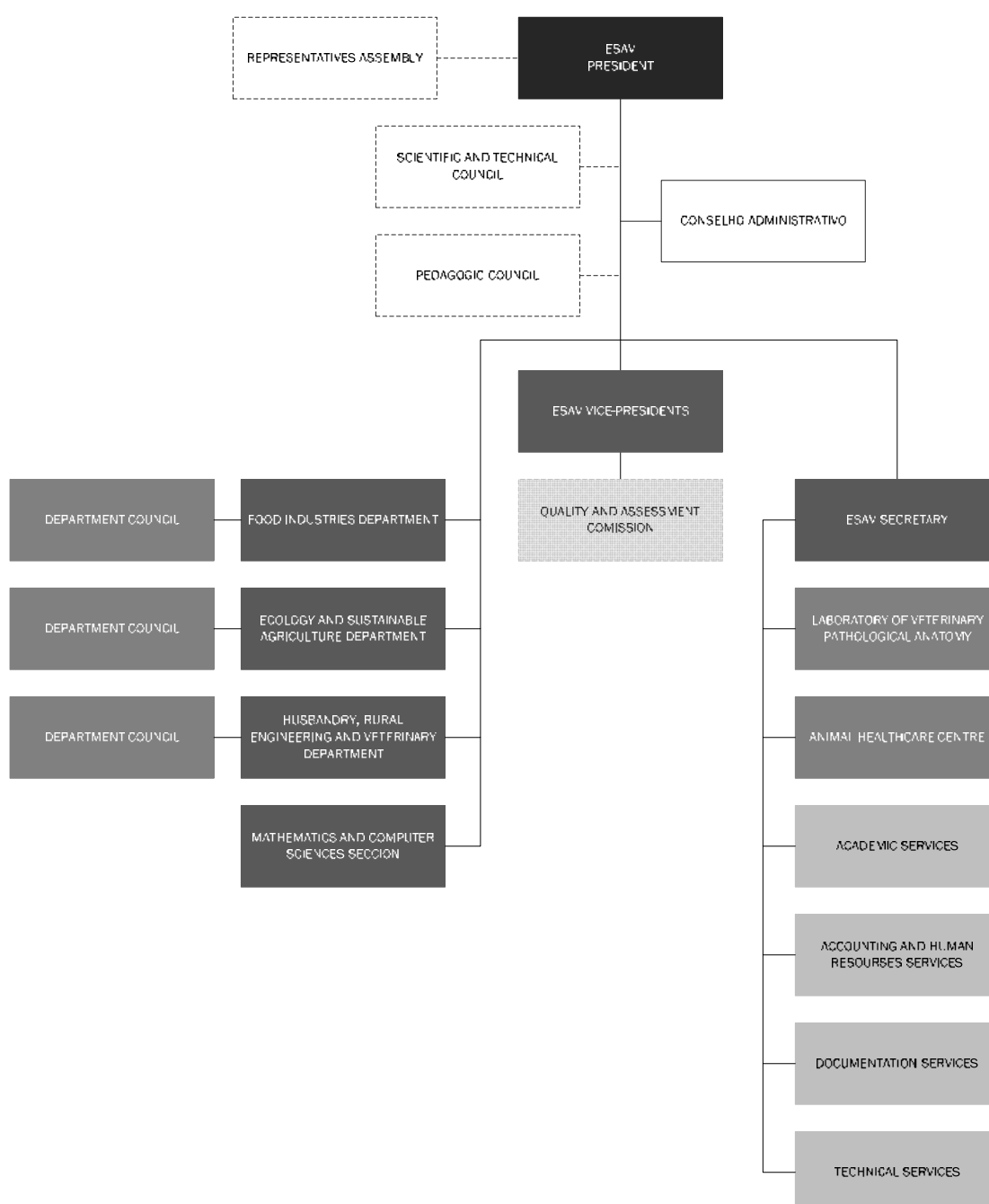
The **SCHOOL OF EDUCATION OF VISEU** includes the following components, identified by the intended goals and roles played:
- ❖ management bodies;
- ❖ structural and functional units;
- ❖ services.

Management bodies are the structures governing the School of Education of Viseu and have specific powers, laid down in the statutes thereof and in the applicable law.

Structural units have multiple purposes and focus on educational and research activities and service provision.

Functional units are particularly aimed at monitoring, promoting and assessing courses, as well as proposing the organisation or modification of study programmes, admission schemes and vacancies.

Services are permanent structures of the School of Education of Viseu oriented toward technical or administrative support of activities thereof.

REPRESENTATIVES ASSEMBLY

ESEV PRESIDENT

SCIENTIFIC AND TECHNICAL COUNCIL

ADMINISTRATIVE COUNCIL

PEDAGOGIC COUNCIL

ESEV VICE-PRESIDENTS

QUALITY AND ASSESSMENT COMISSION

ESEV SECRETARY

DEPARTMENT COUNCIL — EXACT AND NATURAL SCIENCES DEPARTMENT

DEPARTMENT COUNCIL — SCIENCES OF LANGUAGE DEPARTMENT

DEPARTMENT COUNCIL — SPORTS SCIENCES AND MOTRICITY DEPARTMENT

DEPARTMENT COUNCIL — COMMUNICATION AND ART DEPARTMENT

DEPARTMENT COUNCIL — PSYCHOLOGY AND EDUCATION SCIENCES DEPARTMENT

DOCUMENTATION AND INFORMATION CENTRE

IT CENTRE

AUDIOVISUAL MEDIA CENTRE

PROJECT SUPPORT OFFICE

INTER-INSTITUCIONAL COOPERATION OFFICE

ADMINISTRATIVE SERVICES — ACADEMIC, FINANCIAL, HUMAN RESOURSES, RECIPIENT AND ARCHIVE AND REGISTRARS SERVICES

AUXILIAR SERVICES

Within the scope of its autonomy, the **HEALTH SCHOOL OF VISEU** includes different functional structures enabling the development of the activities inherent in its mission:

- ❖ management bodies;
- ❖ commssions;
- ❖ research unit;
- ❖ centres;
- ❖ departments;
- ❖ services.

REPRESENTATIVES ASSEMBLY	ESSV PRESIDENT
SCIENTIFIC AND TECHNICAL COUNCIL	ADMINISTRATIVE COUNCIL
PEDAGOGIC COUNCIL	

ESSV VICE-PRESIDENTS

ETHICS COMISSION · QUALITY AND ASSESSMENT COMISSION · ACADEMIC COOPERATION COMISSION

DEPARTMENT COUNCIL — NURSING SCIENCES DEPARTMENT

ESSV SECRETARY

DOCUMENTATION AND INFORMATION CENTRE

IT AND AUDIO-VISUAL RESOURSES CENTRE

ADMINISTRATIVE SERVICES — ACADEMIC, HUMAN RESOURSES, RECIPIENT AND ARCHIVE, ACCOUNT., TREASURY/SUPPLY AND REGISTRARS SERVICES

GENERAL SERVICES

The internal organisation of the **SCHOOL OF TECHNOLOGY AND MANAGEMENT OF VISEU** is based on management bodies, departments, scientific areas and services. These services can also be designated committees or offices.
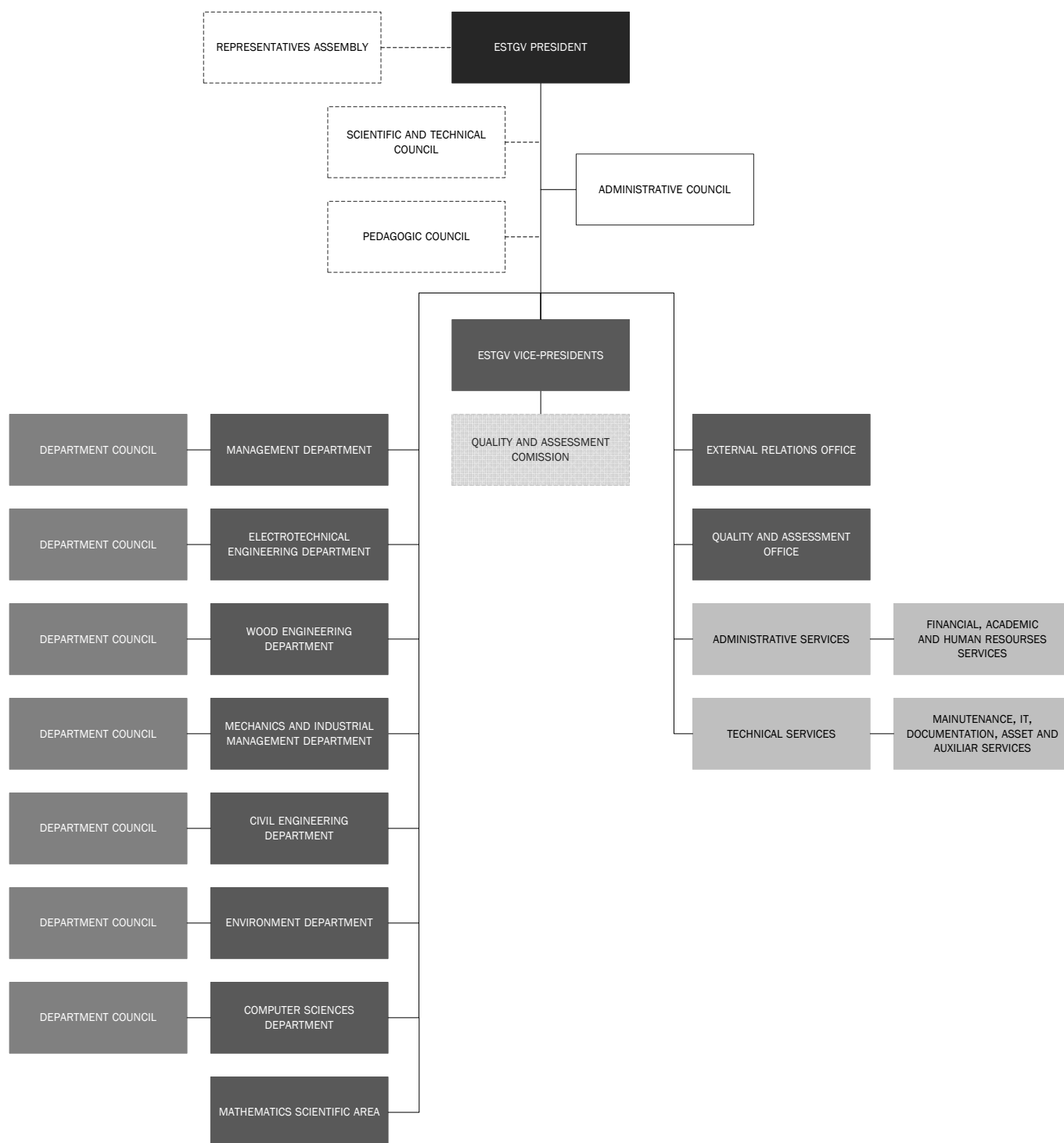
The **SCHOOL OF TECHNOLOGY AND MANAGEMENT OF LAMEGO** includes the following components, identified by the intended goals and roles played:

- ❖ management bodies;
- ❖ functional units of scientific/pedagogical nature;
- ❖ services.

Management bodies perform activities of external efficacy, with definitive and enforceable nature, within the scope of the sphere of competence which, under the law, the statutes of the Polytechnic Institute of Viseu, or its statutes, are assigned thereto. Functional units are units focused on education, research, development and provision of services in accordance with the conditions of the powers they are granted by school bodies. Services are permanent structures of the School of Technology and Management of Lamego oriented toward technical or administrative support of activities thereof. Moreover, they can provide specialised media to serve education, research and provide services to the community.
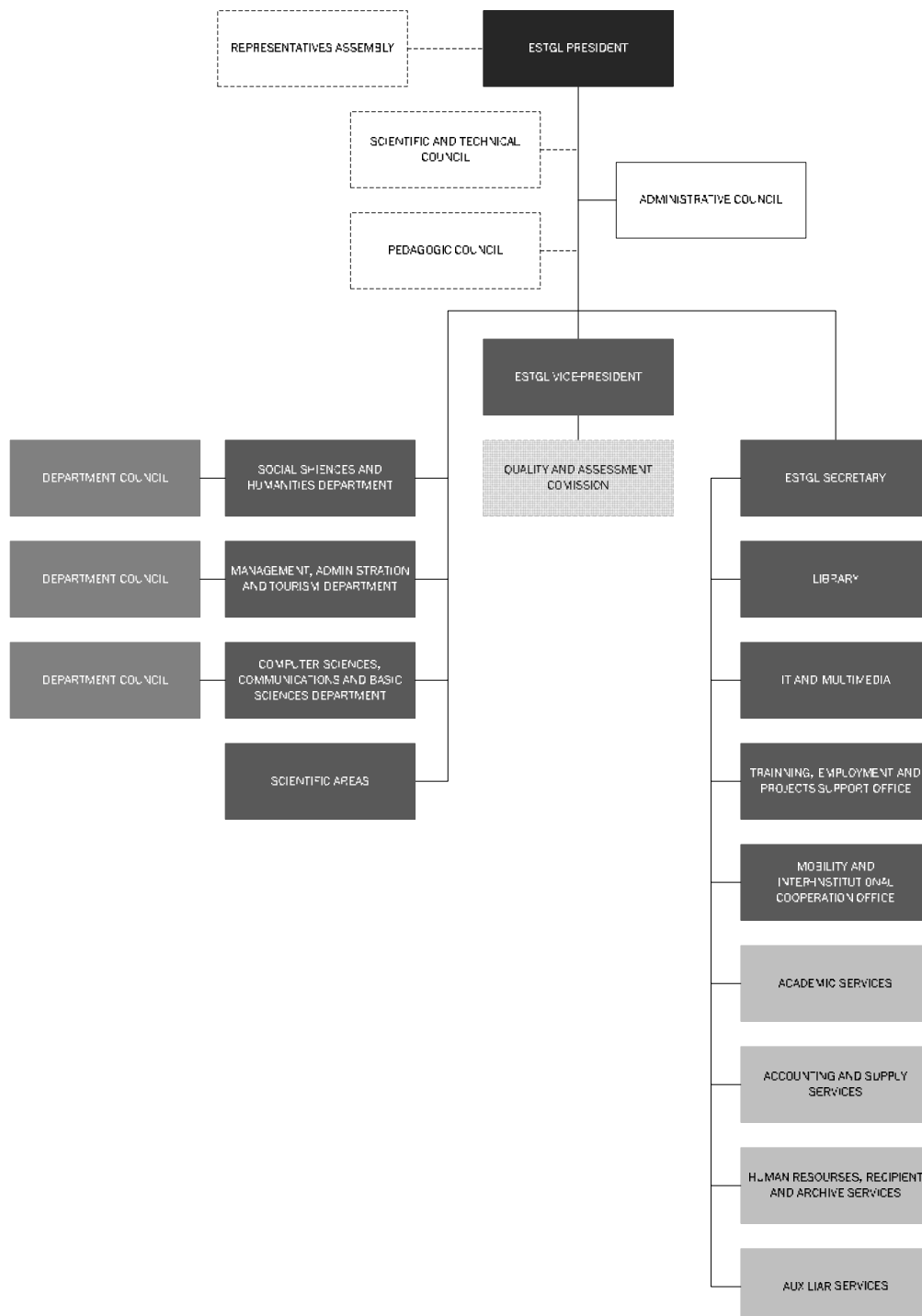
The **RESEARCH AND DEVELOPMENT INSTITUTE** is an organic unit of the Polytechnic Institute of Viseu with scientific autonomy. The Research and Development Institute is responsible for the coordination of the activities of the research units thereof, as well as the promotion, stimulation and support of the development of scientific research of the Polytechnic Institute of Viseu, taking into account the autonomies of schools.

The Research and Development Institute has a regulation subject to the approval of the Institute's President, by suggestion of its President, after hearing the Academic Council out. The Research and Development Institute is composed of: the Education, Technology and Health Centre Studies Centre and the research units that may be incorporated therein. The creation, modification, dissolution, fusion and incorporation of research units of the Research and Development Institute are entrusted to the General Council of the institute. Each research unit of the Research and Development Institute has its own regulation, a coordinator and a scientific council.
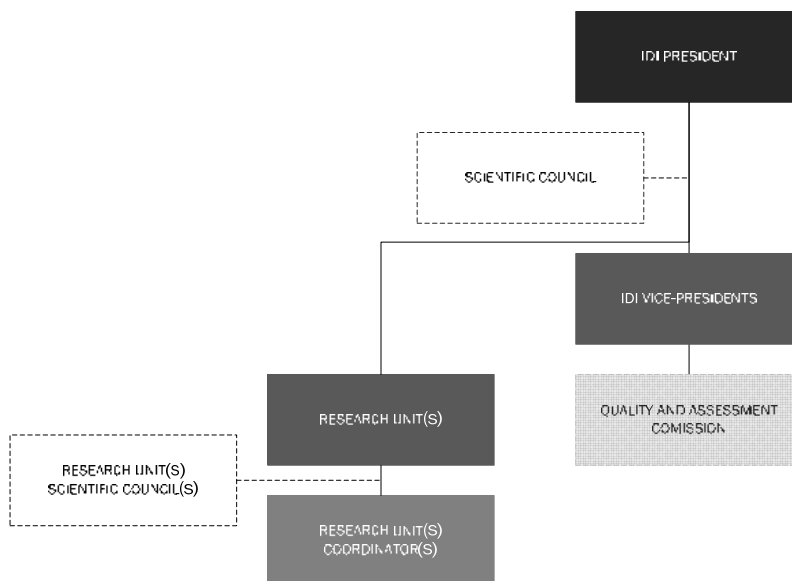
1. The Polytechnic Institute of Viseu is managed by the following organs: the General Council, the President and the Management Council. Other organs of the Polytechnic Institute of Viseu are the Academic Council and the Quality and Assessment Council.

1.1. GENERAL COUNCIL

COMPOSITION:
The General Council is composed of thirty members (sixteen representatives of the set of teachers and researchers, five students' representatives, nine external well-known figures not belonging to the institution, with relevant knowledge and experience for the institute).

POWERS:
- ❖ elect the Presidents thereof;
- ❖ approve the statutes thereof;
- ❖ approve changes to the statutes;
- ❖ organise the procedure of election and elect the President of the Polytechnic Institute of Viseu as per the law, statutes and regulation in force;
- ❖ appraise the actions of the President and the Management Council;
- ❖ propose initiatives considered necessary to the proper operation of the institution;
- ❖ play the other roles laid down by law or the statutes.

Subject to the proposal of the President:
- ❖ approve medium-term strategic plans and the action plan for the four-year term of the President;
- ❖ approve the general guidelines of the institution in the scientific, educational, financial and asset domain;
- ❖ create, transform or abolish organic units;
- ❖ approve plans and appraise annual reports of activities of the institution;
- ❖ approve the budget proposal;
- ❖ approve the consolidated annual accounts, along with the opinion of the statutory auditor;
- ❖ fix tuition fees students owe;
- ❖ propose or authorise as per the law the purchase or sale of the institution's real estate, as well as credit transactions;
- ❖ state its view on the remaining issues laid before the General Council by the President;
- ❖ other powers provided for in the institution's statutes.

MEETINGS:
The General Council normally meets four times a year, in addition to the extraordinary meetings convened by the President thereof, on his own initiative, upon request of the institution's President, or of one third of its members. Upon decision of the General Council, the following people can participate in meetings, without the right to vote: Presidents of organic units and personalities invited to give their opinion on issues of their expertise. The President participates in the meetings of the General Council, without the right to vote.

1.2. PRESIDENT OF THE POLYTECHNIC INSTITUTE OF VISEU

The President is the top organ of control and external representation of the institution. It is the organ that conducts the policy of the institution and heads the Management Council. The President is assisted by Vice-Presidents. The President can be assisted by Pro-Presidents for the implementation and development of specific tasks, projects and activities. The President has a registrar's office.

POWERS:
- ❖ draw up and submit the proposals of the strategic medium-term plan and action plan for his/her four-year term, the general scientific and educational guidelines on which the institution is based, the plan and annual report of activities, the budget and consolidated annual accounts to the General Council, along with the opinion of the statutory auditor, the purchase or sale of the institution's real estate, and operations of credit, creation, transformation or abolition of organic units and tuition fees students owe;
- ❖ approve the creation, suspension and extinction of courses;
- ❖ approve the maximum figures of new admissions and enrolments;
- ❖ oversee academic management, deciding on the launch of competitions, appointing and hiring staff of any type, appointing the panel of competitions and academic examinations, as well as on the system and regulation for the assessment of teachers and pupils;
- ❖ guide and supervise the administrative and financial management of the institution, ensuring efficiency in the use of means and resources;
- ❖ provide aid to students within the scope of social action in education as per the law;
- ❖ approve the award of titles or honours;
- ❖ set up academic awards;

❖ approve elections and appointment of the members of the management organs of organic units with their own governing organs, and merely refuse such approval based on an illegal act, and confer power to those organs;
❖ appoint and exonerate as per the law and statutes the heads of the organic units without their own governing organs;
❖ appoint and exonerate as per the law and statutes the administrator and the heads of the institution's services;
❖ exercise disciplinary control, in accordance with provisions in the law and statutes;
❖ ensure the compliance of the decisions made by the institute's collegiate organs;
❖ approve the regulations as per the law and statutes, without prejudice to the regulatory power of the organic units within the scope of their own competence;
❖ monitoring compliance of law, statutes and regulations;
❖ propose the initiatives considered necessary to the proper operation of the institution;
❖ play the other roles laid down by law and the statutes;
❖ inform the competent minister of all data necessary to the exercise of the authority, particularly plans and budgets and reports of activities and accounting reports;
❖ take the necessary measures to ensure quality in education and research in the institution and organic units thereof;
❖ represent the institution in and out of court.

The President is also responsible for all duties that are not entrusted to other organs of the institution under the law or the statutes.

The President can as per the law and statutes delegate the duties considered necessary for a more effective management to Vice-Presidents and management organs of the institution or organic units thereof.

1.3. MANAGEMENT COUNCIL

COMPOSITION:

The Management Council is composed of the President of the institute, who is the head thereof, a Vice- President appointed by the President and the Administrator of the Polytechnic Institute of Viseu. The President of the institute can also appoint one or two members of recognised competence in management areas, freely chosen from among teachers and researchers or non-teaching or non-researching staff of the institute.

POWERS:
❖ lead the administrative, asset and financial management of the institution, as well as the human resources management, under the law in force for public organisms with administrative autonomy;
❖ fix fees and service charges.

The Management Council can, under the terms of the statutes, delegate the duties considered necessary for a more effective management to the organs of organic units and service managers.

1.4. ACADEMIC COUNCIL (organ with duties of consultative nature)

COMPOSITION:

The Academic Council is composed of: the President of the institute; Presidents of schools; Presidents of the Representatives Assemblies of schools; Presidents of Scientific and Technical Councils; Presidents of Pedagogical Councils; the President of the Research and Development Institute; Presidents of the Students' Associations of schools; President of the Students' Association of the Institute; the Administrator of the Polytechnic Institute of Viseu; the Administrator of the Social Services. The Academic Council is led by the President of the Polytechnic Institute of Viseu and the Administrator of the Polytechnic Institute of Viseu acts as clerk.

POWERS:
❖ issue an opinion on amendments to the statutes, medium-term plans and action plan for the four-year term of the President, the general scientific, educational financial and asset guidelines on which the institution is based, the creation, transformation, demerger and abolition of organic units, the participation of the Polytechnic Institute of Viseu in consortia, the annual plans and reports of the activities of the institution, the budget proposal, the consolidated annual accounts, the tuition fees students owe, the conversion of the Polytechnic Institute of Viseu into a higher education institution of founding nature, the creation, suspension and extintion of courses, the maximum figures of new admissions and enrolments in each study programme of each academic year, the implementation of severe punishments, within the scope of the exercise of disciplinary control (binding opinion), redeployment of teachers, researchers, non-teaching staff and non-researching staff among organic units;
❖ issue other opinions foreseen by the statutes;
❖ issue non-binding guidelines on the assessment of the performance of students, the school calendar, the scheme of limitation periods, the process of self-assessment, external assessment and accreditation of higher education, staff recruitment;
❖ state its view on all issues laid before the Academic Council by the President of the institute or General Council.

MEETINGS:

The Academic Council normally meets twice a year and, on an extraordinary basis, whenever the President convenes a meeting, on his own initiative or upon request of one third of its members, whose work can be conducted in plenary sessions or in specialised councils as per its internal regulations.

The Academic Council can invite individuals whose presence is considered an advantage for the analysis of the issues under appraisal to participate in its meetings, without the right to vote.

1.5. QUALITY AND ASSESSMENT COUNCIL

COMPOSITION:

The Quality and Assessment Council is composed of: the President of the Polytechnic Institute of Viseu, who is the head thereof and can delegate its powers to the Vice-President in charge of the assessment domain, the Presidents of the organic units, who can delegate their powers on a Vice-President, the Presidents of the Commission for Quality and Assessment of each organic unit, the Quality Manager and a representative of the Students' Association of the institute appointed by this association.

POWERS:
- ❖ coordinate all procedures of self-assessment and external assessment of the performance of the institute, the organic units thereof, as well as the scientific and educational activities under or not the national system of assessment and accreditation;
- ❖ draw up a multi-annual plan indicating the functional areas (organic units, courses, departments or scientific areas, educational procedures, teachers in the fields that must be submitted for assessment that does not fall within the competence of the Scientific and Technical Councils or the Pedagogical Coouncils, laboratories performing scientific or educational activities, services, impact of the Polytechnic Institute of Viseu on the community, particularly in terms of the employability of graduates and the contribution to procedures of technological innovation) which must be assessed;
- ❖ propose assessment standards to apply and define quality standards;
- ❖ indicate and plan the levels of proficiency that each quality standard must achieve;
- ❖ analyse the assessment procedures performed and draw up the corresponding appraisal reports;
- ❖ propose measures for the correction of the weaknesses identified to the President of the Polytechnic Institute of Viseu.
- ❖ within the scope of the quality management system: the analysis of annual objectives and proposal of adjustments or amendments, when appropriate, the quarterly assessment of the system's effectiveness, based on the quality balance elaborated by the Quality Manager regarding the period under analysis, and proposal of adjustments or amendments, when appropriate, appraisal of the integration of collaborators in the fields covered by the quality management system and proposal of specific improvement actions, when appropriate, and the analysis of the outcomes of audits, with the proposal of corrective measures and improvement actions the Quality and Assessment Council considers suitable.

MEETINGS:

The Council normally meets four times a year and, on an extraordinary basis, whenever the President of the Polytechnic Institute of Viseu convenes a meeting, on his own initiative or upon request of one third of its members. The Coouncil can invite individuals whose presence is considered an advantage for the analysis of the issues under appraisal to participate in its meetings, without the right to vote.

2. The organs that run the organic units are the following: the Representatives Assemblies, the Presidents and the Scientific and Technical, Pedagogic and Administrative Councils.

2.1. REPRESENTATIVES ASSEMBLIES

COMPOSITION:

The Representatives Assemblies of the organic units are composed of representatives of career teachers or career researchers, representatives of assistants or teaching staff hired representatives of students and representatives of non-teaching staff.

In the event that the President of the organic unit is not elected as member of the Representatives Assembly, he/she participates in meetings without the right to vote.

POWERS:
- ❖ elect the President thereof;
- ❖ draw up and approve the rules of procedure thereof;
- ❖ elect the President of the organic unit after the approval of the regulation and electoral scheduling;
- ❖ dismiss the President of the organic unit;

- ❖ elect the officers of the assembly;
- ❖ appraise and approve the multi-annual development plan of the organic unit;
- ❖ appraise and approve the multi-annual plan of activities and financial proposal thereof, and its possible recasting;
- ❖ approve the annual report on activities;
- ❖ perform the usual and extraordinary reviews of the statutes of the organic unit;
- ❖ supervise generically the actions of the President;
- ❖ state its view on other issues that the President decides to submit to the assembly;
- ❖ draw up and/or amend the rules of procedure thereof. These rules, following their approval, will be subjected to the President of the Polytechnic Institute of Viseu for approval.

The competence of the Representatives Assembly is limited by the competence in a specific issue awarded to other organs, by virtue of general regulations or of the statutes of the organic unit or the Polytechnic Institute of Viseu.

2.2. PRESIDENTS OF THE ORGANIC UNITS

POWERS:
- ❖ represent the organic unit before the other organs of the institution and third parties;
- ❖ lead the organ with management powers, if any, run the services of the organic unit and approve the necessary regulations;
- ❖ approve the calendar and schedule of the academic programme, after consultation of the scientific or Scientific and Technical Council and the Pedagogic Council;
- ❖ execute the decisions of the Scientific or Scientific and Technical Council and the Pedagogic Council, when decisions are binding;
- ❖ exercise disciplinary power assigned under the statutes or delegated by the President of the institution;
- ❖ set the budget and activity plan, as well as the report of activities and accounts;
- ❖ exercise the remaining duties foreseen by the law or the statutes;
- ❖ exercise duties delegated by the President of the institution.

2.3. SCIENTIFIC AND TECHNICAL COUNCILS

COMPOSITION:
The Scientific and Technical Council is composed of representatives elected by the group of career teachers as per the statutes and the regulation of the organic unit.
- ❖ treated as full-time professors hired by the school for over 10 years under that category;
- ❖ phD-holding teachers working full time under a contract of at least one year, regardless of the nature of their bond to the institution;
- ❖ expert teachers not covered by the preceding subparagraphs, working full time under a contract with the institution for over two years;

Representatives of acknowledged research facilities positively assessed as per the law, if any:
- ❖ chosen under the terms provided for in the statutes and in the regulation of the organic unit;
- ❖ in a number lay down in the statutes, of not less than 20% nor more than 40 % of the whole number of members of the council, which can be less than 20 % when the number of research facilities is below that value.

In research organic units, the Scientific Council is composed of representatives elected under the statutes and the regulation of the organic unit by the group of career teachers and researchers, as well as by other teachers and researchers working on a full-time basis under a contract of at least one year holding a doctorate, regardless of the nature of their bond to the institution.

POWERS:
- ❖ draw up the statutes thereof;
- ❖ appraise the unit's plan of scientific activities;
- ❖ state its view on the creation, transformation or abolition of organic units of the institution;
- ❖ deliberate on the distribution of the teaching staff, subjecting the latter to approval from the head of the Polytechnic Institute of Viseu or the President of the school, as the case may be;
- ❖ state its view on the creation of study programmes and approve the curricula of the study programmes provided;
- ❖ propose or state its opinion on the award of degrees or honours;
- ❖ propose or state its opinion on the implementation of school prizes;
- ❖ propose or state its opinion on the conclusion of international agreements and partnerships;
- ❖ propose the composition of the panels of examinations and academic competitions;
- ❖ implement the remaining measures foreseen by the law regarding teaching and researching careers and the recruitment of teaching and research staff;
- ❖ play other roles assigned under the law or the statutes.

The members of the Scientific or Scientific and Technical Council cannot state their view on issues related to:
- ❖ acts connected to the career of teachers with a higher rank;
- ❖ competitions or examinations in relation to which they meet the conditions to be opponents.

2.4. PEDAGOGIC COUNCILS

COMPOSITION:

The Pedagogic Council is composed of an equal number of representatives of teachers and students of the institution or school, being elected under the statutes and the regulation.

POWERS:
- ❖ state its view on educational guidelines and teaching and assessment methods;
- ❖ promote the execution of regular surveys on the educational performance of the organic unit and analysis and diffusion thereof;
- ❖ promote the execution of the assessment of the educational performance of teachers, based on their self-assessment and on the opinion of pupils, as well as the analysis and diffusion thereof;
- ❖ appraise complaints regarding educational shortcomings and propose appropriate measures;
- ❖ approve the regulation for the assessment of students' performance;
- ❖ state its view on the scheme of limitation periods;
- ❖ state its view on the creation of study programmes and the curricula of the study programmes provided;
- ❖ state its opinion on the implementation of school prizes;
- ❖ state its view on the academic calendar and exam schedules of the organic unit;
- ❖ exercise the other duties laid down by law and the statutes.

2.5. ADMINISTRATIVE COUNCILS

COMPOSITION:

The Administrative Council is composed of the President of the organic unit, one Vice-President of the organic unit appointed by the President, the clerk, or failing that, an element of non-teaching staff, appointed by the President.

POWERS:
- ❖ powers inherent in administrative autonomy;
- ❖ powers entrusted to the Council by the Management Council of the institute;
- ❖ powers inherent in financial autonomy which are assigned to organic units as per the law.

3. The organs that run the Research and Development Institute are the President and the Scientific Council.

3.1. PRESIDENT OF THE RESEARCH AND DEVELOPMENT INSTITUTE

POWERS:
- ❖ represent the Research and Development Institute before the other organs of the institute;
- ❖ lead the Scientific Council of the Research and Development Institute;
- ❖ manage the organic unit's services;
- ❖ draw up and subject the plan of activities of the Research and Development Institute to approval from the President of the Polytechnic Institute of Viseu. This plan must include the expected budget for its implementation, as well as draw up the corresponding report on activities;
- ❖ exercise other roles foreseen by law and the statutes;
- ❖ exercise the roles assigned by the President of the Polytechnic Institute of Viseu or other organs of the institute.

The President can delegate the powers he/she considers suitable to improve the operation of the organic unit under his leadership to the Vice-President.

3.2. SCIENTIFIC COUNCIL

COMPOSITION:

The Scientific Council of the Research and Development Institute is composed of eight representatives elected by the group of career teachers and researchers belonging to each research unit that form the Research and Development Institute and remaining full-time teachers and researchers, with a contract of at least one year and holding a phD, regardless of the nature of their bond with the institution and that are included in the research units of the Research and Development Institute.

The Scientific Council can include, under the terms to be set in the regulation, invited members amongst teachers or researchers from other institutions or personalities with expertise within the scope of the institution's mission.

POWERS:

The powers of the Scientific Council, as well as their election, are defined in the regulation of the Research and Development Institute, with due regard to the typical powers of schools and the specific legislation in force.

1. CENTRAL SERVICES

Central Services focus on technical and administrative support to the activities of the Polytechnic Institute of Viseu and the organic units thereof.

1.1. PLANNING AND ADMINISTRATIVE AND FINANCIAL MANAGEMENT DEPARTMENT (includes Administrative, Planning and Management Control and Human Resources Services)

❖ provides support to the organs of the institute and organic units in terms of planning and management.

1.2. LEGAL DEPARTMENT

❖ provides legal support to the organs of the institute and organic units by means of the elaboration of studies and opinions, collection, compilation and diffusion of relevant legislation for the services and support in subject and regulatory areas, as well as litigation.

1.3. TECHNICAL DEPARTMENT (includes IT, Construction, Maintenance and Health and Safety Services)

❖ provides support to the organs of the institute and organic units in the technical domain.

1.4. COMMUNICATION, CULTURE AND EXTERNAL RELATIONS DEPARTMENT (includes Communication, Culture and Documentation, External Relations and Professional Integration Services)

❖ provides support to the organs of the institute and organic units in terms of communication, culture and external affairs.

1.5. QUALITY AND ASSESSMENT OFFICE

❖ provides support to the organs of the Polytechnic Institute of Viseu and organic units, particularly to the Quality and Assessment Council, in the fields of self-assessment and external assessment of the institute and organic units, as well as quality management.

1.6. STUDIES AND KNOWLEDGE AND TECHNOLOGY TRANSFER OFFICE

❖ provides support to the organs of the institute and organic units in subject areas and transfer of knowledge and technology, in terms of the provision of services to the community.

2. SOCIAL SERVICES (includes Administrative Services)

❖ focus on ensuring the tasks of social action in education, in order that no student is excluded from the higher education system due to a difficult financial situation,

❖ manage direct aid in terms of scholarships and emergency aid, as well as indirect aid, such as: access to food and housing, to services of healthcare, psychological and social support, as well as sport and cultural activities. Social Services have their own Administrative Services, without prejudice to sharing services of the institute, aimed at streamlining human and financial resources.

3. AGRARIAN SCHOOL OF VISEU

3.1. SERVICES

3.1.1. ACADEMIC

❖ provide information on requirements for admission and attendance of the school;

❖ execute services regarding registrations, enrolments, exams, transfers, readmissions, changes of course, special application process and payment of tuition fees, as well as draw up public notices and announcements;

❖ issue certificates of registration, enrolment, attendance, exams, among others, regarding facts included in individual student records, as well as all academic activities performed at school outside of the remit of the Polytechnic Institute of Viseu;

❖ check records in terms of the amount of tuition fees owed and perform the reception thereof;

❖ carry out the registration of all actions regarding school life of students, organise and continuously update the records of individual files;

❖ issue and renew student ids;

❖ prepare elements on students to meet the needs of the National Statistics Institute, of competent organs of the Ministry of Education, as well as upon request of the Polytechnic Institute of Viseu or others;

❖ organise and keep records of programmes and summaries of subjects;

❖ continuously update the record on Academic Services;

❖ receive, record and develop further procedures on the execution of academic exams;

❖ organise records leading to the award of equivalence/credits and equalisation of degrees and academic qualifications that fall within the scope of the school.

3.1.2. ACCOUNTING AND HUMAN RESOURCES

❖ prepare records regarding recruitment, selection and provision, as well as the promotion, reappointment, extension of contract, renewal, termination of contracts, discharge and mobility of staff;

❖ handle cases on role accumulation, absences and leave of all members of the staff, as well as equalisation with scholars;

❖ draw up the plans of absences and leave of all members of the staff;

❖ issue certificates and statements regarding staff that falls within the competence of the school;

❖ handle cases on the authorisation of provision of overtime, payment of services and transport of staff;

❖ prepare records on the postponement or replacement of military duties of the staff;

❖ prepare records on social benefits of the staff and their relatives, that do not fall within the competence of the Polytechnic Institute of Viseu;

❖ register mail and ensure general office tasks;

❖ organise and continuously update the records of individual files of staff;

❖ continuously update the record on the general school tasks;

❖ perform all bookkeeping on school's accounting;

❖ coordinate procedures of budget management, within delegated competence;

❖ prepare projects of the school's financial plans;

❖ inform records on the legality and relevance of funds;

❖ define relations of the statements of expenditure, submitting them to appraisal and approval by a superior;

❖ ensure the provision of equipment to services and laboratories, organising purchase procedures, under the terms of legal provisions in force;

❖ store commonly used material that is essential to the normal operation of services;

❖ perform other activities arising from the law or assigned to them by the President of the school.

3.1.3. DOCUMENTATION

❖ collect and disseminate scientific, technical and educational documents related to the school's activities and collaborate with services and institutions alike.

❖ develops its action in terms of: the acquisition, collection, technical processing and dissemination of educational, scientific and cultural documents; the management, production and promotion of information; the execution of actions of multimedia nature and in terms of information and communication technologies, particularly on new products and services of information.

3.1.4. TECHNICAL

❖ submit proposals of annual plan of activities and budget thereof to the President of the school;

❖ give an opinion, upon request, on the standards of use of infrastructure and equipment pertaining to the school;

❖ give an opinion on the matters referred to them by the President of the School, regarding the purchase of equipment;

❖ prepare proposals to streamline IT, laboratory and agrarian resources, among others;

❖ strive to preserve and maintain facilities and equipment pertaining to the school;

❖ ensure management and administration of the general computer network of the school;

❖ ensure management and administration of school laboratories;

❖ ensure management and administration of agrarian activities developed at Quinta da Alagoa;

❖ propose the development of standards for the use of equipment and media pertaining to the school to the President of the school;

❖ submit proposals of new services to provide to school users and external third parties to the President of the school;

❖ inform the President of the school on the need to license software valid for the entire school;

❖ submit proposals of purchase of new equipment and consumables to the President of the school;

❖ draw up annual reports on activities;

❖ support agrarian activities oriented toward production, promotion and trade of goods, as well as activities within the scope of projects for education, research, development and support to the community;

❖ ensure processing and record of existing equipment and consumables;

❖ perform other activities arising from the law or assigned to them by the President of the school.

3.2. OFFICES

3.2.1. ANIMAL HEALTHCARE CENTRE

3.2.1.1. KENNEL/CATTERY

❖ perform daily maintenance of the kennel/cattery;

❖ perform handling, feeding and watering activities;

❖ perform activities related to the hygiene of facilities;

❖ ensure conservation of suitable environmental conditions;

❖ control vermin;

❖ carry out activities related to medical and sanitary prophylaxis.

3.2.1.2. MEDICAL/ANIMAL HEALTH SERVICES, NURSING CARE AND AESTHETIC SERVICES

❖ provide medical/animal health services;
❖ provide nursing care;
❖ provide aesthetic services;
❖ perform handling, feeding and watering activities.

3.2.1. LABORATORY OF VETERINARY PATHOLOGICAL ANATOMY

❖ performs diagnoses and screening in the field of veterinary pathology.

3.3. COMMISSIONS

3.3.1. QUALITY AND ASSESSMENT

❖ develops and coordinates the process of assessment of the school;
❖ promotes, under the direction of the Quality and Assessment Council of the Polytechnic Institute of Viseu, the implementation and improvement of the internal quality assurance system at the Agrarian School of Viseu.

4. SCHOOL OF EDUCATION OF VISEU

4.1. SERVICES

4.1.1. ADMINISTRATIVE

4.1.1.1. ACADEMIC

❖ provide information on the requirements for admission and attendance of the school;
❖ inform and draw up public notices or announcements on the requirements for enrolment, registration and attendance of courses provided at the school, as well as on transfers, readmissions, changes of course and special application process;
❖ record all action regarding school-related activities of students, organising and continuously updating their personal files and the record of school activities;
❖ carry out registrations and enrolments, as well as prepare and submit procedures of request of transfer, readmission, change of course, as well as procedures of award of equivalence and recognition of qualifications for approval;
❖ perform all tasks related to students that are not covered by the previous paragraphs.
❖ draw up certificates of registration, enrolment, attendance, exams, among others, regarding facts included in students' individual files, as well as all academic actions performed at the school;
❖ organise and continuously update the record of students' individual files;
❖ organise and continuously update the record of programmes and summaries of course units;
❖ organise procedures leading to the award of equivalence and equalisation of degrees and academic titles, as well as of recognition of qualifications, within the scope of the school;
❖ provide statistical data or other types of data on courses and students, upon request of competent organs;
❖ continuously update records, daily tasks and documents of the academic domain.

4.1.1.2. FINANCIAL

❖ draw up the expected budget and organise procedures of budget changes to propose to the Management Council of the Polytechnic Institute of Viseu;
❖ organise procedures regarding revenue collection;
❖ draw up plans and reports enabling an effective monitoring of financial implementation and assessment of the school's budget needs, submitting them to the President;
❖ record budget procedures for revenue (generation and collection) and expenditure (acceptance, obligations, payment authorisations) in an accounting system;
❖ ensure analytical accounting of the school;
❖ provide statistical data or other types of data on their activities whenever the competent organs request it;
❖ issue all methods of payment and record and control receipts;
❖ record treasury transactions;
❖ check funds in a safe or on deposit;
❖ provide statistical data or other types of data on their activities whenever the competent organs request it;
❖ establish contacts with the supplying market to purchase goods and services;
❖ check provisions and needs;
❖ ensure the organisation of procedures for the purchase of goods and services;
❖ work with technical services and departments for rational conservation when using material and equipment of the school;
❖ organise and continuously update the inventory and history of movable assets;

❖ draw up reports on the loss, decay or disposal of movable assets;
❖ perform stock management;
❖ distribute items to their users, in accordance with internal requirements, upon due authorisation;
❖ assess suppliers;
❖ provide statistical data or other types of data on their activities whenever the competent organs request it;
❖ continuously update records, daily tasks and documents.

4.1.1.3. HUMAN RESOURCES, RECIPIENT AND ARCHIVE

❖ organise and continuously update individual files of the human resources pertaining to the school;
❖ check regular attendance and handle cases regarding holiday, absences, leave, task accumulation, equalisation with scholars, working students, performance assessment and work accidents of school employees;
❖ handle cases on overtime, travel and daily allowance;
❖ provide statistical data or other types of data on their activities whenever the competent organs request it;
❖ continuously update records, daily tasks and documents in the human resources domain.
❖ produce, disseminate, assess, control and file documents at a current or intermediate stage;
❖ manage the lifetime of documents and store them on a permanent or provisional basis;
❖ receive, classify and record all official mail received and forwarded of internal documents and perform the remaining duties;
❖ continuously update records, daily tasks and documents.

4.1.1.4. REGISTRAR'S

❖ manages public contacts of management organs;
❖ performs secretarial work for management organs;
❖ provide statistical data or other types of data on activities thereof whenever the competent organs request it;
❖ continuously update records, daily tasks and documents.

4.1.2. AUXILIAR

❖ act in the fields of diversified support to the development and operation of the school and encompass the following functional areas: auxiliary services for administrative support, set up and handling of calls, driving school activity vehicles, maintenance services and reproduction services.

4.2. OFFICES

4.2.1. DOCUMENTATION AND INFORMATION CENTRE

❖ collects, handles and disseminates scientific, technical, educational and cultural documents and information;
❖ coordinates regular purchase of bibliographical material, multimedia or other types of material, in accordance with the guidelines of the Scientific and Technical Council and the Pedagogic Council;
❖ keeps an updated record and promotes regular dissemination of material available at the Documentation and Information Centre, as well as in other similar services;
❖ proposes and stimulates contacts, exchange and protocols with public or private, national or international services or institutions alike;
❖ supports and guides users thereof;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it;
❖ continuously updates records, daily tasks and documents of the centre.

4.2.2. IT CENTRE

❖ promotes a computerisation of services, as well as the update of IT equipment;
❖ supports installation, configuration and maintenance of equipment and applications installed;
❖ supports organs, departments and services during the installation of new computer programmes, as well as in the resolution of IT-related technical problems;
❖ gives an opinion and draws up studies on the purchase of material and equipment within the scope of activities thereof;
❖ strives for the conservation and improvement of existing IT resources;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it.

4.2.3. AUDIOVISUAL MEDIA CENTRE

❖ promotes the update of the audiovisual area;
❖ supports installation, configuration and maintenance of equipment and applications installed;
❖ supports organs, departments and services in the resolution of technical issues of an audiovisual nature;
❖ gives an opinion and draws up studies on the purchase of material and equipment within the scope of activities thereof;
❖ strives for the conservation and improvement of existing audiovisual resources;
❖ provides support during the use of audiovisual media, in all the activities of the School;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it.

4.2.4. PROJECT SUPPORT

- ❖ stimulates, promotes, supports and coordinates research and development projects proposed by teachers, individually or in group, in collaboration or not with other institutions;
- ❖ promotes, supports and coordinates participation of teachers from the School in joint projects with other institutions;
- ❖ locates and gathers useful information enabling the obtainment of financing for the development of training and research activities;
- ❖ draws up and analyses contract programmes;
- ❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it;
- ❖ continuously updates records, daily tasks and documents of the department.

4.2.5. INTER-INSTITUTIONAL COOPERATION

- ❖ promotes, together with competent organs, the advertisement of the school;
- ❖ broadens and strengthens internationalisation as a strategy for growth and qualification;
- ❖ proposes and assists the implementation of policies of national and international cooperation at the school, in close collaboration with the Polytechnic Institute of Viseu;
- ❖ supports lodging of foreigners;
- ❖ strengthens bonds between the school and the labour market;
- ❖ participates in the process of European convergence in Higher Education, particularly in the materialisation of European recommendations;
- ❖ promotes the link with the activities of the Polytechnic Institute of Viseu (strategic lines) and of the Quality and Assessment Commission;
- ❖ promotes and enables a more dynamic national and international mobility of teachers, students, non teaching employees and graduates, within the scope of the policy set by the Polytechnic Institute of Viseu;
- ❖ locates and gathers, on an international scale, useful information enabling teachers to develop training and research activities;
- ❖ monitors teachers, students, non teaching employees and graduates in exchange programmes;
- ❖ organises and promotes training and personal and professional development activities, particularly activities of educational or scientific nature;
- ❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it;
- ❖ continuously updates records, daily tasks and documents of the department.

4.3. COMMISSIONS

4.3.1. QUALITY AND ASSESSMENT

- ❖ answers to the mission of the Polytechnic Institute of Viseu/School of Education of Viseu and updates it, particularly in its role in the development of the city, region and country;
- ❖ strengthens the contribution of the school to social cohesion, active citizenship, dialogue;
- ❖ helps school to adopt a new position before the internal and external community, identifying the needs and opportunities of the labour market;
- ❖ promotes participation of the internal community (teachers, non teaching employees and students) and external community during monitoring of the materialisation of the goals of the Bologna Process;
- ❖ ensures easy access to information and quality advice, particularly on opportunities of the Bologna Process and Lifelong Learning;
- ❖ simplifies and systematises the relationship among the different players;
- ❖ provides support in the preparation of the accreditation and assessment process, from a global and strategic point of view;
- ❖ participates in the development of a policy of accountability of each individual and each unit for its performance and for outcomes achieved, engaging all in a culture of excellence and innovation in education and learning;
- ❖ guides the performance of the different players so that they achieve the goals set;
- ❖ rethinks guidance and consulting actions;
- ❖ systematises good practices and maximizes work, particularly to simplify the elaboration of the report of implementation of the Bologna Process;
- ❖ raises awareness of labour market players, especially by means of their inclusion in initiatives carried out by the commission.

5. HEALTH SCHOOL OF VISEU

5.1. SERVICES

5.1.1. ADMINISTRATIVE

5.1.1.1. ACADEMIC

❖ provides information on requirements for admission, attendance and other requirements regarding school courses;
❖ performs services regarding registrations, enrolments, exams, transfers, readmissions, changes of course, special application process, as well as diffusion of public notices and announcements;
❖ provides in the school's website all relevant elements for full knowledge of study programmes offered and degrees granted, research performed and services provided by the institution;
❖ issues certificates of registration, enrolment, attendance, exams and other certificates regarding facts included in individual files of students, as well as all academic actions carried out at school that do not fall within the remit of the Polytechnic Institute of Viseu;
❖ records all actions regarding the school life of pupils, as well as organises and continuously updates the records of individual files;
❖ issues and renews student IDs;
❖ prepares elements on students to answer the demands from competent organs and aimed at publications or other purposes;
❖ organises and keeps the record of subject programmes and summaries;
❖ continuously updates the record of mail in the academic domain;
❖ receives, records and develops procedures for the execution of academic exams;
❖ organises records leading to the award of equivalence and equalisation of degrees and academic qualifications that fall within the scope of the school;
❖ performs all services regarding students not covered by the previous paragraphs.

5.1.1.2. HUMAN RESOURCES, RECIPIENT AND ARCHIVE

❖ handles cases on role accumulation, absences and leave of all members of the staff, as well as equalisation with scholars;
❖ draws up the plans of absence and leave of the whole staff;
❖ issues certificates and statements related to the staff and within the remit of the school;
❖ handles cases on the authorisation of provision of overtime, payment of services and transport of staff;
❖ prepares records on social benefits of the staff and their relatives, that do not fall within the competence of the Polytechnic Institute of Viseu;
❖ registers mail and ensures general office tasks;
❖ organises and continuously updates the records of individual files of staff;
❖ continuously updates the record on the general school tasks.

5.1.1.3. ACCOUNTING, TREASURY AND SUPPLY

❖ performs all bookkeeping on accounting;
❖ performs all actions leading to budgeting, control and budgetary implementation and accounting process in accordance with the law and the statutes of the Polytechnic Institute of Viseu;
❖ describes procedures regarding the legality and relevance of funds;
❖ indicates procedures of budgetary modification, particularly transfer of funds between items;
❖ defines relationships of expenditure documents and submits them to appraisal and approval by a superior;
❖ collects all school revenue at the treasury;
❖ defines bank reconciliation;
❖ records all invoices pertaining to the school;
❖ regularly produces bank account statement tables on the economic-financial situation of the school;
❖ archives all documents for subsequent submission to the Polytechnic Institute of Viseu;
❖ performs bank deposits of funds in a safe;
❖ continuously updates bookkeeping regarding treasury in safes and deposits;
❖ checks records on the amount of tuition fees owed and collects those fees;
❖ ensures the provision of equipment to services, organising purchase procedures, under the terms of legal provisions in force;
❖ stores commonly used material that is essential to the normal operation of services;
❖ strives for the conservation and use of material and facilities;
❖ continuously updates inventory and history of movable and immovable assets of the school, as well as the record on the performance of tasks in that domain;
❖ performs other activities arising from the law.

5.1.1.4. REGISTRAR'S

- ❖ receives and forwards people, providing information, guidance and clarifications;
- ❖ guides and arranges the transfer and organisation of files/documents in its sphere of action;
- ❖ develops matters/requests submitted;
- ❖ plans, prepares and arranges meetings;
- ❖ cooperates in the educational activity and coordination of semesters;
- ❖ creates and continuously updates the database for processing, consulting and storing information;
- ❖ prepares and transcribes plans, reports and other documents;
- ❖ proposes the purchase of material and equipment necessary for the implementation of activities that fall within its competence;
- ❖ strives for the conservation and maintenance of corresponding facilities and assets;
- ❖ proposes internal operation regulation, which must be approved by the President;
- ❖ ensures the use of the corresponding resources in accordance with regulation in force.

5.1.2. GENERAL

- ❖ act in different areas, particularly the reception, supervision of facilities, communication, transport, hygiene and cleaning, laundry services, maintenance and conservation of assets and service support.

5.2. EDUCATIONAL RESOURCES CENTRES

5.2.1. DOCUMENTATION AND INFORMATION CENTRE

- ❖ ensures the provision of services within the scope of training, education and research activities of the school;
- ❖ ensures the use of corresponding resources in accordance with technical, scientific and educational principles;
- ❖ proposes the purchase of material and equipment necessary for the implementation of activities that fall within its competence;
- ❖ strives for the conservation and maintenance of corresponding facilities and assets;
- ❖ proposes the conclusion of contracts with other entities, within its sphere of competence;
- ❖ cooperates with services and institutions alike, in order to exchange information and share available resources;
- ❖ proposes internal operation regulation, which must be approved by the President;
- ❖ draws up the plan of activities and the annual report.

5.2.2. IT AND AUDIOVISUAL RESOURCES CENTRE

- ❖ ensures the provision of services within the scope of its activity;
- ❖ proposes the purchase of material and equipment necessary for the implementation of activities that fall within its competence;
- ❖ strives for the conservation and maintenance of corresponding facilities and assets;
- ❖ cooperates with services and institutions alike, in order to exchange information and share available resources;
- ❖ proposes internal operation regulation, which must be approved by the President;
- ❖ ensures the use of corresponding resources in accordance with regulation in force;
- ❖ draws up the plan of activities and the annual report.

5.3. COMMISSIONS

5.3.1. QUALITY AND ASSESSMENT

- ❖ coordinates all procedures of self-assessment and external assessment of the school's performance, as well as scientific and educational activities subject or not to the national assessment and accreditation system;
- ❖ implements the multi-annual plan indicated by the Polytechnic Institute of Viseu, which includes functional domains that will be assessed;
- ❖ applies assessment rules and quality standards, defined from above;
- ❖ carries out the assessment process and draws up the report thereof;
- ❖ proposes measures for the correction of weaknesses identified;
- ❖ ensures, together with the Quality Manager of the Polytechnic Institute of Viseu, a greater dynamism/the implementation of the internal quality assurance system, when needed;
- ❖ draws up its internal regulation and submits it for approval.

5.3.2. ETHICS

- ❖ promotes reflection on and dissemination of issues regarding bioethics and professional ethics;
- ❖ appraises and gives an opinion on ethic issues related to clinical practice and research;
- ❖ draws up its internal regulation and submits it for approval.

5.3.3. ACADEMIC COOPERATION

- ❖ promotes, plans and monitors national and international mobility;
- ❖ develops international cooperation for training;
- ❖ supports integration into working life and monitors graduates.

6. SCHOOL OF TECHNOLOGY AND MANAGEMENT OF VISEU

6.1. SERVICES

6.1.1. ADMINISTRATIVE

6.1.1.1. FINANCIAL

❖ performs all bookkeeping on accounting;
❖ performs all actions leading to budgeting, control and budgetary implementation, as well as the accounting process as per the law and statutes of the Polytechnic Institute of Viseu;
❖ describes procedures regarding the legality and relevance of funds;
❖ indicates procedures of budgetary modification, particularly transfer of funds between items;
❖ defines relationships of expenditure documents and submits them to appraisal and approval by   a superior;
❖ collects all school revenue at the treasury;
❖ defines bank reconciliation;
❖ records all invoices pertaining to the school;
❖ regularly produces bank account statement tables on the economic-financial situation of the school;
❖ archives all documents for subsequent submission to the Polytechnic Institute of Viseu;
❖ performs bank deposits of funds in a safe;
❖ continuously updates bookkeeping regarding treasury in safes and deposits;
❖ checks records on the amount of tuition fees owed and collects those fees;
❖ performs other activities arising from the law.

6.1.1.2. ACADEMIC

❖ provides information on requirements for admission in and attendance of school;
❖ informs and draws up public notices or announcements on requirements for enrolment, registration and attendance of courses provided at the School, as well as on transfers, readmissions, changes of course and special application process;
❖ performs registrations and enrolments, preparing and submitting for appraisal procedures of request of transfer, readmission, change of course and special application process, as well as procedures of request of the award of equivalence and recognition of qualifications;
❖ organises procedures leading to the award of equivalence and equalisation of degrees and academic titles, as well as of recognition of qualifications, within the scope of the school;
❖ issues certificates of registration, enrolment, attendance, exams, among others, regarding facts included in individual student records, as well as all academic activities performed at the school;
❖ carries out the registration of all actions regarding student activities at school, organising and continuously updating individual records and the file on school activities;
❖ organises and continuously updates the records of individual files of students;
❖ issues and renews student IDs;
❖ organises and keeps up-to-date summaries of course units and records of programmes;
❖ receives, records and develops further procedures on the execution of academic exams;
❖ performs all services regarding students not covered by the previous paragraphs;
❖ provide statistical data or other types of data on courses and students, upon request of competent organs;
❖ continuously updates records, daily tasks and documents in the academic field.

6.1.1.3. HUMAN RESOURCES

❖ prepares records regarding recruitment, selection and provision, as well as the promotion, reappointment, extension of contract, renewal, termination of contracts, discharge and mobility of staff
❖ organises and continuously updates individual files of the human resources pertaining to the school;
❖ checks regular attendance and handles cases regarding holiday, absences, leave, task accumulation, equalisation with scholars, working students, performance assessment and work accidents;
❖ handles cases on overtime, service payment, travel and daily allowance;
❖ issues certificates and statements on staff within the scope of the school;
❖ draws up plans of absences and leave of the whole staff;
❖ provides statistical data or other types of data on their activities whenever the competent organs request it;
❖ continuously updates records, daily tasks and documents in human resources domain.

6.1.2. TECHNICAL

6.1.2.1. MAINTENANCE

❖ carries out corrective and preventive maintenance in the facilities of the Polytechnic Institute of Viseu;
❖ performs technical improvements in facilities;
❖ controls stock of materials and equipment;
❖ supervises external providers of cleaning, surveillance and gardening services;

❖ watches over sport facilities and equipment thereof.

6.1.2.2. IT

❖ promotes a computerisation of services, as well as the update of IT equipment;
❖ supports installation, configuration and maintenance of equipment and applications installed;
❖ supports organs, departments and services during the installation of new computer programmes, as well as in the resolution of IT-related technical problems;
❖ promotes the update of IT equipment;
❖ gives an opinion and draws up studies on the purchase of material and equipment within the scope of activities thereof;
❖ strives for the conservation and improvement of existing IT resources;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it.

6.1.2.3. DOCUMENTATION

❖ collects, handles and disseminates scientific, technical, educational and cultural documents and information;
❖ coordinates regular purchase of bibliographical material, multimedia or other types of material, in accordance with the guidelines of the Scientific and Technical Council and the Pedagogic Council;
❖ keeps an up-to-date record and promotes regular dissemination of material available at the library, as well as in other similar services;
❖ proposes and stimulates contacts, exchange and protocols with public or private, national or international services or institutions alike;
❖ manages production and diffusion of information;
❖ supports and guides users thereof;
❖ promotes activities in the field of multimedia and in the domain of information and communication technologies;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it;
❖ continuously updates records, tasks and documents of the library.

6.1.2.4. ASSET

❖ ensures the organisation of procedures for the purchase of assets, services and construction contracts;
❖ stores commonly used material that is essential to the normal operation of the school;
❖ draws up reports on the loss, decay or disposal of movable assets, which must be submitted to the Polytechnic Institute of Viseu;
❖ organises and continuously updates the inventory and history of the school's movable assets;
❖ distributes items to their users, in accordance with internal requirements, upon due authorisation;
❖ provides statistical data or other types of data on their activities whenever the competent organs request it;
❖ performs other activities arising from the law or assigned to it by the President.

6.1.2.5. AUXILIAR

❖ act in the fields of diversified support to the development and operation of the school and encompass the following functional areas: auxiliary services for administrative support, set up and handling of calls, driving school activity vehicles, maintenance services and reproduction services.

6.2. OFFICES

6.2.1. EXTERNAL RELATIONS

❖ promotes, together with competent organs, the advertisement of the school;
❖ broadens and strengthens internationalisation as a strategy for growth and qualification;
❖ proposes and assists the implementation of policies of national and international cooperation at the school, in close collaboration with the Polytechnic Institute of Viseu;
❖ supports lodging of foreigners;
❖ strengthens bonds between the school and the labour market;
❖ participates in the process of European convergence in Higher Education, particularly in the materialisation of European recommendations;
❖ enables a more dynamic connection to the activities of the Polytechnic Institute of Viseu (strategic lines);
❖ promotes and enables a more dynamic national and international mobility of teachers, students, non teaching employees and graduates, within the scope of the policy set by the Polytechnic Institute of Viseu;
❖ locates and gathers, on an international scale, useful information enabling teachers to develop training and research activities;
❖ monitors teachers, students, non teaching employees and graduates in exchange programmes;
❖ organises and promotes training and personal and professional development activities, particularly activities of educational or scientific nature;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it;
❖ continuously updates records, daily tasks and documents of the office.

6.2.2. QUALITY AND ASSESSMENT

❖ provides support regarding activities of the Quality and Assessment Council within the scope of procedures for assessment, accreditation and assurance of quality of the School of Technology and Management of Viseu.

6.3. COMMISSIONS

6.3.1. QUALITY AND ASSESSMENT

❖ develops and coordinates the process of assessment of the school;
❖ promotes, under the direction of the Quality and Assessment Council of the Polytechnic Institute of Viseu, the implementation and improvement of the internal quality assurance system at the School of Technology and Management of Viseu.

7. SCHOOL OF TECHNOLOGY AND MANAGEMENT OF LAMEGO

7.1. SERVICES

7.1.1. ACADEMIC

❖ provide information on the requirements for admission and attendance of the school;
❖ inform and draw up public notices or announcements on the requirements for enrolment, registration and attendance of courses provided at the School, as well as on transfers, readmissions, changes of course and special application process;
❖ carry out registrations and enrolments, as well as prepare and submit procedures of request of transfer, readmission, change of course, as well as procedures of award of equivalence and recognition of qualifications for approval;
❖ organise procedures leading to the award of equivalence and equalisation of degrees and academic titles, as well as of recognition of qualifications, within the scope of the school;
❖ draw up certificates of registration, enrolment, attendance, exams, among others, regarding facts included in students' individual files, as well as all academic actions performed at the school;
❖ record all action regarding school-related activities of students, organising and continuously updating their personal files and the record of school activities;
❖ organise and continuously update the record of students' individual files;
❖ issue and renew students' IDs;
❖ organise and continuously update the summaries of course units and programme records;
❖ receive, record and develop further procedures on the execution of academic exams;
❖ perform all tasks related to students that are not covered by the previous paragraphs;
❖ provide statistical data or other types of data on courses and students, upon request of competent organs;
❖ continuously update records, daily tasks and documents of the academic domain.

7.1.2. ACCOUNTING AND SUPPLY

❖ ensure analytical accounting of the school;
❖ coordinate procedures of budget management, within delegated competence;
❖ prepare projects of the school's financial plans;
❖ inform records on the legality and relevance of funds;
❖ organise procedures regarding revenue collection;
❖ draw up plans and reports enabling an effective monitoring of financial implementation and assessment of the school's budget needs, submitting them to the President;
❖ record budget procedures for revenue and expenditure, particularly acceptance, obligations, handling, payment authorisations in an accounting system;
❖ issue all methods of payment and record and control receipts;
❖ record treasury transactions;
❖ check funds in a safe and on deposit;
❖ ensure the organisation of procedures for the purchase of assets, services and construction contracts;
❖ store commonly used material that is essential to the normal operation of the school;
❖ draw up reports on the loss, decay or disposal of movable assets, which must be forwarded to the Polytechnic Institute of Viseu;
❖ organise and continuously update the inventory and history of the school's movable assets;
❖ distribute items to their users, in accordance with internal requirements, upon due authorisation;
❖ provide statistical data or other types of data on their activities whenever the competent organs request it;
❖ perform other activities arising from the law or assigned to them by the President of the school.

7.1.3. HUMAN RESOURCES, RECIPIENT AND ARCHIVE

- prepare records regarding recruitment, selection and provision, as well as the promotion, reappointment, extension of contract, renewal, termination of contracts, discharge and mobility of staff;
- organise and continuously update individual files of the human resources pertaining to the school;
- check regular attendance and handle cases regarding holiday, absences, leave, task accumulation, equalisation with scholars, working students, performance assessment and work accidents;
- handle cases on overtime, service payment, travel and daily allowance;
- issue certificates and statements regarding staff that falls within the competence of the school;
- draw up the plans of absences and leave of all members of the staff;
- provide statistical data or other types of data on their activities whenever the competent organs request it;
- continuously update records, daily tasks and documents of the human resources field.
- receive, classify and record all official mail received and forwarded of internal documents and perform the remaining duties;
- produce, disseminate, assess, control and file documents at a current or intermediate stage;
- manage the lifetime of documents and store them on a permanent or provisional basis;
- continuously update records regarding mail and documents.

7.1.4. AUXILIAR

- act in the fields of diversified support to the development and operation of the school and encompass the following functional areas: auxiliary services for administrative support, set up and handling of calls, driving school activity vehicles, maintenance services and reproduction services.

7.2. OFFICES

7.2.1. LIBRARY

- collects, handles and disseminates scientific, technical, educational and cultural documents and information;
- coordinates regular purchase of bibliographical material, multimedia or other types of material, in accordance with the guidelines of the Scientific and Technical Council and the Pedagogic Council;
- keeps an up-to-date record and promotes regular dissemination of material available in the library, as well as in other similar services;
- proposes and stimulates contacts, exchange and protocols with public or private, national or international services or institutions alike;
- manages production and dissemination of information;
- support and guide users thereof;
- promotes initiatives in the field of multimedia and of information and communication technologies;
- provides statistical data or other types of data on activities thereof whenever the competent organs request it;
- continuously updates records, daily tasks and documents of the library.

7.2.2. IT AND MULTIMEDIA

- promotes a computerisation of services, as well as the update of IT equipment;
- supports installation, configuration and maintenance of equipment and applications installed;
- supports organs, departments and services during the installation of new computer programmes, as well as in the resolution of IT and multimedia-related technical problems;
- promotes the update of IT and multimedia areas;
- provides support to the Laboratories of IT and Telecommunications;
- gives an opinion and draws up studies on the purchase of material and equipment within the scope of activities thereof;
- strives for the conservation and improvement of existing resources;
- provides statistical data or other types of data on activities thereof whenever the competent organs request it.

7.2.3. TRAINING, EMPLOYMENT AND PROJECTS SUPPORT

- stimulates, promotes, supports and coordinates research and development projects proposed by teachers, individually or in group, in collaboration or not with other institutions;
- promotes, supports and coordinates participation of teachers or of the School in joint projects with other institutions;
- locates and gathers useful information enabling the obtainment of financing for the development of training, research and development activities, as well as initiatives to provide employment or work as a volunteer;
- ensures application, monitoring and implementation of projects and initiatives backed by government aid, community entities, among others;
- promotes the advertisement of job vacancies and programmes of support and boost of employment with students;
- monitors insertion into working life of the school's graduates;
- promotes the advertisement of training courses provided by the school in terms of specialised and continued postgraduate training;

❖ coordinates initiatives developed by the Volunteer Association of the School of Technology and Management of Lamego or clusters thereof in the social, tourist, secretarial domains, as well as in terms of events and technology;
❖ coordinates professional internships or volunteer work;
❖ draws up and appraises contracts-programme;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it;
❖ continuously updates records, daily tasks and documents of this field.

7.2.4. MOBILITY AND INTER-INSTITUTIONAL COOPERATION SUPPORT

❖ promotes, together with competent organs, the advertisement of the School;
❖ promotes and enables a more dynamic national and international mobility of teachers, students, non teaching employees and graduates;
❖ locates and gathers, on an international scale, useful information enabling teachers to develop training and research activities;
❖ monitors teachers, students, non teaching employees and graduates in exchange programmes;
❖ organises and promotes training and personal and professional development activities, particularly activities of educational or scientific nature;
❖ provides statistical data or other types of data on activities thereof whenever the competent organs request it;
❖ continuously updates records, daily tasks and documents of the office.

7.3. COMMISSIONS

7.3.1. QUALITY AND ASSESSMENT

❖ develops and coordinates the process of assessment of the school.
❖ promotes, under the direction of the Quality and Assessment Council of the Polytechnic Institute of Viseu, the implementation and improvement of the internal quality assurance system at the School of Technology and Management of Lamego.

The internal quality assurance system adopted by the Polytechnic Institute of Viseu is aimed at organising and systematising the activities of the areas it encompasses.

These areas must ensure and demonstrate their ability to provide training activities, research activities, activities developed with third parties and services which systematically comply with provisions in force based on legislation and on the needs of students and society as a whole.

The implementation of this system creates the conditions, from an organisational point of view, of management of human and material resources and procedures and working methods, in order to obtain and maintain the satisfaction of students and society as a whole.

In addition, by means of handling data and occurrences related to the operation of the areas covered by the system, conditions are created for the production of procedures of continuous improvement of quality of activities and services provided and their global performance through the active participation of its collaborators.

The internal quality assurance system uses both national and european quality standards, ensuring the ability of encompassed areas to provide activities and services with the quality required by students therefrom and society as a whole.

The roles and duties that mark the internal quality assurance system are the following:

1. GENERAL COUNCIL OF THE POLYTECHNIC INSTITUTE OF VISEU
- aproves the institutional strategic plan and other management documents.

1. PRESIDENT OF THE POLYTECHNIC INSTITUTE OF VISEU
- approves the quality policy,
- approves the quality objectives, activities, indicators and respective goals,
- approves the quality assurance manual, procedures and remaining documents,
- promotes the annual review of the internal quality assurance system,
- approves the audit programme.

2. QUALITY AND ASSESSMENT COUNCIL OF THE POLYTECHNIC INSTITUTE OF VISEU
- ratifies the quality policy,
- analyses the quality objectives, activities and indicators and proposes adjustments or corrections, where appropriate,
- ratifies the quality assurance manual, procedures and remaining documents,
- ratifies the audit programme,
- assesses the effectiveness of the system, based on quality balance, drawn up by the quality manager, corresponding to the period under analysis, and proposes adjustments or corrections, where appropriate,
- analyses the integration of collaborators of the areas covered by the internal quality assurance system and suggests concrete actions for improvement, where appropriate,
- analyses audit outcomes, proposing corrective and improvement measures considered appropriate.

the quality and assessment council is composed of: the president of the polytechnic institute of viseu, who leads this committee and can delegate his powers to the vice-president who represents quality management, the presidents of the organic units, who can delegate their powers to a vice-president, the presidents of the quality and assessment commissions of each organic unit, the quality manager and a representative of the students' association of the institute appointed by that association.

3. QUALITY AND ASSESSMENT COMMISSIONS OF THE ORGANIC UNITS OF THE POLYTECHNIC INSTITUTE OF VISEU
- boost, under the direction of the quality and assessment council of the polytechnic institute of viseu, the implementation and improvement of the internal quality assurance system in the corresponding organic unit,
- promotes the elaboration and review of quality procedures and other documents of the system,
- promotes the elaboration of the effectiveness reports in the corresponding organic unit.

4. QUALITY MANAGER OF THE POLYTECHNIC INSTITUTE OF VISEU
- draws up the quality assurance manual, procedures and other documents of the system,
- draws up the audit programme and follows up the audits,
- draws up the quality balance regarding the operation of the internal quality assurance system, so that this system serves as a support to the analysis the quality and assessment council will perform,
- promotes the implementation and improvement of the internal quality assurance system, in the dependence of the quality and assessment council,
- promotes improvement actions planning and implementation.

5. QUALITY AND ASSESSMENT OFFICE OF THE POLYTECHNIC INSTITUTE OF VISEU
- provides support to the polytechnic institute of viseu and organic units management bodies, particularly to the quality and assessment commissions, in terms of self-assessment and independent assessment of the institution and organic units and in terms of quality management.

6. QUALITY COMMISSIONS OF THE POLYTECHNIC INSTITUTE OF VISEU
- boost, under the direction of the quality and assessment council, the implementation and improvement of the internal quality assurance system in the corresponding areas of activity,
- ensure the implementation of quality standards, set up uppermost,
- promotes the definition of improvement actions.

7. DEPARTMENTS/AREAS OF THE POLYTECHNIC INSTITUTE OF VISEU
- ensure the compliance, in accordance with the specific powers entrusted to them, of the internal quality assurance system,
- ensure the collection of relevant information for monitoring and measuring purposes and provide that information to the quality and assessment commission,
- cooperate in the suggestions and satisfaction collection system.

8. SERVICES OF THE POLYTECHNIC INSTITUTE OF VISEU
- ensure the compliance, in accordance with the specific powers entrusted to them, of the internal quality assurance system,
- ensure the collection of relevant information for monitoring and measuring purposes and provide that information to the quality manager,
- actively contribute to the elaboration and review of procedures and remaining documents of the internal quality assurance system,
- promote the services' suggestions and satisfaction collection system.

9. STUDENTS
- actively participate in external quality assessment schemes,
- integrate direction and management bodies such as general council, academic council, quality and assessment council, representatives assemblies, pedagogic councils and quality and assessment commissions,
- assess curricular units, courses, teachers and schools by replying to satisfaction questionnaires,
- assess services by replying to satisfaction surveys.

The Quality Manager ensures that documents supporting the internal quality assurance system are approved prior to their issue, are subject to review and updated when necessary, are available in all sites where they are needed and have up-to-date information, are readable and available for use in the fields covered and in agreements with students, customers and other entities that determine it.

Documents that become obsolete are promptly withdrawn and identified in terms of their type of obsolescence.

The Quality Manager, the Administrator or the head of the Legal Department make sure that external documents, relevant in terms of quality, are identified and recorded and that their diffusion is controlled, i.e. the diffusion and holders of those documents are known.

Similarly, the Quality Manager makes sure that records showing the operation of the Internal Quality Assurance System and findings thereof are controlled regarding their unequivocal identification, maintenance under appropriate conditions, protection against damage due to misuse, conservation during a period of time in line with the commitments of the areas covered by the system to students, customers and other entities and, finally, appropriate disposal to prevent undue dissemination of sensitive information or data which solely interests the areas covered by the system.

Areas covered structure their system and support it by means of a graduated set of documents described hereunder.

POLICY, OBJECTIVES, QUALITY ASSURANCE MANUAL, LEGISLATION AND REGULATIONS — COMMITMENT AND RESPONSIBILITY TO ALL INTERESTED PARTIES

DOCUMENTED QUALITY ASSURANCE PROCEDURES — WHO, WHAT AND WHEN

INSTRUCTIONS, PROGRAMMES AND PLANS — WHO, WHAT, WHEN AND HOW

REGISTERS — EVIDENCES
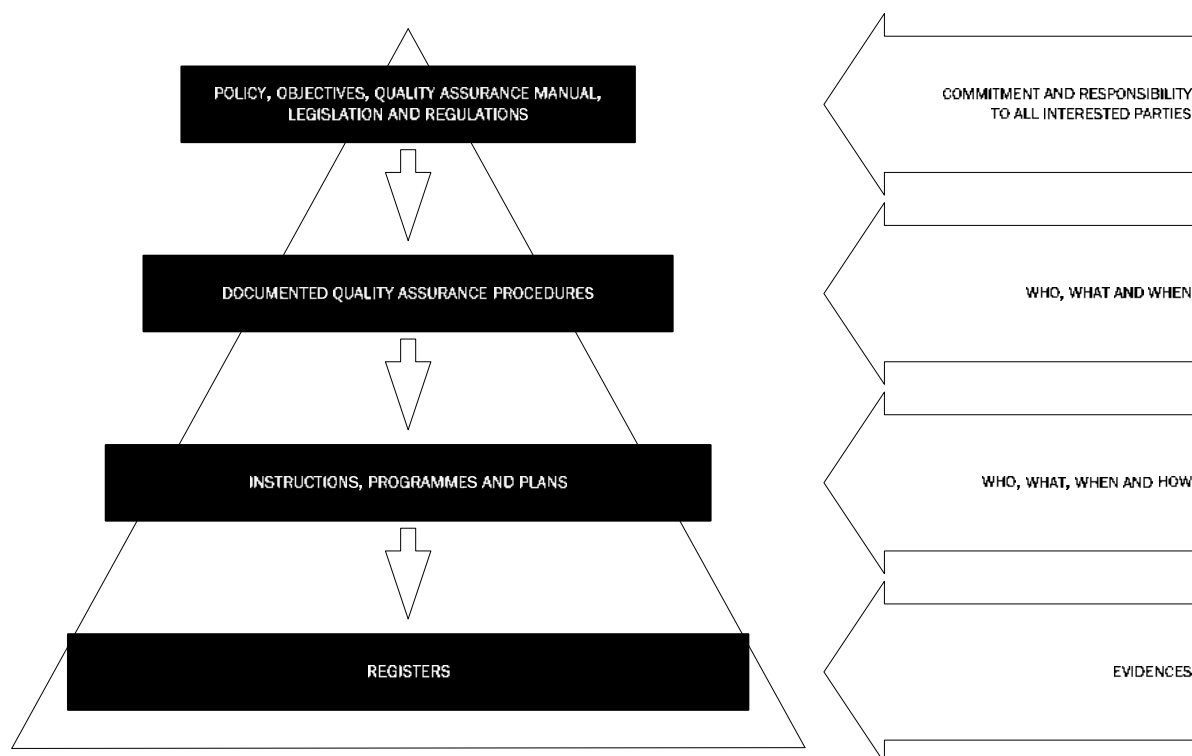
Processes required to the proper performance of the activities of the areas covered by the internal quality assurance system are described in detail in the procedures for quality assurance, explaining the sequence of activities, criteria and methods, information required for their performance, monitoring and the assessment method in order to ensure the obtainment of intended results. These processes, which support the system, can be presented as follows:

MANAGEMENT

02 03 04 05 06 07 08 09 10 11

audits findings, feedback from the interested parties, processes performance, outcomes of prior reviews, changes that may afect the system, improvement recommendations

INTERNAL QUALITY ASSURANCE SYSTEM PLANNING AND REVIEW

01 QUALITY AND ASSESSMENT COUNCIL

system effectiveness improvement and identification of resources needs

02 03 04 05 06 07 08 09 10 11

MANAGEMENT

01 07 10 11

ministerial guidance, internal strategy and socio-economic environment

TRAINING OFFER ASSESSMENT AND RENEWAL

02 MANAGEMENT BODIES

training offer adapted to legal, institutional, students and professional requirements

05 07 10 11

RESOURCES

01 02 05 06 07 08 09

human resources management strategy

HUMAN RESOURSES

03 MANAGEMENT BODIES/DPGAF

human resources protected against intolerance of any kind or discrimination, adapted, satisfied and with the required qualifications and competences

10 11 05 06 07 08 09

RESOURCES

01 02 05 06 07 08 09

facilities and material resourses management strategy

FACILITIES AND MATERIAL RESOURCES

04 MANAGEMENT BODIES/DPGAF/DT

appropriate facilities and material resources with a view to the development of students learning and other scientific and pedagogic activities

10 11 05 06 07 08 09

SUPPORT

01 02 06 07 08 09

legal, institutional, students and labour market requirements

SUPPORT SERVICES

05 SERVICES

requirements fulfilment

10 11 06 07 08 09

CORE ACTIVITIES

01 03 04 05

legal requirements, ministerial and european guidance, ipv international policy, standards and support programmes, agreements, protocols, requests

INTERNATIONAL COOPERATION

06 EXTERNAL RELATIONS SERVICES

learning and training international activities, students, teachers and staff mobility and international research projests undertaken and completed

10 11

CORE ACTIVITIES

01 02 03 04 05

teaching and learning quality requirements

TEACHING AND LEARNING ACTIVITIES

07 TEACHERS/STUDENTS/CTC/CP

teaching and learning quality requirements fulfilled and identification of improvement actions

10 11

CORE ACTIVITIES

01 03 04 05

research strategy

SUPPORT TO RESEARCH AND DISSEMINATION

08 IPV/DI

research and dissemination

10 11

CORE ACTIVITIES

01 03 04 05

cooperation strategy

ACTIVITIES DEVELOPED WITH AND FOR THE COMMUNITY

09 MANAGEMENT BODIES/SERVICES

cooperation economically valued, contribution to regional and nacional development

10 11

IMPROVEMENT

01 02 03 04 05 06 07 08 09 10 11

audits findings, data analysis and system review

IMPROVEMENT ACTIONS

10 INTERESTED PARTIES

system performance improvement

MONITORING

01 02 03 04 05 06 07 08 09 10 11

national and european quality standards, ministerial guidance and system requirements

INTERNAL AUDITS

11 GAQ/AUDIT TEAMS

system monitoring and improvement recommendations

00 00 guidelines
00 00 informations
00 00 resources
00 00 needs

QUALITY ASSURANCE MANUAL
PROCEDURES

LEGISLATION, STANDARDS AND GUIDELINES	EUROPEAN AND MINISTERIAL GUIDANCE	STRATEGIC PLANNING
AUTIT OUTCOMES	INTERESTED PARTIES FEEDBACK	PROCESS PERFORMANCE AND COMPLIANCE OF ACTIVITIES AND SERVICES
PRIOR REVIEW OUTCOMES	CHANGES (INCLUDING POLICY AND OBJECTIVES) THAT MAY AFFECT THE SYSTEM	IMPROVEMENT RECOMMENDATIONS

system planning — 01 — CAQ
IMQ*01.02 (WA)
IMQ*01.04
IMQ*01.05
IMQ*01.06
IMQ*11.01

system monitoring — 02 — GQ/COMAQ

preparation of the quality balance and of the effectiveness reports — 03 — GQ/COMAQ
IMQ*01.01
MODQ*01

system review — 04 — CAQ
IMQ*01.02

05 **improvement recommendations?** — Y → **improvement plans emission** — 06 — RESPONSIBLE PERSONS
IMQ*01.07
→ 02

N ↓

result dissemination — 07 — CAQ

01 The planning of the internal quality assurance system is performed annually, by the Quality and Assessment Council based on applicable legislation, european and ministerial guidance, strategic planning of the institution and the outcomes of prior reviews. Planning includes suggestions submitted by the Quality Commissions.

At the first annual meeting, the Quality and Assessment Council ratifies a set of performance objectives, activities and indicators and respective goals (**IMQ*01.04**, **IMQ*01.05** e **IMQ*01.06**) and the audit programme for the calendar year (**IMQ*11.01**), previously approved by the IPV President.

Guidelines emerging from this meeting is put on record (**IMQ*01.02** or formal format).

02 e 03 On a half-yearly basis, the Quality Manager monitors the system and draws up the quality balance (**IMQ*01.01**), which identify the state of development of the internal quality assurance system (achievement of goals for objectives, performance indicators results, audit outcomes, implementation of improvement recommendations, satisfaction of the interested parties (where applicable) and human resourses involved in each process).

Annually, each Quality and Assessment Commission, monitor the training offer assessment and renewal and the teaching and learning activities management processes and draws up the respective effectiveness report, according to the organic unit report template (**MOD*01**).

04 The review of the system is carried out annually on the basis of the data presented by the Quality Manager – quality balance and by the Quality and Assessment Commissions – organic unit reports and the suggestions presented by the Quality Commissions.
The result of the assessment of effectiveness, as well as all information deemed relevant for the system, is put on record (**IMQ*01.02** or formal format). The review of the system must lead to the improvement of its effectiveness.

05 e 06 Whenever data is out of line with the strategy mapped out, measures for improvement deemed suitable are defined (**IMQ*10.01**).

07 Following the annual review of the system, results are announced through the channels considered as more suitable.

NOTA 01 Quality Commissions support the system in their particular areas, arrange activities thereof in an autonomous manner, but submit all documents produced for approval by the Quality and Assessment Council. Quality Commissions are regulated and record (**IMQ*01.02**) all the undertaken meetings.

IMPRESSOS ASSOCIADOS
IMQ*01.01 quality balance
IMQ*01.02 meeting minute
IMQ*01.04 objectives map
IMQ*01.05 indicators map
IMQ*01.07 activities map
IMQ*10.01 action plan
IMQ*11.01 audits program
MOD*01 organic unit report template

MINISTERIAL GUIDANCE	STRATEGIC PLANNING	SOCIO-ECONOMIC ENVIRONMENT

01 study programme periodical review? — Y → **02** SPQ*02.01 study programme periodical review → **07**

N ↓

03 study programme creation, suspension or extintion? — Y → **04** SPQ*02.02 study programme creation, suspension or extintion → **07**

N ↓

05 study programme amendments? — Y → **06** SPQ*02.03 study programme amendment → **07**

N ↓

07 communication of data to the quality and assessment comissions — MAN BOD./REVIEW T./SP OR DEPART. HEAD

The management bodies of the Polytechnic Institute of Viseu manage their training offer in accordance with ministerial guidance, the strategic planning of the institution and the socioeconomic environment.

01 e 02 Study programme periodical review is carried out in accordance with provisions in the subprocedure of quality SPQ*02.01.

03 e 04 Study programme creation, suspension or extinction is performed in accordance with provisions in the subprocedure of quality SPQ*02.02.

05 e 06 Study programme amendments are carried out in accordance with provisions in the subprocedure of quality SPQ*02.03.

07 At regular intervals, data on the study programme periodical review, study programme creation, suspension or extinction and study programme amendment is communicated by the management bodies or the study programme or department heads to the Quality and Assessment Commissions.

ASSOCIATED FORMS
there are no associated forms
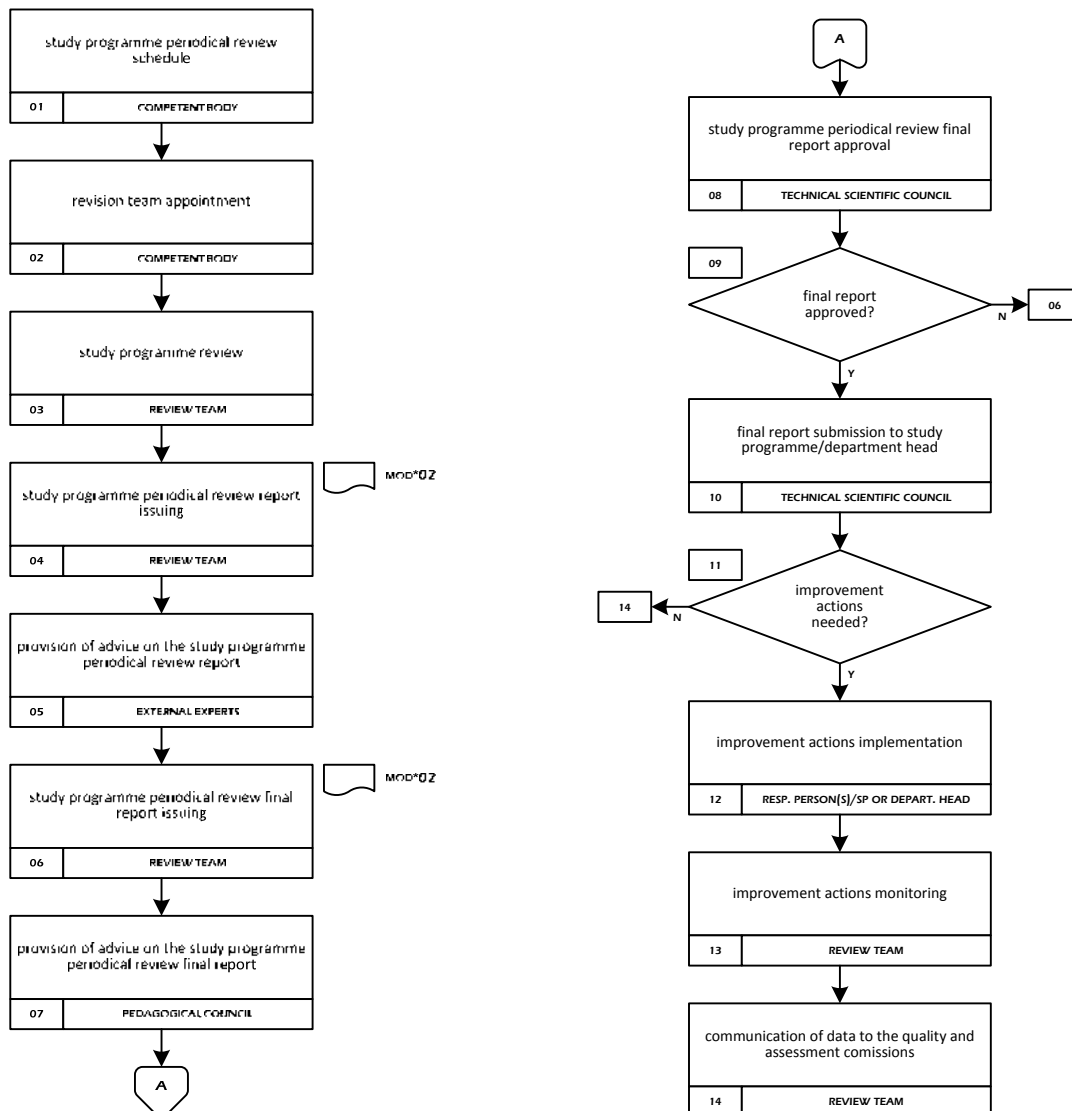
01 and 02 The management bodies of the IPV Organic Units schedule the study programme regular review and assign the related review teams, and ensure every operational study programme is reviewed once every six years.

03 and 04 The team in charge carries out the study programme review and issues the corresponding report (**MOD*02**).

05 and 06 Following the preparation of the review report, the appointed team requests the opinion of external specialists and, based on feedback, issues the final review report (**MOD*02**).

07 to 09 The Pedagogic Council of the Organic Unit gives an opinion on the final review report and the Technical and Scientific Council decides on approval thereof. In the event of refusal, the issue of a new final review report is requested to the review team.

10 and 11 Following approval, the final review report is forwarded to the head of the study programme or department, who checks the need to implement improvement actions.

12 The responsible person and/or the head of the study programme or department are responsible for the implementation of the improvement actions.

13 The review team is entrusted with the task of monitoring the implementation of the improvement actions at regular

intervals.

14 At regular intervals, data on the regular review of study programmes is communicated by the review team to the Quality and Assessment Commissions.

ASSOCIATED FORMS
MOD*02 study programme periodical review report template

information on the intention to create, suspend or extinct a study programme	
01	STUDY PROGRAMME OR DEPARTMENT HEAD

submission to the academic council for provision of advice	
02	TECHNICAL SCIENTIFIC COUNCIL

provision of advice on the intention to create, suspend or extinct a study programme	
03	ACADEMIC COUNCIL

04 favourable provision of advice? — N → **05** reformulation intention? — N →

case file	
06	STUDY PROGRAMME OR DEPARTMENT HEAD

05 reformulation intention? — Y → **01**

04 — Y ↓

reasoned proposal to create, suspend or extinct a study programme	
07	STUDY PROGRAMME OR DEPARTMENT HEAD

provision of advice on the reasoned proposal to create, suspend or extinct a study programme	
08	PEDAGOGICAL COUNCIL

reasoned proposal to create, suspend or extinct a study programme approval	
09	TECHNICAL SCIENTIFIC COUNCIL

10 proposal to create, suspend or extinct a study programme approved? — N →

communication to the academic council and to the study programme or department head and case file	
11	TECHNICAL SCIENTIFIC COUNCIL

10 — Y ↓

submission to the polytechnic institute of viseu president for approval	
12	UO PRESIDENT

13 creation, suspension or extinction approved? — N →

communication to the organic unit president and to the academic council case file	
14	IPV PRESIDENT/SECRETARIAT

13 — Y ↓

communication to the organic unit president	
15	IPV PRESIDENT

(A)

01 to 03 The study programme or department head responsible for the preparation of information on the intention to create, suspend or extinct a study programme and the Technical and Scientific Council submits it to the Academic Council of the Polytechnic Institute of Viseu to state its position about the proposal.

REMARK 1: the only cases that are submitted to the Academic Council of the Polytechnic Institute of Viseu for to state its position are those related to the creation, suspension or extinction of study programmes that confer a degree or not enabling award of a degree that require registration.

REMARK 2: information that must be submitted to the Academic Council of the Polytechnic Institute of Viseu shall include <u>at least</u> the following elements: for creation: name, goals, main field of study, career prospects and duration; for suspension and extinction: features of the course of studies and grounds for suspension or extinction.

04 to 06 If the Academic Council provision of advice isn't favourable, the study programme or department head can reformulate and re-submit the information on the intention to create, suspend or extinct a study programme or close the case.

04 and 07 If the Academic Council provision of advice is favourable, the study programme or department head draws up a reasoned proposal to create, suspend or extinct the study programme.

08 and 09 O The Pedagogic Council of the Organic Unit states its position about the proposal and the corresponding Technical and Scientific Council decides on the proposal's approval, in accordance with criteria defined in the Organic Unit to organize, inform and decide on the creation, suspension or extinction of a study programme.

10 and 11 If the proposal is rejected, the Technical and Scientific Council informs the Academic Council and the study programme or department head and closes the case.

10 and 12 If the proposal is approved, the Technical and Scientific Council submits it to the Polytechnic Institute of Viseu President for approval.

13 and 14 If the study programme creation, suspension or extinction is refused, the President of the Polytechnic Institute of Viseu communicates the decision to the President of the corresponding Organic Unit and closes the case.

13 and 15 When the study programme creation, suspension or extinction is approved, the President of the Polytechnic Institute of Viseu communicates the decision to the President of the corresponding Organic Unit.

16 and 17 If it consists of a study programme that does not award a degree and does not require registration, the case moves to section **31** of this procedure. If it consists of a study programme that does not award a degree but requires registration, the case moves to section **29** of this procedure.

18 to 20 If it consists of the extinction or suspension of a study programme, the Polytechnic Institute of Viseu is responsible for the submission for publication in the official gazette and the Head of the Higher Education Institution is responsible for informing the Agency for Assessment and Accreditation of Higher Education and the Directorate-General for Higher Education on this matter.

21 and 22 If it consists of the creation of a study programme leading to the award of a degree, the organic unit starts the process of request of accreditation to the Agency for Assessment and Accreditation of Higher Education, which is submitted by the Head of the Higher Education Institution.

23 a 27 If accreditation is not granted, the Technical and Scientific Council proceeds to a cause analysis and decides on the proposal review or the case close. If the decision consists in closing the case, the Technical and Scientific Council communicates it to the Academic Council and to the Quality and Assessment Commissions.

28 If accreditation is granted, the Head of the Higher Education Institution is responsible for informing the Academic Council.

29 The Polytechnic Institute of Viseu is responsible for requesting the corresponding number to the Directorate-General for Higher Education, after accreditation or if it consists of a study programme that does not award a degree but requires registration.

30 Whenever the Directorate-General for Higher Education does not forward the study plans for publication in the official gazette, the Polytechnic Institute of Viseu must request that publication, following receipt of the registration number

21 The organic unit publicly disseminates the expected learning outcomes for the study programme.

32 At regular intervals, data on creation, suspension or extinction of study programmes is communicated by the Organic Unit President to the Quality and Assessment Commissions.

ASSOCIATED FORMS
there are no associated forms

reasoned proposal to introduce amendments to a study programme characterizing elements	
01	STUDY PROGRAMME OR DEPARTMENT HEAD

provision of advice	
02	PEDAGOGICAL COUNCIL

03 amendments approved? — N →

communication to the management body and case file	
04	TECHNICAL SCIENTIFIC COUNCIL

Y

05 study programme doesn't confer a degree but needs a registration number? — N → **16**

Y

submission to the polytechnic institute of viseu president	
06	UO PRESIDENT

07 amendment modifies the study programme objectives? — N → **13**

Y

13 ← N — **08** study programme confers a degree?

Y

A

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                          └─┬─┘
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              ┌─────────────────────────────┐
              │ process organization with a │
              │   view to accreditation     │
              ├──────┬──────────────────────┤
              │  09  │        RUO           │
              └──────┴───────────┬──────────┘
                                 ▼
              ┌─────────────────────────────┐
              │ submission of the           │
              │ accreditation request       │
              ├──────┬──────────────────────┤
              │  10  │        RIES          │
              └──────┴───────────┬──────────┘
                                 ▼
    ┌────┐              ◇─────────────◇                    ┌─────────────────────────────┐
    │ 11 │            ◇  study          ◇     N            │       cause analysis        │
    └────┘          ◇   programme         ◇────────────────┤                             │
                      ◇  accredited?     ◇                 ├──────┬──────────────────────┤
                        ◇─────────────◇                    │  12  │ TECHNICAL SCIENTIFIC │
                            │ Y                            │      │      COUNCIL         │
                            ▼                              └──────┴───────────┬──────────┘
              ┌─────────────────────────────┐                                ▼
              │ registration number request │              ┌─────────────────────────────┐
              │ to DGES (when aplicable)    │              │ communication to the        │
              ├──────┬──────────────────────┤              │ assessment and quality      │
              │  14  │    IPV PRESIDENT     │              │ commissions and to the      │
              └──────┴───────────┬──────────┘              │ study programme or director │
                                 ▼                         │ head and case file          │
              ┌─────────────────────────────┐              ├──────┬──────────────────────┤
              │ submission of the study plan │              │  13  │ TECHNICAL SCIENTIFIC │
              │ for publication in the       │              │      │      COUNCIL         │
              │ portuguese official gazette  │              └──────┴──────────────────────┘
              │ (when aplicable)             │
              ├──────┬──────────────────────┤
              │  15  │    IPV PRESIDENT     │
              └──────┴───────────┬──────────┘
                                 ▼
              ┌─────────────────────────────┐
              │ public dissemination of the │
              │ expected learning outcomes  │
              │ for the study programme     │
              ├──────┬──────────────────────┤
              │  16  │    UO PRESIDENT      │
              └──────┴───────────┬──────────┘
                                 ▼
              ┌─────────────────────────────┐
              │ communication of data to the │
              │ quality and assessment       │
              │ comissions                   │
              ├──────┬──────────────────────┤
              │  17  │    UO PRESIDENT      │
              └──────┴──────────────────────┘
```

01 The head of the study programme or department is responsible for the issue of a reasoned proposal to introduce amendments to a study programme characterizing elements, modifying or not its objectives.

02 and 03 The Pedagogic Council of the Organic Unit states its position on the proposal and the corresponding Technical and Scientific Council decides on the approval of the amendment, in accordance with the criteria defined in the Organic Unit regarding organization, communication and decision on study programme amendments.

04 If the proposal is rejected, the Technical and Scientific Council informs the competent body and closes the case.

05 If the proposal is approved and it consists of a study programme that doesn't confer a degree not requiring a registration number, the case moves to section **16** of this procedure.

06 If the proposal is approved and it consists of a study programme confering a degree or that doesn't confer a degree but requires a registration number, the President of the Organic Unit submits the case to the President of the Polytechnic Institute of Viseu.

07 If the approved amendment does not alter the objectives of the study programme, the case moves to section **14** of this procedure.

08 to 10 If the approved amendment alters the objectives of the study programme, and consists of a study programme conferring a degree, the Organic Unit starts the process of accreditation by requesting it to the Agency for Assessment and Accreditation of Higher Education through the Head of the Higher Education Institution.

11 to 13 If accreditation is not granted, the Technical and Scientific Council proceeds to a cause analysis and communicates it to the Quality and Assessment Commissions, before closing the case.

11 and 14 If accreditation is granted, the Agency for Assessment and Accreditation of Higher Education is responsible for requesting the corresponding registration to the Directorate-General for Higher Education. If the approval of the accreditation is tacit, the Polytechnic Institute of Viseu is responsible for requesting the corresponding registration to the Directorate-General for Higher Education.

15 Whenever the Directorate-General for Higher Education does not forward the study plans for publication in the official gazette, the Polytechnic Institute of Viseu must request that publication, following receipt of the registration number.

16 The organic unit publicly disseminates the expected learning outcomes for the study programme.

17 At regular intervals, data on amendment of study programmes is communicated by the Organic Unit President to the Quality and Assessment Commissions.

ASSOCIATED FORMS
there are no associated forms

```
┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐
│  ┌─────────────────────┐  │
│  │ HUMAN RESOURCES     │  │
│  │ MANAGEMENT STRATEGY │  │
│  └─────────────────────┘  │
└ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
```

human resources characteristics survey

| 01 | DPGAF |

02 recruitment, selection and reception? → S

| | APPLICABLE LAW staff recruitment and selection **IQ*03.01** recruitment and reception | |
| 03 | | |

→ 24

N

04 training? → S

| | RULES OF PROCEDURE/SPQ*03.01 training planning and management | |
| 05 | | |

→ 24

N

06 assessment? → S

| | RULES OF PROCEDURE/APPLICABLE LAW staff assessment **IQ*03.02** performance assessment1 | |
| 07 | | |

→ 24

N

08 additional work? → S

| | SPQ*03.02 additional work | |
| 09 | | |

→ 24

N

10 absences management? → S

| | SPQ*03.03 absences | |
| 11 | | |

→ 24

N

A

Human resources management at the Polytechnic Institute of Viseu is performed in line with the provisions in the strategy thereof.

01 At planned intervals, the Planning and Administrative and Financial Management Department provides information to the management bodies of the Polytechnic Institute of Viseu, so that the latter check the suitability of human resources to the needs of the institution.

02 and 03 Whenever there is the need to recruit and select teaching or support staff, the process obeys to the provisions in the applicable legislation. Recruitment and welcome of support staff are performed according to **IQ*03.01**.

04 and 05 Acquisition of competences through training is performed as described in the applicable internal regulation, for teaching staff and as described in **SPQ*03.01** for support staff.

06 and 07 The institution's human resources are assessed annually in accordance with applicable legislation and/or regulations. Actions of support staff performance assessment are described in **IQ*03.03**.

08 and 09 Whenever there is the need to perform additional work, the description in subprocedure **SPQ*03.02** must be followed.

10 and 11 Employees' absence must follow the description in subprocedure **SPQ*03.03**.

12 and 13 Requests for travel on official duty must follow the provisions in subprocedure **SPQ*03.04**.

14 and 15 Applications for fellowship holder statute must be performed in accordance with subprocedure **sPQ*03.05**.

16 and 17 Termination of service or retirement must obey the provisions in subprocedure **sPQ*03.06**.

18 and 19 Hiring or contract renewal of teaching staff (under ECPDESP article 8) must obey the provisions in subprocedure **sPQ*03.07**.

20 and 21 Requests for accumulation of functions must be performed in accordance with subprocedure **sPQ*03.08**.

22 and 22 Work accidents must be treated in accordance with subprocedure **sPQ*03.09**.

24 IPV's teaching and support staff is consulted at least once every three years on their satisfaction. All collaborators answer anonymously to a survey on satisfaction (**IMQ*03.10**) and the results are handled by the Planning and Administrative and Financial Management Department.

25 At planned intervals, Quality Manager gathers relevant information to demonstrate the process effectiveness. Data is reported, through the quality balance, to the Quality and Assessment Council.

ASSOCIATED FORMS

IMQ*03.10 employees' satisfaction survey

ASSOCIATED FORMS, WITH NO DIRECT LINK TO A DOCUMENTED PROCEDURE

IMQ*03.01 biographical data
IMQ*03.03 vacation amendment
IMQ*03.06 return-to-work communication
IMQ*03.07 attendance regularization

```
┌─────────────────────────────────┐
│ overall training requirements   │
│ identification                  │
├──────┬──────────────────────────┤
│  01  │        DPGAF             │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐      IMQ*03.17
│ drawing up of training plan      │
│ proposal                        │
├──────┬──────────────────────────┤
│  02  │        DPGAF             │
└──────┴──────────────────────────┘
              │
              ▼
┌──────┐
│  03  │
└──────┘
      ◇ proposal              ┌─────────────────────────────────┐   IMQ*03.17
        approved?    ── N ──▶ │ training plan proposal           │
      ◇                       │ reformulation                   │
        │                     ├──────┬──────────────────────────┤
        Y                     │  04  │        DPGAF             │
        │                     └──────┴──────────────────────────┘
        │                                   │
        │                                   ▼
        │                              ┌──────┐
        │                              │  04  │
        ▼                              └──────┘
┌─────────────────────────────────┐      IMQ*03.17
│ training plan dissemination      │
├──────┬──────────────────────────┤
│  05  │        DPGAF             │
└──────┴──────────────────────────┘
              │
              ▼
┌──────┐
│  06  │
└──────┘
      ◇ planned               ┌─────────────────────────────────┐   IMQ*03.20 (w.a)
        training?    ── N ──▶  │ requirement                     │
      ◇                        ├──────┬──────────────────────────┤
        │                      │  09  │       Employee           │
        Y                      └──────┴──────────────────────────┘
        │                                   │
        ▼                                   ▼
┌─────────────────────────────────┐   ┌──────┐
│ information to the responsible   │   │  10  │
│ services                        │   └──────┘
├──────┬──────────────────────────┤       ◇ authorized?   ┌──────────────────────────┐
│  07  │        DPGAF             │       ◇       ── N ──▶ │ information to the employee│
└──────┴──────────────────────────┘       │               │ and file closure         │
              │                            Y               ├──────┬───────────────────┤
              ▼                            │               │  11  │     DPGAF         │
┌─────────────────────────────────┐    ┌──────┐           └──────┴───────────────────┘
│ selection                       │    │  09  │
├──────┬──────────────────────────┤    └──────┘                    ⬠ B
│  08  │  Responsible Services    │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐      IMQ*03.19 (w.a)
│ registration                    │
├──────┬──────────────────────────┤
│  12  │  Responsible Services    │
└──────┴──────────────────────────┘
              │
              ▼
┌──────┐
│  13  │
└──────┘
      ◇ on-job               ┌─────────────────────────────────┐   IMQ*03.18
        training?    ── Y ──▶ │ drawing up of training programme│
      ◇                       ├──────┬──────────────────────────┤
        │                     │  14  │        Trainer           │
        N                     └──────┴──────────────────────────┘
        │                                   │
        ▼                                   ▼
       ⬠ A                             ┌──────┐
                                       │  15  │
                                       └──────┘
```

```
        ┌───┐
        │ A │
        └───┘
          │
   ┌──────────────────┐        ┌──────────┐
   │ training attendance │      │  IMQ*03.21 (w.a)
   ├──────┬───────────┤       
   │  15  │  Employee  │
   └──────┴───────────┘
          │
   ┌──────┐     ◇
   │  16  │  on-job          Y      ┌─────────────────────────┐   ┌──────────┐
            training? ───────────►  │ training certificate/statement │  IMQ*03.26
                                    │    issuing and signing     │  IMQ*03.27
          │ N                       ├──────┬──────────────────┤
                                    │  17  │ DPGAF/IPV President │
                                    └──────┴──────────────────┘
                                              │
   ┌────────────────────┐   ┌──────────┐    ┌────┐
   │ training assessment │   IMQ*03.25      │ 18 │
   ├──────┬─────────────┤                  └────┘
   │  18  │  Employee    │
   └──────┴─────────────┘
          │
   ┌────────────────────────┐   ┌──────────┐
   │ definition of the methodology to │  IMQ*03.25
   │ assess training effectiveness │
   ├──────┬─────────────────┤
   │  19  │    Appraiser     │
   └──────┴─────────────────┘
          │
   ┌────────────────────────┐   ┌──────────┐
   │ training effectiveness assessment │  IMQ*03.25
   ├──────┬─────────────────┤
   │  20  │    Appraiser     │
   └──────┴─────────────────┘
          │
   ┌──────┐     ◇
   │  21  │  external        Y      ┌─────────────────────────┐
            training? ───────────►  │ training certificate copy delivery │
                                    ├──────┬──────────────────┤
          │ N                       │  22  │     Employee       │
                                    └──────┴──────────────────┘
                                              │
   ┌────────────────────────┐               ┌────┐
   │ certificate/statement copies delivery │ │ 23 │
   │ to human resources services │          └────┘
   ├──────┬─────────────────┤
   │  23  │     DPGAF        │
   └──────┴─────────────────┘
          │
   ┌────────────────────────┐   ┌──────────┐
   │ training data registration │  IMQ*03.22
   ├──────┬─────────────────┤    IMQ*03.23
   │  24  │     DPGAF        │    IMQ*03.24
   └──────┴─────────────────┘
          │
   ┌────────────────────────┐
   │ drawing up of training report │
   ├──────┬─────────────────┤
   │  25  │     DPGAF        │
   └──────┴─────────────────┘
```

The process of planning and management of training of support staff from the Polytechnic Institute of Viseu is ensured by the Planning and Administrative and Financial Management Department which annually maps out the training plan with a view to: foster professional development, promote motivation, improve productivity and develop employee's competencies.

01 to 05 Taking into account the effectiveness and efficiency of services, the activity plan, the duties manual and the training needs identified through performance assessment, global training needs are acknowledged and a plan proposal is drawn up (**IMQ*03.17**). This proposal can include in-house, outsourced or on-job training. The plan proposal is submitted to the President for approval, until the end of the first quarter of each calendar year. Following approval, the plan is made public to all employees through the intranet page of the Polytechnic Institute of Viseu.

Training can be planned (included in the training plan and which can be provided by third parties or in-house collaborators – on-job training) and non planned (not included in the training plan and with needs gradually identified throughout the year).

06 to 08 and 12 PLANNED TRAINING

Planning and Administrative and Financial Management Department draws up a quota assignment proposal for each organic unit and, following approval by the management body, informs the responsible services. Responsible services select applicants using, whenever the number of applicants surpasses the available seats, predetermined criteria. The outcome of the implementation of selection methods is communicated to the Planning and Administrative and Financial Management Department by filling the related forms (IMQ*03.19 or the forms provided by the third party)

REMARK 1 quota is not applicable in specific training actions

09 to 12 NON PLANNED TRAINING

Employees who intend to attend training actions not initially foreseen in the internal plan must submit an application (IMQ*03.20) requesting the corresponding authorization. The application shall be sent together with the appraisal of the corresponding appraiser, identifying all relevant aspects thereof for the service. The authorization or refusal of training attendance is communicated to the collaborator, in writing, by the Planning and Administrative and Financial Management Department.

REMARK 2 when training is determined by the presidency employees or responsible services are dispensed from the obligation to fill the related forms or applications.

13 and 14 Prior on-job training, trainer must deliver the corresponding programme (IMQ*03.18) to the Planning and Administrative and Financial Management Department.

15 Employees attend training. Regarding internal training, attendance is proven by the attendance record (if the training provided is of on-job type filling the related form (IMQ*03.21) is required.

16 and 17 If the training provided is of on-job type, the certificate and the statement (IMQ*03.26 and IMQ*03.27) thereof are issued by the Planning and Administrative and Financial Management Department and signed by the President.

18 and 19 Immediately after conclusion, the employee assesses the training action conducted (IMQ*03.25). Following this assessment, these forms are forwarded to appraisers so that they set the methodology to assess the effectiveness of the training in the workplace.

20 Following a given period of time (ranging between 1 and 3 months), defined according to the intended goals, the Planning and Administrative and Financial Management Department requests the outcome of the effectiveness of the training performed by the employee from the appraisers.

REMARK 3 the training effectiveness assessment must focus on outcomes relevant to the process of competence improvement and to the organization, translating into a scale of 1 to 5 (1 – very poor, 2 – poor, 3 – satisfactory; 4 – good and 5 – excellent). Appraisers must engage employees in the training assessment process and inform them on the classification awarded.

21 to 23 If the training provided is external, employees must hand over a copy of the attendance certificate to the Planning and Administrative and Financial Management Department. Copies of all certificates and statements shall be forwarded later on to the Human Resources Services for the update of data of the *e-publica* program and archive in the individual record.

24 Record of training and costs (IMQ*03.22, IMQ*03.23 and IMQ*03.24) is performed by the Planning and Administrative and Financial Management Department.

25 The Planning and Administrative and Financial Management Department provide, at previously set intervals, data on training to the Quality Manager.

ASSOCIATED FORMS

IMQ*03.17 training plan
IMQ*03.18 training programme
IMQ*03.19 training registration
IMQ*03.20 external training/self-training request
IMQ*03.21 training attendance
IMQ*03.22 non planned training list
IMQ*03.23 training list
IMQ*03.24 training costs
IMQ*03.25 training assessment
IMQ*03.26 on-job training certificate
IMQ*03.27 on-job training statement

additional work needs information	IMQ*03.08c
	IMQ*03.37
	IMQ*04.22
	IMQ*09.06
01 **Immediate Superior**	

verification of legal requirements compliance
02   **Responsible Services/SRH**

opinion issuing about the additional work information (only SC and SAS)
03   **SC/SAS Administrator**

previous provision of the planned expenditure
04   **Accounting Services**

05 additional work authorized? — N →

denial of the authorization justification to the administrator and communication to the immediate superior
06   **President**

→ **17**

Y ↓

communication to the immediate superior
07   **President**

communication to the employee
08   **Immediate Superior**

additional work provision
09   **Employee**

A

A

additional work provision monthly communication	IMQ*03.11
10 **Employee**	

additional work provision confirmation
11   **SRH/Immediate Superior**

provision of the expenditure
12   **Accounting Services**

expenditure authorization
13   **IPV/UO President**

expenditure processing
14   **SRH**

payment authorization
15   **Manag. Council/Admin. Council**

payment
16   **Accounting Services**

file closure
17   **Accounting Services**

01 Provision of additional work must be determined and duly justified by means of the fulfillment of a form for that purpose (IMQ*03.08–c, IMQ*03.37, IMQ*04.22 and IMQ*09.06) by the employee's immediate superior.

02 Verification of the compliance of legal requirements (number of hours and salary limit) is performed by the heads of the departments to which employees are attached.

03 Information with the grounds for the provision of additional work by an employee of the Central Services or Social Services is the object of appraisal by Polytechnic Institute of Viseu's Administrator or Social Services' Administrator, respectively, except for additional work performed by drivers or technicians attached to the sites.

04 Accounting Services is responsible for the previous provision in the budget.

05 and 06 The President of the unit to which employees are attached is in charge of the authorization of provision of the additional work. The justification of the refusal or notice of authorization of additional work of an employee from Central Services or Social Services is sent to Polytechnic Institute of Viseu's Administrator or Social Services' Administrator, respectively.

07 and 08 The decision on the authorization or refusal of provision of additional work is communicated to the immediate superior, who informs the employee on the authorization.

09 to 11 The employee performs additional work and reports it on a monthly basis in a form for that purpose (**IMQ*03.11**), the confirmation thereof being the responsibility of Human Resources Services or, exceptionally, of the immediate superior (when confirmation by means of the time clock is impossible).

12 Following confirmation of the work, Accounting Services perform the provision of funds.

13 The President of the unit to which employees belong is responsible for the authorization of the expense.

14 and 15 Following authorization of the expense, the Human Resources Services performs processing and forwards it to the Management Council, if the employee belongs to Central Services, or to the Administrative Council, if it is another employee from the institution, for payment authorization.

16 and 17 Accounting Services perform payment and cases are filed.

ASSOCIATED FORMS:

IMQ*03.08 staff request for absence from official duty or from workplace (on a cost-free basis for the institution) – **c**
IMQ*03.11 additional work report
IMQ*03.37 additional work information
IMQ*04.14 transportation and driver request
IMQ*09.01 request for space lending

Flowchart:

- **information/request** — 01 — Employee — IMQ*03.02, IMQ*03.04 (w.a.), IMQ*03.05 (w.a.), IMQ*03.08D
- **communication to the immediate superior** — 02 — Employee — IMQ*03.02 (w.a.)
- **03 absence on behalf of the vacation period?**
  - Y → **authorization/non-authorization** — 04 — Responsible Person
    - → **communication to the employee** — 05 — Human Resources Services — IMQ*03.02 (w.a.) → 11
  - N → **proof of atendance delivery** — 06 — Employee — IMQ*05.02.01 (w.a.)
    - → **justification/non-justification** — 07 — Responsible Person
    - → **08 absence justified?**
      - N → **communication to the employee** — 09 — Human Resources Services — IMQ*03.02 (q.a.)
        - → **communication to the central services** — 10 — Organic Units → 11
      - Y → **register and file closure** — 11 — Human Resources Services

01 Employees request permission to miss or proof of absence by filling a form for that purpose (IMQ*03.08–D, IMQ*03.02) together with, if applicable, statements thereof (IMQ*03.04 e IMQ*03.05). In clearly unexpected situations, regarding sick leave, leave of absence due to the bereavement of a spouse, relatives or alike, a fact that cannot be attributed to the employee, in particular compliance with medical prescription following resort to medically assisted procreation, sickness, accident or fulfillment of a legal duty, provision of urgent and necessary assistance to a member of the household, prophylactic confinement, urgent and necessary assistance to a child or to a grandson, communication through the form can be dispensed with.

02 Absence must be reported by employees to their immediate superiors, in writing or orally, in accordance with guidelines of the president/head of each organic unit/department.

03 to 05 and 11 Leave of absence requests on behalf of the vacation period are subject to the authorization of the President. The order of authorization/refusal must be communicated to the employee by Human Resources Services using the means deemed as most suitable. Following communication, the case is filed.

06 Regarding other types of leave, the employee must deliver corresponding supporting documents, which will be attached to the leave of absence information, at the Human Resources Services. When the employee has not filled the leave of absence form (IMQ*03.02), as provided for in paragraph **01** of this procedure, the Human Resources Services must attach the document delivery form (IMQ*05.01.02) to supporting documents.

07 The President is responsible for justification for leave.

08 to 10 Unjustified leave are reported to the employee, using the means deemed more appropriate, and to Central Services through the attendance chart.

11 The Human Resources Services record leaves in the program and file cases.

ASSOCIATED FORMS:

IMQ*03.02 absences
IMQ*03.04 medical consultation/diagnostic test statement
IMQ*03.05 medical consultation/diagnostic test statement (assistance to a relative)
IMQ*03.08 staff request for absence from official duty or from workplace (on a cost-free basis for the institution) – **D**
IMQ*05.01.02 delivery of documents

		IMQ*03.08A/B
request or higher determination to travel on official duty		IMQ*03.35
01	Employee	

opinion issuing	
02	CTC/Uo President/Imm. Sup.

03 — travel on official duty by higher determination? — Y → 08/11

N

04 — travel on official duty involves expenditure? — N →

authorization	
05	IPV President/UO President

Y

specification of the expenditure	
11	SRH

information to the employee	
06	IPV President/UO President

previous provision of the planned expenditure and commitment admission	
12	Accounting Services

07 — travel on official duty authorized? — N → 10

Y

opinion issuing (w.a.)	
13	Department Head/Project Coord.

travel on official duty	
08	Employee

expenditure and travel on official duty authorization	
14	IPV President/UO President

proof of atendance delivery (w.a.)	
09	Employee

A   B

```
         ┌───┐                          ┌───┐
         │ A │                          │ B │
         └─┬─┘                          └─┬─┘
           ▼                              ▼
┌─────────────────────────┐   ┌─────────────────────────┐
│ information to the       │   │ file closure            │
│ employee                 │   │                         │
├────┬────────────────────┤   ├────┬────────────────────┤
│ 15 │ Presidente IPV/    │   │ 10 │ Responsible Services│
│    │ Presidente UO      │   │    │                     │
└────┴──────┬─────────────┘   └────┴────────────────────┘
    ┌────┐  │
    │ 16 │  ▼
    └────┘ ╱ ╲
  ┌────┐ ╱     ╲
  │ 22 │◄ travel on        
  └────┘ ╲ official ╱
      N   ╲ duty    ╱
          ╲authorized?╱
            ╲       ╱
              │ Y
              ▼
┌─────────────────────────┐
│ travel on official duty │
├────┬────────────────────┤
│ 17 │ Employee           │
└────┴──────┬─────────────┘
           ▼
┌─────────────────────────┐
│ proof of atendance,     │
│ itinerary report        │
│ delivery                │
├────┬────────────────────┤
│ 18 │ Employee           │
└────┴──────┬─────────────┘
           ▼
┌─────────────────────────┐
│ supporting documents    │
│ confirmation            │
├────┬────────────────────┤
│ 19 │ SRH                │
└────┴──────┬─────────────┘
           ▼
┌─────────────────────────┐
│ expenditure clearance   │
│ and payroll processing  │
├────┬────────────────────┤
│ 20 │ SRH/Accounting     │
│    │ Services           │
└────┴──────┬─────────────┘
           ▼
┌─────────────────────────┐
│ payment                 │
├────┬────────────────────┤
│ 21 │ Accounting Services │
└────┴──────┬─────────────┘
           ▼
┌─────────────────────────┐
│ file closure            │
├────┬────────────────────┤
│ 22 │ Responsible Services│
└────┴────────────────────┘
```

01 Travel on official duty can be requested by any employee of the IPV, whether from the teaching or the support staff, by means of completion of a form for that purpose (IMQ*03.08–A,B or IMQ*03.38).

REMARK 01 When determined by higher order, the filling of the form can be replaced by a written information of the person who order it.

02 If travel does not entail costs for the institution, an opinion is issued by the Scientific and Technical Council, when referring to teaching staff, or by the immediate superior, when referring to support staff. If travel entails costs for the institution, then the opinion must be issued by the Scientific and Technical Council and the President of the respective school, when referring to teaching staff, or by the immediate superior, when referring to support staff.

03 If travel is decided by a superior, the process continues in number **08**, if it does not entail costs for the institution or in number **11** if it entails costs for the institution.

04 to 06 If travel does not entail costs for the institution, the President of the IPV or the School's President is in charge of authorizing and notifying the employee.

07 to 10 If travel is denied, the file is archived. If it is authorized, the employee travels and provides proof (when applicable) so that the file can be archived.

04, 11 and 12 If travel entails costs for the institution, the Human Resources Services issues information specifying expenditure and the Accounting Services issues a statement that the allocation is within the budget and declaration of commitment.

13 to 15 Where applicable, the Head of Department or the Project Manager issues an opinion, and the President of the IPV or the School's President is in charge of authorizing the expenditure and travel and informing the employee.

16 and 22 If the request is denied, it is filed.

16, 17 and 18 If the request is granted, the employee must present proof and the itinerary report immediately after travel.

19 and 20 Following verification, allowance is established and processed by the Accounting Services or the Human Resources Services, if it regards travel for project implementation or not, respectively.

21 and 22 The Accounting Services processes the allowance for payment and respective filing purposes.

ASSOCIATED FORMS

IMQ*03.08 staff request for absence from official duty or from workplace (on a cost-free basis for the institution) – A, B
IMQ*03.09 waivers under article 17 of the work organization internal regulation
IMQ*03.38 travel on official duty request
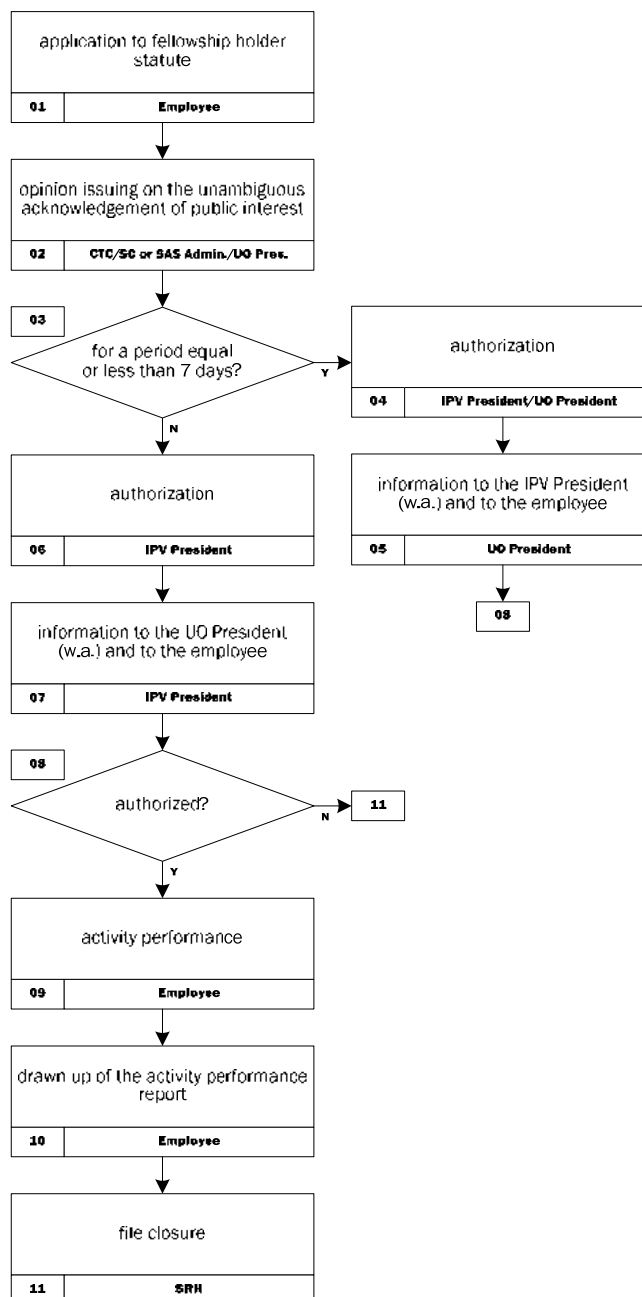
01 The application for fellowship holder statute can be submitted by any employee of the IPV, whether from the teaching or support staff, and must include the elements provided for in the regulation in force.

02 An opinion on the unambiguous acknowledgement of public interest shall be issued, by the Scientific and Technical Council of the corresponding school if it regards teaching staff, by the IPV's Administrator if it regards the support staff assigned to the Central Services, by the SAS' Administrator if it regards the support staff assigned to the Social Services or by the President of the respective school (or the person to whom this task is delegated) if it regards the support staff assigned to the schools of the IPV.

03 to 05 If the request refers to a period equal to or less than 7 days, the respective authorization and notification of the employee shall fall on the President of the IPV (or the person to whom this task is delegated). Authorizations of fellowship holder statute carried out by the Presidents of the schools must always be reported to the IPV's President.

06 and 07 If the request refers to a period of time greater than 7 days, the respective authorization and notification of the employee shall fall on the President of the IPV. If the request was performed at a school, this must also be reported to the respective President.

08 to 11 If the request is denied, it is filed. If the request is authorized, the employee must submit a report on the execution of the respective activity, and the file will be archived after this submission. Filing must be the responsibility of the Human Resources Services of the source school of the applicant.

ASSOCIATED FORMS:

there are no associated forms

A NOTICE OF TERMINATION OF THE CONTRACT

comunicação de denúncia contratual	
01A	Trabalhador

comunicação aos órgãos de gestão da UO (q.a.)	
02A	SRH

comunicação à presidência	
03A	SRH

despacho de encaminhamento	
04A	Responsável

informação/enquadramento	
05A	DJ/SRH

despacho de reconhecimento do direito	
06A	Presidente

comunicação à UO (q.a.)	
07A	SRH

comunicação ao trabalhador	
08A	SRH

A
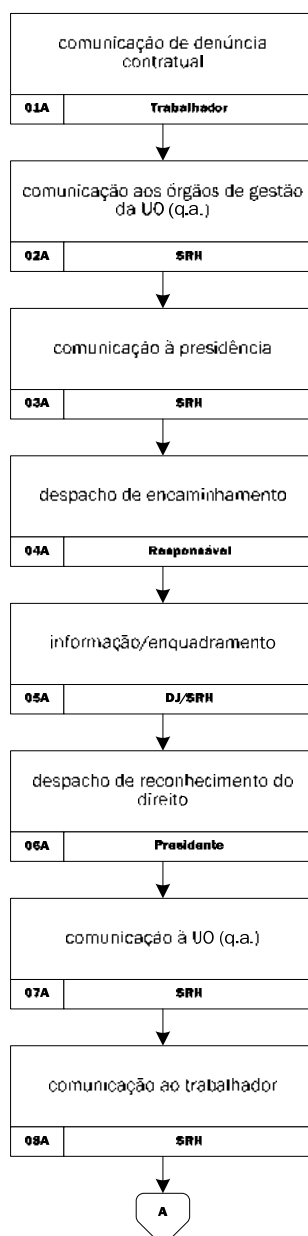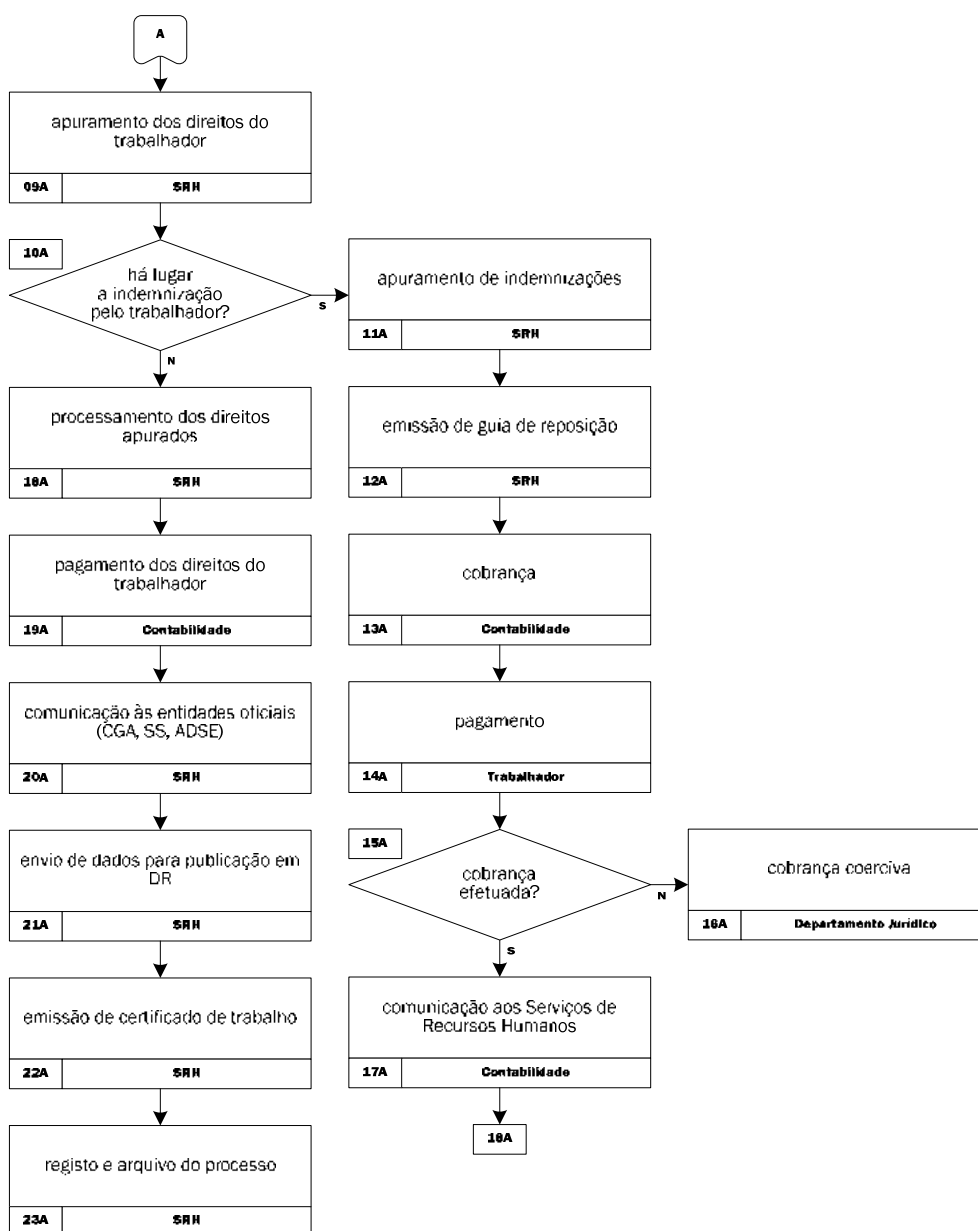
01A The notice of termination of the contract must be addressed to the President of the Polytechnic Institute of Viseu and handed over by the employee at the corresponding Human Resources Services.

02A and 03A The Human Resources Services informs the presidency of the Polytechnic Institute of Viseu and, if the employee has been assigned to one of the schools, the respective bodies (Scientifc and Technical Council and President if it regards a teaching employee, or President if it regards a non-teaching employee).

04A and 05A Following a forwarding order, the Legal Department and Human Resources Services draw up the respective information/framework.

06A The right of severance through notice of termination of the contract is acknowledged by order of the President of the Polytechnic Institute of Viseu.

07A and 08A The acknowledgment order is communicated to the school, if it regards an employee assigned to one of the schools, and to the employee.

09A The Human Resources Services establishes the rights and duties of the employee arising from the termination, particularly pay adjustments, holiday and end-of-year allowance, unused holidays or indemnity for non compliance of the period of notice of termination.

10A to 14A If the employee must pay an indemnity, the Human Resources Services issues the corresponding compensation order, whose payment will be collected by the Accounting Services, within 30 days.

15A and 16A If the former employee does not pay in due time, the file is forwarded to the Legal Department for enforced payment.

17A The execution of the payment is reported by the Accounting Services to the Human Resources Services for recording and archival purposes.

18A and 19A The Human Resources Services processes the rights established and the Accounting Services pays the employee.

20A to 23A The Human Resources Services reports the severance to the necessary official bodies (ADSE, Civil Service Pension Fund, and Social Security), sends data for publication in the Official Gazette, issues the employment certificate and carries out recording and archiving of the file.

B EXPIRY DUE TO THE END OF THE CONTRACTUAL PERIOD

```
┌──────────────────────────────────┐
│ contractual termination deadlines│
│              check               │
├────────┬─────────────────────────┤
│  01B   │           SRH           │
└────────┴─────────────────────────┘
                 │
┌──────────────────────────────────┐
│  data request to the organic unit│
│              (w.a.)              │
├────────┬─────────────────────────┤
│  02B   │           SRH           │
└────────┴─────────────────────────┘
                 │
┌──────────────────────────────────┐
│ clearance of the employee rights │
│            and duties            │
├────────┬─────────────────────────┤
│  03B   │           SRH           │
└────────┴─────────────────────────┘
                 │
┌─────┐      ◇ compensation              ┌──────────────────────────────┐
│ 04B │    for termination?  ── Y ──→    │ clearance of the compensation │
└─────┘         │ N                       │       for termination        │
                │                         ├────────┬──────────────────────┤
                │                         │  05B   │         SRH          │
                │                         └────────┴──────────────────────┘
                │                                      │
┌──────────────────────────────────┐   ┌──────────────────────────────┐
│  clearance of the employee rights │   │   provision of the expenditure│
├────────┬─────────────────────────┤   ├────────┬──────────────────────┤
│  10B   │           SRH           │   │  06B   │   Accounting Services │
└────────┴─────────────────────────┘   └────────┴──────────────────────┘
                 │                                      │
┌──────────────────────────────────┐   ┌──────────────────────────────┐
│   payment of the employee rights  │   │    expenditure authorization │
├────────┬─────────────────────────┤   ├────────┬──────────────────────┤
│  11B   │    Accounting Services  │   │  07B   │     IPV President    │
└────────┴─────────────────────────┘   └────────┴──────────────────────┘
                 │                                      │
┌──────────────────────────────────┐   ┌──────────────────────────────┐
│   communication to the official   │   │    payment authorization     │
│    entities (CGA, SS, ADSE)      │   ├────────┬──────────────────────┤
├────────┬─────────────────────────┤   │  08B   │   Management Council  │
│  12B   │           SRH           │   └────────┴──────────────────────┘
└────────┴─────────────────────────┘                  │
                 │                      ┌──────────────────────────────┐
┌──────────────────────────────────┐   │ processing of the compensation│
│   transmission of data for the    │   │        for termination       │
│  publication in the official gazette│ ├────────┬──────────────────────┤
├────────┬─────────────────────────┤   │  09B   │         SRH          │
│  13B   │           SRH           │   └────────┴──────────────────────┘
└────────┴─────────────────────────┘                  │
                 │                                  ┌─────┐
┌──────────────────────────────────┐               │ 10B │
│   employment certificate issuing  │               └─────┘
├────────┬─────────────────────────┤
│  14B   │           SRH           │
└────────┴─────────────────────────┘
                 │
┌──────────────────────────────────┐
│      register and file closure    │
├────────┬─────────────────────────┤
│  15B   │           SRH           │
└────────┴─────────────────────────┘
```

01B and 02B The Human Resources Services checks the occurrence of the end of the contractual period and, if it regards an employee assigned to a school pertaining to the Polytechnic Institute of Viseu, requests required data (regular attendance, etc.) from the respective school to establish the effects of the expiry of the contract.

03B The Human Resources Services establishes the rights and duties of the employee arising from the termination, particularly pay adjustments, holiday and end-of-year allowance, unused holidays.

04B to 06B If entitlement to indemnity due to the expiry of the contract exists, it is established by the Human Resources Services and included in the budget by the Accounting Services.

07B and 08B The expenditure is authorized by the President of the IPV, and the Management Council is responsible for the respective payment authorization.

09B Following authorization, the Human Resources Services prossess the compensation for termination.

10B and 11B The Human Resources Services processes the rights established and the Accounting Services pays the employee.

12B to 15B The Human Resources Services reports the severance to the necessary official bodies (ADSE, Civil Service Pension Fund, Social Security), sends data for publication in the Official Gazette), issues the employment certificate and carries out recording and archiving of the file.

C1 EXPIRY DUE TO RETIREMENT — CIVIL SERVICE PENSION FUND
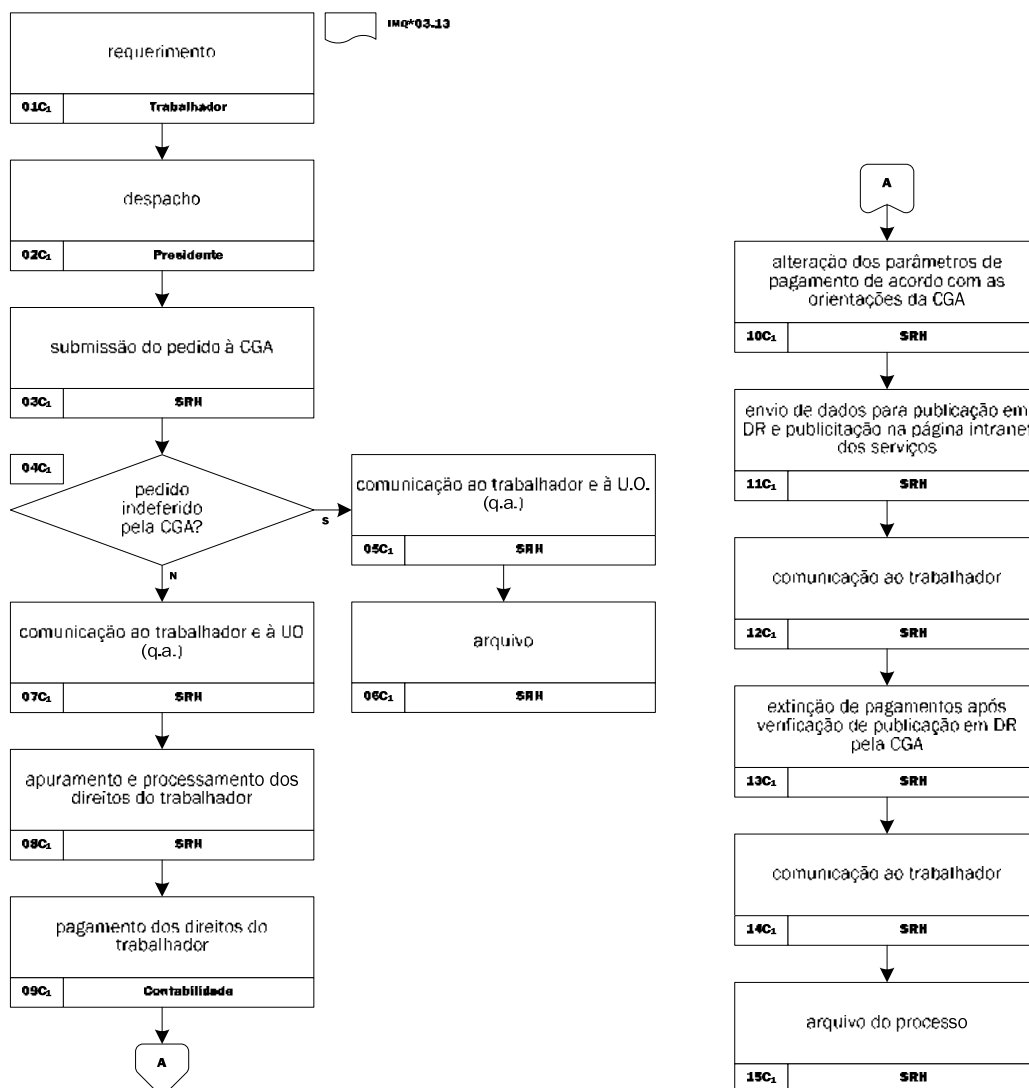
01C1 The employee requests retirement by means of completion of the form for that purpose (IMQ*03.13).

02C1 and 03C1 Following order by the President of the Polytechnic Institute of Viseu, the Human Resources Services collects required data and submits the requisition using the online application of the Civil Service Pension Fund.

04C1 and 06C1 If the Civil Service Pension Fund rejects the request, the employee and, if applicable, the corresponding school is informed by the Human Resources Services which archives the file.

04C1 and 07C1 If the Civil Service Pension Fund accepts the request, the Human Resources Services notifies the employee and, if applicable, the corresponding school. The employee is released from service on the first business day of the month following notification, by the Human Resources Services, of the decision of the Civil Service Pension Fund.

08C1 to 09C1 The Human Resources Services establishes the employee's rights arising from the termination, particularly pay adjustments, holiday and end-of-year allowance, unused holidays, process it, and the Accounting Services carries out the corresponding payment.

10C1 to 12C1 The Human Resources Services modifies the parameters of salary payment in accordance with the guidelines of the Civil Service Pension Fund, sends data for publication in the Official Gazette, publicizes the retirement on the IPV intranet page and informs the employee.

13C1 On the month following the publication, by the Civil Service Pension Fund, of the retirement in the Official Gazette, the payment of salary to the employee ends.

14C1 and 15C1 The Human Resources Services informs the employee and archives the file.

C2 EXPIRY DUE TO RETIREMENT – SOCIAL SECURITY
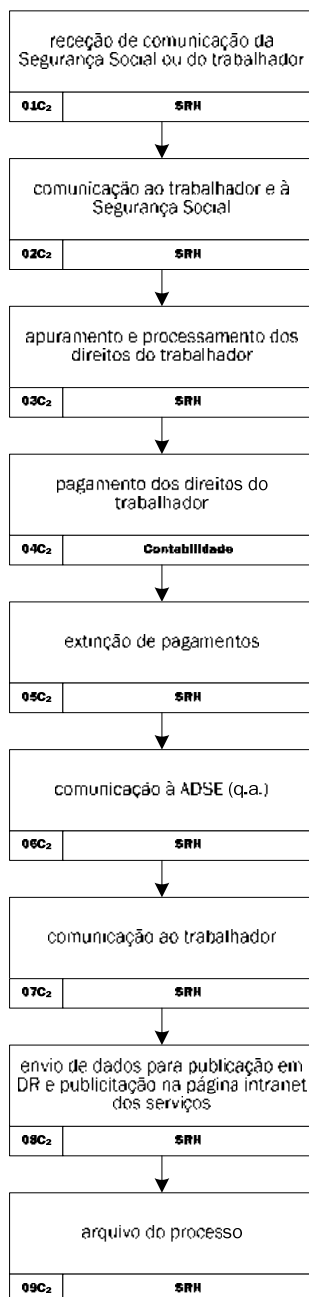
01C2 The retirement process begins with the receipt of a communication from the Social Security services and/or the employee, being reported to the respective school by the Human Resources Services, if applicable.

02C2 The Human Resources Services is in charge of informing the employee and Social Security of the date as of which the employee will be released from service.

03C2 to 05C2 The Human Resources Services establishes and processes the employee's rights arising from the termination, particularly pay adjustments, holiday and end-of-year allowance, unused holidays, and the Accounting Services carries out the corresponding payment and the payment of the monthly salary is stopped.

06 C2 Where applicable, and according to the employee's choice, the Human Resources Services notifies the ADSE, by letter, that the employee intends to continue benefiting from this service during retirement or cancels the online registration.

07C2 to 09C2 The Human Resources Services informs the employee, sends data for publication in the Official Gazette, publicizes the retirement on the IPV intranet page and archives the file.

C₃ EXPIRY DUE TO RETIREMENT — AGE LIMIT
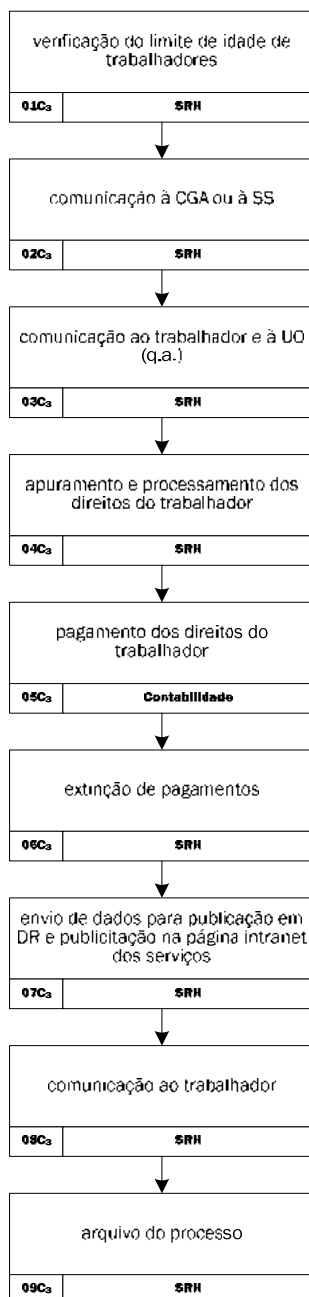
01C₃ and 02C₃ The Human Resources Services checks the occurrence of the employee's age limit and, with 60 days notice, informs the Civil Service Pension Fund or Social Security (as appropriate).

03C₃ The occurrence of expiry due to age limit is notified to the employee and, if applicable, to the corresponding school.

04C₃ to 06C₃ The Human Resources Services establishes and processes the employee's rights arising from the termination, particularly pay adjustments, holiday and end-of-year allowance, unused holidays, and the Accounting Services carries out the corresponding payment and the payment of the monthly salary is stopped.

07C₃ to 09C₃ The Human Resources Services sends data for publication in the Official Gazette, publicizes the retirement on the IPV intranet page, informs the employee and archives the file.

ASSOCIATED FORMS

IMQ*03.13 retirement request

Flowchart — Column 1:

- hiring or contract renewal of teaching staff proposal — **01** — Department/Scientific Area
- **02** proposal approved? — N → file closure — **03** — Department/Scientific Area
- **04** hiring proposal? — N → 11
- (Y) transmission of the proposal to the selection panel — **05** — Scientific and Technical Council
- development of the procedure in order to the hiring of teaching staff — **06** — Selection Panel
- transmission of the process to the scientific and technical council — **07** — Selection Panel
- **08** process approved? — N → file closure — **09** — Scientific and Technical Council
- (Y) invitation signature (w.a.) — **10** — Sci. and Technical Council President
- transmission of the process to the president of the organic unit — **11** — Scientific and Technical Council
- transmission of the process and statements to the ipv president — **12** — UO President
- transmission of the process to the legal department — **13** — IPV President
- legal analysis of the process — **14** — Legal Department — HIRING DB
- → A

Flowchart — Column 2:

- A → **15** additional information needed? — Y → additional information request to the organic unit — **16** — Legal Department → 14
- (N) dispatch — **17** — IPV Administrator
- provision of the expenditure — **18** — Accounting Services
- proposal/information — **19** — SRH/Legal Dep./IPV Admin.
- **20** authorized? — N → information to the organic unit and file closure — **21** — IPV President
- (Y) registration at the social security services — **22** — Human Resources Services
- contract signature — **23** — IPV President
- contract signature — **24** — Teacher
- registration at the adse (w.a.) — **25** — Human Resources Services
- data registration in the epublica — **26** — Human Resources Services
- transmission of the extract for publication at the official gazette and dissemination through the IPV web page — **27** — Human Resources Services
- file on the individual process of the teacher — **28** — Human Resources Services

01 Reasoned proposal for hiring or for contract renewal of teaching staff is presented by Departments/Scientific areas to the Scientific and Technical Council of the respective organic unit. Hiring proposals must include the composition of the selection panel (constituted by three teachers). Contract renewal proposals must include a report, signed by two teachers of the respective Department/Scientific area (for visiting professors) or by the assigned guiding teacher (for visiting assistants).

02 to 04 The Scientific and Technical Council appreciates the proposal and decides on its approval. Non approved proposals are filed. Approved contract renewal proposals follow the description from point **11** onwards.

05 to 09 Approved hiring proposals are forwarded to the respective selection panel, that develop the procedure, in accordance with the law and the regulations, choose and select the teacher to hire, issue a report (when hiring a visiting professor) or a reasoned proposal (when hiring a visiting assistant) and forward the procees to the Scientific and Technical Council for approval. Non-approved hiring proposals are filed.

10 After approval, the President of the Scientific and Technical Council signs the invitation (when applicable).

11 Hiring or contract renewal of teaching staff processes are forwarded to the Organic Unit President which, in turn, forwards it to the IPV President, together with the respective statements.

12 to 16 The IPV President forwards the process and the respective statements to the Legal Department which analises, verifies the process conformity, requiring, as needed, additional information or additional documents and issues information to the IPV Administrator. When proposals lack legal framework or processes are nonconform, the Organic Unit is informed that hiring or contract renewal is not possible.

17 The IPV Administrator dispatches the process for provision in the expenditure.

18 and 19 After provision, the Human Resources Services issue proposal/information, verified by the Legal Department, as well as a draft of the contract. The proposal/information is submitted to the IPV Administrator signature.

20 and 21 The prossess for hiring or for contract renewal of teaching staff is forwarded to the IPV President for authorization. When unauthorized, the dispatch is communicated to the Organic Unit.

22 In case of contract conclusion, the Human Resources Services register the contracted teacher in the Social Security Services.

23 e 24 After authorization, the IPV President signs the contract/addendum. The contract/addendum is forwarded to the OrganicUnit so the contracted teacher can sign it.

25 When requested by the teacher, the Human Resources Services register him/her in the ADSE.

26 a 28 The Human Resources Services register the teacher data in epublica, forward an extract of the contract to the official gazette, disseminate the hiring or contract renewal of teaching staff on the IPV web page and file the case in the individual process of the teacher.

ASSOCIATED FORMS

IMQ*03.01 biographical data
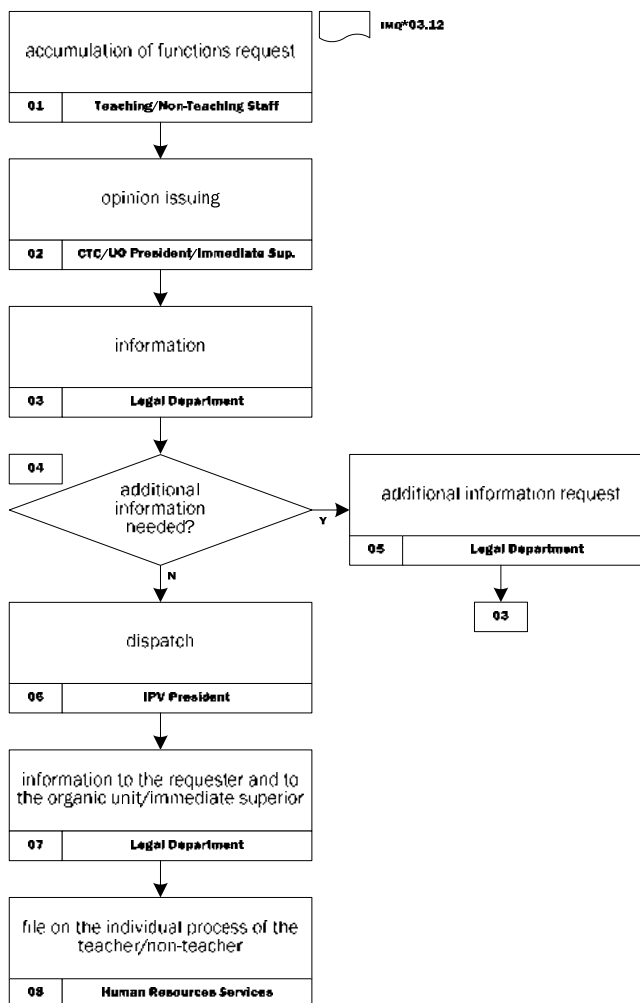
01 Requests for accumulation of functions are submitted to the IPV President, by means of filling in a form for that purpose (**IMQ*03.12**) and delivery thereof to the Organic Unit or to the Central Services, as appropriate. In the case of teaching staff the requests must be forward to the Scientific and Technical Council. In the case of non-teaching staff the requests must be forward to the UO President or to the Immediate Superior, in case the requester is allocated to the Central Services)

02 The Scientific and Technical Council, the UO President or the Immediate Superior (in case the requester is allocated to the Central Services) issues opinion, favourable or not, on the request.

03 to 05 After opinion issuing, requests are forward to the Legal Department for information. If necessary, the Legal Department requests additional information or additional documents.

06 The IPV President authorises, or not, the accumulation of functions.

07 The Legal Department informs the requester and the Organic Unit or the Immediate Superior (in case the requester is allocated to the Central Services).

08 The Human Resources Services file the case in the individual process of the teaching/non-teaching staff.

ASSOCIATED FORMS

IMQ*03.12 accumulation of functions request

Column 1 (flowchart):

- notice of the accident, incident or dangerous occurrence to the immediate superior
  | 01 | Teaching/Non-Teaching Staff |

- participation and qualification of work accidents filling and signature
  | 02 | Immediate Superior |

- notice to the ipv president and, when applicable, to the organic unit president
  | 03 | Immediate Superior |

- transmission of the process to the human resources services
  | 04 | IPV President |

- 05 accident?
  - N → incident/dangerous occurrence registration, transmission to the technic department and file in the individual process
    | 06 | Human Resources Services |
  - Y ↓

- execution of the obligatory participations
  | 07 | Human Resources Services |

- 08 death or permanent disability of the employee?
  - Y → transmission of the process to the civil service pension fund and file closure
    | 09 | IPV President/H. Resources Services |
  - N ↓

- procedural instruction
  | 10 | Human Resources Services |

- 11 additional documentation needed?
  - Y → additional documentation request
    | 12 | Human Resources Services | → 10
  - N ↓

- ANNEX I / ANNEX II

- qualification of the accident
  | 13 | IPV President |
  - → A

Column 2 (flowchart):

A ↓

- 14 accident qualified?
  - N → communication to the employee and audience of the concerned parties
    | 15 | Human Resources Services | → 13
  - Y ↓

- work accident report filling and signature   MRQ*03.39
  | 16 | Teaching/Non-Teaching Staff/SRH |

- data registration in the epublica, transmission to the technic department and (w.a.) justification on the absence   MRQ*03.39 ANNEX I MEDICAL STATEMENT/ANNEX II
  | 17 | Human Resources Services |

- 18 damage repair incurred expenditure?
  - N → 24
  - Y ↓

- conformity of the process check and information
  | 19 | Human Resources Services |

- dispatch
  | 20 | IPV Administrator |

- 21 favourable dispatch?
  - N → communication to the employee and audience of the concerned parties
    | 22 | Human Resources Services | → 20
  - Y ↓

- clearance of the expenditure and payment
  | 23 | Accounting Services |

- file in the individual process of the teacher/non-teacher
  | 24 | Human Resources Services |

- work accidents data delivery to the statistics bureau
  | 25 | Human Resources Services |

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01 Accidents, incidents or dangerous occurrences must be noticed to the immediate superior within two working days, except if the immediate superior witnessed them.

REMARK 01 Work accident is a discrete occurrence in the course of work leading to injury, ill health or fatality of an employee. Incident is a discrete occurrence in the course of work not leading to immediate diagnosed injury or ill health of an employee or leading to injury solvable through specific first aid procedures. Dangerous occurrence is an easily recognised event that can pose risk of injury or ill health to employees or to the general public in the course of work.

REMARK 02 Once occurred (an accident, an incident or a dangerous occurrence), the immediate superior or the person responsible for the service must undertake specific first aid procedures and, when necessary, take measures to ensure

the timely transport to the most suitable health facility (preferably covered by the Portuguese National Health Service) for appropriate treatment.

REMARK 03 when the injured employee is unable to notice the accident within two working days, due to duly proven circumstance, the deadline for communication shall be counted from the date the adverse conditions cease.

02 to 04 The immediate superior notices, in writing (**ANNEX I**) and by email, the IPV President, about the accidents, incidents or dangerous occurrences within one working day from the date he acknowlwdges them and the IPV President forwards the process to the Human Resources Services. Where applicable, the immediate superior notices, in the manner best suited, the UO President.

05 and 06 Incidents and dangerous occurrences are registered in epublica by the Human Resources Services. These services forward a copy to the Technic Department and file the case in the individual process of the employee.

05 and 07 Human Resources Services execute the obligatory participation of accidents (Health Care Administrator, Ministry of Economics Statistics Bureau and ADSE) within six working days or, in case of a fatal accident, within twenty four hours (Authority for Work Conditions).

08 to 13 In case of a fatal accident or an accident that caused the permanent disability of the employee the process is forward to the Civil Service Pension Fund (entity responsible for assessment and repair) and the Human Resources Services file the case in the individual process of the employee. The Human Resources Services proceed to the procedural instruction of the remaining cases, requesting, if necessary, additional documentation, and inform the IPV President in order to the qualification or non-qualification of the accident, within thirty days.

14 and 15 If the accident is not qualified, the Human Resources Services communicate the decision to the employee and proceed to the audience of the concerned parties.

14 to 17 If the accident is qualified, the Human Resources Services fill out the work accident report (**IMQ*03.39**), using the reference table, that must be signed by the employee. Qualified accidents are registered in epublica by the Human Resources Services. These services forward a copy to the Technic Department and, when applicable, proceed with the justification on the absence.

REMARK 04 absences for temporary incapacity must be justified within five working days upon presentation of a medical statement, if the absence does not exceed three days, or a medical follow-up bulletin (**ANNEX II**). Absences longer than thirty days must be followed by an occupational health consultation. Absences longer than ninety days must be followed by the ADSE medical committee.

18 to 20 If compensation of damages does not involve expenditure, the Human Resources Services file the case in the individual process of the employee. If compensation of damages leads to expenditure, the Human Resources Services check the legal compliance of the process and inform the IPV Administrator for dispatch.

REMARK 05 the employee shall, preferably, inform the health facility that he/she was involved in a work-related accident so the expenses are to be billed directly to the IPV. When the employee affords the expenditure, he/she is to provide the source documents to the IPV. The expenditure process must be mandatorily accompanied by the medical follow-up bulletin (**ANNEX II**), duly completed by the by the assistant physician.

21 to 23 If the IPV Administrator dispatch is not favourable, the Human Resources Services communicate the decision to the employee and proceed to the audience of the concerned parties. If the IPV Administrator dispatch is favourable, the Accounting Services proceed to the clearance of the expenditure (expenditure process must be mandatorily accompanied by the source documents and copies of the participation and qualification of work accidents and the medical follow-up bulletin) and pay the employee, within thirty days, or the health facility, within ninety days.

24 and 25 The Human Resources Services file the case in the individual process of the employee. Annually these services forward an electronic file with the accidents data to the Ministry of Economics Statistics Bureau

ASSOCIATED FORMS

IMQ*03.39 work accident report
ANEXO I participation and qualification of work accidents
ANEXO II medical follow-up bulletin

01 Human resources management is the responsibility of Human Resources Services and follows the planning and review of the internal quality assurance system, applicable legislation, strategic guidelines, activity plan and common activities of services.

02 Whenever there is the need to recruit new employees, Polytechnic Institute of Viseu's presidency triggers legal mechanisms reserved for this purpose. Staff recruitment takes into account the description of skills and tasks included in the duties manual and positions provided for in the staff plan of the Polytechnic Institute of Viseu.

03 Whenever a new employee starts exercising its duties in the Polytechnic Institute of Viseu, he/she is welcomed and integrated (**IMQ*03.15**). A new employee is a person hired to fill a vacancy, as well as the person transferred from one service to another for at least 6 months.

04 The Human Resources Services welcomes new employees by introducing them to the services provided by the Polytechnic Institute of Viseu and the operating mode thereof. Moreover, this department indicates where the duties manual and responsibilities and documents of the internal quality assurance system are available for consultation, and requests the IT Services to grant a username and password enabling use of the institution's IT system.

05 The new employee is provided with a supervisor (**IMQ*03.14**), whose role is to monitor the newcomer during the first two weeks of work, introduce him/her to other employees and clarify any doubt related to the position or the overall operation of the Polytechnic Institute of Viseu.

06 When the new employee has completed six months of work in the institution, the supervisor draws up a report on his/her performance and integration (**IMQ*03.16**), except for a new employee under a probatory/trial period by law or regulation. This report is forwarded to the President or Vice-President for information purposes and is filed in the employee's personal file.

ASSOCIATED FORMS:

IMQ*03.14 supervisor appointment
IMQ*03.15 welcome guide
IMQ*03.16 new employee performance assessment report

01 Assessment of employees (SIADAP 3) is performed biannually in accordance with provisions in Law no. 66-B/2007, of 28 September, as amended by Law no. 66-B/2012, of 31 December (LOE 2013) and other legislation in force, taking into account requirements of standard ISO 9001 and A3ES benchmarks, as well as the fulfillment of the needs of management control, on the part of managers.
This assessment is coordinated by the Independent Section of the Integrated System for Performance Assessment in Public Administration (SIADAP).

02 For that end, the following activities are developed:

ACTIVITY	PARTICIPANT	SCHEDULE	REMARKS
process beginning		last quarter of the year before the start of the assessment period	
planning of the process of assessment and definition of expected goals and outcomes	President, Appraisers and Appraisees	October/November/December of the year before the start of the assessment period	planning of goals and outcomes are taken into account by the independent section of the SIADAP for an objective and harmonious implementation of the assessment system
self-assessment	Appraisee	first half of January of the year after the one in which the assessment process is concluded	self-assessment is requested by the appraiser or delivered by decision of the appraisee (in this stage, opportunities for professional development are identified)
assessment	Appraiser	first half of January of the year after the one in which the assessment process is concluded	
harmonization of the assessment proposal	Independent Section of the SIADAP	second half of January of the year after the one in which the assessment process is concluded	
assessment meeting	Appraiser and Appraisee	during February of the year after the one in which the assessment process and harmonization end	the assessment is made public and assessment parameters are formalized
validation of assessments and acknowledgment of excellent performances	Independent Section of the SIADAP	first half of January of the year after the one in which the assessment process is concluded	article 69 of Law No. 66-B/2007, of 28 September
appraisal of the assessment process by the joint committee	Appraisee	ten business days	the appraisee, after learning about the assessment proposal, can request the President that the process is submitted to the joint committee for appraisal
homologation	President	until 30 March	the homologation of assessment must be communicated to appraisees within five business days
complaints and other contestations	Appraisee	five business days starting from the date of knowledge of homologation	
	President	within fifteen business days after the complaint reception date	
the action of homologation and decision on the complaint results in administrative contestation through hierarchical or ministerial appeal, or jurisdictional contestation			
monitoring and revision of goals	Appraiser	during the assessment period	

03 Assessment of intermediate managers (SIADAP 2) is performed by periods of 3 years corresponding to the duration of employees under a temporary assignment. A mid-term monitoring is performed, translating into the preparation of a summary report, which must be submitted to the corresponding immediate superior, until 15 April of each year, describing the progress of results obtained in the light of negotiated objectives (objectives are negotiated at the start of the temporary assignment for the whole period of exercise of managing tasks (Law no. 66-B/2012, of 31 December, which amended Law no. 66-B/2007, of 28 September).

ASSOCIATED FORMS:

IMQ*03.28 intermediate managers self-assessment (siadap 2)

IMQ*03.29 intermediate managers assessment (siadap 2)

IMQ*03.30 employees self-assessment (siadap 3)

IMQ*03.31 employees assessment (siadap 3)

IMQ*03.32 self-assessment based on competencies

IMQ*03.33 assessment based on competencies

IMQ*03.34 objectives reformulation

IMQ*03.35 performance monitoring

IMQ*03.36 occurrence log
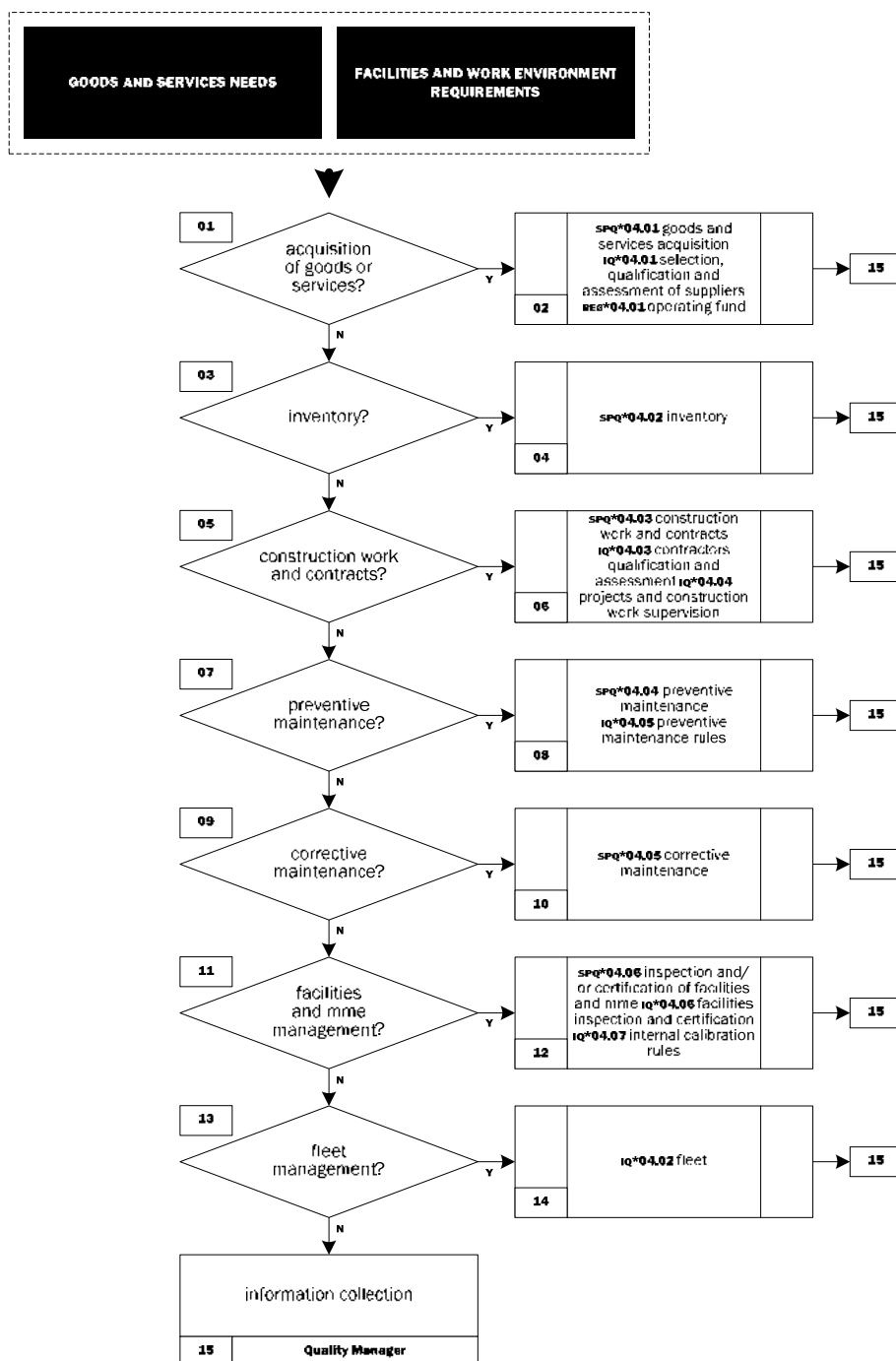
The need to manage, maintain or create new infrastructures and perform inspections/certifications to facilities or calibration/verification of monitoring and measurement equipment, manage the acquisition of goods and services and inventory as well as manage the fleet arises from activity planning and from the needs resulting from the activities developed.

01 and 02 Whenever there is the need to purchase goods or services, the process accompanies that described in the procedure **SPQ*04.01**. Selection, qualification and assessment of suppliers is carried out according to **IQ*04.01**. Management of the operating fund obeys to the operating fund regulation **REG*MGQ.02**.

03 and 04 Inventory management is performed according to **SPQ*04.02**.

05 and 06 Whenever there is the need to carry out a construction work, it marks the start of a tender procedure, in accordance with the Public Contracts Code (CCP) and the process accompanies that described in procedure **SPQ*04.03**.

Contractors' qualification and assessment is carried out in accordance with **IQ*04.03**. Methodologies for the elaboration of preliminary programs, projects and to perform supervision of construction work are described in **IQ*04.04**.

07 to 10 Infrastructures are subject to preventive and/or corrective maintenance. For this purpose, provisions in procedures **SPQ*04.04** and **SPQ*04.05** as well as in instruction **IQ*04.05** are followed.

11 and 12 Verification/inspection/calibration of monitoring and measurement equipment and inspection/certification of facilities are performed in accordance with **SPQ*04.06**, **IQ*04.06** and **IQ*04.07**.

13 and 14 Fleet management is performed in accordance with **IQ*04.02**.

15 At planned intervals, Quality Manager gathers relevant information to demonstrate the process effectiveness. Data is reported, through the quality balance, to the Quality and Assessment Council.

ASSOCIATED FORMS

there are no associated forms

information/request	IMQ*04.01 IMQ*04.02
01	**Requesting Entity**

02 determined by higher order? — Y → **06**

N

information/request validation	IMQ*04.01 IMQ*04.02
03	**Validation Responsible**

04 information/request validated? — N →

communication to the requesting entity and file closure	
05	**Validation Responsible**

Y

06 existing stock? — Y →

consignment note issuing and delivery to the requesting entity	
07	**Responsible Service**

→

consignment note signature	
08	**Requesting Entity**

→

stock program update	
09	**Responsible Service**

N

order for information and provision of the expenditure	IMQ*04.01 IMQ*04.02
10	**Responsible Body Member**

11 information and provision authorized? — N →

communication to the requesting entity	
12	**Responsible Body Member**

→

file closure	
13	**Responsible Service/Req. Entity**

Y

information	IMQ*04.03 IMQ*04.04 IMQ*04.05
14	**Responsible Service**

15 provision available? — N →

communication to the responsible body	
16	**Accounting Services**

→ **12**

Y

provision of the expenditure and information for commitment admission	IMQ*04.03 IMQ*04.04
17	**Accounting Services**

A

A

18	simplified direct adjustment?	Y →	contract award authorization and commitment admission		20	contract award authorized?	Y →	42
			19	Responsible Body				

IMQ*04.03
IMQ*04.04

deliberation to launch the procedure		IMQ*04.03 IMQ*04.04
22	Responsible Body	

provision of the expenditure annulment and file closure	
21	Accounting Services/Resp. Services

23	procedure launch authorized?	N →	provision of the expenditure annulment and file closure	
			24	Accounting Services/Resp. Services

Y

notification to the juri and to the contract manager	
25	Responsible Service

procedure processing	
26	Responsible Service

final report release	
27	Juri/Responsible Service

contract award proposal issuing	
28	Responsible Service

procedure conformity check	
29	Responsible Body Member

provision of the expenditure and information for commitment admission rectification	
30	Accounting Services

31	deposit required?	Y →	final report approval, contract award authorization and commitment admission		33	contract award authorized?	N →	provision of the expenditure annulment and file closure	
			32	Responsible Body				34	Accounting Services/Resp. Services

N

B

Y

C

```
                    ( B )                                          ( C )
```

final report and contract draft (w.a.) approval, contract award authorization and commitment admission	notification of the contract award authorization and request for documents and the deposit
39 **Responsible Body**	**35** **Responsible Body**

40 — contract award authorized? → N → **34**
   Y ↓

notification of the contract award authorization and request for documents	contract draft issuing
41 **Responsible Body**	**36** **Responsible Service**

contract signature/oficial requisition issuing	procedure conformity check
42 **Resp. Serv./Resp. Body**	**37** **Responsible Body Member**

deadline control	contract draft approval and notification to the contractor
43 **Contract Manager/Resp. Serv.**	**38** **Responsible Body**

   ↓ **42**

44 — good acquisition? → Y → **reception** | **45**   **Contract Manager**

46 — reception approved? → N → identification and segregation (IMQ*04.06) | **47**   **Contract Man./Resp. Serv.**
   Y ↓

44 N ↓

52 — continued contract? → N → **acceptance document issuing** | **53**   **Contract Manager** → **56**

payment	
48 **Accounting Service**	

49 — registration of property needed? → Y → **SPQ*04.02** inventory | **50** → **52**
   N ↓

52 Y ↓

acceptance document issuing for the invoice period
54   **Contract Manager**

delivery of goods to the requesting entity
51   **Responsible Service**

   ↓ **58**

55 — service approved? → N → **47**
   Y ↓

payment
56   **Accounting Service**

IQ*04.01 selection, qualification and assessment of suppliers	IMQ*04.06 / IMQ*04.07 / IMQ*04.08
57	

01 The need to acquire goods, services or lease agreement results from current and planned activities of IPV. Following verification, information or internal request indicating the reasons for the need is issued (**IMQ*04.01**, **IMQ*04.02**).

02 If the need arises from a higher order (direct demand of at least one member from the responsible body), the process moves directly into section **6** of this procedure. If not, information/request must be submitted for validation, in accordance with the table in force.

03 to 05 If information/request is not validated the person in charge of the validation reports his/her decision to the requesting entity and the file is archived.

03 and 06 to 09 If it is validated or results from a higher order, and consists of a request of a good in stock, the responsible service issues the consignment note and delivers the good to the requesting entity, who confirms receipt thereof through the signature of the consignment note. Following delivery of the good, responsible services update the stock program.

06 and 10 When it does not consist of a good in stock, information/request is submitted to a member from the responsible body for order of provision of the expenditure and information by responsible services.

REMARK 1 When the validation responsible coincides with a member from the responsible body for order of provision of the expenditure and information, validation does not need to be filled.

11 e 13 If the member from the responsible body does not order information and the provision of the expenditure, he/she communicates this to the requesting entity and returns the file to the responsible service so that it is archived. If information and the provision of the expenditure are authorized, the case is forwarded to responsible services.

14 Information by responsible services shall include the estimated value of the good or service, intended amount, beginning and deadline for performance of the contract, as well as other relevant elements for the instruction of the case. If it is not a simplified direct adjustment, information from the responsible service shall also mention the maximum value of the contract to be entered into and the appointment of the procedure's jury (which must be composed, whenever possible, of at least one expert and by elements who have not participated in the preparation of procedure documents – segregation of duties and multidisciplinary team) and the contract manager (**IMQ*04.05**). Moreover, the case shall be complemented by specifications, procedure program and/or invitation (**IMQ*04.03**, **IMQ*04.04**).

15 to 17 Following information of responsible services, accounting services check the existence of provision. If there is no provision for the expenditure, the accounting services inform the responsible body, so that the latter informs the requesting entity. If there is provision, the accounting services perform provision of the expenditure and inform the responsible body on the existence of funds for the declaration of commitment.

18 to 21 If it consists of a simplified direct adjustment, the responsible body authorizes the contract award and declaration of commitment and the process continues in section **42** of this procedure. If authorization for contract award is denied, the process is forwarded to accounting services for provision annulment and to responsible services for filing thereof.

22 to 23 In case it is not a simplified direct adjustment, the process is submitted to the responsible body for deliberation/decision on procedure launch. If this is denied, the responsible body communicates this refusal to the accounting services and the responsible service, so that these services annul the provision and archive the file, respectively.

25 and 26 When it is authorized, the responsible service begins the process by notifying the appointed jury and the contract manager. Procedure processing is performed according to legislation in force (CCP) and based on electronic platforms that exist in the institution. In special cases, authorized by the responsible body, submission of proposals by tenderers may be made using written and electronic means of data transmission, such as by e-mail.

27 to 29 Following release and delivery of the final report which analyzes proposals, the responsible services prepare the contract award proposal and remaining documents, submitting the case for verification to one member from the responsible body. This person checks the procedure's conformity and can provide instructions he/she deems appropriate if it is necessary to rectify any element from the case.

30 The accounting services are in charge of provision of the expenditure and information for the declaration of commitment.

31 and 32 If it is a process in which a deposit is required, the responsible body is in charge of the approval of proposals in the final report for contract award purposes and declaration of commitment.

33 and 34 When contract award is not authorized the accounting services annul the provision and the case is forwarded to the responsible service for archiving purposes.

35 If the responsible body authorizes the contract award, tenderers are notified on contract award decision the contractor is required to submit the deposit and documents necessary to enable contract awarding.

36 and 37 Following receipt and verification of the conformity of the requested deposit and documents, the responsible service prepares the contract draft and submits the case to a member from the responsible body for verification. This member can provide instructions he/she finds that it is necessary to rectify any element provided.

38 The contract draft is submitted to the responsible body for approval and, following approval, it is reported to the contractor, so that the latter accepts it. The contractor can protest against the content of the contract draft and, if the responsible body accepts the complaint, the responsible service prepares a new draft and the process returns to section **36** of this procedure.

39 If no deposit is required, the responsible body is in charge of the approval of proposals included in the final report for the purposes of contract award and the draft (if there is no release from production of the contract in writing) and the declaration of commitment.

40 e 41 If the contract award is not authorized the accounting services annul the provision and the responsible service archives the case. If the contract award is authorized, tenderers are notified of this decision and the contractor is required to submit documents necessary to enable contract awarding.

42 Following receipt of all requested documents and acceptance of the draft contract by the contractor, the responsible services issue the contract, for signature thereof by the parties, or, in case of release from production in writing, the requisition.

REMARK 2 In case of advertising acquiring, contractors are required to submit the documents necessary to prove their remedied tax status (both with the state and the social services). A copy of the case must be sent, by the responsible services, to the Regulatory Authority for the Media (ERC)

REMARK 3 The need to submit an announcement to the Office for Official Publications of the European Communities must be checked, in accordance with applicable law. Procedures must be released at Base Gov portal. These publications serve as conditions of effectiveness of respective contracts, particularly for payment purposes.

43 Following contract signature/requisition issue, the responsible services deliver documents of the case to the contract manager, so that the latter controls the deadline for the beginning of the service or delivery of goods. The contract manager is in charge of informing the responsible body of any non-compliance of the contractor.

REMARK 4 The contract manager must control the deadlines provided for in the contract, acting in advance and warning the contractor on all planned penalties.

44 to 46 If it is a good supply, in stages or not, receipt is performed by the contract manager, with the support of the responsible services where necessary, who checks the goods in terms of quality and quantity, comparing the consignment note or invoice with the contract or requisition. Following verification, the contract manager signs the document(s) sent along with the goods and delivers it/them to the responsible services.

47 If receipt of the goods is refused, the responsible service identifies and segregates and records the occurrence in the supplier's history (**IMQ*04.06**).

48 Following receipt approval, the good is paid.

49 and 50 If registration of property is needed, responsible services carry out inventory thereof, in accordance with guidelines in procedure **SPQ*04.02**.

51 The good is delivered to the requesting entity.

52 and 53 If it consists of discontinuous service, the contract manager issues an acceptance document following conclusion thereof, comparing the invoice with the contract or requisition.

52 and 54 If the contract is of continual nature the contract manager issues acceptance documents for invoice periods.

55, 56 and 47 Following service acceptance, the contract manager provides information to the responsible services that communicates to the accounting services so that the payment can be made. If the service is refused, it is identified and segregated and the occurrence is recorded in the supplier's history.

57 The contract manager provides information to the responsible services for the assessment of suppliers on the supplier performance.

REMARK 5 The responsible service assesses suppliers/service providers on an annual basis, in accordance with criteria set in **IQ*04.01** selection, qualification and assessment of suppliers, and based on data provided by contract managers (scores granted and other information deemed relevant for performance assessment) (**IMQ*04.06**, **IMQ*04.07**, **IMQ*04.08**).

DUTIES OF THE CONTRACT MANAGER:
- ❖ strive for the delivery of all elements necessary (contract, specifications, contacts and other required documents) for contract control and monitoring by the responsible service;
- ❖ report all information on the contract under his/her charge whenever the responsible body requests so;
- ❖ monitor contractual compliance on respective terms and report relevant aspects with impact on the compliance of the contract entered into;
- ❖ recommend implementation in due time of appropriate penalties in the event of breach of contract by the contractor;
- ❖ report the outcomes of possible procedure monitoring to the responsible body;
- ❖ carry out receipt and approval/acceptance of assets and services provided;

❖ validate invoices;
❖ submit necessary data to the responsible service to start possible non-compliance procedures and to periodically assess the performance of suppliers/service providers;
❖ identify the need of a new procedure in the event of contract termination;
❖ report, in advance, to the responsible services the need to renewal contracts or to start new ones;
❖ for each acquisition process through project, provide information, to the responsible service, needed to fill in the corresponding control form

ASSOCIATED FORMS

IMQ*04.01 internal requisition
IMQ*04.02 information/proposal
IMQ*04.03 proposal for the acquisition of goods and services
IMQ*04.04 proposal for the acquisition of goods and services within the scope of international or funded projects
IMQ*04.05 contract managers
IMQ*04.06 qualified suppliers
IMQ*04.07 assessment of suppliers
IMQ*04.08 supplier qualification

A REGISTRATION OF PROPERTY

```
                    ┌─────────────────────────────┐
                    │   registration of property  │
                    ├──────┬──────────────────────┤
                    │ 01A  │                      │
                    └──────┴──────────────────────┘
                                  │
                                  ▼
        ┌─────┐              ◇◇◇◇◇◇◇◇◇◇◇            ┌─────────────────────────────┐
        │ 02A │           ◇◇             ◇◇         │ registration of property at │
        └─────┘         ◇◇   immovable     ◇◇       │ the central administration  │
                       ◇     property or      ◇─────│      systems (PVE/SIIE)     │
                       ◇◇    vehicles?      ◇◇   Y   ├──────┬──────────────────────┤
                         ◇◇             ◇◇          │ 03A  │  Responsible Services │
                            ◇◇◇◇◇◇◇◇◇◇◇             └──────┴──────────────────────┘
                                  │ N
                                  ▼
                    ┌─────────────────────────────┐
                    │      emission of labels     │
                    ├──────┬──────────────────────┤
                    │ 04A  │  Responsible Services │
                    └──────┴──────────────────────┘
                                  │
                                  ▼
                    ┌─────────────────────────────┐
                    │          labeling           │
                    ├──────┬──────────────────────┤
                    │ 05A  │  Responsible Services │
                    └──────┴──────────────────────┘
                                  │
                                  ▼
                    ┌─────────────────────────────┐
                    │       loadsheet update      │
                    ├──────┬──────────────────────┤
                    │ 06A  │  Responsible Services │
                    └──────┴──────────────────────┘
                                  │
                                  ▼
                    ┌─────────────────────────────┐
                    │ loadsheet confirmation and  │
                    │          signature          │
                    ├──────┬──────────────────────┤
                    │ 07A  │ Property Responsible  │
                    │      │       Person          │
                    └──────┴──────────────────────┘
                                  │
                                  ▼
                    ┌─────────────────────────────┐
                    │ loadsheet and property      │
                    │ delivery to the recipient   │
                    │ services                    │
                    ├──────┬──────────────────────┤
                    │ 08A  │  Responsible Services │
                    └──────┴──────────────────────┘
```

01A The registration process of property is initiated after the accounting entry of the invoice in the software, by the accounting services, or following entry of a new property by the inventory services. Property is classified in accordance with the general classification system. The structure of the inventory number is composed of an activity code, a code of the property category, a code of the property type and the inventory number (sequential number) according to the general classification system approved by CIBE. These properties are also associated to a location code containing nine digits. The first set of 3 digits corresponds to the building's code, the second set of 3 digits corresponds to the floor code and the third set to the division code. The record also includes the name of the person who takes over the property, both in terms of personal-use property and joint-use property.

02A and 03A If property is real estate or a vehicle, in addition to entry in the software, property data are entered into the information system of government's real estate (SIIE) or into the government vehicle management system (PVE), respectively.

02A, 04A and 05A In the case of movable property, the IT system issues the corresponding labels, which only contain the inventory number, put on property by inventory services.

06A to 08A The inventory services deliver property, update and forward loadsheets to the recipient services, after persons responsible for property confirm and sign them.

B PROPERTY TRANSFER

```
┌─────────────────────────────┐      ┌──────────┐
│   property transfer request │      │ IMQ*04.09│
│                             │      └──────────┘
├──────┬──────────────────────┤
│ 01B  │ Property Responsible │
│      │ Person               │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ request check and information│
│      for authorization       │
├──────┬──────────────────────┤
│ 02B  │ Responsible Services │
└──────┴──────────────────────┘
              │
              ▼
┌──────┐                              ┌─────────────────────────────┐
│ 03B  │        ◇ transfer           │ communication to the property│
└──────┘      request      ─── N ──▶ │   responsible person         │
            authorized?              ├──────┬──────────────────────┤
                 │                   │ 04B  │ Responsible Services │
                 Y                   └──────┴──────────────────────┘
                 ▼
┌─────────────────────────────┐
│ property transfer registration│
├──────┬──────────────────────┤
│ 05B  │ Responsible Services │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      loadsheet update        │
├──────┬──────────────────────┤
│ 06B  │ Responsible Services │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ loadsheet confirmation and   │
│        signature             │
├──────┬──────────────────────┤
│ 07B  │ Resp. Services/Prop.  │
│      │ Resp. Person          │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ loadsheet and property       │
│ delivery to the recipient    │
│ services                     │
├──────┬──────────────────────┤
│ 08B  │ Responsible Services │
└──────┴──────────────────────┘
```

01B and 02B Whenever it becomes necessary to transfer property between services, a property transfer request is made by the person in charge (**IMQ*04.09**) This request is forwarded to the inventory services to check and inform the body in charge of authorization (except for special cases of transfer for the implementation of activities of the institution for short periods of time).

03B and 04B If the transfer is rejected, the decision is communicated by the inventory services to the person responsible for the property.

05B and 06B If the transfer is authorized, the inventory services register the transfer in the IT system and update the loadsheets of providing and recipient services.

07B and 08B Following delivery of property to the recipient services, the inventory services forward loadsheets to the corresponding services, after their confirmation and signature.

C PHYSICAL CHECKS
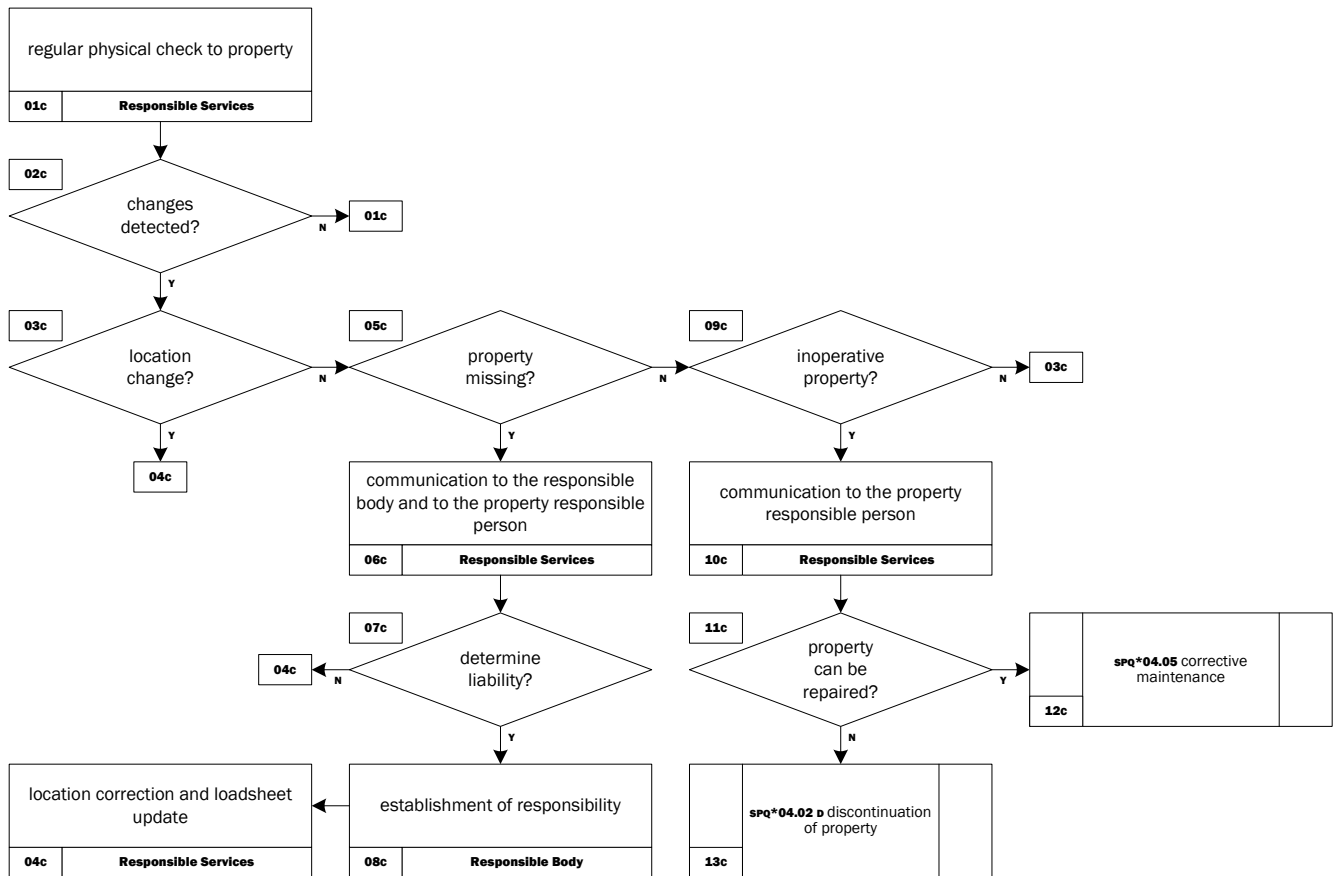
01C A physical check to property is performed annually.

02C ato 04C If the location of a property changes, the inventory services correct the location in the system and update loadsheets.

02C, 05C and 06C If the property is not located in the proper place, the inventory services report this situation to the responsible body and person in charge of the property.

07C, 08C and 04C The responsible body may, at its discretion, establish responsibilities, in accordance with applicable legal requirements. Property absence is recorded by the inventory services in the system and loadsheets are updated.

02C, 09C and 10C If a property is inoperable, the inventory services report this situation to the person in charge.

11C and 12C If it is possible to repair the property, this action shall be carried out as described in the corrective maintenance procedure.

13C If it is found that the property cannot be repaired, the process follows information in the field discontinuation of property, of this procedure.

D DISCONTINUATION OF PROPERTY
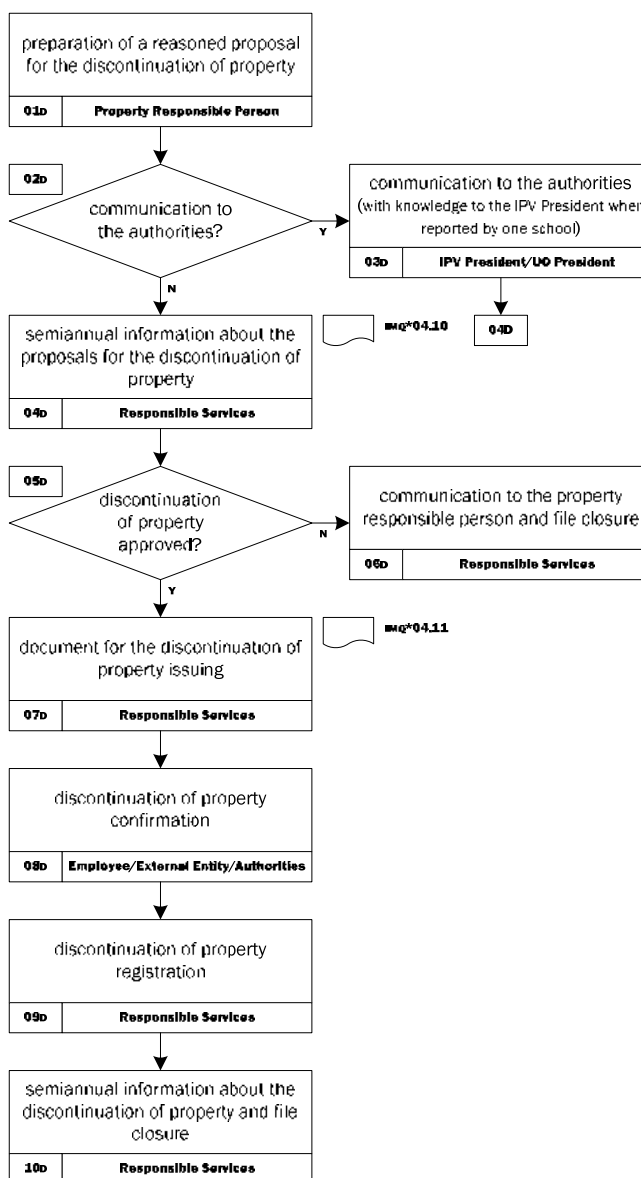
Discontinuation of property can result from disposal, theft, loss, destruction, assignment, statement of inability of the property, exchange, transfer, fire or other reason. Discontinuation of property causes are recorded in the inventory sheet in accordance with the following criteria: (**1**) disposal in return for payment, (**2**) disposal for free, (**3**) theft, (**4**) destruction or demolition, (**5**) transfer, exchange or barter, (**6**) return or reversal, (**7**) incident or fire, (**8**) others.

01D Whenever it is necessary to discontinue property, the person in charge of the property must prepare a reasoned proposal. Where applicable, a technical position statement shall be attached to the proposal.

02D e 03D If the proposal is based on an occurrence conducive to communication to the authorities, it shall be performed by the President of the IPV or of the School with the knowledge of the IPV President.

04D Inventory services gather, every six months, all discontinuation of property proposals and submit them to the Management Council for approval thereof (**IMQ*04.10**).

05D e 06D If the proposal is rejected, the inventory services inform the person in charge of the inventory and archives the file.

07D If the proposal is approved, the inventory services prepare the document for the discontinuation of materials (**IMQ*04.11**).

08D The discontinuation of property must be confirmed by registration. It may consist of an internal document signed by at least 3 employees, if discontinuation of property is performed internally, a document proving the delivery of the property to the independent body for disposal or a document from authorities with the register of the President's announcement.

09D Following confirmation, the discontinuation of property is recorded in the software.

10D Following information every six months about discontinuation of property procedures to the Management Council, the inventory services archive it.

E PROPERTY FEATURES CHANGE

property features change check	
01E	**Responsible Services**

02E change of value? → **06E** (Y)

↓ N

property features change proposal	
03E	**Responsible Services/External Entity**

04E change approved? → N →

file closure	
05E	**Responsible Services**

↓ Y

property features change registration	
06E	**Responsible Services**
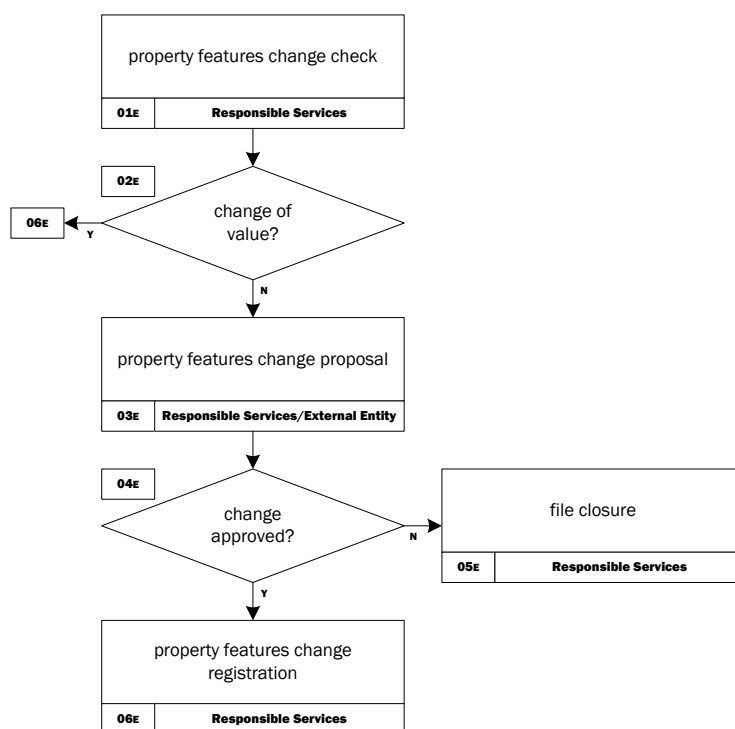
01E During the useful life of a property, the following features changes may occur: increase of useful life (**AV**), increase in value with or without increase of useful life, by virtue of major repairs or improvements (**GR**), exceptional devaluation due to obsolescence, decay or other reasons (**DE**) or exceptional valuation for market-related motives (**VE**).

02E e 06E Whenever the change is only property value change, inventory services record it in accordance with the corresponding invoice.

03E e 04E If another type of change occurs, the person in charge or external body issues a duly substantiated position statement on the change that took place, and the responsible body is entrusted with approval thereof.

05E If the change is refused, the file is archived.

06E If the change is approved, inventory services record it into the IT system.

ASSOCIATED FORMS

IMQ*04.09 property transfer form
IMQ*04.10 proposal for the discontinuation of materials
IMQ*04.11 document for the discontinuation of materials

	proposal	
01	Technical Department	

IMQ*04.02
IMQ*04.03

	decision/deliberation/opinion	
02	Competent Authority	

	provision of the expenditure	
03	Accounting Services	

04 — **provision available?** N →

	file closure	
05	Technical Department	

Y ↓

	decision/deliberation	
06	Competent Authority	

07 — **decision, deliberation favourable?** N →

	provision of the expenditure annulment	
08	Accounting Services	

05

Y ↓

	tender procedure organization	
09	Technical Department	

	homologation	
10	Competent Authority	

11 — **favourable?** N → 09

Y ↓

	accomplishment of the tender procedure	
12	Technical Department	

	final report appoval and communication	
13	Competent Authority	

A

A

	rectification of the provision of the expenditure	
14	Accounting Services	

	contract issuing and signature	
15	Technical Department	

	contract consignment	
16	Technical Department	

	contract supervision	
17	Technical Department	

	provisional receipt	
18	Technical Department	

	contract final account and basegov registration	
19	Technical Department	

	inspections (w.a.) during the warranty period	
20	Technical Department	

	definitive receipt	
21	Technical Department	

	contractor assessment and file closure	
22	Technical Department	

	IQ*04.03 contractors qualification and assessment	
23		

01 The need to perform a construction work arises from usual and planning activities of the IPV. Following analysis of the need, services propose the appropriate procedure, in accordance with the Public Contracts Code (CCP) (**IMQ*04.02** e **IMQ*04.03**). This proposal is submitted to the competent authority for approval. Issue of information on the need can be immediately complemented by the tender process. The development of building contract procedures is accompanied by basegov compulsory registration (contract details) and/or by registration in the public procurement platform of the institution.

02 The competent authority issues a decision/deliberation/opinion on the start of the procedure and submits it to provision of the expenditure.

03 The Accounting Services check for the existence of provision for the expenditure.

04 and 05 If there is no provision, the file is archived.

04, 06 and 07 If there is provision, the file is forwarded to the competent authority, so that the latter can issue an order on the beginning of the procedure. If the procedure is already duly organized, in accordance with section **09**, and approved by the competent authority, it will immediately move into section **12**.

07 and 08 If the procedure is not authorized the provision is annulled and the file is archived.

07 and 09 to 11 If the procedure is authorized, the whole process is organized and initiated, with the preparation of an internal memorandum for the selection of the type of procedure, approval of pieces and appointment of the jury of the procedure, definition of the maximum amount of the economic benefit of the contracting authority in accordance with the CCP, as well as other opportune and relevant elements, so that the competent authority who has the power to hire performs approval thereof to continue the legal procedure. If it is necessary to rectify any element submitted, the competent authority gives instructions it deems appropriate, so that the document is forwarded again.

12 The Services and/or the jury of the procedure carry out the procedure processing in accordance with legislation in force (CCP) and based on the public procurement platform of the institution. In some cases authorized by an immediate superior, and only in terms of negotiated procedures, the services and/or the jury may perform procedure processing in which submission of proposals by tenderers is made using written and digital transmission modes, such as e-mail.

13 Following preparation of the final report of tender analysis, the services shall process the whole procedure, requesting the competent body's approval of the report content, approval of the contract award and approval of the contract draft, which may be performed in two stages, depending on whether or not a financial guarantee is foreseen.

Following the contract award decision, this award is reported to all tenderers, and the successful tenderer is ordered to submit the qualification documents required in the respective procedure and the financial guarantee, if it was provided for in the procedure, and approval of the contract draft.

14 If necessary, the accounting services rectify the provision.

15 Following receipt and approval by the services of the qualification documents and the financial guarantee, if applicable, the whole procedure is processed in order to prepare and award the contract or, in simpler procedures, issue a requisition, when the contract price of the building contract does not surpass 10000 € + value added tax (IVA). In procedures with a value superior to 10000 € in addition to the requisition, is mandatory one contract, bestowed by all parties. It shall be published at portal Base Gov. These submissions are a condition of effectiveness of the respective contract, particularly for the purpose of any payment.

16 During the execution of building contracts, the person appointed by the competent authority shall carry out the building contract's consignment as per the law.

17 OThe person(s) appointed monitor the building contract in the quality of representative(s) of the developer, taking the measures required to proper development of the undertaking. This person shall coordinate the several entities participating in the building contract, if any (building contractor, supervisory body, designers, other entities) and prepare information for approval by an immediate superior. Where appropriate, opinions on reports or other documents can also be provided. Invoicing submitted in the course of the building contract shall be accompanied by an opinion of the Technical Department. In cases where the latter is empowered for that purpose, it shall ensure supervision of the building contract (**IQ*04.04** projects and construction work supervision).

18 By the end of the building contract execution, an inspection shall be performed and the statement of provisional receipt shall be drawn up and then signed by stakeholders. If flaws are detected in the construction work which prevents receipt thereof, a reasonable deadline for flaw correction may be granted, and a new provisional receipt shall take place.

19 The Technical Department promotes the preparation of the building contract final acount, submitting it to the basegov.

20 When necessary, and during the warranty period, the Technical Department ensures the execution of inspections and promotes the start of corrections deemed appropriate, gradually releasing the financial guarantee in accordance with legislation in force.

21 Definitive receipts is conducted by the Technical Department, within the deadline set, being formalized in a statement, and the Technical Department promotes the release of the remaining contract warranties.

22 The Technical Department evaluates the building contractor, in accordance with work instruction **IQ*04.03** contractors qualification and assessment.

ASSOCIATED FORMS:

IMQ*04.02 information/proposal
IMQ*04.03 proposal for the acquisition of goods and services

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┌─────────────────────────────┐      ┌──────────┐
│ drawing up of the preventive │      │ IMQ*04.18│
│   maintenance plan           │      └──────────┘
├────┬────────────────────────┤
│ 01 │  Technical Department   │
└────┴────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ approval of the preventive   │
│   maintenance plan           │
├────┬────────────────────────┤
│ 02 │  President/Vice-President│
└────┴────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ implementation of the preventive│
│   maintenance plan           │
├────┬────────────────────────┤
│ 03 │      Maintenance        │
└────┴────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│   facilities status check    │
├────┬────────────────────────┤
│ 04 │  Technical Department   │
└────┴────────────────────────┘
              │
    05        ▼                               ┌──────┬──────────────────────┬──────┐
       ◇ malfunctions ◇ ───── Y ──────────────│      │ SPQ*04.05 corrective │      │
       ◇ or anomalies? ◇                      │      │    maintenance       │      │
              │                               ├──────┼──────────────────────┤      │
              N                               │  06  │                      │      │
              ▼                               └──────┴──────────────────────┴──────┘
┌─────────────────────────────┐
│  facilities status analysis  │
├────┬────────────────────────┤
│ 07 │  Technical Department   │
└────┴────────────────────────┘
              │
    08        ▼
  ┌────┐ ◇ preventive plan ◇
  │ 03 │◀─ N ─ review needed? ◇
  └────┘       │
              Y
              ▼
┌─────────────────────────────┐
│ preventive maintenance plan review│
├────┬────────────────────────┤
│ 09 │  Technical Department   │
└────┴────────────────────────┘
              │
              ▼
           ┌────┐
           │ 02 │
           └────┘
```

01 e 02 The Technical Department, taking into account infrastructures likely to condition the quality of IPV's activities, maps out the preventive maintenance plan (**IMQ*04.18**), which is approved by the institution's President or Vice-President. if no changes are observed the plan is deemed suitable for the following year(s).

03 This plan is disclosed to the maintenance, responsible for the plan implementation. Maintenance shall be carried out in accordance with work instruction **IQ*04.05** preventive maintenance rules.

04 The Technical Department checks out the status of the facilities, object of the preventive maintenance plan, during the calendar year.

05 e 06 During the performance of these actions, malfunctions or anomalies which cannot be solved immediately are detected, the service head acts in accordance with subprocedure **SPQ*04.05** corrective maintenance.

07 The service head analyzes intervention results and checks out the status of the facilities, object of the preventive maintenance plan, and checks if the plan still suits the needs or requires review.

08 e 09 If the plan is deemed unsuitable undergoes review and an up-to-date version thereof is disseminated.

ASSOCIATED FORMS

IMQ*04.18 facilities preventive maintenance plan

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                        ┌─────────────────────────────┐
                        │ corrective intervention     │
                        │         request             │
                        ├──────┬──────────────────────┤
                        │  01  │      Applicant        │
                        └──────┴──────────────────────┘
                                      │
                        ┌─────────────────────────────┐
                        │ corrective intervention     │
                        │    request analysis         │
                        ├──────┬──────────────────────┤
                        │  02  │ Technical Department/ │
                        │      │     Maintenance       │
                        └──────┴──────────────────────┘
                                      │
              ┌──────┐                ▼
              │  03  │          ◇ the intervention ◇        ┌─────────────────────────────┐
              └──────┘          ◇   is feasible?   ◇ ──N──▶ │ communication to the        │
                                       ◇                     │        applicant            │
                                       │ Y                   ├──────┬──────────────────────┤
                                       ▼                     │  04  │ Departamento Técnico  │
                        ┌─────────────────────────────┐      └──────┴──────────────────────┘
                        │    intervention request     │
                        ├──────┬──────────────────────┤
                        │  05  │ Technical Department/ │
                        │      │     Maintenance       │
                        └──────┴──────────────────────┘
                                      │
                        ┌─────────────────────────────┐
                        │        intervention         │
                        ├──────┬──────────────────────┤
                        │  06  │ Technical Department/ │
                        │      │     Maintenance       │
                        └──────┴──────────────────────┘
                                      │
              ┌──────┐                ▼
              │  07  │          ◇    problem    ◇
              └──────┘   ┌──N── ◇    solved?    ◇
              ┌──────┐   │            ◇
              │  02  │◀──┘            │ S
              └──────┘               ▼
                        ┌─────────────────────────────┐
                        │ registration and file       │
                        │        closure              │
                        ├──────┬──────────────────────┤
                        │  08  │ Technical Department/ │
                        │      │     Maintenance       │
                        └──────┴──────────────────────┘
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01 Corrective intervention can be requested to the Technical Department or directly to the Maintenance Responsible by e-mail, telephone or direct contact. These interventions can also result from the diagnosis of malfunction/anomaly during preventive maintenance actions.

02 a 06 The Technical Department or the Maintenance Responsible assesses the case and, where practicable, makes an intervention request to the maintenance team. If there is the need to carry out an urgent intervention, the request may be made verbally to the maintenance head.

07 e 08 Following intervention, the Technical Department or the Maintenance Responsible confirms the resolution of the problem registers it and archives the case. If the problem has not been solved, the Technical Department or the Maintenance Responsible analyzes the problem again based on data provided by the maintenance team, reporting it to the requester if the intended intervention is impracticable.

ASSOCIATED FORMS

there are no associated forms

01 Facilities and measurement equipment often undergo inspection/certification or calibration/verification in order to ensure their fitness for corresponding functions.

02 and 03 Facilities requiring regular external inspection/certification, in accordance with the legislation in force, are identified in a specific form (IMQ*04.19, IMQ*04.20, IMQ*04.21, IMQ*04.22). These inspections/certifications are performed in accordance with IQ*04.06 facilities inspection and certification.

04 e 05 The Technical Department identifies existing monitoring and measurement equipment in the respective services and selects those that must undergo calibration or verification in order to be able to provide valid results.

This calibration or verification is performed as described in IQ*04.07 internal calibration rules and recorded in (IMQ*04.23). It can be performed in three ways:
- by direct observation, through periodic verification of equipment operation, in order to ensure their continual fitness;
- by external calibration, through verification of the certificate issued by the certification organization, in accordance with provisions in standards in force;
- by internal evaluation, using calibrated devices, comparing measurements performed by certified devices with those we intend to evaluate internally.

06 a 09 The services analyze and record all data in forms aimed at that purpose. Inspections to facilities will be accompanied by register thereof in forms IMQ*04.19, IMQ*04.20, IMQ*04.21 e IMQ*04.22, which are archived in their own cover, in order to monitor expiration dates. Anomalies detected and remedy of lack of conformity of facilities is also registered.
Regarding monitoring and measurement equipment, errors indicated (deviations from nominal values) and associated uncertainties are checked, and their compatibility with use requirements is assessed. For this end, acceptance criteria are set. The decision is supported by the comparison between the acceptance criterion and errors, and decisions on fitness for use are made later on.
The acceptance criterion is the maximum error allowed in the use of equipment taking into account technical requirements to fulfill in terms of use. This criterion is included in the equipment data sheet.

Equipment which does not comply with requirements will be disposed of or, based on the reports of organizations, observed anomalies are repaired, and necessary calibration/verifications are performed again.

All these actions are registered in the respective forms (**IMQ*04.24**, **IMQ*04.25** e **IMQ*04.26**), which are archived in their own cover.

10 Following validation of calibration/verifications, monitoring and measurement equipment are put to use, with registration and proof of that situation in the corresponding individual form. Any piece of equipment which suffers damage during the certification period must undergo a new calibration/verification.

Regarding gas installations, electrical installations, elevators and fire extinguishers, the Technical Department monitors the evolution of their status, performing midterm inspections where warranted.

ASSOCIATED FORMS

IMQ*04.19 inspection of gas facilities
IMQ*04.20 inspection of electric facilities
IMQ*04.21 elevators certificaton
IMQ*04.22 fire extinguishers review
IMQ*04.23 monitoring and measurement equipment map
IMQ*04.24 equipment data form – external certification
IMQ*04.25 equipment data form – direct observation
IMQ*04.26 equipment data form – direct observation

01 SELECTION OF SUPPLIERS

Selection of new suppliers can be performed in two ways:

A when the supplier contacts the IPV to obtain information on products and/or services it trades or develops;

B when the IPV observes the need to contact a new supplier in the face of the specifications of products and/or services which it intends to purchase.

Whenever a supplier is selected in accordance with subparagraph A, the Supply Services, in collaboration with the person in charge of the service with interest in goods and/or services and based:

❖ on conditions offered by the new supplier,

❖ on technical specifications of goods and/or services,

❖ on other information, particularly information extracted from the internet and/or meetings with the supplier, it decides whether the qualification is feasible or not, substantiates the proposed decision and submits it for appraisal by a superior (president, Vice-President or Administrator), using for that purpose IMQ*04.08.

Whenever the IPV needs to contact a new supplier under the terms of subparagraph B, the Supply Services shall mention the situation and propose superiorly the potential supplier through forms IMQ*04.01, IMQ*04.02, IMQ*04.03 or IMQ*04.04.

02 QUALIFICATION OF SUPPLIERS

The existence of new suppliers requires the inclusion in the list of qualified suppliers (IMQ*04.06). Suppliers are grouped according to the type of products they supply (see table below). In accordance with legislation in force, the list of qualified suppliers must immediately include companies qualified as suppliers of the government.

GROUPS	SUBGROUPS
equipment and basic material	school furniture
	other type of equipment
equipment and IT equipment	software
	hardware
	other type of IT equipment
audiovisual equipment	
library equipment	books and magazines
	other type of equipment
hotel-related equipment	regarding housing
	regarding food
office equipment	furniture
	machines
	other type of office equipment
transport equipment	lightweight passenger vehicles
	goods vehicles
	heavy-duty passenger vehicles
tools and utensils	for agriculture
	for a laboratory
	for maintenance
	other tools and utensils
research equipment	
reprography equipment	
sports and leisure equipment	
buildings and other constructions	
other goods and services	electricity
	fuels
	books and technical documents
	rents
	communications
other goods and services	insurance
	surveillance and safety
	facilities cleaning
	reprography consumables
	desk consumables
	hygiene and cleaning products
	electrical material
	electronic material
	plumbing material
	others

GROUPS	SUBGROUPS
specialized services	audits
	quality
	accounting
	maintenance
	training
	disinfestation services
	typographical work
	studies and expert opinions
	running of canteens and bars
	IT
technical support	IT
	copiers
	mechanical equipment
	transformer station
	others
licensing	of programs
	of the digital library
	access to the rcts
cleaning, hygiene and comfort	cleaning and hygiene
	clothing and footwear
furnishings and comfort	
material for clinical use	
materials for conservation and repair	
honorary and furnishings articles	
generic publications	
meal supply	

03 ASSESSMENT OF SUPPLIERS

The assessment of suppliers is performed annually, using the spreadsheet evaluation of supplier performance (**IMQ*04.07**) (**IMQ*04.07**) and must be concluded until the end of the month of March of the following calendar year.

Suppliers that performed at least one supply in the calendar year will be submitted to assessment.

Each supplier receives 3 points. For each supply, 0, 1 or 2 points shall be deducted, in accordance with the following scale:

OCCURRENCE		SCORE
A	when all the following conditions occur: the supplier met the delivery deadline; met all conditions of the request and/or product specifications; solve problems and responded quickly to subsequent requests for assistance; met the needs in the face of the turn of events promptly; provided technical and commercial documents in a timely manner and systematically and responded to information requests within the deadline set	- 0 points
B	when at least one of the following conditions occurs: the supplier did not meet the deadline, but there was no delay in the normal running of services; met partly conditions of the request and/or product specifications; solved problems and responded to subsequent requests for assistance, but with delay; met the needs in the face of the turn of events, but not promptly; did not provide technical and commercial documents and did not respond within the deadline set, but did not cause delays	- 1 point
C	when at least one of the following conditions occurs: the supplier did not meet the deadline and this entailed service stoppage; did not meet the conditions of the request and/or product specifications; did not solve problems and did not responded to subsequent requests for assistance; did not meet the needs in the face of the turn of events; did not provide technical and commercial documents and did not respond within the deadline set and caused delays	- 2 points

When only type **A** occurences is observed the suppliers keep their initial 3 points. When type **B** and/or **C** are observed the supplier assessment is calculated using the following formula:

$$IQ = \frac{3*\text{no. supplies with type A occurences} + 2*\text{no. supplies with type B occurences} + 1*\text{no. supplies with type C occurences}}{\text{no. supplies}}$$

The decision on the maintenance of qualification of suppliers is made based on the weighted results of the score awarded to assessment:

If:

❖ $0 \leq IQ < 2$ negative result, the supplier is disqualified;
❖ $IQ = 2$ neutral result, there is room for request of an improvement plan*;
❖ $2 < IQ \leq 3$ positive result, the supplier remains qualified.

* In case of non-compliance on the part of the supplier the latter shall be disqualified.

Where there is no alternative supplier, the IPV reserves itself the right to keep the corresponding supplier in the list of qualified suppliers, mentioning in the supplier's qualification list that he/she cannot be disqualified.

ASSOCIATED FORMS

IMQ*04.01 internal requisition
IMQ*04.02 information/proposal
IMQ*04.03 proposal for the acquisition of goods and services
IMQ*04.04 proposal for the acquisition of goods and services within the scope of international or funded projects
IMQ*04.06 qualified suppliers
IMQ*04.07 assessment of suppliers
IMQ*04.08 supplier qualification

01 Whenever there is a need to use:

01.01 a lightweight and/or mixed vehicle, employees must fill in a requisition in a form designed for that purposed (**IMQ*04.14**). External customers must perform requests by letter. Requests are handed over to the service in charge thereof, which provides information on the request.

01.02 a heavy-duty vehicle, the requester must perform the request by letter, which must be included in the working tasks. The request is forwarded to the service in charge thereof, which provides information on the request (availability and associated costs).

02 The decision is made by an immediate superior and is communicated by the service in charge to requesters by telephone, fax or letter.

03 Following the business trip, the driver and the customer or employee confirm it in a form designed for that purpose (**IMQ*04.14**).

04 The driver records exits daily in the program of vehicle use (**IMQ*04.17**).

05 By the end of each month, the responsible service checks the program of vehicle use and uploads files into the Government's Motor Vehicle Management System, with information on kilometers travelled, repairs/maintenance (**IMQ*04.15**) , inspections (**IMQ*04.16**) and accidents (if applicable) per vehicle.

06 Also on a monthly basis, drivers fill in itinerary reports (**MODELO 683 INCM**) and hand them over to the responsible service for confirmation of exit data and submission to Human Resources Services. Human Resources Services process and archive information received.

07 At the beginning of each year, the responsible service draws up the program of routine inspections planned for the motor vehicle fleet and the descriptive plan of inspections to be carried out.

08 Daily maintenance of vehicles (cleaning, filling fuel tanks, identifying problems and needs) is the responsibility of drivers.

ASSOCIATED FORMS

IMQ*04.14 requisição de transporte
IMQ*04.15 revisões da frota
IMQ*04.16 inspeções da frota
IMQ*04.17 mapa de utilização de veículos
MODELO 683 INCM itinerary report

01 SCOPE

This assessment and qualification of building contractors is an instrument to be used in building contracts under 150000 € + value-added tax (building contracts by negotiated procedure). Building contracts over that amount comply with procedures by public tender, and the IPV cannot prevent building contractors it classified negatively from applying to and being awarded the corresponding procedures (to this end, all they need is a certificate of classification of public work contractors issued by the INCI and complying with tender requirements provided for in Decree-Law no 18/2008, of January 29).

Nonetheless, building contracts over 150000 € + value-added tax are also assessed and this assessment will be an integral part of the listing for the qualification of building contractors.

02 QUALIFICATION OF BUILDING CONTRACTORS WHO ALREADY PROVIDED SERVICES TO THE IPV

All building contractors who already performed building contracts at the IPV promoted by the Technical Department are assigned a number, which is directly proportional to the chronological sequence of the beginning of works at the institution.

The assessment of the building contractor is calculated using the weighted mean of values assigned to each building contract performed for the institution (see description in section 5 of this work instruction).

Only building contracts which still have not been definitively accepted are assessed, usually between two and ten years after provisional acceptance for tenders launched, in accordance with the Public Contracts Code (CCP), and if the building contractor is still working.

03 SELECTION OF NEW BUILDING CONTRACTORS

Whenever the Technical Department deems it necessary to recommend new building contractors, given the technical specificity required to perform the work (subcategories) or to prevent the routine practice of always calling the same companies, it uses the database of certified building contractors of the INCI. If the procedure falls under its responsibility, the Technical Department recommends, within the scope of the procedure launch, the integration thereof into the consultation procedure, submitting it to the competent entity for appraisal. It is only after provisional acceptance of a building contract awarded to it that the assessment of this building contractor starts, using the listing of qualified building contractors.

04 ASSESSMENT OF BUILDING CONTRACTS

Each building contract is assessed using the following criteria:

CRITERION A compliance of deadlines for works execution;

CRITERION B quality of the works;

CRITERION C effectiveness in technical/administrative support during the execution of building contracts;

CRITERION D responsiveness to complaints within the guarantee period of the works.

The scale to be used is the following: NA not applicable, 1 insufficient, 2 sufficient and 3 good.

CRITERION A compliance of deadlines for works execution	
met or exceeded the deadline laid down contractually	3 points
did not meet the deadline, but did not cause any loss to the contracting authority	2 points
did not meet the deadline, causing significant losses to the contracting authority	1 point

CRITERION B quality of the works	
showed a high capacity to comply with the technical specifications in the tender documents and with good construction regulations	3 points
showed an average ability to comply with the technical specifications in the tender documents and with good construction regulations	2 points
showed a poor ability to comply with the technical specifications in the tender documents and with good construction regulations	1 point

CRITERION C effectiveness in technical/administrative support during the execution of building contracts	
high responsiveness to requests regarding the compliance of technical and administrative demands for the development of the building contract from the submission of the contract draft to the provisional acceptance of the building contract	3 points
average responsiveness to requests regarding the compliance of technical and administrative demands for the development of the building contract from the submission of the contract draft to the provisional acceptance of the building contract	2 points
poor responsiveness to requests regarding the compliance of technical and administrative demands for the development of the building contract from the submission of the contract draft to the provisional acceptance of the building contract	1 point

CRITERION D responsiveness to complaints within the guarantee period of the works	
high technical ability and availability to handle the requests from the developer or from inspections regarding anomalies detected within the guarantee period of the building contract	3 points

average technical ability and availability to handle the requests from the developer or from inspections regarding anomalies detected within the guarantee period of the building contract   2 points

poor technical ability and availability to handle the requests from the developer or from inspections regarding anomalies detected within the guarantee period of the building contract   1 point

The four criteria are assigned different weights, according to their importance. The first two criteria (A and B) are assigned a weight of 2. Criterion c is assigned a weight of 1. Criterion d is assigned a weight of 5.

The weighted mean is calculated using the following formula:

$$Ae = \frac{2 \times \text{criterion A} + 2 \times \text{criterion B} + \text{criterion c} + 5 \times \text{criterion d}}{n}$$

Where Ae = building contract assessment and n can be 10 or 5, depending on the inclusion or exclusion of criterion d in the calculation (if there are no complaints, this criterion will not be assessed).

05 ASSESSMENT OF BUILDING CONTRACTORS

Following the analysis mentioned in section 4, the building contractor is assessed. This assessment is obtained from the weighted mean of scores awarded to each work performed by that building contractor.

Weights were assigned for the assessment of each building contract, taking into account the value thereof and in accordance with Decree-Law 18/2008, of January 29:

building contract value (excluding value-added tax)	weight (P)
x ≤ 25000 €	1
25000 € < x ≤ 50000 €	2
50000 € < x ≤ 150000 €	3
x > 150000€	4

The assessment of the building contractor will be calculated using the following formula:

$$\text{final A} = \frac{P1 \times Ae1 + P2 \times Ae2 + \ldots + Pn \times Aen}{P1 + P2 + \ldots + Pn}$$

where Aen = building contract assessment and Pn = building contract weight.

Building contractors who obtain a score less than two points will not be qualified. If the score obtained is equal to or above two, the building contractor is automatically qualified.

06 LISTING OF QUALIFIED BUILDING CONTRACTORS

A list of all qualified building contractors is prepared in digital form and updated whenever a new building contract is carried out.

ASSOCIATED FORMS

there are no associated forms

This instruction sets methodologies for the preparation of preliminary programs, projects and for supervision of construction work.

01 PRELIMINARY PROGRAM

The need to map out preliminary programs for the construction of new infrastructure or for the adaptation of existing infrastructure results from the guidelines from the presidency of the IPV.

These programs are performed in accordance with the guidelines from the GEFCES, by means of the implementation of the methodology described in the guide for the preparation of preliminary programs and recommendations for projects (*guião para a elaboração de programas preliminares e recomendações para projetos*) drawn up on March 1995 by the State Secretariat for Higher Education of the Ministry of Education.

02 PROJECTS

Projects drawn up by the Technical Department have a low-level technical complexity, such as the adaptation of existing areas to new contexts, occasional repairs of surface coating, repairs of water, telecommunication and electric systems, that is to say within the scope of architecture, electricity, telecommunications and water systems (wastewater, domestic wastewater, rainwater and groundwater).

All projects are accompanied by specifications, a list of amounts with unit costs and of the designed parts which were considered appropriate for each type of project.

The preparation of architecture projects follows continual instructions which are available for consultation on the official site of the Association of Architects (legislation and technical information, as well as tender documents) and on the official site of the Association of Engineers, whose validity shall be confirmed through the site of the Portuguese official gazette.

03 SUPERVISION OF CONSTRUCTION WORK

Unless otherwise specified by an immediate superior, the supervision of construction work will only be carried out on those whose projects were drawn up by the Technical Department, usually works with reduced value and short deadlines.

The supervision of construction work obeys to the following methodology, and never overlooks the instructions and guidelines of the Public Contracts Code (CCP):

- A consignment agreement, guaranteeing the right of access to and possession of the site, is prepared in duplicate at the beginning of the work, and must be signed by the representative of the developer and by the building contractor or the contractor's representative;

- During the execution of the building contract, the supervising entity performs monitoring and checks the fulfillment of the provisions in the project and/or in amendments thereto, of the contract, the tender documents, the work program and the safety of the work, and must clarify any doubts that arise with the building contractor during the execution of the work;

- The construction site diary shall be drawn up or construction meeting minutes shall be performed and form IMQ*04.27 shall be duly completed for the approval of materials and/or equipment;

- All invoicing of the work is accompanied by a measurement report and communication of the supervising entity validating that report;

- Any abnormal situations detected in the course of the work which cannot be solved by the entity supervising the work under its sphere of action must be reported to the developer by the supervision head;

- At the end of the work, the statement of provisional receipt is drawn up;

- If deficiencies are detected, the supervising entity will grant a deadline to the building so that required changes or repairs are performed, carrying out a new supervision after the term of the set deadline;

- Following provisional acceptance, the supervising entity/Administrative Services of the Technical Department must prepare the final account of the work. If there are pending complaints regarding some works and figures, they will be settled as they are definitively resolved;

- As the warranty periods of the work (2, 5 and 10 years) go by, the respective supervisions are performed and the respective report is made, so that the Administrative Services of the Technical Department process the respective gradual release from the financial guarantee. If deficiencies are detected, the same provisions whichh apply for provisional acceptance is applied to supervision;

- The supervising entity can, during the warranty period of the work, carry out inspections and request the building contractor to repair deficiencies recorded;

- After the term of the warranty period of the work, the work is definitively accepted and this acceptance is formalized in a statement.

ASSOCIATED FORMS

IMQ*04.27 materials and equipments approval form

Preventive maintenance is performed in infrastructures detailed in the plan of infrastructures subject to control (**IMQ*04.18**). Foram elaboradas duas listagens, uma relativa às atividades a desenvolver e outra, mais especializada, para equipamentos técnicos mais exigentes (equipamentos mecânicos e quadros elétricos).

Two listings were mapped out, one regarding activities to develop and another, more specific, regarding more demanding technical equipment (mechanical equipment and electrical panels). These listings are the guide that maintenance technicians must follow to perform maintenance tasks and carry out the corresponding records.

LIST 1

MEETING ROOMS, WAITING ROOMS AND AMPHITHEATERS:
- ❖ doors (wood/aluminum, glass, locks, handles, hinges, closers, ventilation grilles);
- ❖ windows (aluminum, glass, locks, handles, hinges);
- ❖ roller shutters and curtains;
- ❖ electrical installations (lighting structures, emergency exit signs, light bulbs, switches, sockets, electrical panels, power extension cords, cabling, triple power sockets, cable trunkings, visible pipes);
- ❖ telecommunication installations (telephone, computer and TV outlets, power extension cords, cabling, cable trunkings, visible pipes);
- ❖ intrusion and fire alarm equipment (detectors, cabling, cable trunkings, visible pipes);
- ❖ mechanical equipment (a/c, control panels, fans, extractor fans, convectors, pipes, insulation, grilles);
- ❖ walls, ceilings, floors, baseboards, paneling, signs, furniture, whiteboards, projection screens, audiovisual equipment, and emergency evacuation plan.

OFFICES:
- ❖ doors (wood/aluminum, glass, locks, handles, hinges, closers, ventilation grilles);
- ❖ windows (aluminum, glass, locks, handles, hinges);
- ❖ roller shutters and curtains;
- ❖ electrical installations (lighting structures, emergency exit signs, light bulbs, switches, sockets, electrical panels, power extension cords, cabling, triple power sockets, cable trunkings, visible pipes);
- ❖ telecommunication installations (telephones, telephone and computer outlets, power extension cords, cabling, cable trunkings, visible pipes);
- ❖ intrusion and fire alarm equipment (detectors, cabling, cable trunkings, visible pipes);
- ❖ mechanical equipment (a/c, control panels, fans, extractor fans, convectors, pipes, insulation, grilles);
- ❖ walls, ceilings, floors, baseboards, paneling, signs, furniture and electric heaters.

RESTROOMS:
- ❖ doors (wood/aluminum, locks, handles, hinges, closers, ventilation grilles);
- ❖ windows (aluminum, glass, locks, handles, hinges);
- ❖ roller shutters;
- ❖ electrical installations (lighting structures, emergency exit signs, light bulbs, switches, sockets, electrical panels, cable trunkings, visible pipes, hand dryers);
- ❖ intrusion and fire alarm equipment (detectors, cabling, cable trunkings, visible pipes);
- ❖ water supply and wastewater disposal facilities (sanitary ware, shower bases and respective enclosures, toilet seats, toilet flushes, taps, mixer showers, filters, varied pipes, drains, siphons);
- ❖ mechanical equipment (a/c, control panels, fans, extractor fans, convectors, pipes, insulation, grilles);
- ❖ walls, ceilings, floors, mirrors, furniture and signs.

COMMON AREAS:
- ❖ doors (wood/aluminum, glass, locks, handles, hinges, closers, ventilation grilles), fire doors and anti-panic bars;
- ❖ windows (aluminum, glass, locks, handles, hinges);
- ❖ roller shutters;
- ❖ electrical installations (lighting structures, emergency exit signs, light bulbs, switches, sockets, electrical panels, cable trunkings, visible pipes);
- ❖ telecommunication installations (telephones, telephone and computer outlets, power extension cords, cabling, cable trunkings, visible pipes);
- ❖ intrusion and fire alarm equipment (detectors, cabling, cable trunkings, visible pipes);
- ❖ mechanical equipment (a/c, control panels, fans, extractor fans, convectors, pipes, insulation, grilles);
- ❖ walls, ceilings, floors, handrails, furniture, assistance counters, counters with security glass, fire extinguishers, fire hose reels, signs, audiovisual equipment, and emergency evacuation plan.

TECHNICAL AREAS:
- ❖ doors (wood/aluminum/iron, glass, locks, handles, hinges, closers, ventilation grilles), fire doors and anti-panic bars;
- ❖ windows (aluminum, glass, locks, handles, hinges and grilles);
- ❖ roller shutters;

- ❖ electrical installations (lighting structures, emergency exit signs, light bulbs, switches, sockets, power extension cords, cabling, triple power sockets, electrical panels, cable trunkings, visible pipes, electric cylinders);
- ❖ telecommunication installations (telephones, telephone and computer outlets, power extension cords, cabling, cable trunkings, visible pipes);
- ❖ intrusion and fire alarm equipment (detectors, cabling, cable trunkings, visible pipes);
- ❖ water supply and wastewater disposal facilities (taps, filters, sinks, varied pipes, septic tanks, drains, siphons);
- ❖ mechanical equipment (a/c, control panels, fans, extractor fans, convectors, pipes, insulation, grilles);
- ❖ gas appliances and equipment (boilers, heaters, other gas equipment, extractor fans, pipes, filters);
- ❖ walls, ceilings, floors, furniture, fire extinguishers, fire hose reels, signs, varied appliances and emergency evacuation plan.

STOREROOM/ARCHIVES:
- ❖ doors (wood/aluminum, glass, locks, handles, hinges, closers, ventilation grilles);
- ❖ windows (aluminum, glass, locks, handles, hinges);
- ❖ roller shutters and curtains;
- ❖ electrical installations (lighting structures, emergency exit signs, light bulbs, switches, sockets, electrical panels, power extension cords, cabling, triple power sockets, cable trunkings, visible pipes);
- ❖ telecommunication installations (telephones, telephone and computer outlets, power extension cords, cabling, cable trunkings, visible pipes);
- ❖ intrusion and fire alarm equipment (detectors, cabling, cable trunkings, visible pipes);
- ❖ mechanical equipment (a/c, control panels, fans, extractor fans, convectors, pipes, insulation, grilles);
- ❖ walls, ceilings, floors, baseboards, paneling, signs, furniture.

BARS:
- ❖ doors (wood/aluminum, glass, locks, handles, hinges, closers, ventilation grilles), fire doors and anti-panic bars;
- ❖ windows (aluminum, glass, locks, handles, hinges);
- ❖ roller shutters;
- ❖ electrical installations (lighting structures, emergency exit signs, light bulbs, switches, sockets, power extension cords, cabling, electrical panels, cable trunkings, visible pipes, electric cylinders);
- ❖ telecommunication installations (telephones, telephone and computer outlets, power extension cords, cabling, cable trunkings, visible pipes);
- ❖ intrusion and fire alarm equipment (detectors, cabling, cable trunkings, visible pipes);
- ❖ water supply and wastewater disposal facilities. (taps, filters, sinks, varied pipes, septic tanks, grilles, drains, siphons);
- ❖ gas appliances and equipment (heaters, stoves, ovens, other gas equipment, extractor fans, pipes, filters);
- ❖ mechanical equipment (a/c, control panels, fans, extractor fans, convectors, pipes, insulation, grilles, boilers);
- ❖ walls, ceilings, floors, furniture, buffet lines, freezers, bain maries, typical bar/kitchen electrical equipment, signs, fire extinguishers, fire hose reels or other means and emergency evacuation plan.

LIST 2

ELECTRICAL PANELS:
- ❖ re-tighten conductors;
- ❖ test differentials;
- ❖ clean;
- ❖ check the existence of a pictogram and an electrical diagram within the panel.

SPLITS:
- ❖ disinfect evaporators;
- ❖ clean evaporator filters;
- ❖ clean condensers;
- ❖ clean evaporator batteries;
- ❖ check fluid pressure;
- ❖ check energy consumption;
- ❖ record input and output temperatures;
- ❖ clean probes;
- ❖ re-tighten electrical equipment.

UTAS/UTANS:
- ❖ clean filters;
- ❖ clean the inside of the machine;
- ❖ clean batteries;
- ❖ check valve operation;
- ❖ check the condition of belts;

❖ check energy consumption;
❖ record input and output temperatures;
❖ check the condition of engine mounts;
❖ check the condition of bearings;
❖ clean probes;
❖ re-tighten electrical equipment.

FANS:
❖ clean the inside of the machine;
❖ check the condition of belts;
❖ check energy consumption;
❖ check the condition of engine mounts;
❖ check the condition of bearings;
❖ clean probes;
❖ re-tighten electrical equipment.

FAN COILS:
❖ clean filters;
❖ clean the inside of the machine;
❖ clean batteries;
❖ check valve operation;
❖ check energy consumption;
❖ record input and output temperatures;
❖ clean probes;
❖ re-tighten electrical equipment.

CHILLERS:
❖ check the condition of probes;
❖ clean secondary flow filters;
❖ clean evaporator;
❖ check energy consumption;
❖ record the temperatures of secondary flows;
❖ record the pressure of secondary flows;
❖ re-tighten electrical equipment.

HEAT PUMPS:
❖ check the condition of probes;
❖ clean secondary flow filters;
❖ clean evaporator;
❖ check energy consumption;
❖ record secondary flow temperature;
❖ record secondary flow pressure;
❖ re-tighten electrical equipment.

ASSOCIATED FORMS

IMQ*04.18 facilities preventive maintenance plan

This instruction defines installations and equipment subject to inspection/certification to ensure their adequacy.

01 Installations which require regular inspections and/or certifications by external entities, in accordance with legislation in force, are gas installations, electrical installations, elevators and fire extinguishers.

02 The services analyze and record all data received, filing it in a specific file, in order to control expiry dates. Anomalies found and the remedy of the lack of conformity of installations is also recorded. The Technical Department monitors the progress of the condition of these installations, performing interim inspections, when justified.

02.01 GAS INSTALLATIONS (IMQ*04.19)
In accordance with legislation in force, biennial certification of all gas installations is mandatory, and the certifying body is responsible for the issue of a compliance certificate or the preparation of a report on abnormal situations detected. The compliance certificate serves as a criterion of approval of the adequacy of these installations.

02.02 ELECTRICAL INSTALLATIONS (IMQ*04.20)
The Technician in Charge of Electrical Installations also inspects twice a year all installations including a power substation, in accordance with legislation in force. These inspections are recorded in a specific sheet in each power substation, and the technician must fill in annually Model 937 of the INCM, which is forwarded to the Regional Directorate for Energy (Direção Regional de Energia).
The maximum permissible value for acceptance of protective earth measurement will be 100 Ω and 20 Ω for functional earth; if, for any reason, the measured value is higher, the situation must be surveyed and the problem must be solved.

02.03 ELEVATORS (IMQ*04.21)
Elevator maintenance is performed monthly by a specialty company contracted for that purpose. The periodic inspection certificate issued by an accredited body must be valid, in accordance with legislation in force.

02.04 FIRE EXTINGUISHERS (IMQ*04.22)
Fire extinguishers are maintained every year in accordance with legislation in force by a company certified to perform this type of operations, which hands over an activity report and puts an individual seal on each extinguisher mentioning the respective expiry date.

ASSOCIATED FORMS

IMQ*04.19 inspection of gas facilities
IMQ*04.20 inspection of electric facilities
IMQ*04.21 elevators certificaton
IMQ*04.22 fire extinguishers review

01 This instruction defines the rules for the performance of internal checks/inspections of monitoring and measurement equipment (MME).

02 It applies to every piece of equipment identified in the plan of monitoring and measurement equipment (IMQ*04.23).

03 An internal check consists of the set of operations, under specific conditions, which set, by means of comparison, the reference values of the standard device and the values read from the equipment to be measured.

04 The internal check of equipment is carried out once a year, based on standard equipment calibrated outdoors. The verification is performed as follows:

04.01 For alternating current
Measurement of the voltage of a socket circuit:
- randomly choose a socket circuit;
- place clamps in phase and neutral poles within the power connection and connect to the standard equipment;
- read and record the voltage value indicated by the standard equipment;
- remove the standard equipment and connect clamps in phase and neutral poles within the power connection and connect to the equipment to be checked;
- read and record the voltage value indicated by the equipment under test;
- repeat the previous steps in a different location.

04.02 For direct current
Measurement of the voltage of a direct current circuit:
- randomly choose a direct current circuit;
- place clamps in negative and positive poles of the direct current circuit and connect to the standard equipment;
- read and record the voltage value indicated by the standard equipment;
- remove the standard equipment and connect clamps in negative and positive poles of the direct current circuit and connect to the equipment to be checked;
- read and record the voltage value indicated by the equipment under test;
- repeat the previous steps in a different location.
The values obtained are recorded in the MME database.

05 Permissible measurement ranges
The measurement range for equipment is ± 10% when compared with standard equipment. If the piece of equipment has higher deviations, it is disposed of or repaired.

ASSOCIATED FORMS

IMQ*04.23 monitoring and measurement equipment map
IMQ*04.24 equipment data form – external certification
IMQ*04.25 equipment data form – internal evaluation
IMQ*04.26 equipment data form – direct observation

The operating fund of the IPV is regulated by standards included in this regulation and by legislation in force (art. 32 of Decree-Law No. 155/92, of July 28th, Order No. 794/2000, of September 20th and budget execution decree.

ARTICLE I CREATION AND ENFORCEMENT

01 Upon deliberation of the Management Council, a fixed cash fund, designated as operating fund, is created on an annual basis, aimed at the acquisition of everyday goods and services involving small amounts, of urgent nature which have not been forecasted in good time.

02 Allocation of that fund is made according to the following types of expenditure:

ACQUISITION OF GOODS

ITEM	NAME
02.01.02	fuel and lubricants
02.01.04	cleaning and hygiene
02.01.09	chemical and pharmaceutical products
02.01.08	office supplies
02.01.10	products sold at drugstores
02.01.11	material for clinical use
02.01.14	other materials/parts
02.01.15	prizes, commendations and offers
02.01.17	tools and utensils
02.01.18	books and technical documents
02.01.20	educational materials
02.01.21	other goods

ACQUISITION OF SERVICES

ITEM	NAME
02.02.09 F0	communications
02.02.10	shipments
02.02.11	representation of services
02.02.13	travels and stays
02.02.25	other services

03 The person in charge of the operating fund is the worker to be appointed by the Management Council.

04 The person in charge of operating fund management performs payments of expenditure and the accounting services registers and checks expenditure, on a bookkeeping sheet created for that purpose where expenditure is registered on a daily basis, bearing the initials of the person in charge of the operating fund and the accounting head, thus ensuring segregation of duties.

05 Imprests performed using this fund are registered on a form aimed for that purpose (**IMQ*04.12**).

06 Blank lines on the imprest form of the treasury service shall be struck out.

07 All amounts moved through this fund shall be counterbalanced with supporting documents, duly substantiated, of payments performed (invoice, receipt) issued on behalf of the Polytechnic Institute of Viseu or schools thereof, including items such as the taxpayer number of the issuing entity and the IPV itself. All documents then follow the usual procedures for processing used in remaining expenditure

08 Delivery of receipts regarding payment imprests through the operating fund shall be carried out on the day imprests took place or on the following business day, by the requesting services.

09 The checking account of the operating fund is prepared on a monthly basis and must be signed off by the worker in charge of the fund (**IMQ*04.13**).

10 The person in charge of the operating fund shall, by the end of each month, send the checking account of the operating fund, along with documents supporting expenditure, to the Management Council if the operating fund is related to the Central Services and ESTGL, or to the respective Administrative Councils, if the operating fund is associated with schools (or to the person who was empowered with this task) for information purposes

ARTICLE II REGULARIZATION/RECOVERY

Regularization of the operating fund is made by making a check out to the worker, so that the fund under his/her responsibility is recovered.

ARTICLE III SETTLEMENT

01 The operating fund amount is deposited on the account of the respective budget until December 31st of the corresponding financial year.

02 After that date, the amount for the new year is formed.

ARTICLE IV FINAL PROVISIONS

Authorizations regarding the operating fund expire at the end of the term of office of the body which promoted the formation thereof.

ASSOCIATED FORMS

IMQ*04.12 treasury imprests
IMQ*04.13 operating fund checking account

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┌─────────────────────────────────────────────────────┐
│   CORE ACTIVITIES            THIRD PARTIES           │
│   REQUIREMENTS               REQUIREMENTS            │
└─────────────────────────────────────────────────────┘
```

| 01 | legal support and complaints? | Y → | 02 | SPQ*05.01.01 and IQ*05.01.01 legal support and complaints management | → 13 |

N ↓

| 03 | academic support? | Y → | 04 | SPQ*05.02.01 to SPQ*05.02.19 academic services management | → 13 |

N ↓

| 05 | social support? | Y → | 06 | SPQ*05.03.01 to SPQ*05.03.05 social services management | → 13 |

N ↓

| 07 | documentation support? | Y → | 08 | SPQ*05.04.01 to SPQ*05.04.04 and REG*05.04.01 documentation services management | → 13 |

N ↓

| 09 | it support? | Y → | 10 | SPQ*05.05.01 to SPQ*05.05.03, IQ*05.05.01 to IQ*05.05.04 and REG*05.05.01 it services management | → 13 |

N ↓

| 11 | other support? | Y → | 12 | SPQ*05.06.01 reprography services and SPQ*05.06.01 psychological services | → 13 |

N ↓

| application of satisfaction surveys | IMQ*SAT.01 IMQ*SAT.02 IMQ*SAT.03 |
| 13 | Responsible Services |

↓

| 14 | suggestions for improvement? | Y → | registration, appropriateness check and, w.a. implementation |
| | | | 15 | Responsible Services |

N ↓   ↓ 16

| information collection |
| 16 | Quality Manager |

The Polytechnic Institute of Viseu has services for the support of activities, students and other interested parties.

01 to 12 The activities developed by these services are described in sub-procedures **SPQ*05.01** legal support and complaints management, **SPQ*05.02** academic services management, **SPQ*05.03** social services management, **SPQ*05.04** documentation services management, **SPQ*05.05** it services management and **SPQ*05.06** other support services management (reprography and psychological services) and in chapter **III*03** of the quality assurance manual.

13 to 15 Following service provision, users' satisfaction is assessed through surveys. If suggestions are submitted, registration must be made. If appropriate, implementation shall take place.

16 At planned intervals, Quality Manager gathers relevant information to demonstrate the process effectiveness. Data is reported, through the quality balance, to the Quality and Assessment Council.

ASSOCIATED FORMS

INQ*SAT.01 satisfaction survey
INQ*SAT.02 satisfaction survey
INQ*SAT.03 satisfaction survey

ASSOCIATED FORMS, WITH NO DIRECT LINK TO A DOCUMENTED PROCEDURE

IMQ*05.02.03 application for grade improvement
IMQ*05.02.04 application to isolated curricular units after credit transfer
IMQ*05.02.05 application of 1st cycle students to attend 2nd cycle curricular units
IMQ*05.02.33 request for proof of legitimate absence
IMQ*05.02.34 exam registration
IMQ*05.02.35 request for regime change

legal information or legal support request	
01	**Applicant**

IMQ*05.01.02 (w.a.)
IMQ*05.01.03 (w.a.)

record and forward for dispatch	
02	**Recipient and Archive Services**

dispatch order	
03	**Presidente**

information/support/complaint analysis	
04	**Legal Department**

IMQ*05.01.01

05 external legal opinion needed?

information to request external legal opinion	
06	**Legal Department**

07 authorized?   N → **10**

request for external legal opinion and communication to the applicant	
08	**Legal Department**

external legal opinion receipt	
09	**Legal Department Secretariat**

11

Y

request for the elements necessary for the investigation of the case	
10	**Legal Department**

preparation of the legal information or legal opinion	
11	**Legal Department**

forward for dispatch	
12	**Legal Department**

dispatch	
13	**President/V.President/Admin.**

communication to the applicant	
14	**Legal Department**

15 litigation procedure?   N

file closure	
16	**Presidency/Recip. Arch. Serv./SRH**

Y

file closure	
17	**Legal Department**

01 Legal information or legal support can be requested by the Central Services, schools or at the behest of the IPV President or other officers (Vice-presidents or Administrator). Complaints may be presented by any interested party. The information or support provided by the Legal Department is not binding for the decision taken.

02 The request is recorded and forwarded for dispatch, along with its digital record.

03 The request for a legal information/legal support or the complaints is forwarded to the Legal Department by the IPV President, Vice-presidents or Administrator, whenever it is deemed appropriate.

04 The Legal Department analyzes the legal information/support request or the complaints and fills in the sheet with the deadline for issue thereof (**IMQ*05.01.01**), and can recommend consultation of an external entity.

REMARK 01 the deadline for issue the legal information/support is set according to the following criteria: legal deadline, when applicable; deadline resulting of the course of the proceeding; complexity of the subjects and workload of the legal experts of the department.

05 to 08 When an external legal opinion of any body of the institute or schools is required, the legal department informs the officer (President, Vice-President or Administrator) in charge of dispatch and, if the latter agrees, the department requests the said legal opinion, informing the applicant of that fact.

09 The services receive the answer to the external legal opinion request. Documents which are received by the Legal Department are digitally recorded by the secretariat of the presidency and department, mentioning the reception date and entity which requested the legal opinion (database of the Legal Department).
The secretariat also records all issues whose resolution depends on external legal opinion or delivery of missing elements.

10 In other situations, the elements necessary for the investigation of the case are requested directly by the Legal Department, which also informs the applicant.

11 The Legal Department prepares the legal information/opinion or the articles to be sent to Court of Law, grounded in applicable law, case law, rules and in the external legal opinion, if requested. If the legal information/opinion is not prepared by the person in charge of the department, the latter shall provide a dispatch or information on the situation.

12 Except for documents drawn up within the scope of litigation procedures (whose deadlines obey to legal provisions), all information and opinion require a dispatch by an immediate superior, being thereby sent by the secretariat of the Legal Department to the officers who requested it, in order to produce a finalized dispatch.

13 The President, Vice-President or Administrator of the IPV performs the dispatch.

14 to 17 The Legal Department communicates the decision or sentence of the court to the applicant. Following communication of the final decision to applicants, the case is forwarded to the respective archives (general, personnel, or of the presidency) by the secretariat of the department. The Legal Department only keeps an archive of litigation procedures.

REMARK 02 External legal opinion or legal support may be requested to external legal representation contractors according to criteria to be set by the IPV President.

ASSOCIATED FORMS

IMQ*05.01.01 request for legal support
IMQ*05.01.02 delivery of documents
IMQ*05.01.03 request for the acknowledgement of foreign qualifications

01 SELECTION OF LEGAL REPRESENTATION CONTRACTORS

The selection of new legal representation contractors takes place whenever there is a need of legal assistance within the scope of a legal action taken against or by the Institute.

Selection is based on market research with other institutes or legal representation contractors or known references (such as published articles or works), on the fields of expertise of legal representation contractors available in the market.

Whenever a legal representation contractor is selected under the said terms, the Legal Department draws up a reasoned proposal with a view to the award of the service, which is appraised by the Management Council, obeying to terms of public contract set further on.

02 QUALIFICATION OF LEGAL REPRESENTATION CONTRACTORS

Legal representatives contracted are included in a qualification list with their identification data, in which they are grouped according to the respective fields of expertise, defined as follows:

❖ generic (civil law and other branches of law);
❖ administrative law (within administrative law, the legal representation contractor may also be qualified as expert in: public contracts and/or general scheme of public administration workers);
❖ labour law.

The qualification list includes all legal representation contractors who, on December 31, 2011, were participating in ongoing court cases.

03 ASSESSMENT OF LEGAL REPRESENTATION CONTRACTORS

Assessment of the legal representatives contracted is carried out after res judicata of the ruling or verdict and following forwarding of the corresponding report of costs and charges, taking into account the following criteria:

CRITERION A Collaboration with the institute, particularly providing, on its own initiative, information on the case status:

❖ very cooperative   5 points
❖ cooperative   3 points
❖ scarcely cooperative or uncooperative   0 points

CRITERION B Adequacy of fees charged, assessed on the basis of the outcome, number of procedural documents produced and interventions in the process (hearings, requisitions, among others).

❖ extremely appropriate   5 points
❖ appropriate   3 points
❖ inappropriate   0 points

The two criteria are given equal weight and the assessment of the legal representation contractor (**AA**) is calculated using the following formula:

$$AA = \frac{\text{score of criterion A} + \text{score of criterion B}}{2}$$

If:

$AA \geq 4$ assessment = good
$2 \leq AA < 4$ assessment = satisfactory
$AA \leq 2$ assessment = unsatisfactory

The loss of the action due to reasons related to unmet deadlines, as well as an unsatisfactory assessment, entail disqualification and exclusion of the legal representation contractor from the qualification list.

Under special circumstances, duly substantiated, one criterion or both assessment criteria may not be applied.

ASSOCIATED FORMS

there are no associated forms

IMQ*05.02.01

application to attend or to change attendance of isolated curricular units	
01	Applicant

record and forward	
02	Recipient and Archive Services

compliance with the regulation check	
03	Academic Services

04	compliance with the regulation?

N →

rejection dispatch	
05	UO President

→

communication to the applicant	
06	Academic Services

Y

opinion issuing	
07	Scientific and Technical Council

preparation of the final list of applications	
08	Academic Services

signature of the final list of applications	
09	UO President

A

```
                    ┌───┐
                    │ A │
                    └─┬─┘
                      ▼
        ┌─────────────────────────────┐
        │   affixation of the final list of │
        │         applications         │
        ├──────┬──────────────────────┤
        │  10  │   Academic Services   │
        └──────┴──────────┬───────────┘
                          ▼
   ┌────┐            ◇─────────────◇
   │ 11 │         ◇                   ◇      ┌────┐
   └────┘       ◇     complaints?       ◇  N │ 17 │
                  ◇                   ◇      └────┘
                     ◇─────────────◇
                          │ Y
                          ▼
        ┌─────────────────────────────┐
        │      record and forward      │
        ├──────┬──────────────────────┤
        │  12  │ Recipient and Archive Services │
        └──────┴──────────┬───────────┘
                          ▼
        ┌─────────────────────────────┐
        │          dispatch            │
        ├──────┬──────────────────────┤
        │  13  │      UO President      │
        └──────┴──────────┬───────────┘
                          ▼
   ┌────┐            ◇─────────────◇          ┌────────────────────────────┐
   │ 14 │         ◇                   ◇  N     │  communication to applicants │
   └────┘       ◇      complaint       ◇────── ├──────┬─────────────────────┤
                ◇      accepted?       ◇       │  15  │  Academic Services   │
                  ◇                   ◇        └──────┴─────────────────────┘
                     ◇─────────────◇
                          │ Y
                          ▼
        ┌─────────────────────────────┐
        │  communication to applicants │
        ├──────┬──────────────────────┤
        │  16  │   Academic Services   │
        └──────┴──────────┬───────────┘
                          ▼
        ┌─────────────────────────────┐
        │ isolated curricular units enrolment │
        ├──────┬──────────────────────┤
        │  17  │        Student        │
        └──────┴──────────────────────┘
```

01 Applications to attend isolated curricular units, or requests to change attendance of isolated curricular units, are submitted by applicants by means of filling in a form for that purpose (IMQ*05.02.01) and delivery thereof to the Academic Services, which then check the documents delivered by applicants.

02 The Academic Services send, until 5.10 pm, any requisitions delivered during that day to the Recipient and Archive Services, which registers the reception thereof (in the database of the office tasks) and sends the requisitions back to the services.

03 The Academic Services check compliance of applications with the regulation on attendance of isolated subjects in force at the school and remaining applicable legislation, informing the school's President.

04 to 06 If the information is oriented towards rejection, due to fact that the applicant does not meet the application requirements, the case is forwarded to the school's President and, following dispatch, the Academic Services notify applicants.

04 and 07 Cases which meet application requirements are sent to the Scientific and Technical Council for the issue of an opinion.

08 Following the issue of an opinion by the Scientific and Technical Council, the results are sent to the Academic Services, which prepare the list of all applications' final results.

09 and 10 The list of application final results, after being signed by the school's President, is posted to inform students.

11 to 13 If there are complaints, they are recorded in the Recipient and Archive Services and forwarded to the school's President, who decides on complaints.

14 to 16 The decision on complaints is communicated to applicants.

17 Students whose application has been approved can register themselves in the corresponding isolated curricular units.

ASSOCIATED FORMS

IMQ*05.02.01 application to attend isolated curricular units

application to exams suited for assessment of applicants over 23 to attend higher education	IMQ*05.02.06
01 **Applicant**	

fee payment
02   **Applicant**

record and forward
03   **Recipient and Archive Services**

application documents check
04   **Academic Services**

compliance with the regulation check
05   **Jury**

preparation of the provisional list of applicants, per course
06   **Jury/Academic Services**

affixation and dissemination via the internet of the provisional list of applicants, per course
07   **Academic Services**

08

provisional list of applicants?   N → **15**

Y

09

complaints?   N → **12**

Y

A

A

record and forward
10   **Recipient and Archive Services**

analysis and decision on complaints
11   **Jury**

preparation of the final list of applicants admitted to exams, per course
12   **Jury**

ratification of the final list of applicants admitted to exams, per course
13   **UO President**

affixation and dissemination via the internet of the final list of applicants admitted to exams, per course
14   **Academic Services**

performance of exams
15   **Applicants**

correction of exams
16   **Jury**

preparation of the provisional ranking list for each course
17   **Jury**

B

```
                    ┌─────┐
                    │  B  │
                    └──┬──┘
                       ↓
        ┌──────────────────────────────┐
        │ affixation and dissemination  │
        │  via the internet of the      │
        │  provisional ranking list     │
        │  for each course              │
        ├──────┬────────────────────────┤
        │  18  │   Academic Services     │
        └──────┴────────────────────────┘
                       ↓
   ┌────┐          ◇────────◇
   │ 19 │        ◇  complaints? ◇ ──N──→ ┌────┐
   └────┘          ◇────────◇            │ 22 │
                       │ Y               └────┘
                       ↓
        ┌──────────────────────────────┐
        │        record and forward      │
        ├──────┬────────────────────────┤
        │  20  │ Recipient and Archive   │
        │      │       Services          │
        └──────┴────────────────────────┘
                       ↓
        ┌──────────────────────────────┐
        │ analysis and decision on      │
        │        complaints              │
        ├──────┬────────────────────────┤
        │  21  │ Responsible Body/Resp.  │
        │      │        Entity           │
        └──────┴────────────────────────┘
                       ↓
        ┌──────────────────────────────┐
        │ preparation of the final      │
        │ ranking list for each course  │
        ├──────┬────────────────────────┤
        │  22  │          Jury           │
        └──────┴────────────────────────┘
                       ↓
        ┌──────────────────────────────┐
        │ ratification of the final     │
        │ ranking list for each course  │
        ├──────┬────────────────────────┤
        │  23  │      UO President       │
        └──────┴────────────────────────┘
                       ↓
        ┌──────────────────────────────┐
        │ affixation and dissemination  │
        │ via the internet of the final │
        │ ranking list for each course  │
        ├──────┬────────────────────────┤
        │  24  │   Academic Services     │
        └──────┴────────────────────────┘
                       ↓
        ┌──────────────────────────────┐
        │        file closure            │
        ├──────┬────────────────────────┤
        │  25  │   Academic Services     │
        └──────┴────────────────────────┘
```

01 Application to exams particularly suited for assessment of the capability of applicants over 23 to attend higher education can be made online or by means of filling in a form for that purpose (IMQ*05.02.06); this form is delivered afterwards at the Academic Services of the school, which check documents delivered by applicants.

02 Applicants pay fees and a receipt proving that payment has been made is issued and delivered to them.

03 The Academic Services send applications submitted during that day to the Recipient and Archive Services until 5.10 pm, and the latter records their reception (in the database related to office tasks) and sends them back to the Academic Services.

04 The Academic Services check elements included in the application process.

05 When procedures have been duly processed, they are sent to the Jury, who verifies if applications comply with the regulation on exams particularly suited for assessment of the capability of applicants over 23 to attend higher education in force at the school and remaining applicable legislation.

06 If the school's regulation requires submission of a provisional list of applicants admitted per course, preparation thereof is the responsibility of the Jury; in the event that submission of a list of applicants enrolled in exams is enough, the Academic Services are in charge of preparation thereof.

07 Posting in appropriate places and dissemination via the internet of the list of applicants is the responsibility of the Academic Services.

08 In Schools with a regulation that does not contemplate the preparation of a list of admitted applicants, the process goes to section **15** of this procedure (exams performance).

08 to 10 In schools that provide for the preparation of a list of admitted applicants, applicants may make a complaint. Complaints are handed over to the Academic Services and sent, during that day, to the Recipient and Archive Services for record of reception and forwarding to the Jury.

11 and 13 After analysis and decision on complaints by the Jury, the final list of applicants admitted to exams, per course, is prepared and sent to the school's President for ratification.

14 The list is sent to the Academic Services for posting in an appropriate place and dissemination via the internet.

15 and 16 Applicants perform the exams, which are forwarded to the Jury for correction.

17 and 18 After the correction process is complete, the Jury prepares the list of provisional ranking for each course and sends it to the Academic Services for posting in an appropriate place and dissemination via the internet.

19 and 20 Complaints are delivered at the Academic Services, which forward them during that day to the Recipient and Archive Services for reception tracking.

21 The Recipient and Archive Services forwards complaints to the responsible Body/entity, which decides on their approval or rejection and notifies the Jury of the corresponding decisions.

22 and 23 The Jury draws up the final ranking list, sending it to the school's President for ratification.

24 The list is sent to the Academic Services for posting in an appropriate place and dissemination via the internet.

25 Cases are archived in the Academic Services.

ASSOCIATED FORMS

IMQ*05.02.06 application to aptitude tests to attend higher education for people over 23

Flowchart

application for study program reentrance or institution/study programme change	
01	Applicant

IMQ*05.02.07

fee payment	
02	Applicant

record and forward	
03	Recipient and Archive Services

application documents check and well-founded information on the application	
04	Academic Services

05 rejection advise? — Y →

dispatch	
06	UO President

07 application rejected? — N → **09**

↓ Y

communication to the applicant	
08	Academic Services

05 rejection advise? — N ↓

preparation of the provisional list of applicant ranking	
09	Jury

affixation of the provisional list of applicant ranking	
10	Academic Services

→ A

A →

11 complaints? — N → **14**

↓ Y

record and forward	
12	Recipient and Archive Services

analysis and decision on complaints	
13	Jury

preparation of the final list of applicant ranking	
14	Jury

ratification of the final list of applicant ranking	
15	UO President

affixation of the final list of applicant ranking	
16	Serviços Académicos

enrolment	
17	Student

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01 An application for study programme reentrance or change of institution/study programme can be made online or by filling in a form for that purpose (IMQ*05.02.07), handed over at the Academic Services, which then check the documents delivered by the applicants.

02 Applicants pay fees and a receipt proving that payment was made is issued and delivered to them.

03 The Academic Services forward applications submitted during that day to the Recipient and Archive Services until 5.10 pm, and the latter records them and sends them back to the Academic Services.

04 to 08 The Academic Services prepare well-founded information on the applications that must be rejected without further consideration and the rejection order is delivered by the school's President and reported back to the applicants by the Academic Services.

05 and 09 Applications regularly submitted are sent to the Jury, which prepares the provisional list of applicant ranking.

10 This list is posted in the usual places and disseminated via the internet by the Academic Services.

11 to 14 Complaints are made at the Academic Services and sent to the applications' Jury for admission (through the Recipient and Archive Services), so that a position statement can be issued stating the approval or rejection of the application and for preparation of the final list of applicant ranking.

15 The school's President is entrusted with the ratification of the final list of applicant ranking.

16 The latter shall be posted in the usual places and disseminated via the internet by the Academic Services.

17 Applicants included in the final ranking list may enroll themselves.

ASSOCIATED FORMS

IMQ*05.02.07 application to study programme reentrance or change of institution/study programme

applications for special access regimes	IMQ*05.02.08
01 Applicant	

↓

application documents check
02   Academic Services

↓

fee payment
03   Applicant

↓

record and forward
04   Recipient and Archive Services

↓

compliance with the admission rules check
05   Jury (Support Committee)

↓

preparation of the provisional list of applicants
06   Jury

↓

affixation of the provisional list of applicants
07   Academic Services

↓

08 complaints? — N → **12**

Y ↓

A

A

↓

record and forward
09   Recipient and Archive Services

↓

analysis and decision on complaints
10   Jury (Support Committee)

↓

preparation of the final list of applicants
11   Júri

↓

12 exams needed? — N → **16**

Y ↓

performance of exams
13   Applicant

↓

correction of exams
14   Jury

↓

dissemination of results
15   Jury

↓

B

```
                          ┌─────┐
                          │  B  │
                          └──┬──┘
                             ▼
              ┌──────────────────────────────┐
              │ preparation of the provisional│
              │     list of placement         │
              ├───────┬──────────────────────┤
              │  16   │        Jury           │
              └───────┴──────────┬───────────┘
                                 ▼
              ┌──────────────────────────────┐
              │  affixation of the provisional│
              │     list of placement         │
              ├───────┬──────────────────────┤
              │  17   │   Academic Services   │
              └───────┴──────────┬───────────┘
    ┌─────┐                      │
    │ 18  │                      ▼
    └─────┘             ◇──────────────────◇        ┌─────┐
                        │    complaints?    │───N───│ 21  │
                        ◇──────────────────◇        └─────┘
                                 │ Y
                                 ▼
              ┌──────────────────────────────┐
              │     record and forward        │
              ├───────┬──────────────────────┤
              │  19   │ Recipient and Archive │
              │       │      Services         │
              └───────┴──────────┬───────────┘
                                 ▼
              ┌──────────────────────────────┐
              │ analysis and decision on      │
              │        complaints             │
              ├───────┬──────────────────────┤
              │  20   │ Jury (Support Committee)│
              └───────┴──────────┬───────────┘
                                 ▼
              ┌──────────────────────────────┐
              │ preparation of the final list │
              │      of placement             │
              ├───────┬──────────────────────┤
              │  21   │        Jury           │
              └───────┴──────────┬───────────┘
                                 ▼
              ┌──────────────────────────────┐
              │ ratification of the final list│
              │      of placement             │
              ├───────┬──────────────────────┤
              │  22   │     UO President      │
              └───────┴──────────┬───────────┘
                                 ▼
              ┌──────────────────────────────┐
              │        enrolment              │
              ├───────┬──────────────────────┤
              │  23   │       Student         │
              └───────┴──────────────────────┘
```

01 and 02 Applications for special access regimes can be made online or by filling in a form for that purpose (IMQ*05.02.08), delivered afterwards at the Academic Services, responsible for checking documents delivered by applicants.

03 Applicants pay fees and a receipt proving the payment has been made is issued and delivered to them.

04 The Academic Services send applications received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records their reception and sends them back to the Academic Services.

05 to 07 When procedures have been duly processed, they are sent to the Jury, who verifies if applications comply with the admission rules and prepares a provisional list of admitted, conditionally admitted and excluded applicants (in alphabetical order). Posting in appropriate places and dissemination via the internet of the list is the responsibility of the Academic Services.

08 to 11 Complaints are delivered at the Academic Services and forwarded to the Jury through the Recipient and Archive Services, for appraisal and preparation of the final list of admitted, conditionally admitted and excluded applicants which is then posted in the usual places and disseminated via the internet by the Academic Services Jury must indicate the list of exams required for applicants admitted conditionally.

12 to 15 After the end of the exam process, the Jury disseminates the correction results and prepares the provisional placement list (in decreasing rank order of final classification)

16 and 17 The applicants' placement is conducted sequentially, in decreasing rank order of final classification, according to the priorities presented by the applicants. The final results are made public through the provisional placement list (in decreasing rank order of final classification) containing the information placed, not placed or excluded. The list is then posted in the usual places and disseminated via the internet by the Academic Services.

18 to 20 Complaints are delivered at the Academic Services and forwarded to the Jury, through the Recipient and Archive Services, for analysis and decision.

21 and 22 The final placement list, prepared by the Jury, is submitted for ratification by the school's President.

23 Placed applicants may enroll themselves.

ASSOCIATED FORMS

IMQ*05.02.08 application to a special access regime

application to attend a higher professional technician course	IMQ*05.02.36
01	**Applicant**

record and forward
02	**Recipient and Archive Services**

application documents check
03	**Academic Services**

preparation of the provisional list of applicants admitted, accepted for exams and excluded
04	**Júri**

affixation and dissemination via the internet of the provisional list
05	**Academic Services**

06

complaints? —— N —— **09**

Y

record and forward
07	**Recipient and Archive Services**

analysis and decision on complaints
08	**Responsible Body/Resp. Entity**

preparation of the final list of applicants admitted, accepted for exams and excluded
09	**Jury**

ratification of the final list of applicants admitted, accepted for exams and excluded
10	**UO President**

affixation and dissemination via the internet of the final list
11	**Academic Services**

A

A

12	exams needed?	→ Y →	performance of exams

12 — exams needed? → N

	performance of exams
13	Applicants

preparation of the provisional list of applicants		correction of exams	
24	Juri	14	Jury

affixation and dissemination via the internet of the provisional list of applicants		preparation of the provisional ranking list	
25	Academic Services	15	Jury

26	complaints?

(N →)

affixation and dissemination via the internet of the provisional ranking list	
16	Academic Services

complaints? → Y

17	complaints?	→ N →	20

record and forward	
27	Recipient and Archive Services

complaints? → Y

record and forward	
18	Recipient and Archive Services

analysis and decision on complaints	
28	Jury

analysis and decision on complaints	
19	Responsible Body/Resp. Entity

preparation of the final list of applicants	
29	Jury

preparation of the final ranking list	
20	Jury

ratification of the final list of applicants	
30	UO President

affixation and dissemination via the internet of the final list of applicants	
31	Academic Services

affixation and dissemination via the internet of the final ranking list	
21	Academic Services

enrolment	
32	Student

22	applicant deemed eligible?	→ N →	file closure	
			23	Academic Services

applicant deemed eligible? → Y

24

01 to 03 Applications to attend a higher professional technician course can be made online or by means of filling in a form for that purpose (**IMQ*05.02.36**), delivered afterwards at the Academic Services, which check documents delivered by applicants. The Academic Services send applications received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records their reception and sends them back to the Academic Services.

04 and 05 Applications are sent to the Jury, which prepares the list of applicants admitted, accepted for exams and of those excluded. This list is posted in the usual places and disseminated via the internet.

06 to 09 Complaints are delivered at the Academic Services and forwarded to the Jury of the access regime through the Recipient and Archive Services for appraisal and preparation of the final list of applicants admitted, accepted for exams and of those excluded.

10 The school's President ratifies the final list of applicants admitted, accepted for exams and of those excluded.

11 This list is posted in the usual places and disseminated via the internet by the Academic Services.

12 to 14 Applicants who are required to show their aptitude through an aptitude test take the exams which are sent to the Jury so that the latter may correct them.

15 and 16 After the end of the correction process, the Jury prepares the provisional ranking list and sends it to the Academic Services for posting in an appropriate place and dissemination via the internet.

17 to 20 Complaints are delivered at the Academic Services and forwarded to the Jury of the access regime through the Recipient and Archive Services, for appraisal and preparation of the final ranking list which is then posted in the usual places and disseminated via the internet by the Academic Services.

22 to 25 The cases of applicants deemed ineligible are filed and the Jury prepares the provisional list of applicant ranking, which is posted in the usual places and disseminated via the internet by the Academic Services.

26 to 29 Complaints are delivered at the Academic Services and forwarded to the Jury of the access regime, through the Recipient and Archive Services, for analysis and issue of a position statement and for the preparation of the final list of applicant ranking.

30 and 31 The school's President ratifies the final list of applicant ranking and forwards it to the Academic Services for posting in an appropriate place and dissemination via the internet.

32 Applicants included in the final list of applicant ranking may enroll themselves.

ASSOCIATED FORMS

IMQ*05.02.36 application to professional higher technician study programme(s)

application to attend a master or postgraduate study program	IMQ*05.02.09 IMQ*05.02.10 IMQ*05.02.11
01 **Applicant**	

fee payment
02   **Applicant**

record and forward
03   **Recipient and Archive Services**

application documents check and well-founded information on the application
04   **Academic Services**

05 rejection advise? → Y → dispatch

dispatch
06   **UO President**

N ↓

applications sorting and preparation of the placement notice
09   **Jury**

07 application rejected? → N → **09**

Y ↓

communication to the applicant
08   **Academic Services**

ratification of the placement notice
10   **Responsible Body/Resp. Entity**

A

01 The application to attend a master or postgraduate study program can be made online or by means of filling in a form for that purpose (IMQ*05.02.09, IMQ*05.02.10 or IMQ*05.02.11), delivered afterwards at the Academic Services of the School, which check all documents delivered in accordance with the publicized notice.

02 Applicants pay fees and a receipt proving that payment was made is then issued and delivered to them.

03 The Academic Services send applications received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records their reception and sends them back to the Academic Services.

04 to 08 The Academic Services decide on the applications which must be rejected without further consideration, the rejection order is rendered by the school's President and applicants are notified thereof by the Academic Services.

09 Applications regularly submitted are sent to the Jury of the access regime, which carries out the sorting thereof and prepares the placement notice.

10 and 11 The notice is submitted for ratificationl by the responsible body/entity and is posted in the usual places and disseminated via the internet.

12 to 14 Complaints are delivered at the Academic Services, which forward them to the Recipient and Archive Services so that this service records reception thereof and sends them to the responsible body/entity for decision on approval or rejection of complaints.

15 and 16 Complaints which are rejected are reported back to applicants by the Academic Services.

17 Applicants selected and those whose complaint is approved may enroll themselves.

ASSOCIATED FORMS

IMQ*05.02.09 application to a master study programme
IMQ*05.02.10 application to a postgraduate study programme
IMQ*05.02.11 application to a postgraduate study programme
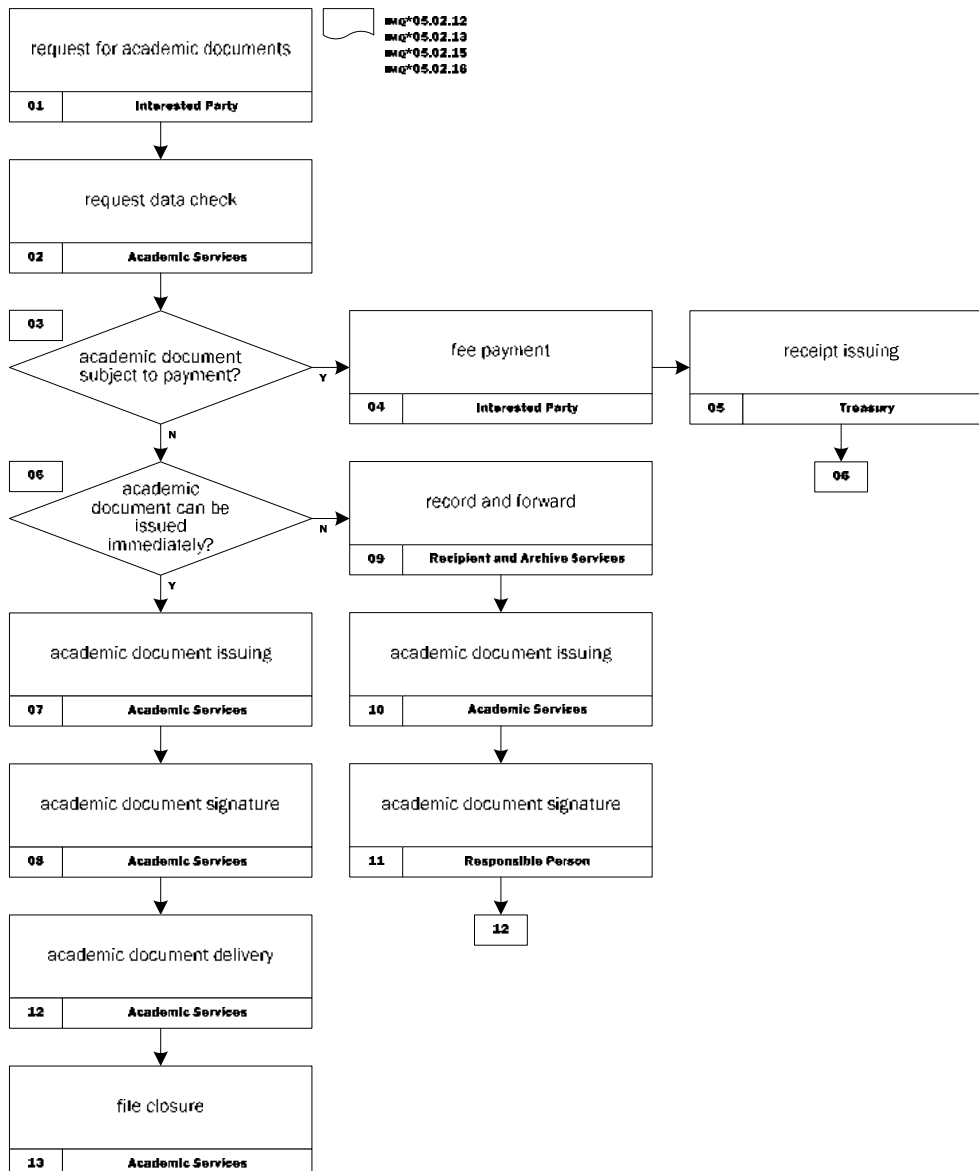
01 Request for academic documents is submitted by the interested party upon completion of a form for that purpose (IMQ*05.02.12, IMQ*05.02.13, IMQ*05.02.15 or IMQ*05.02.16) and delivery thereof at the Academic Services of the respective School.

02 Data on the request are checked by the Academic Services.

03 to 05 If the academic document is subject to payment of a fee, the requester performs to payment thereof, and a receipt proving this is issued and used afterwards to collect the respective academic document.

06 to 08 When the academic document can be issued immediately, the Academic Services issue and sign the document in question upon request. These other academic documents can be issued on a special form or the Academic Services can access their database and print them directly.

06 and 09 to 11 When the academic document cannot be issued immediately, the request is forwarded to the Recipient and Archive Services, which records it and sends it back to the Academic Services, which then issue the academic document, signed by a person appointed to that purpose.

12 and 13 Academic documents are delivered to the interested parties. When they are not issued on the form through which they were requested, the interested party writes on the form the date on which he/she received the intended document and the signed form is archived in the file of the party in question.

ASSOCIATED FORMS

IMQ*05.02.12 request for academic documents
IMQ*05.02.13 enrollment certificate
IMQ*05.02.15 request for workloads and study program contents
IMQ*05.02.16 request for internship location statement

```
┌─────────────────────────────────────┐    ┌──────────────┐
│ receipt of carta de curso requests   │    │ ɪᴍǫ\*05.02.14 │
│                                      │    └──────────────┘
├──────┬──────────────────────────────┤
│  01  │  Recipient and Archive Services │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ record and forward                   │
├──────┬──────────────────────────────┤
│  02  │  Recipient and Archive Services │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ request data check                   │
├──────┬──────────────────────────────┤
│  03  │  Student Support Services       │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌────┐         ◇ missing                    ┌──────────────────────────────┐
│ 04 │        ◇ data? ◇ ──── Y ────────────►│ missing data request          │
└────┘         ◇                            ├──────┬───────────────────────┤
                  │                         │  05  │  Student Support Services│
                  N                         └──────┴───────────────────────┘
                  │                                         │
                  ▼                                         ▼
┌─────────────────────────────────────┐                ┌──────┐
│ carta de curso issuing               │                │  06  │
├──────┬──────────────────────────────┤                └──────┘
│  06  │  Student Support Services       │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ carta de curso check                 │
├──────┬──────────────────────────────┤
│  07  │  Student Support Services       │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ carta de curso signature             │
├──────┬──────────────────────────────┤
│  08  │  IPV President and Administrator │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ embossed seal affixation             │
├──────┬──────────────────────────────┤
│  09  │  Student Support Services       │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ communication to the interested      │
│ party                                │
├──────┬──────────────────────────────┤
│  10  │ St. Sup. Serv./Recip. Archive Services │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ carta de curso delivery              │
├──────┬──────────────────────────────┤
│  11  │  Student Support Services       │
└──────┴──────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ file closure                         │
├──────┬──────────────────────────────┤
│  12  │  Student Support Services       │
└──────┴──────────────────────────────┘
```

01 and 02 Requests for the issue of cartas de curso are digitally recorded on the *cartas de curso* database by the Recipient and Archive Services. Requests for the issue of *cartas de curso* are started by filling in a special requisition form (ɪᴍǫ*05.02.14) of the Academic Services and photocopying the qualifications' certificate. The data are sent to the Student Support Services

03 to 05 The Student Support Services checks if all information required for issue of the diploma, otherwise missing data are requested to the corresponding Academic Services.

06 Once all data are available, the *carta de curso* is issued.

07 The *carta de curso* is verified by an employee other than the one who issued it. If it has been properly issued, the person in charge of the verification affixes an engraved stamp on the requisition, writing the current date and his/her initials. The carta de curso is sent to the President and Administrator for signature thereof.

08 The Administrator and the President of the Polytechnic Institute of Viseu sign the document and the secretariat of the presidency sends the signed diplomas back to the responsible service.

09 An embossed seal is affixed to the *carta de curso*.

10 The requester is notified by letter that he/she can collect the *carta de curso*, and this information is recorded in the database for diplomas. The requester may, however, collect his/her *carta de curso* before receiving the letter, if he/she shows his/her ID card.

11 The *carta de curso* is handed over to the requester, who signs a photocopy thereof that serves as a proof of delivery The record is attached to the file. *Cartas de curso* may be delivered to third parties, provided that these parties have a written statement by the requester authorizing that action.

12 The responsible services archive the file, thus concluding the process.

ASSOCIATED FORMS

IMQ*05.02.14 request for *carta de curso*
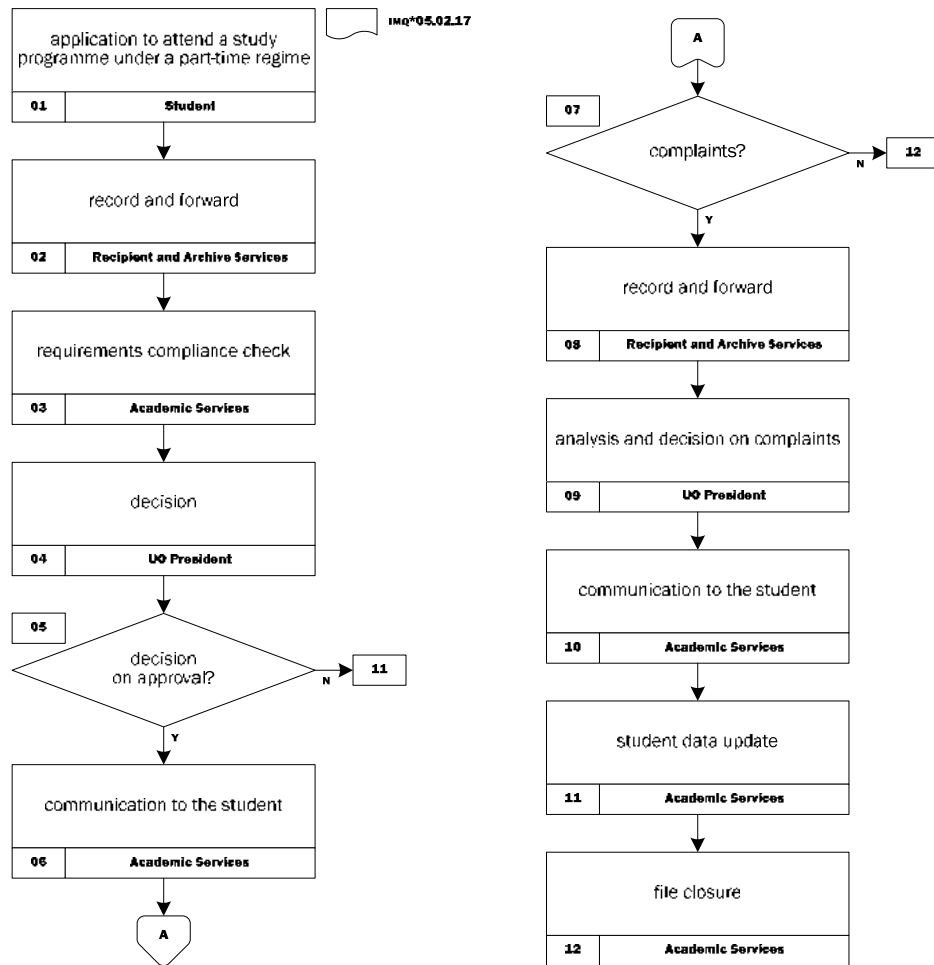
01 The application to attend a study programme under a part-time regime is entered by students after completion of a special form (IMQ*05.02.17) and delivery thereof at the Academic Services.

02 The Academic Services send the applications received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records them and send them back to the Academic Services.

03 The Academic Services check the fulfillment or non-fulfillment of applicable requirements.

04 The school's President delivers a decision on approval or rejection of submitted applications.

05 and 11 If requests to attend a course in a part-time regime are approved, the Academic Services update the status of requesters.

05 and 06 Requests rejected are reported back in writing by the Academic Services to students.

07 to 09 Complaints are delivered at the Recipient and Archive Services and forwarded directly to the school's President, who decides on those complaints.

10 Students are notified by the Academic Services of the decision taken.

11 The Academic Services update student's data when enrollment under a part-time regime is authorized.

12 Cases are filed.

ASSOCIATED FORMS

IMQ*05.02.17 request to attend a study programme under a part time regime

erasmus students welcome	
01	**External. Rel. Serv./Acad. Coord.**

↓

erasmus student application form delivery to the academic services	
02	**Academic Coordinator**

↓

erasmus student enrolment	
03	**Academic Services**

↓

04 — necessary to change the initial study plan/internship? — **S** →

initial study plan/internship review	
05	**Academic Coordinator/E. Student**

→ **06**

↓ **N**

erasmus student study plan/ internship review delivery to the academic services	
06	**Academic Coordinator**

↓

erasmus student enrolment	
07	**Academic Services**

↓

mobility activities performance	
08	**Erasmus Student**

↓

assessment of mobility activities and delivery to the academic services	
09	**Teacher**

↓

assessment of mobility activities registration	
10	**Academic Services**

↓

registration record/transcript of records issuing	
11	**Resp. Services/Responsible Person**

01 The External Relations Services welcome participants and forward them to the Academic Coordinator(s) of school(s). Erasmus students who carry out mobility activities at the School of Technology and Management of Lamego are welcomed directly by the Academic Coordinator of that school.

02 and 03 The Academic Coordinator of the school sends the application form to the Academic Services so that the latter enroll the Erasmus student by entering his/her data into the system.

04 to 06 If it is not necessary to change the initial study plan/internship, the Academic Coordinator of the school reports this to the Academic Services. If it is the opposite case, the Academic Coordinator of the school, together with the student, carries out the required review to send it afterwards to the Academic Services.

07 The Academic Services register the student for the curricular units.

08 and 09 Following conclusion of mobility activities, teachers carry out the assessment thereof and send the corresponding notes to the Academic Services.

10 The Academic Services enter the student's assessment into the system.

11 The responsible person or service of each school issues the registration record, if it is a study period, or transcribes results, in case it is an internship.

REMARK At the beginning of each semester, the External Relations Services send directly to the Academic Services of the schools where the free-choice course – portuguese as a foreign language (School of Education of Viseu and School of Technology and Management of Lamego) – takes place the lists of Erasmus students willing to attend this course.

ASSOCIATED FORMS

there are no associated forms
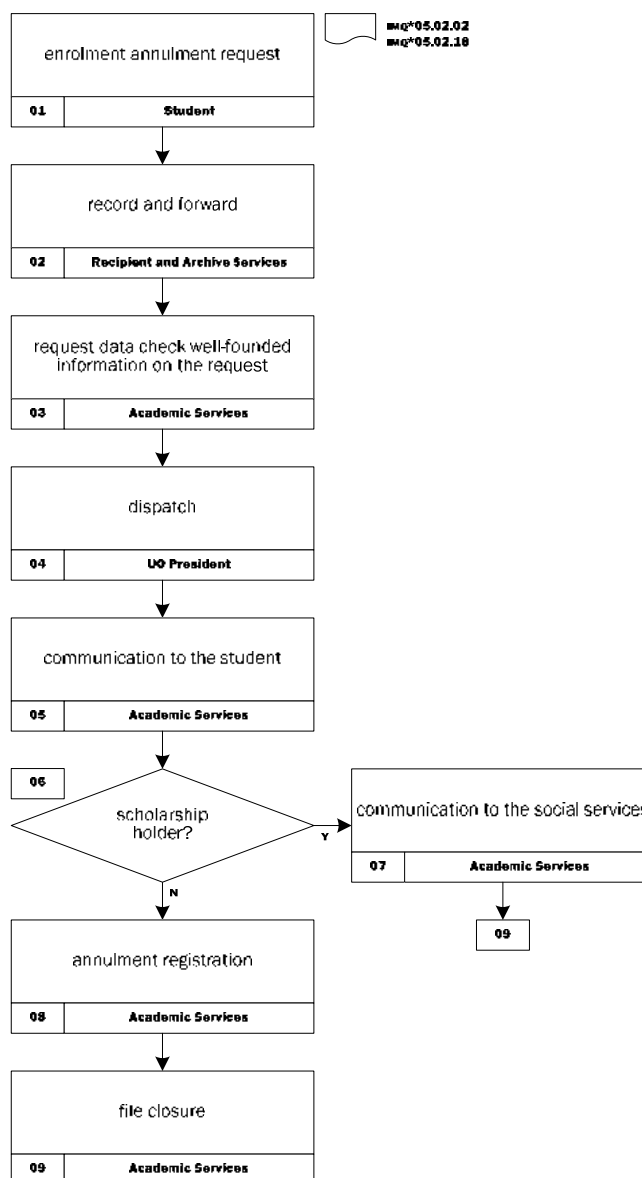
01 The request for annulment of enrollment and/or registration in isolated curricular units is submitted by students after completion of a special form (IMQ*05.02.02 ou IMQ*05.02.18) and delivery thereof at the Academic Services, which check documents delivered by applicants.

02 The Academic Services forward requests delivered during that day to the Recipient and Archive Services until 5.10 pm, and the latter records the reception thereof (*database of the Recipient and Archive Services*) and sends them back to the Academic Services.

03 The Academic Services check the request data (enrollment proof, proof of tuition fee payment and if the student applied for a scholarship or has already been granted one) and send it for dispatch by the school's President/Vice-President.

04 and 05 The Academic Services inform stakeholders of the dispatch by e-mail.

06 The annulment of enrollment and/or registration of students with a scholarship are reported to the Social Services of the Polytechnic Institute of Viseu for clearance.

08 and 09 The Academic Services record the enrollment and/or registration annulment in isolated curricular units on the SIGES sheet of the student. The Academic Services/Treasury settles the situation of the tuition fee and archive files.

ASSOCIATED FORMS

IMQ*05.02.02 request for the modification or annulment of the enrolment in curricular units
IMQ*05.02.18 request for enrollment annulment
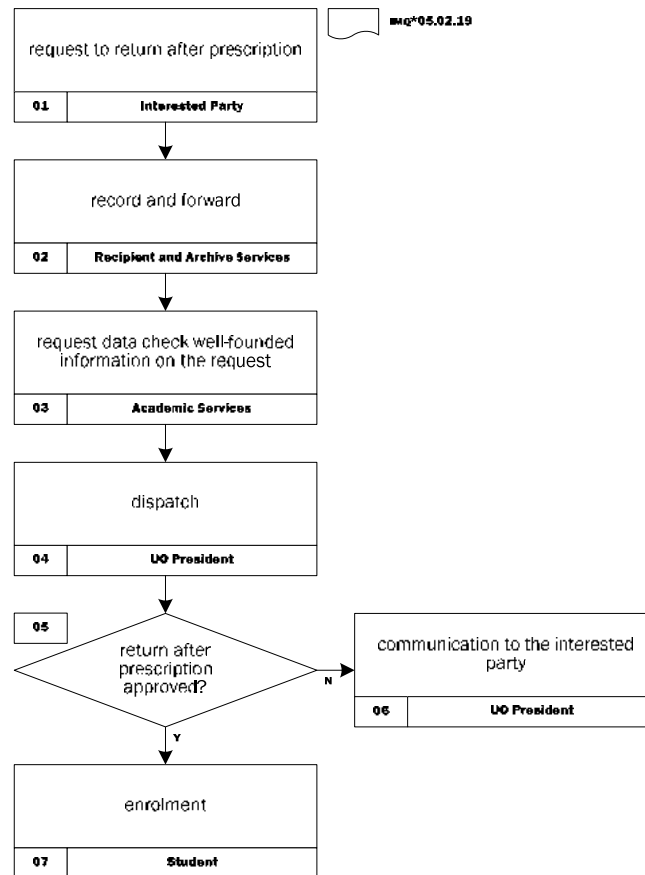
01 The request to return after prescription is carried out by stakeholders by means of the completion of a special form (IMQ*05.02.19) and delivery thereof at the Academic Services.

02 The Academic Services forward requests to return after prescription received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records reception thereof and send them back to the Academic Services.

03 The Academic Services check the compliance or non-compliance of requirements and inform the school's President on the possibility or not of granting return following prescription to the requester.

04 The school's President issues an order authorizing or rejecting the return, sending it to requesters.

05 and 06 If the return after prescription is not authorized requesters are notified and cases are closed.

05 and 07 If the school's President approves the return of the requester, the latter can enroll himself/herself.

ASSOCIATED FORMS

IMQ*05.02.19 request to return after prescription
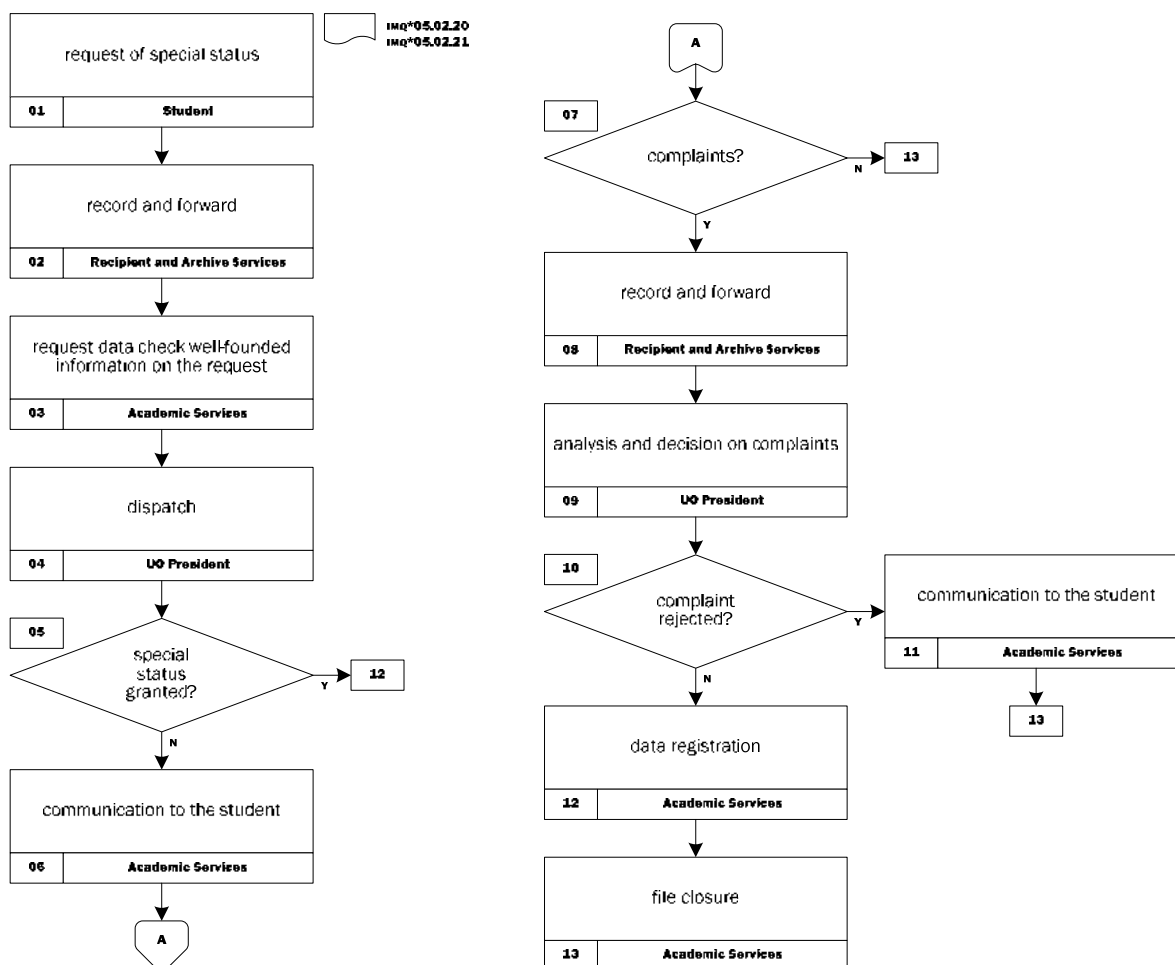
01 Requests of special status are submitted by students by means of the completion of a special form (IMQ*05.02.20 or IMQ*05.02.21) and delivery thereof at the Academic Services, which check documents delivered by applicants.

02 The Academic Services forward requests received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records reception thereof and send them back to the Academic Services.

03 The Academic Services check the situation of applicants, compliance of applicable laws and documents delivered and render a position statement on the possibility of granting or refusing the requested status.

04 The school's President issues a dispatch granting or refusing the requested status.

05 and 06 The Academic Services notify applicants to whom special status was not granted.

07 to 09 Complaints are made at the Academic Services, which forward them to the Recipient and Archive Services, so that the latter records reception thereof and sends them to the school's President for issue of an opinion on acceptance or rejection of those complaints.

10 and 11 The requesters whose complaints are rejected are informed by the Academic Services.

12 The Academic Services enter data of students to whom special status was granted into the system.

13 Cases are archived.

ASSOCIATED FORMS

IMQ*05.02.20 request for working student status
IMQ*05.02.21 request for special status

Flowchart (left column)

credit transfer request — IMQ*05.02.22, IMQ*05.02.22A, IMQ*05.02.23, IMQ*05.02.26
01 — Interested Party

↓

fee payment
02 — Interested Party

↓

record and forward
03 — Recipient and Archive Services

↓

compliance with the regulation check
04 — Academic Services

↓

request for credit transfer delivery to the responsible entity — IMQ*05.02.24, IMQ*05.02.25
05 — Academic Services

↓

analysis and opinion
06 — Responsible Entity

↓

decision
07 — Scientific and Technical Council

↓

communication to the interested party
08 — Academic Services

↓

A

Flowchart (right column)

A

↓

09 — **complaints?** → N → 14

↓ Y

record and forward
10 — Recipient and Archive Services

↓

analysis and opinion on complaints
11 — Responsible Entity

↓

decision on complaints
12 — Scientific and Technical Council

↓

communication to the interested party
13 — Academic Services

↓

fee payment
14 — Interested Party

↓

credit transfer registration
15 — Academic Services

↓

file closure
16 — Academic Services

---

01 Requests for credit transfer are submitted by interested parties by means of the completion of a special form (IMQ*05.02.22, IMQ*05.02.22ª, IMQ*05.02.23 or IMQ*05.02.26) and delivery thereof at the Academic Services.

02 Interested parties pay fees and a receipt proving that payment was made is issued and delivered to them.

03 The Academic Services send requests for credit transfer received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records their reception and sends them back to the Academic Services.

04 The Academic Services check for compliance to the applicable regulations.

05 and 06 The requests for credit transfer, together with the respective credit transfer plan (IMQ*05.02.24 for a bachelor's/master's degree or IMQ*05.02.25 for a higher professional technician course) are sent by the Academic Services to the entity in charge of appraisal thereof, which renders a position statement and sends it to the Scientific and Technical Council.

07 The Scientific and Technical Council decides on requests for credit transfer.

08 The Academic Services report the decision of the Scientific and Technical Council to the interested parties.

09 and 10 Complaints are made at the Academic Services, which forward them to the Recipient and Archive Services until 5.10 pm, and the latter records reception thereof and sends them back to the Academic Services.

11 and 12 The Academic Services forward complaints to the entity in charge of their appraisal and that entity delivers an opinion and sends it to the Scientific and Technical Council for a final decision.

13 The Academic Services report the decision on complaints made by the Scientific and Technical Council to the interested parties.

14 Interested parties pay the fees required by transfer of credits of curricular units.

15 and 16 The Academic Services enter units to which credit was transferred into the system and archive cases.

ASSOCIATED FORMS

IMQ*05.02.22 request for credit transfer
IMQ*05.02.22A request for credit transfer – annex
IMQ*05.02.23 request for isolated curricular units credit transfer
IMQ*05.02.24 credit transfer plan for study programmes granting an academic degree
IMQ*05.02.25 credit transfer plan for professional higher technician study programmes
IMQ*05.02.26 request for prior definition of curricula to the continuation of studies

IMQ*05.02.27

requerimento de reembolso	
01	**Estudante**

registo e encaminhamento	
02	**Expediente**

informação	
03	**Serviços Académicos**

04 reembolso no mesmo ano?

cabimentação	
05	**Contabilidade**

despacho de autorização de abate de receita	
07	**Presidente da Escola**

autorização de despesa	
06	**Presidente da Escola**

08

08 reembolso autorizado?

comunicação ao requerente	
09	**Serviços Académicos**

13

autorização de pagamento	
10	**Conselho Administrativo**

reembolso	
11	**Serviços Financeiros**

registo do reembolso e comunicação ao requerente	
12	**S. Académicos/S. Financeiros**

arquivo do processo	
13	**Serviços Académicos**
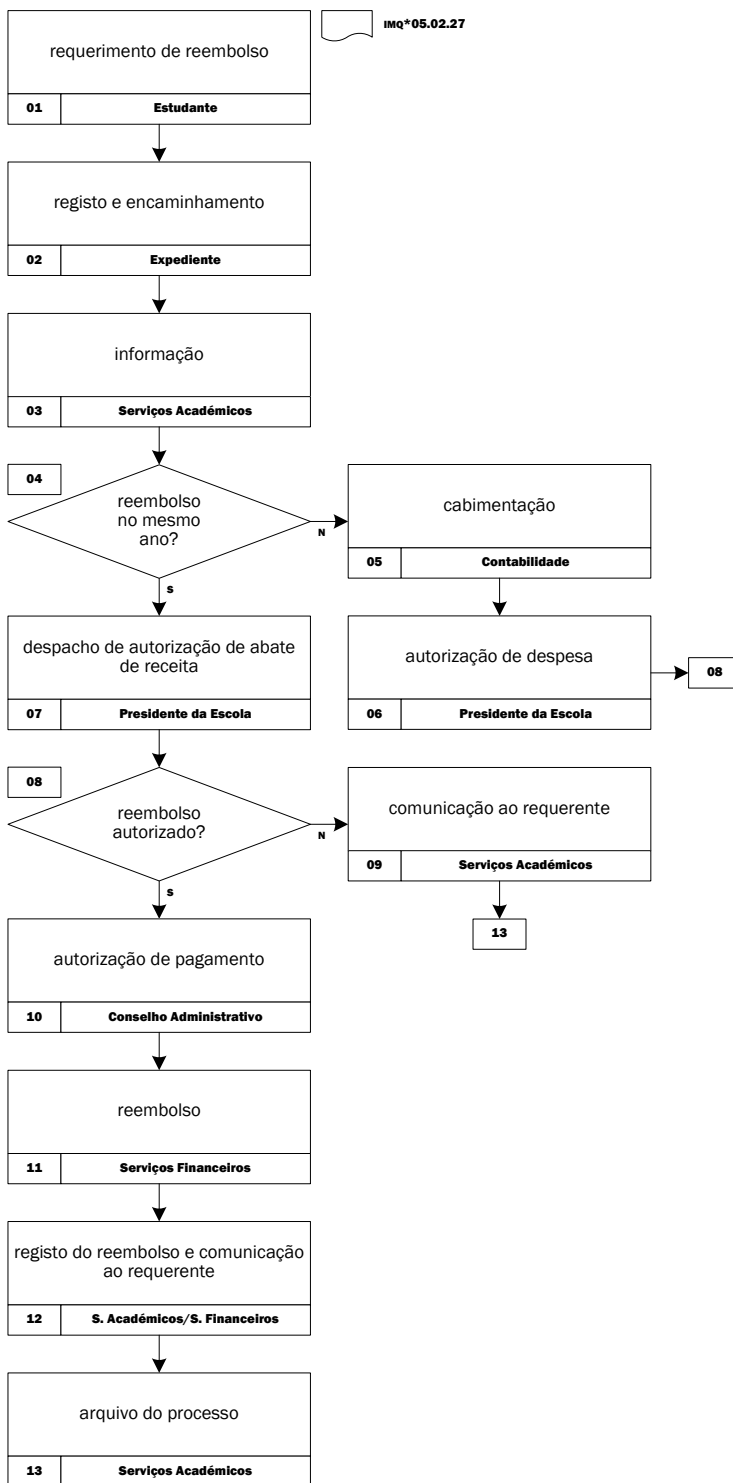
01 Requests for reimbursement are submitted by students by means of the completion of a special form (**IMQ*05.02.27**) and delivery thereof at the Academic Services, which check documents delivered.

REMARK 1 reimbursement can be started by the Academic Services, following, in this case, the description from point **04** onwards.

02 The Academic Services forward requests received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records reception thereof and send them back to the Academic Services.

03 The Academic Services inform on the conformity of each request with requirements and on the payments made.

04 to 06 If it is a reimbursement pertaining to the previous year, the Academic Services send the case for provision of the expenditure and subsequent authorization of expenditure by the school's President.

04 and 07 If reimbursement pertains to the year in question, the case is forwarded for the issue of a dispatch authorizing the decrease in revenue by the school's President.

08 and 09 If reimbursement is not authorized the Academic Services report that decision to the student by e-mail and archive the case.

10 Authorized reimbursements are forwarded to the Administrative Council for payment approval.

11 Following authorization, the Accounting Services carry out the respective reimbursement.

12 Following reimbursement, the responsible service (Academic/Accounting) records the transaction on the SIGES data sheet of the student and reports the reimbursement performed to the student.

13 The Academic Services and Accounting Services archive cases. The service which archives the original case must send a copy to the other service.

ASSOCIATED FORMS

IMQ*05.02.27 request for reimbursement

```
submission of a dissertation, project       IMQ*05.02.28
       work or internship report            IMQ*05.02.40
                                             IMQ*05.02.41
01              Student
```

```
02
        complies with          N      notification to the student on the           file closure
        requirements?                    preliminary rejection
                                      03          IPV President         04          Academic Services
               Y
```

```
              data record
05          Academic Services
```

```
    request the jury proposal to the
           competent entity
06          Responsible Services
```

```
            jury proposal
07          Competent Entity
```

```
   opinion issue on the jury proposal
08    Scientific and Technical Council
```

```
    formalization of the invitation
09              UO President
```

```
           jury appointment
10              IPV President
```

```
 notification to the jury members and
            to the student
11              IPV President
```

```
                  A
```

```
                          ┌─────┐
                          │  A  │
                          └─────┘
                             │
         ┌──────────────────────────────────────┐
         │ delivery of copies of the dissertation,│
         │ project work or internship report to   │
         │ the jury members                       │
         ├────────┬───────────────────────────────┤
         │   12   │        IPV President          │
         └────────┴───────────────────────────────┘
                             │
   ┌────┐                                    ┌────┐
   │ 13 │                                    │ 14 │
   └────┘                                    └────┘
      ◇  complaints?  ──Y──►   ◇  complaint approved?  ──Y──►  ┌────┐
                                                               │ 07 │
         │N                         │N                         └────┘
                              ┌────┐
                              │ 15 │
                              └────┘
   ┌──────────────────────────────┐
   │ opinion issue on the final   │
   │ acceptance of the dissertation,│
   │ project work or internship report│
   ├────────┬─────────────────────┤
   │   15   │        Jury         │
   └────────┴─────────────────────┘
                │
   ┌──────────────────────────────┐
   │ communication to the student │
   ├────────┬─────────────────────┤
   │   16   │   Jury President    │
   └────────┴─────────────────────┘
```

permanent rejection? | 17 | ──Y──► file closure | 18 | Academic Services

favorable opinion? | 19 | ──N──► student pretends to review the document? | 20 | ──N──► student waives? | 22 | ──Y──► data record | 24 | Academic Services

| Y (19) | Y (20) | N (22) | (24→25) |

schedule of the exam | 26 | Jury President ◄── delivery of the dissertation review to the jury | 21 | Student   statement of responsibility | 23 | Student   file closure | 25 | Academic Services

IMQ*05.02.38   IMQ*05.02.29   IMQ*05.02.30

schedule of the exam publicizing | 27 | Responsible Services

26

┌─────┐
│ B │
└─────┘

B

exams	
28	Student

preparation of a record	
29	Jury

30

review needed?

Y →

communication to the student	
31	Responsible Person

→ 32

student presents review?

N →

final grade registration	
33	Academic Services

Y ↓ 35

N ↓

case file forward to the academic services	
35	Jury

file closure	
34	Academic Services

delivery of the required copies (when applicable)	
36	Student

IMQ*05.02.39

final grade registration	
37	Academic Services

qualification level registration (RENATES)	
38	Serviços Responsáveis

deposit of a digital copy in the repository	
39	Academic Services

IMQ*05.02.31

file closure	
40	Academic Services

01 The submission of a dissertation, project work or internship report is made at the Academic Services of the School, being duly accompanied by the application for exams (IMQ*05.02.28, IMQ*05.02.40, IMQ*05.02.41) and a statement of acceptance by the supervisor. The services are responsible for checking compliance of the academic calendar, regulatory requirements and existence of debts incurred by the student.

02 to 04 If the student does not meet the requirements, the IPV President or the person to whom the President delegates this task notifies him/her on the preliminary rejection and the respective file is archived.

02, 05 and 06 If the student meets the requirements, the Academic Services record the name of the dissertation, project work or internship report, the delivery date thereof, the supervisor's name and the Responsible Services request the jury proposal to the competent entity.

07 to 09 The competent entity recommends the jury, the Scientific and Technical Council issues an opinion on the jury proposal and the School's President formalizes the invitation of external entities to which jury members are associated.

10 to 12 The President of the Polytechnic Institute of Viseu (or the entity to which the President delegated powers) appoints the jury and notifies the respective members and the student, sending copies of the dissertation, project work or internship report to the jury members.

13 and 14 The jury members and the student can make a substantiated complaint regarding the constitution of the jury by invoking suspicion or impediment under the terms of the Administrative Procedure Code and the School's Regulation. If the claim is approved by the President of the Polytechnic Institute of Viseu (or the entity to which the President delegated powers), the responsible entity is in charge of appointing a new jury.

15, 16 and 19 If there are no complaints or these are rejected, the jury delivers an opinion on the final acceptance of the dissertation, project work or internship report and notifies students thereof; if the opinion is favorable, the jury can set an examination date at that moment.

17 and 18 If the jury permanently rejects the dissertation, project work or internship report this decision is recorded on the program and the file is archived.

20, 21 and 26 If the opinion on the final acceptance is unfavorable the jury may request the student to revise the dissertation, project work or internship report. The student may choose to submit the revision within the established deadline, and the jury is responsible for scheduling the respective examination (IMQ*05.02.29).

22, 23 and 26 If he/she chooses not to modify the dissertation, project work or internship report, the student shall sign and hand over a statement of responsibility (IMQ*05.02.30) to the jury, which schedules his/her examination.

24 and 25 If the student waives their claim this situation is entered into the system and the file is archived.

26 and 27 The jury schedules the exams and the responsible services are entrusted with publicizing them. The student shall submit missing copies (IMQ*05.02.38), of the dissertation, project work or internship report, if applicable.

28 and 29 Following examinations, the jury decides thereon and prepares a record.

30 a 34 If the jury deems that the dissertation, project work or internship report must be revised, the student is notified. If the student does not submit a revision, the final grade is entered into the system and the file is archived. If the student submits a revision, the chairman of the jury checks and confirms its adequacy.

35 After these proceedings, the jury forwards all files to the Academic Services.

36 If the student did not deliver all required copies, the Academic Services ask him/her to submit the copies (IMQ*05.02.39).

37 and 38 The student's final grade, as well as all missing information, is entered by the Academic Services into the respective system and the qualification level granted is recorded in the national record of thesis and dissertations (RENATES).

39 The Responsible Services deposit a digital copy in the repository of the Polytechnic Institute of Viseu, a repository which belongs to the network of the open science repository of Portugal RCAAP (IMQ*05.02.31).

40 The Academic Services archive the files.

ASSOCIATED FORMS

IMQ*05.02.28 2nd cycle dissertation, project work or internship report assessment application
IMQ*05.02.29 2nd cycle dissertation, project work or internship report assessment application, following redraft
IMQ*05.02.30 liability note
IMQ*05.02.31 2nd cycle dissertation, project work or internship report release authorization to render available in the digital repository
IMQ*05.02.38 2nd cycle dissertation, project work or internship report delivery of copies, following acceptance
IMQ*05.02.39 2nd cycle dissertation, project work or internship report delivery of copies, following assessment
IMQ*05.02.40 2nd cycle dissertation application for acceptance
IMQ*05.02.41 specialization in nursing postgraduate study programme final report assessment application

submission of documents		
01	Students	

documents validation		
02	Responsible Person #1	

03 document validated? — Y → **11**

N ↓

communication to the student		
04	Academic Services	

05 complaints? — N →

file closure		
06	Academic Services	

Y ↓

analysis and opinion		
07	Responsible Person #2	

08 document validated? — N →

communication to the student		
09	Academic Services	

Y ↓

availability of documents on the SIGES program		
11	Academic Services	

file closure		
10	Academic Services	

diploma supplement issuing		
12	Academic Services	

01 The student is responsible for submitting documents supporting the fulfillment of suitable activities and honors, certified previously, for issue of the diploma supplement. Documents can be submitted via an IT platform created for that purpose or delivered by hand. When documents are submitted via the IT platform, they are automatically sent to the person in charge of validation (appointed at each school by the President) and the head of the Academic Services. When documents are handed over, they are recorded in Recipient and Archive Services and sent to the person in charge of validation.

02 The person in charge of validation analyzes documents and renders a position statement thereon.

03 If the document is validated, the case follows the proceedings described in section **11** of this procedure.

03 and 04 If the document is not validated, the student is informed of this decision. When documents are submitted through the platform, the student and the head of the Academic Services receive e-mails informing them that they must refer to the platform to access the result. When documents are submitted in paper format, the person in charge of validation reports this fact to the Academic Services, which report the outcome to the student.

05 to 07 The student can file a complaint against the decision of non validation, and documents are reviewed, this time by an appointed person who did not carry out the first analysis. If the student does not file a complaint, the case is archived.

08 to 10 If the document is not validated again, the student is informed of the decision and the case is archived. When documents are submitted through the platform, the student and the head of the Academic Services receive e-mails informing them that they must refer to the platform to access the result. When documents are submitted in paper format, the person in charge of validation reports this fact to the Academic Services, which report the outcome to the student.

11 If the document is validated, documents are made available on the SIGES program.

12 The diploma supplement is issued by the Academic Services alongside the corresponding diploma.

ASSOCIATED FORMS

there are no associated forms

collection order issuing		
01	Student	

↓

payment		
02	Interested Party	

IMQ*05.02.32

tuition payment recovery		
13	Acad. Serv./Legal Department	

03 on-site payment? — N →
05 payment via mail? — N →
08 payment via bank transfer or deposit? — N →
11 payment via SIBS?

03 Y ↓
05 Y ↓
08 Y ↓
11 Y ↓

record on the student checking account and receipt issue and delivery		
04	Treasury/Collection Point	

record on the student checking account and receipt issue		
06	Treasury/Collection Point	

confirmation of the payment through the bank statement		
09	Treasury/Collection Point	

record on the student checking account and receipt issue		
12	Treasury/Collection Point	

14 payment via collection point? — N → 17

delivery of the receipt to the student		
07	Treasury/Collection Point	
→ 17

record on the student checking account and receipt issue		
10	Treasury/Collection Point	
→ 19

19 (from 12)

14 Y ↓

delivery receipt issuing		
15	Collection Point	

↓

delivery of the amounts or the proof of deposited amounts to the treasury		
16	Collection Point	

↓

daily cash sheet issuing		
17	Treasury	

↓

deposit of amounts		
18	Treasury	

↓

entry of collections into the system		
19	Accounting Services/Treasury	

↓

filing of the related documents		
20	Accounting Services/Treasury	

01 The issue of a tuition fees' collection order is performed automatically at the time of registration/enrollment of the student. As for fees, emoluments, penalties, interest rates and other penalties, issue is made by the Academic Services in digital format.

02 Payment of tuitions, fees, emoluments, penalties, interest rates and other penalties can be made in person, by mail, bank transfer or deposit or, if the school has the necessary equipment, through the SIBS.

03 e 04 If the student chooses payment in person, services record it on his/her checking account, issuing and delivering the receipt thereof to him/her.

05 a 07 If the student chooses to pay by mail, the services record it on his/her checking account, issue the receipt thereof and forward it to the student.

08 a 10 If the student chooses to pay by bank transfer or deposit, the services confirm payment through the bank statement, record it on the student's checking account and issue the receipt thereof. The student is responsible for requesting the receipt from the corresponding services.

11 e 12 As for payment through the SIBS, the ATM reference is automatically created by the computer program. The responsible services confirm that payment was made by importing and including the SIBS file into the student's checking account and then issue the receipt. The student is responsible for requesting the receipt from the corresponding services.

13 Whenever tuition payment is not performed by the student, as per the law, guidelines on the recovery of tuition payment shall be followed, as described in the regulation in force.

14 a 16 If payment is made using a collection point, the person in charge thereof issues a delivery receipt (document supporting the delivery/transfer of amounts between the collection point and the treasury services) and delivers the amounts or a proof of deposited amounts to the Treasury.

17 e 18 By the end of each day, the Treasury issues the daily cash sheet (a document that sums up collected income on a daily basis). The deposit of all daily collected amounts, both at the Treasury and at collection points, shall be done at the very latest by the end of the business day following collection.

19 e 20 The entry of collections into the system is made automatically and the services (Accounting/Treasury) are entrusted with the filing of the related documents.

ASSOCIATED FORMS

IMQ*05.02.32 compromise agreement for tuition debt payment

A

application to special access and admission regime for international students	
01	Applicant

IMG*05.02.37

record and forward	
02	Recipient and Archive Services

application data check	
03	Academic Services

delivery of the applications to the jury	
04	Academic Services

compliance with admission requirements check	
05	Jury (Support Committee)

preparation of the provisional list of applicants	
06	Jury

affixation and dissemination via the internet of the provisional list of applicants	
07	Academic Services

08
complaints? → N **11**

S

record and forward	
09	Recipient and Archive Services

A

analysis and decision on complaints	
10	Jury (Support Committee)

preparation of the final list of applicants admitted	
11	Jury

12
exams needed? → N **16**

Y

performance of writing exams and/ or oral complementary exams	
13	Applicant

correction of exams	
14	Jury (Support Committee)

dissemination of results	
15	Jury

16
training needed? → N **20**

Y

language training registration	
17	Applicant

performance of language training	
18	Applicant

B

```
                          ┌─────┐
                          │  B  │
                          └──┬──┘
                             ▼
        ┌──────────────────────────────────────┐
        │  language required level acquisition  │
        │                check                   │
        ├──────┬─────────────────────────────────┤
        │  19  │     Jury (Support Committee)     │
        └──────┴──────────────┬──────────────────┘
                              ▼
        ┌──────────────────────────────────────┐
        │    preparation of the provisional      │
        │            placement list              │
        ├──────┬─────────────────────────────────┤
        │  20  │              Jury               │
        └──────┴──────────────┬──────────────────┘
                              ▼
        ┌──────────────────────────────────────┐
        │   affixation and dissemination via the │
        │  internet of the provisional placement │
        │                 list                   │
        ├──────┬─────────────────────────────────┤
        │  21  │         Academic Services        │
        └──────┴──────────────┬──────────────────┘
                              ▼
   ┌────┐              ◇───────────────◇       ┌────┐
   │ 22 │             ◇   complaints?   ◇───N──▶│ 25 │
   └────┘              ◇───────────────◇       └────┘
                              │Y
                              ▼
        ┌──────────────────────────────────────┐
        │           record and forward           │
        ├──────┬─────────────────────────────────┤
        │  23  │   Recipient and Archive Services │
        └──────┴──────────────┬──────────────────┘
                              ▼
        ┌──────────────────────────────────────┐
        │    analysis and decision on complaints │
        ├──────┬─────────────────────────────────┤
        │  24  │     Jury (Support Committee)     │
        └──────┴──────────────┬──────────────────┘
                              ▼
        ┌──────────────────────────────────────┐
        │     preparation of the final placement │
        │                 list                   │
        ├──────┬─────────────────────────────────┤
        │  25  │              Jury               │
        └──────┴──────────────┬──────────────────┘
                              ▼
        ┌──────────────────────────────────────┐
        │  ratification of the final placement list │
        ├──────┬─────────────────────────────────┤
        │  26  │           UO President           │
        └──────┴──────────────┬──────────────────┘
                              ▼
        ┌──────────────────────────────────────┐
        │               enrolment                │
        ├──────┬─────────────────────────────────┤
        │  27  │             Student             │
        └──────┴─────────────────────────────────┘
```

01 to 03 Applications of international students must be submitted preferably online or by means of the completion of a special form (ımq*05.02.37), delivered at the Academic Services, which check all documents delivered by applicants. The Academic Services forward applications received during that day to the Recipient and Archive Services until 5.10 pm, and the latter records reception thereof and send them back to the Academic Services.

04 to 07 Applications are sent to the jury, which checks compliance of admission conditions and prepares a provisional list for each course (alphabetically sorted) of applicants admitted, conditionally accepted and excluded. These lists are posted at the usual places and disseminated on the Internet.

08 to 12 Complaints are made at the Academic Services and forwarded to the selection jury, using the Recipient and Archive Services, for appraisal thereof and preparation of final lists of applicants admitted, conditionally accepted and excluded. If the applicant is admitted conditionally, the jury shall mention which exams he/she must take and/or training actions he/she must attend.

13 to 15 Following examinations, the jury announces the results thereof, and applicants are sorted in descending order of the final classification obtained.

16 to 19 International students without the required language level may apply and be admitted, provided that they attend a training course, at the IPV, in the language in which the course is held, enabling them to reach the necessary level. Attendance of this course entails payment of respective fees and emoluments.

20 and 21 Applicants are ranked sequentially, in descending order of the final classification obtained, obeying to priorities presented by applicants. Final results of the admission process are made public by means of provisional ranking lists, presented by course, mentioning "placed", "not placed" or "excluded" status, disseminated on the website of the IPV and of schools.

22 to 24 Applicants can protest against the final classification with the jury of the admission procedure, within the period defined in the calendar of the admission procedure.

25 and 26 Final ranking lists, drawn up by the jury, require approval by the school's President.

27 Applicants included in the final ranking list may enroll themselves.

ASSOCIATED FORMS

IMQ*05.02.37 application for international students

application to a scholarship	
01	**Student**

↓

file on the academic situation of students creation	
02	**SAS Employee #1**

↓

request to the academic services for the completion of the file on the academic situation of students	
03	**SAS Employee #1**

↓

exportation of the academic situation of students to the SICABE	
04	**SAS Employee #1**

↓

application data check	
05	**SAS Employee #1**

→ 06 ◇ **interview or home visit needed?** — Y →

interview or home visit to the student	
07	**SAS Employee #1**

↓ 05

N ↑ 08

↓

08 ◇ **file case completed?** — N →

request for additional information to students	
09	**SAS Employee #1**

↓ 10

Y ↓

application sending for processing	
10	**SAS Employee #1**

↓

application processing validation	
11	**SAS Administrator**

↓

application processing	
12	**SICABE**

↓

communication to the student on the outcome of his/her application	
13	**SICABE**

↓

14 ◇ **student presents object to the result?** — N → 21

Y ↓

A

	16		interview or home visit needed?	Y		interview or home visit to the student	

```
         ┌───────────────┐
         │       A       │
         └───────┬───────┘
                 ▼
┌─────────────────────────┐      ┌──────┐                              ┌──────────────────────────┐
│ application reassessment │ ───► │  16  │   interview or        Y      │ interview or home visit  │
│                          │      └──────┘   home visit        ──────►  │      to the student       │
├────┬────────────────────┤                 needed?                    ├────┬─────────────────────┤
│ 15 │   SAS Employee #1   │                    │ N                     │ 17 │   Colaborador #1 SAS │
└────┴────────────────────┘                    ▼                        └────┴─────────────────────┘
                 │                          ┌──────┐                                 │
                 ▼                          │  18  │                                 ▼
┌─────────────────────────┐                 └──────┘                              ┌──────┐
│ application sending for  │                                                      │  15  │
│      processing          │                                                      └──────┘
├────┬────────────────────┤
│ 18 │   SAS Employee #1   │
└────┴────────────────────┘
                 │
                 ▼
┌─────────────────────────┐
│ application processing   │
│      validation          │
├────┬────────────────────┤
│ 19 │   SAS Administrator │
└────┴────────────────────┘
                 │
                 ▼
┌─────────────────────────┐
│ communication to the     │
│ student on the outcome   │
│ of his/her objection     │
├────┬────────────────────┤
│ 20 │      SICABE         │
└────┴────────────────────┘
                 │
                 ▼
┌──────┐
│  21  │         student                 N       ┌──────┐
└──────┘   presents complaint      ──────────►   │  28  │
           to the result?                        └──────┘
                 │ Y
                 ▼
┌─────────────────────────┐      ┌──────┐                              ┌──────────────────────────┐
│ application reassessment │ ───► │  23  │   interview or        S      │ interview or home visit  │
│                          │      └──────┘   home visit        ──────►  │      to the student       │
├────┬────────────────────┤                 needed?                    ├────┬─────────────────────┤
│ 22 │   SAS Employee #2   │                    │ N                     │ 24 │   Colaborador #2 SAS │
└────┴────────────────────┘                    ▼                        └────┴─────────────────────┘
                 │                          ┌──────┐                                 │
                 ▼                          │  25  │                                 ▼
┌─────────────────────────┐                 └──────┘                              ┌──────┐
│ application sending for  │                                                      │  22  │
│      processing          │                                                      └──────┘
├────┬────────────────────┤
│ 25 │   SAS Employee #2   │
└────┴────────────────────┘
                 │
                 ▼
┌─────────────────────────┐
│ application processing   │
│      validation          │
├────┬────────────────────┤
│ 26 │   SAS Administrator │
└────┴────────────────────┘
                 │
                 ▼
┌─────────────────────────┐
│ communication to the     │
│ student on the outcome   │
│ of his/her complaint     │
├────┬────────────────────┤
│ 27 │      SICABE         │
└────┴────────────────────┘
                 │
                 ▼
┌─────────────────────────┐
│ dissemination of data    │
│ regarding scholarship    │
│       award              │
├────┬────────────────────┤
│ 28 │        SAS          │
└────┴────────────────────┘
                 │
                 ▼
┌─────────────────────────┐
│ statistical processing   │
│       of data            │
├────┬────────────────────┤
│ 29 │        SAS          │
└────┴────────────────────┘
```

01 All students intending to benefit from a scholarship must formalize their application through BeOn – a computer-based support to the call for higher education scholarship granting. Foreign applicants can also request accommodation, and they may be granted a housing allowance for that purpose.

02 to 04 Following application submission, the Social Services create, in the SICABE, the file on the academic situation of students, sending it to the Academic Services of schools for completion. Following receipt of the filled in file, the services export it into the program.

05 to 09 Confirmation of data submitted by students is made by an employee of the Social Services. In the event the employee deems it necessary to have additional information to determine the truthfulness of a case, he/she may interview or make a home visit to the student and/or ask for additional documents, particularly official documents supporting statements provided.

10 and 11 Following confirmation that the student record is complete, the employee sends it for processing validation by the Administrator of the Social Services.

12 and 13 Processing is carried out by the SICABE, which sends an automatic notice to the student on the outcome of his/her application.

14 to 20 All students can object to the result of their application for a scholarship. Opposition procedures are reassessed (the student can be interviewed or visited at home again) and, following processing, the outcome is reported automatically by the SICABE to the student.

21 to 27 Following receipt of the objection results, students can make a complaint. Complaints are re-evaluated by an employee from the SAS who did not participate previously in the case of the student in question (the second employee can also interview or make a home visit to the student again) and, following processing, the outcome is reported automatically by the SICABE to the student.

28 At regular intervals, data regarding scholarship award are disseminated by the webpage of the Social Services of the IPV.

29 The Social Services perform statistical processing of data on the award of scholarships to IPV students on an annual basis.

REMARK All requests for scholarships can be assessed through a simplified process, in accordance with the regulation on scholarship granting in force.

ASSOCIATED FORMS

there are no associated forms

```
┌─────────────────────────────────┐
│ appeal against the decision on  │
│ the application for scholarship │
├──────┬──────────────────────────┤
│  01  │        Student           │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│           dispatch              │
├──────┬──────────────────────────┤
│  02  │      IPV President       │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐      ┌────┐                                   ┌─────────────────────────────────┐
│ analisys and opinion regarding  │      │ 04 │      ╱interview or╲               │ interview or home visit to the  │
│ the appeal against the decision │─────▶│    │    ╱  home visit    ╲─── Y ──────▶│            student               │
│ on the application for          │      └────┘    ╲   needed?     ╱               ├──────┬──────────────────────────┤
│ scholarship                     │                  ╲          ╱                  │  05  │      SAS Employee #2     │
├──────┬──────────────────────────┤                    │ N                        └──────┴──────────────────────────┘
│  03  │      SAS Employee #2     │                    ▼                                        │
└──────┴──────────────────────────┘                 ┌────┐                                  ┌────┐
              │                                      │ 06 │                                  │ 03 │
              ▼                                      └────┘                                  └────┘
┌─────────────────────────────────┐
│ opinion regarding the appeal    │
│ against the decision on the     │
│ application for scholarship     │
├──────┬──────────────────────────┤
│  06  │     SAS Administrator    │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ decision regarding the appeal   │
│ against the decision on the     │
│ application for scholarship      │
│ (SICABE)                        │
├──────┬──────────────────────────┤
│  07  │      IPV President       │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ communication to the student    │
│ regarding the decision on the   │
│ appeal                          │
├──────┬──────────────────────────┤
│  08  │         SICABE           │
└──────┴──────────────────────────┘
```

01 Students can appeal against the decision on their application for scholarships to the President of the Polytechnic Institute of Viseu. This appeal can be filed directly at the SICABE or by means of an application addressed to the President of the Polytechnic Institute of Viseu.

02 The President of the Polytechnic Institute of Viseu forwards appeals procedures to the Social Services, so that the latter decide on those appeals.

03 and 04 A employee from the Social Services, which did not participate in the process of award of a scholarship to the student who filed the appeal, analyzes it (he/she can interview or visit the student at home again) and reports to the Administrator of the Social Services, who delivers a position statement of support to the decision of the President of the Polytechnic Institute of Viseu.

05 The President of the Polytechnic Institute of Viseu is responsible for the decision and record at the SICABE of appeals filed.

06 Following decision on appeals, students are notified thereof by the SICABE.

ASSOCIATED FORMS

there are no associated forms

IMQ*05.03.01

applications to accommodation	
01	Applicant

02 ipv students?

03 students from another national institution ?

05 erasmus students?

availability check	
09	Students Support Services

analysis of the applications	
12	Students Support Services

delivery of a scholarship holder status proof	
04	Student

12

availability check	
06	Students Support Services

room assignement	
10	Accommodation Managers

dissemination of the sorting list	
13	Students Support Services

room assignement	
07	Accommodation Managers

information to the student	
11	Serviços de Apoio ao Estudante

14 rejected application?

file closure	
15	Students Support Services

information to the student	
08	External Relations Services

19

19

registration in the SICABE platform	
16	Students Support Services

placement list forward to the accommodation managers	
17	Students Support Services

room assignement	
18	Accommodation Managers

A

```
                    ┌─────┐
                    │  A  │
                    └──┬──┘
                       │
                       ▼
        ┌──────────────────────────────────┐
        │  placement list forward to the   │
        │     students support services    │
        ├─────┬────────────────────────────┤
        │ 19  │   Accommodation Managers   │
        └─────┴────────────────────────────┘
                       │
                       ▼                          ┌─────────────────┐
        ┌──────────────────────────────────┐     │ IMQ*05.03.02    │
        │            chek-in               │     │ IMQ*05.03.03    │
        │                                  │     └─────────────────┘
        ├─────┬────────────────────────────┤
        │ 20  │          Student           │
        └─────┴────────────────────────────┘
                       │
                       ▼
        ┌──────────────────────────────────┐
        │         deposit payment          │
        ├─────┬────────────────────────────┤
        │ 21  │          Student           │
        └─────┴────────────────────────────┘
                       │
                       ▼
        ┌──────────────────────────────────┐
        │         receipt issuing          │
        ├─────┬────────────────────────────┤
        │ 22  │          Treasury          │
        └─────┴────────────────────────────┘
                       │
                       ▼
        ┌──────────────────────────────────┐
        │  preparation of the monthly list │
        │     of accommodated students     │
        ├─────┬────────────────────────────┤
        │ 23  │   Accommodation Managers   │
        └─────┴────────────────────────────┘
                       │
                       ▼
        ┌──────────────────────────────────┐
        │       monthly fee payment        │
        ├─────┬────────────────────────────┤
        │ 24  │          Student           │
        └─────┴────────────────────────────┘
                       │
                       ▼
        ┌──────────────────────────────────┐
        │         receipt issuing          │
        ├─────┬────────────────────────────┤
        │ 25  │          Tesouraria        │
        └─────┴────────────────────────────┘
                       │
      ┌─────┐          ▼
      │ 26  │        ◇ absence of              ┌─────┐
      └─────┘    ◇   the monthly   ◇───Y──────│ 32  │
                 ◇  fee payment?   ◇           └─────┘
                       │
                       N
                       ▼
                    ┌─────┐
                    │  B  │
                    └─────┘
```

01 Applications to accommodation in the IPV residencies are submitted by the intersted parties by means of filling in a form for that purpose (IMQ*05.03.01).

02 For applications to accommodation of IPV students the process will follow section **12** of this procedure.

03 and 04 For applications to accommodation of students from another national institution the process will follow section **12** of this procedure, after the delivery, by the student, of a scholarship holder status proof.

05 to 08 When applications to accommodation are from Erasmus students, Sudents Support Services check the availability, assign a room and inform the External Relations Services which in their turn inform the student. Then the process will follow section **19** of this procedure.

09 to 11 When applicatons to accommodation are from apllcants not included in the previous options, Students Support Services check the availability, assign a room and inform the student. Then the process will follow section **19** of this procedure.

12 Analysis of applications are carried out by the Sudents Support Services. Sorting and placement are conducted in accordance with the priorities set out.

13 to 16 The sorting list is divulged in the form that is deemed more appropriate. Rejected applications documents are filed. Approved applications are registered in the platform SICABE.

17 to 19 The placement list is forwarded to the Accommodation Managers to room assignement. The room assignement is in turn forwarded to the Sudents Support Services.

20 to 22 Check-in procedure includes filling in a data form (IMQ*05.03.02), signing a liability note (IMQ*05.03.03) and the payment of a deposit, Following payment, a receipt is issued and delivered to the student.

23 to 25 Monthly, Accommodation Managers prepare a list of the students accommodated so monthly fees can be charged. Following payment, receipts are issued and delivered to the students.

26 and 27 When the payment of monthly fees is not carried out, students are addressed by Accommodation Managers and asked to proceed to debt settlement.

28 to 30 The absence of the monthly fee payment is transmitted to the Academic Services so academic deeds can be suspended. The absence of this payment involves debt issuance and enforced recovery.

31 Following settlement of debts, receipts are issued and delivered to the students.

32 Accommodation check-out must be formalised in writing by means of filling in a form for that purpose (**IMQ*05.03.04**).

33 and 34 Accommodation check-out is forwarded, by the SAS Administrator, to the Treasury so deposits can be returned (when applicable).

35 After formalities are completed, students can proceed with the check-out.

ASSOCIATED FORMS

IMQ*05.03.01 application to accommodation
IMQ*05.03.02 data form
IMQ*05.03.03 liability note
IMQ*05.03.04 request/information for accommodation check-out

```
┌─────────────────────────────────┐
│        prices-setting           │
├──────┬──────────────────────────┤
│  01  │     Responsible Body     │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│        prices approval          │
├──────┬──────────────────────────┤
│  02  │ SAS Administrative Council│
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ dissemination of services and prices │
├──────┬──────────────────────────┤
│  03  │    Responsible Services  │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│        ticket purchase          │
├──────┬──────────────────────────┤
│  04  │     Interested Party     │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ ticket and receipt delivery to the │
│       interested party          │
├──────┬──────────────────────────┤
│  05  │    Responsible Services  │
└──────┴──────────────────────────┘
```

06 ticket for laundry care? — N → **09** ticket for a second copy of the card key? — N → **12** booking — Interested Party

Y ↓ **07** ticket exchange for chips — Student → **08** registration — Responsible Services

Y ↓ **10** card key delivery — Responsible Services → **11** registration — Responsible Services

12 booking — Interested Party → **13** ticket delivery to the responsible person — Interested Party → **14** key delivery to the interested party and registration — Responsible Person → **15** key return to the responsible person — Interested Party

01 and 02 Pricing proposals for each service are presented by the Competent Boby to the Social Services Administrative Council, responsible for their approval.

03 Prices to be used by the services are divulged in the form that is deemed more appropriate.

04 Ticket purchase for laundry care, second copies of the key cards or for the use of the IPV sport infrastructures can be carried out in the diverse bars of the IPV Social Services.

05 Following payment, a receipt and a ticket are issued and delivered to the interested parties.

06 to 08 For laundry care, tickets must be exchanged for chips. Responsible services must keep a record of the exchanged chips.

09 to 11 Second copies of the key cards are delivered to requesters after proof of payment. Responsible services must keep a record of the delivered key cards.

12 to 15 For the use of the IPV sport infrastructures, booking is mandatory. Tickets shall be delivered to the responsible person at the start of its use in exchange for the key of the sport infrastructure. Interested parties must return the key to

the responsible person right after the use of the sport infrastructure. The responsible person must keep a record of the sport infrastructures use.

ASSOCIATED FORMS

there are no associated forms

```
┌─────────────────────────────────┐
│  dissemination of the medical   │
│            services             │
├──────┬──────────────────────────┤
│  01  │   Responsible Services   │
└──────┴──────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│    appointment of a medical     │
│          consultation           │
├──────┬──────────────────────────┤
│  02  │     Intersted Party      │
└──────┴──────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│      medical consultation       │
├──────┬──────────────────────────┤
│  03  │    Physician/Patient     │
└──────┴──────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│          registration           │
├──────┬──────────────────────────┤
│  04  │   Responsible Services   │
└──────┴──────────────────────────┘
```
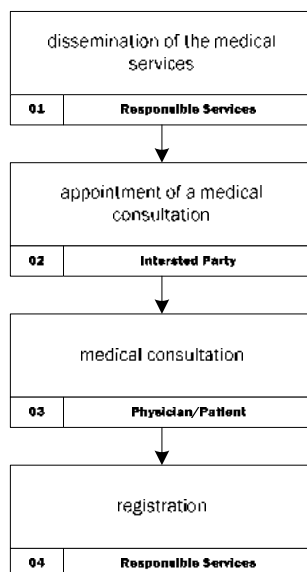
01 Medical services (respective schedules and location) are divulged in the form that is deemed more appropriate.

02 to 04 Medical services are only subject to prior appointment. Responsible services must keep a record of the appointments.

ASSOCIATED FORMS

there are no associated forms

suggestions for the acquisition of new bibliography		IMQ*05.04.01
01	Users/Documentation Services	

suggestions compilation and information for decision	
02	Documentation Services

03 — suggestions acquisition approved?

N →

communication to the user (when applicable)	
04	Documentation Services

file closure	
05	Documentation Services

Y ↓

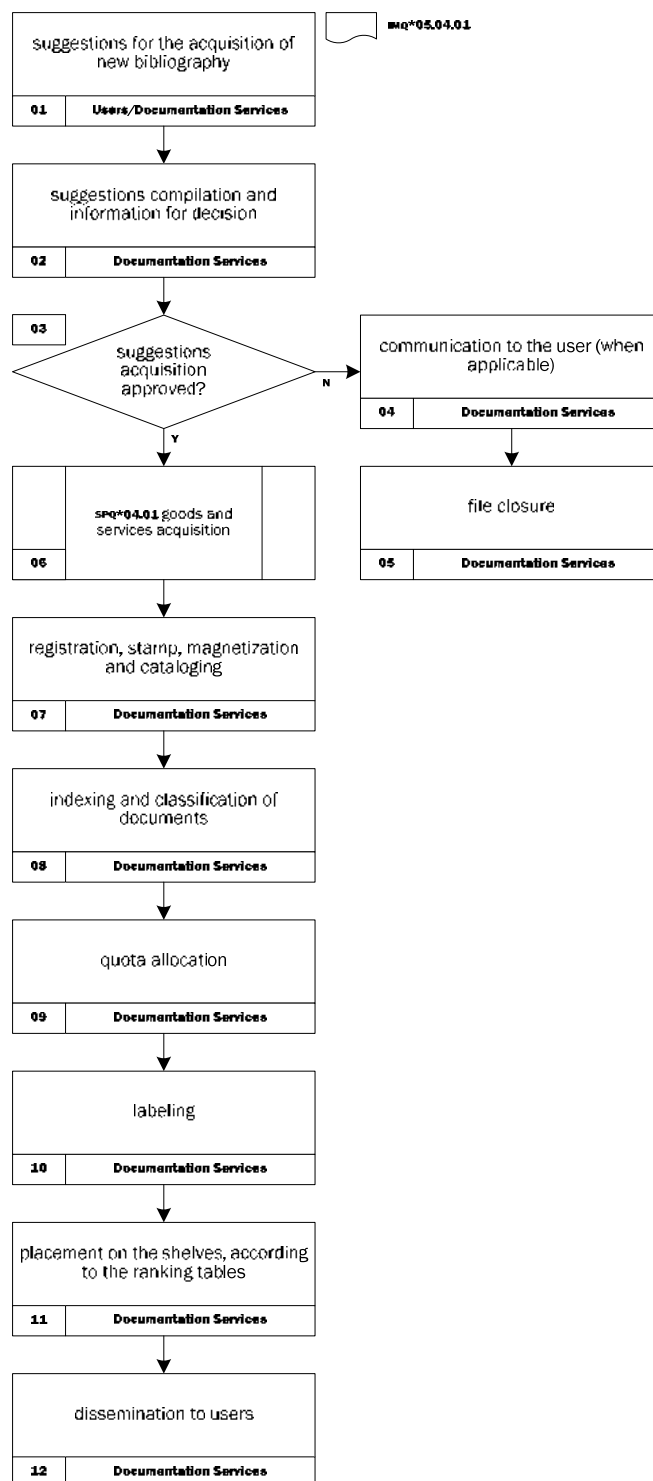| SPQ*04.01 goods and services acquisition		
06		

registration, stamp, magnetization and cataloging	
07	Documentation Services

indexing and classification of documents	
08	Documentation Services

quota allocation	
09	Documentation Services

labeling	
10	Documentation Services

placement on the shelves, according to the ranking tables	
11	Documentation Services

dissemination to users	
12	Documentation Services

01 Suggestions for the acquisition of new bibliography can be made by all users of the Documentation Services by means of the completion of a special form (**IMQ*05.04.01**) or by e-mail. If the suggestion is submitted by e-mail, the following data shall be provided: author, title, publishing house and edition, ISBN or ISSN and the number of copies required. Suggestions for the acquisition of new bibliography can also be made upon the initiative of the services simply by preparing information including at least the following items: author, title, publishing house and edition, ISBN or ISSN, number of copies required and grounds for the acquisition suggestion.

02 The Documentation Services compiles all suggestions and prepares the respective information which must include the corresponding budget.

03 to 05 The information is submitted for approval by the competent body and, if the acquisition is denied, the Documentation Services informs the user (if applicable) and archives the case.

06 If approved, the process obeys to what is described in **SPQ*04.01** goods and services acquisition.

**07** After acquisition, the Documentation Services records, stamps, magnetizes and catalogs new books purchased.

08 to 11 Documents are indexed, classified, assigned identification code and puts them on shelves in accordance with ranking tables.

12 The existence of new books at the Documentation Services is publicized to all users.

ASSOCIATED FORMS

IMQ*05.04.01 suggestions for new bibliography aquisitions
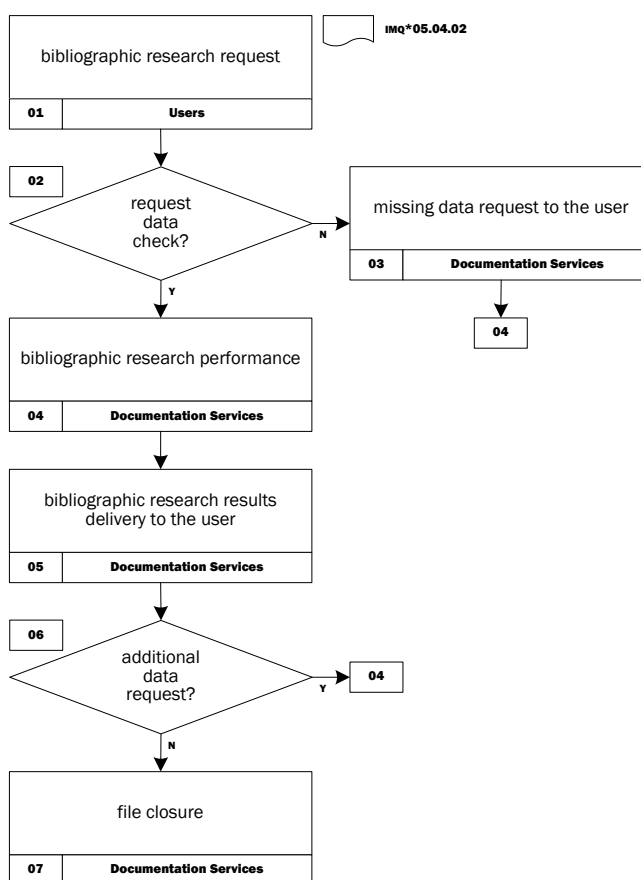
01 Requests for bibliographic research can be made by any user of the Documentation Services by means of the completion of a special form (**IMQ*05.04.02**) or by e-mail. If the request is submitted by e-mail, the user shall provide data such as subject(s) and book language(s) in view.

02 and 03 The Documentation Services checks if the user provided all data necessary to perform the research. If he/she did not do so, missing data are requested by e-mail or over the telephone.

04 and 05 The Documentation Services prepares the bibliographic research and sends obtained data by e-mail, letter or by hand to the requesting user.

06 and 07 If the user needs additional data, the Documentation Services prepares a new research, otherwise the file is archived.

ASSOCIATED FORMS

IMQ*05.04.02 request for bibliographic research

bibliography loan request	
01	**User**

↓

02

```
for
on-site
reading?
```
—Y→

on-site reading	
03	**User**

→

bibliography deposit on the specified locations	
04	**User**

→ **26**

↓ N

05

```
the required
bibliography
is available?
```
—N→

interlibrary/intercampus loan request	
06	**User/Documentation Services**

→

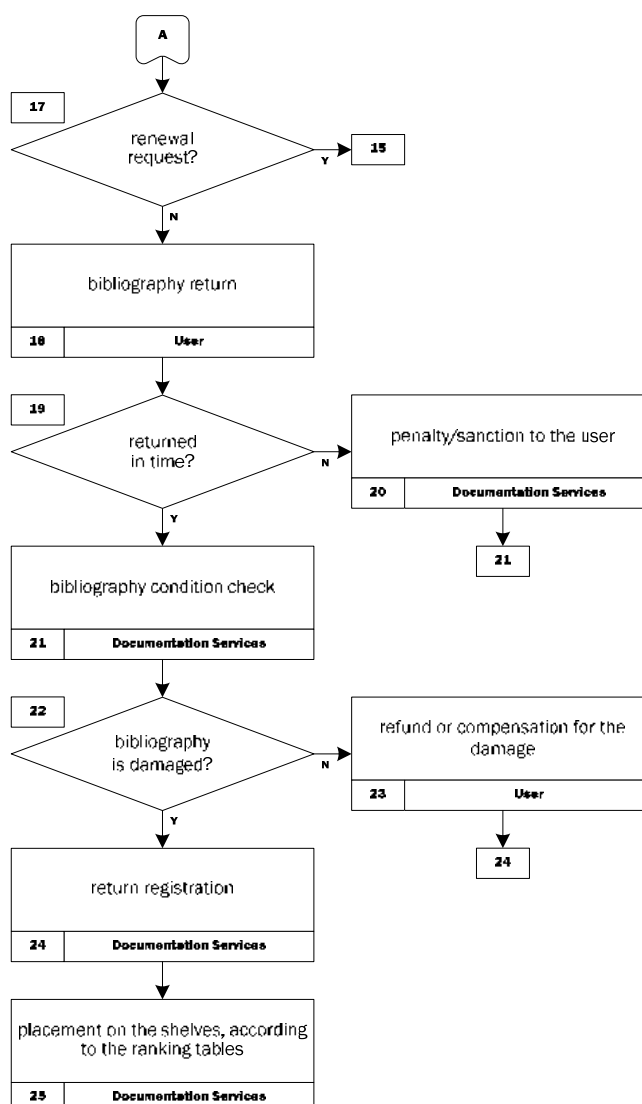|	
payment of interlibrary loan (when aplicable)	
07	**School/User**

↓ Y

home loan request	
12	**User**

IMQ*05.04.03
IMQ*05.04.04

IMQ*05.04.05

08

```
analytical
work?
```
—N→

on-site reading	
10	**User**

↓

13

```
the required
bibliography
is available?
```
—N→

reservation request	
14	**User**

↓ Y

delivery of a copy or a computer file to the user	
09	**Documentation Services**

bibliography return	
11	**Documentation Services**

↓ Y

loan authorization	
15	**Documentation Services**

↓

15

home reading	
16	**User**

↓

A

01 Users of Documentation Services can refer to or request the loan of bibliography taking into account the terms set in the libraries network regulation (**REG*05.04.01**).

02 a 04 Users can also read both open-access works and restricted access bibliography in reading rooms, and must obey to rules thereon and deposit those works on the place indicated by the employees of the Documentation Services.

05 a 11 If the Documentation Services does not have the intended work, it can resort to interlibrary/intercampus loans, in which case the user must request the work through a special form (**IMQ*05.04.05**) or by e-mail. Interlibrary loan costs will be borne by users or by the school if its presidency so determines. If it is an analytical work, the Documentation Services delivers it in electronic or paper form to the user. If it is a work, it can only be consulted in person. The Documentation Services is responsible for the return of requested works under the interlibrary/intercampus loan.

12 Users must request bibliography borrowing for reading at home by going to the service desk.

NOTA 01 If the system is not in place, requests shall be made by means of the completion of a form for that purpose (**IMQ*05.04.03**, **IMQ*05.04.04**).

13 e 14 If desired works are not available at the time, the user can book them.

15 e 16 Following loan authorization, the user undertakes to check the status thereof, scheduled return date and performed renewals on his account.

17 Following material use, the user can request the extension of the loan period, according to the terms set in the libraries network regulation (**REG*05.04.01**).

18 a 20 When the user returns a work, the Documentation Services is responsible for the verification if the return is being made within the defined deadline. When the return deadline is not met, the Documentation Services can apply a penalty to the user, in accordance with regulations in force. (**REG*05.04.01**).

21 a 23 At the time of work return, the state of conservation of works is also checked. If the Documentation Services verifies that a work was damaged the user is requested to repair it or compensate the Services for damages caused.
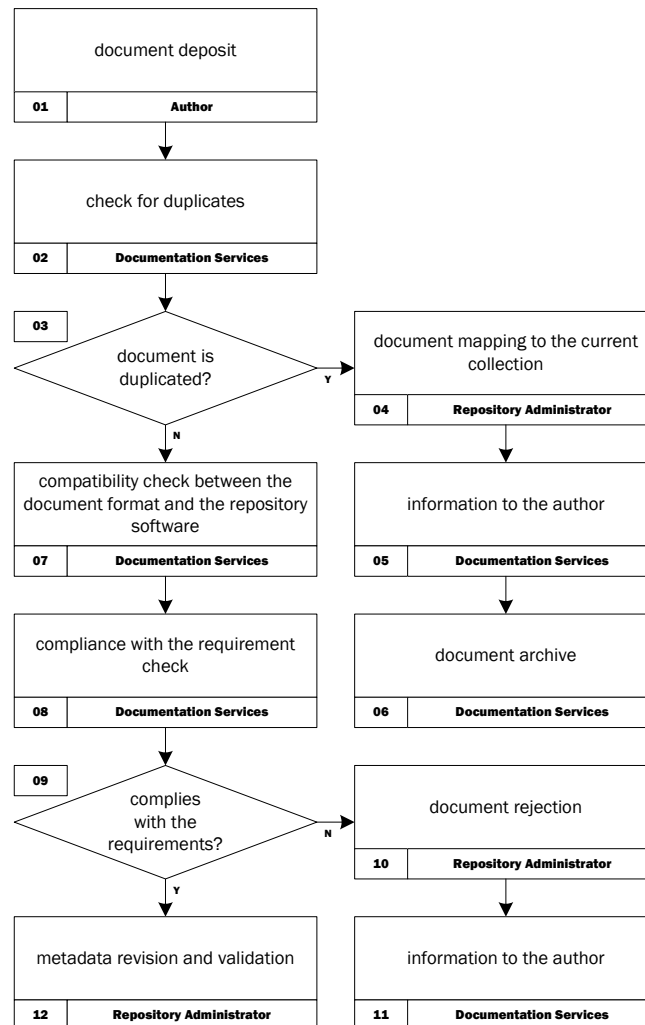
24 e 25 Work return is entered into the system and works are put back on shelves in accordance with ranking tables.

ASSOCIATED FORMS

IMQ*05.04.03 request for monographies loan
IMQ*05.04.04 request for periodicals loan
IMQ*05.04.05 request for interlibrary/intercampus loan

```
┌─────────────────────────────┐
│       document deposit      │
├──────┬──────────────────────┤
│  01  │       Author         │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      check for duplicates   │
├──────┬──────────────────────┤
│  02  │ Documentation Services│
└──────┴──────────────────────┘
              │
              ▼
┌──────┬──────────────────────┐          ┌─────────────────────────────┐
│  03  │                      │          │ document mapping to the current│
│      │  document is         │────Y────▶│         collection          │
│      │  duplicated?         │          ├──────┬──────────────────────┤
└──────┴──────────────────────┘          │  04  │ Repository Administrator│
              │ N                        └──────┴──────────────────────┘
              ▼                                       │
┌─────────────────────────────┐                      ▼
│ compatibility check between  │          ┌─────────────────────────────┐
│ the document format and the  │          │   information to the author │
│    repository software       │          ├──────┬──────────────────────┤
├──────┬──────────────────────┤          │  05  │ Documentation Services│
│  07  │ Documentation Services│          └──────┴──────────────────────┘
└──────┴──────────────────────┘                      │
              │                                       ▼
              ▼                           ┌─────────────────────────────┐
┌─────────────────────────────┐          │       document archive      │
│ compliance with the requirement│        ├──────┬──────────────────────┤
│          check               │          │  06  │ Documentation Services│
├──────┬──────────────────────┤          └──────┴──────────────────────┘
│  08  │ Documentation Services│
└──────┴──────────────────────┘
              │
              ▼
┌──────┬──────────────────────┐          ┌─────────────────────────────┐
│  09  │                      │          │     document rejection      │
│      │  complies            │────N────▶├──────┬──────────────────────┤
│      │  with the            │          │  10  │ Repository Administrator│
│      │  requirements?       │          └──────┴──────────────────────┘
└──────┴──────────────────────┘                      │
              │ Y                                     ▼
              ▼                           ┌─────────────────────────────┐
┌─────────────────────────────┐          │   information to the author │
│ metadata revision and validation│       ├──────┬──────────────────────┤
├──────┬──────────────────────┤          │  11  │ Documentation Services│
│  12  │ Repository Administrator│        └──────┴──────────────────────┘
└──────┴──────────────────────┘
```

01 The author deposits the document and an e-mail is automatically sent to the administrator of the repository to report the existence of a new document that awaits validation.

02 The Documentation Services checks the existence of duplicates of the document presented by the author in the repository.

03 to 06 If the repository already holds that document, the administrator maps the existing document to the current collection. The Documentation Services informs the author and archives the document.

03 and 07 If the repository does not hold that document yet, the Documentation Services checks if the document format is supported by the repository's software and, when necessary, ensure the required compatibility.

08 The Documentation Services then checks the compliance of requirements (authorship or co-authorship of a teacher, school staff member or student of the Polytechnic Institute of Viseu, results from research and development or educational activities, is not provisional, is in digital format and it is complete and ready for publication).

09 to 11 If the document does not comply with requirements it is rejected and the author is informed.

09 and 12 If the document complies with requirements, the Administrator reviews and validates the metadata, and the document becomes available in the digital repository of the Polytechnic Institute of Viseu.

ASSOCIATED FORMS

there are no associated forms

PREAMBLE

The library network of the Polytechnic Institute of Viseu (REBIPV) has the specific mission of providing information resources, and formulates organizational goals and options in terms of development of services aimed at supporting teaching, learning and research, as well as enabling access to knowledge to the community and society as a whole.

Within this context, this regulation is approved, with a view to regulate the action of the REBIPV and optimize available resources.

CHAPTER I GENERAL PROVISIONS

ARTICLE 1 COMPOSITION

01 The REBIPV is an integrated system of libraries under the care of the Polytechnic Institute of Viseu (IPV). The network is comprised of the following libraries:
- Documentation Services of the ESTGV;
- Documentation and Information Services of the ESEV;
- Documentation and Information Services of the ESSV;
- Library/Documentation Services of the ESAV;
- ESTGL's library.

02 The REBIPV may also have other documentary units created and incorporated in the future.

ARTICLE 2 UTILIZATION SYSTEM

The REBIPV is available for users on a public access regime or upon request, except for reserved funds, which are subject to conditional access.

CHAPTER II USERS OF THE LIBRARY NETWORK OF THE INSTITUTO POLITÉCNICO DE VISEU

ARTICLE 3 TYPES OF USERS

01 The users of the REBIPV can be divided into two categories: internal users and external users.

02 Internal users are students, teachers, researchers and supporting staff of the academic community of the IPV.

03 External users are any other people that do not belong to the academic community of the IPV. Former students and former employees, teachers and supporting staff of the IPV are also considered external users.

ARTICLE 4 READER REGISTRATION

01 In order to benefit from all the rights to which they are entitled, all users shall register themselves at the libraries of the REBIPV.

02 External users covered by protocols established with other institutions may be entitled to more favorable conditions.

03 Whenever personal data is altered, users shall update them as soon as possible.

ARTICLE 5 OPENING HOURS

01 The opening hours of the libraries of the REBIPV are posted on a visible location of the respective spaces, and are also divulged on the web portal of the REBIPV.

02 Alterations to the opening hours of libraries shall be announced at least 24 hours in advance, through a written notice posted on a visible location in libraries and divulged on the web portal of the REBIPV.

ARTICLE 6 USERS' RIGHTS

Users are entitled to:

01 Request information about the organization, services and operating rules of the REBIPV's libraries;

02 Consult a variety of resources and request loan of works, in accordance with provisions in this regulation;

03 Register themselves as users in any library of the network and make use of all services provided;

04 Access their user data sheet electronically and digital services associated therewith;

05 Consult existing databases;

06 Reproduce documents, provided that they comply with applicable legislation, particularly provisions in the code of copyright and related rights, as well as the rules set under this regulation;

07 Submit suggestions or complaints, using a form aimed for that purpose, available on reception desks or using the REBIPV portal.

ARTICLE 7 USERS' DUTIES

Users are required to:

01 Comply with this regulation and all rules' set for library utilization;

02 Adopt a civic conduct towards all other users and technicians in the various libraries, under all circumstances;

03 Respect physical conditions of documents;

04 Return borrowed works within the set deadline, at the reception desk, to the employee on duty;

05 Report loss of and/or damage to documents to the service;

06 Take care of facilities, furniture, equipment and utilization areas for each type of activity;

07 Comply with rules of utilization of reading rooms, offices for group work, research offices and audiovisual rooms.

CHAPTER III READING

ARTICLE 8 IN-PERSON READING

01 In-person reading means reading which is exclusively performed in the free access spaces of libraries, during opening hours and in the areas protected by the anti-theft system.

02 Readers are entitled to read all documents in person in the free access spaces, without the need to fill in requests.

03 Documents taken for consultation shall not be put back in shelves by students, but left on tables or in areas specifically aimed for that purpose.

04 In a reading room, the user may use library works and external materials simultaneously, provided that he/she does not act in a way that disturbs smooth running of that space or jeopardizes the good conditions of facilities, furniture and equipment.

05 Laptops are permitted. Nonetheless, the REBIPV does not hold itself liable for potential damages to equipment during their connection to the electrical grids of libraries.

06 Consultation of documentary resources available in repositories, or in restricted areas of the library, entails completion of requests provided at reception desks or a record thereof by the employee on a special sheet attached to the book.

CHAPTER IV LOAN

ARTICLE 9 LOAN

01 Loan means lending, for a given period of time, works for consultation on spaces not belonging to the libraries of the REBIPV.

02 Works are loaned to each user on a case-by-case basis, or to institutions under a scheme of interlibrary loan.

03 Loans do not apply to:
 a. Reference works;
 b. Works for local consultation;
 c. Master's and doctoral dissertations;
 d. Other works, if utilization thereof justifies it.

04 Lending always involves requisition, which can be performed manually or automatically.

05 During a loan, the user is responsible for returning the work in good conditions and within the deadline set.

06 For the purposes of this article and subsequent articles, all requested/lent works are considered as being in good conditions, unless otherwise specified in writing, recorded by the assistant, on the record form, upon request of the user or at the employee's initiative.

07 Loans are carried out under the terms of provisions in the following articles, and librarians in charge thereof can change deadlines previously set in accordance with the document utilization rate.

08 Where appropriate, the head librarian of each library of the REBIPV may exclude works from loans, for a previously set period of time. Under these conditions, consultation thereof is solely made on site.

09 If on the occasion of requisition for loan the work is being used by another user on site, the interested user shall have to await return thereof.

ARTICLE 10 HOME LOAN

01 Home loan includes the following types: standard loan, extended loan and short-term loan.

02 Standard loan:
 a. Regarding students attending bachelor programs and those attending vocational programs, of the IPV, four (4) works, during five (5) business days as from the requisition date;
 b. Regarding students attending master programs, postgraduate programs and specialization programs, of the IPV, three (3) works, during eight (8) business days as from the requisition date;
 c. Regarding employees, teachers and supporting staff, up to ten (10) works, during thirty (30) business days as from the requisition date, provided that the rate of utilization of the work in question authorizes such an action;
 d. The maximum number of works provisioned in the previous paragraphs can be modified by the head librarian, where applicable;
 e. Regarding external users, three (3) works, during three (3) business days as from the requisition date, except for works resulting from intercampus loans, which may be restricted to in-person reading;

f. Following the term of the loan period, the requester may renew it (in person or online), provided that the extension of the loan does not entail any inconvenience for other users. Otherwise, the Documentation Services reserves the right to set a period of twenty-four (24) hours for the user to perform a new requisition of the document;

g. During the requisition process, the user undertakes to check the loan status, return date and renewals performed using his/her account.

03 Extended loan:

a. Means the requisition of documents for a year, which can be renewed;

b. Only cover documents purchased specifically for that purpose by the requesting entity and documents which the librarian in charge of each library of the REBIPV sees fit to authorize under that regime;

c. Are carried out upon requisition on behalf of the service/department/area;

d. In order to meet occasional consultation needs, the librarian in charge of each library of the REBIPV may request provisional return of documents under an extended loan regime.

04 Short-term loan:

a. Means the non-renewable request of periodical publications between the opening time and closing time, on the same day, of each library;

b. Failure to return periodical publications within the set deadline entails suspension provided for in article 21.

05 The requisition period, regarding situations mentioned in article 2(c) and article 3(a), can be interrupted if a request is on a waiting list. In this situation, the user shall be notified to return the work within three (3) business days. Non compliance of the deadline set for return thereof entails suspension provided for in article 21.

ARTICLE 11 INTERCAMPUS LOAN

The library may, upon request of a user, ask another library of the REBIPV to lend a given work.

01 The work, if it has not been lent to another user, shall be forwarded as soon as possible to the library where the user submitted the request.

02 Deadlines and rules for intercampus loan are those under articles 9 and 10.

03 When the work is returned by the user, it shall be sent by the receiving library to the source library, as soon as possible. Consignement and receipt shall be recorded in writing.

ARTICLE 12 INTERLIBRARY LOAN

01 Interlibrary loan (EIB) is a service provided by most Portuguese and international libraries and similar institutions, based on cross-institutional responsibility, aimed at facilitating access of users to documentary resources of other libraries, upon requisition of works and request of copies of articles in periodical publications, with the underlying concept of universal availability of works and information resource sharing.

02 Loans to peer institutions:

a. The REBIPV ensures interlibrary loan by providing copies of articles of periodical publications and sending works, upon request by libraries or similar Portuguese or international institutions, for study and/or research purposes;

b. Requests for a loan can be performed by mail, fax or e-mail;

c. Interlibrary loan follows the principles of a loan for reading at home. Regarding the return deadline, it may take up to 10 business days, if the loan takes place on mainland, 20 days in the case of islands, and up to 30 business days, if it regards a loan on an international scale, as from the date of dispatch of the work to the requesting library;;

d. Non-renewable loans: according to international standards for this type of loan, works borrowed can only be consulted at requesting libraries, which undertake to forbid lending for home reading or any provisional exit;

e. Documents requiring dispatch by mail shall always be sent by registered mail with acknowledgement of receipt, and costs are borne by the requesting library;

f. For the purposes of interlibrary loan, the requesting library always acts as the sole entity in charge of works borrowed and utilization thereof, abiding by the legal duties on copyright;

g. The service of interlibrary loan provided by the REBIPV to other peer institutions may be subject to the payment of a €5 fee per book + postage, regardless of the type of work to send;

h. Works mentioned in article 9(3) cannot be requested under interlibrary loan.

03 Loans requested to peer institutions:

a. The library may, upon request of any user, ask another library to lend a given work. Possible spending involved in the procedure is borne by the user or by the school, when the school presidency so determine;

b. The library provides the required prior contacts to the library providing the service, in order to learn if there are costs or not. Loan requests subject to payment of expenditure shall only be confirmed, with the library providing the service, following the user's confirmation of acceptance of expenditure payment;

c. The request shall include all bibliographic data (title, author, publishing house, release date and ISBN) and, if possible, the entity holding the document.

ARTICLE 13 WORK RESERVATION

01 A borrowed work may be reserved by another user, who may request it twenty-four (24) hours after return thereof.

02 Reservation can be made at reception desks of the libraries of the REBIPV, over the telephone, by e-mail or the web interface of the loan system.

03 When works are available for requisition by the user, the latter shall be notified to collect works at the reception desk.

04 The reservation is valid for two days as from return by the previous user.

05 The REBIPV may request return of any work in advance whenever the number of reservation requests surpasses the available number of copies.

ARTICLE 14 RETURN AND RENEWAL

01 By the end of the loan period, the user shall go to the library with the borrowed work, in order to return it.

02 Renewal of the loan period shall be requested (in person or online) up to the last day of the deadline. This renewal request does not involve tacit approval, given that there may be other users on the waiting list.

03 The user is granted permission to renew borrowed works. The renewal request may be preferably performed using his/her user data sheet available online or, alternatively, over the telephone or by e-mail.

04 The user loses the right to renew the loan period if he/she returns the work in question after the established deadline or if libraries need the work to meet other requests.

05 The requisition of loan of other works is not available to a user holding one or more books after the established deadline for return.

06 Whenever a loan request is on a waiting list, users mentioned in article 10(2)(c) of this regulation must return works within two (2) business days.

07 Works shall be returned at the library where they were requested.

CHAPTER V OTHER SERVICES AVAILABLE

ARTICLE 15 USER TRAINING

The libraries of the REBIPV develop training activities and initiatives for the dissemination of available services and digital resources on an annual basis.

ARTICLE 16 REFERENCE SERVICE

01 The libraries of the REBIPV provide the reference service, which consists of the custom support to the execution of bibliographic research and utilization of information resources of scientific and pedagogical nature.

02 The reference service may be carried out in person or online.

03 The reference service performed in person has a specific schedule, posted on a visible area of libraries and on the web portal of the REBIPV.

ARTICLE 17 REPRODUCTION SERVICE

Users may use a reproduction service under a self-service system.

01 Photocopying all pages of the works of libraries is strictly forbidden;

02 Legal provisions included in the code of copyright and related rights shall be strictly met, as well as any applicable legislation;

03 If a user breaches legislation in question, he/she is responsible for that action.

CHAPTER VI CODE OF CONDUCT

ARTICLE 18 CIVILITY AND RESPECT IN THE WORKPLACE

01 Reading rooms are aimed at performing work individually and quietly, and inappropriate behavior toward other users or toward staff members of libraries, or other behavior that disturbs in any way the working environment, is forbidden.

02 It is not allowed to:

a. Speak out loud and use mobiles or act in a way that jeopardizes silence and discipline, indispensible in that space;

b. Smoke, eat and drink;

c. Study in group when this activity requires dialog among its members, disturbing the smooth running of the library;

d. Bring animals, except for guiding dogs accompanying people with special needs, under the terms of Decree-Law No. 74/2007, of March 27th;

e. Abandon personal objects on reading tables. The libraries of the REBIPV do not take on responsibility for the loss thereof;

f. Leave a space for reading and/or performing work in group for more than 30 minutes.

ARTICLE 19 RESPECT FOR PATRIMONY

It is not allowed to:

01 Change the arrangement of furniture and/or equipment;

02 Damage a work, fold, cut or tear, write or cross out, draw on, underline, smudge or wet pages or covers thereof, or render in another way the content or support of other documents unusable, particularly in video, audio or digital format. Taking off or rendering any marks placed by the services of libraries is also considered damaging a work.

ARTICLE 20 ANTI-THEFT SYSTEM

01 Libraries are protected by the anti-theft alarm system. When the user submits a requisition for home loan, the work is demagnetized in the appropriate equipment, thus preventing triggering of the alarm during exit.

02 If the alarm is triggered during exit, permission to check personal belongings may be requested, with fulfillment of legal provisions in force being safeguarded.

03 Regarding users who recurrently trigger the alarm of the security system and do not authorize verification of personal belongings, libraries reserve the right to restrict their access to spaces therein.

ARTICLE 21 ENFORCEMENT OF PENALTIES/SANCTIONS

01 Failure to return works granted under a regime of home loan within the deadlines set in this regulation entail suspension of the right to request work loan.

02 As of the first day of delay in the return of works, the user is informed thereof by e-mail and asked to return those works as soon as possible.

03 Delivery of works after the deadline subjects the user to the suspension of the right to request works. Unexplained recurrence entails termination of the right to request works.

04 The user who attempts to remove works from the library without requiring it in advance shall, in addition to being sanctioned under the law, have his/her rights on work loan suspended and the library shall report the situation to the school's Presidency and inform the REBIPV on the procedure.

ARTICLE 22 COMPENSATION FOR DAMAGES OR LOSS

01 The user is always the sole responsible for the work borrowed, and shall compensate the IPV if he/she damages or losses the work.

02 Folding, cutting or tearing, writing or crossing out, drawing, underlining, dirtying or wetting pages or covers of a work, or rendering in another way the content or support of other documents unusable, particularly in video, audio or digital format, are considered damages. Taking off or rendering any marks placed by the services of libraries is also considered damage of a work.

03 Each library is in charge of recording damages caused to a given document and reporting the situation to a superior.

04 The damaged work shall be replaced by another copy. If it is impossible to do so, the corresponding compensation is applied.

05 Calculation of the amount the user must pay in the event of damage or loss of works is proposed by the librarian to the President of his/her school, taking into account the real or expected value of the work, as well as all costs inherent to the respective procedure.

ARTICLE 23 FINAL PROVISIONS

01 The lack of compliance of provisions in this regulation may entail a disciplinary procedure to internal users. Within this context, each library reports the name of the users in irregular situations or who acted in a reprehensible manner to the President of his/her school.

02 This regulation may be reviewed at any moment upon deliberation of the IPV President or on proposal of the President of the schools and head librarians of the REBIPV.

03 Fees mentioned in the regulation are set by the Management Council upon proposal of the IPV President, following consultation of the President of the schools and head librarians, being reviewed when that is deemed necessary.

04 Situations not covered by this regulation are decided by the IPV President, following consultation of head librarians.

ASSOCIATED FORMS

there are no associated forms

detection of the need to draw up a project		
01	IT Services	

↓

02 — initiative on the part of services?

— Y →

preparation of schedule, definition of specifications and allocation of resources		
03	IT Services	

→

project drawn up		
04	IT Services	

↓

13

N ↓

input data analysis		
05	IT Services	

↓

06 — is the project feasible?

— N →

communication to requester and to the presidency or the immediate superior		
07	IT Services	

→

file closure		
08	IT Services	

Y ↓

preparation of schedule and allocation of resources		
09	IT Services	

↓

project drawn up		
10	IT Services	

↓

project analysis		
11	President/Vice-President	

↓

12 — authorization for implementation?

— N → 07

Y ↓

A

```
                    ┌─────┐
                    │  A  │
                    └──┬──┘
                       ↓
         ┌─────────────────────────────┐
         │    allocation of resources   │
         ├──────┬──────────────────────┤
         │  13  │     IT Services       │
         └──────┴───────────┬──────────┘
                            ↓
   ┌────┐          ╱─────────────────╲
   │ 14 │         ╱   acquisition      ╲      N    ┌──────────────────────────────┐
   └────┘         ╲ of goods or services╱─────────→│ spq*04.01 goods and          │
                   ╲    needed?        ╱           │ services acquisition         │
                    ╲─────────────────╱            ├──────┬───────────────────────┤
                           │ Y                     │  15  │                       │
                           ↓                       └──────┴───────────────────────┘
         ┌─────────────────────────────┐
         │    project implementation    │
         ├──────┬──────────────────────┤
         │  16  │     IT Services       │
         └──────┴───────────┬──────────┘
                            ↓
         ┌─────────────────────────────┐
         │   implementation monitoring  │
         ├──────┬──────────────────────┤
         │  17  │     IT Services       │
         └──────┴───────────┬──────────┘
                            ↓
         ┌─────────────────────────────┐
         │   implementation validation  │
         ├──────┬──────────────────────┤
         │  18  │  IT Services/Requester │
         └──────┴───────────┬──────────┘
                            ↓
   ┌────┐          ╱─────────────────╲         ┌──────────────────────┐      ┌──────────────────────┐
   │ 19 │         ╱   implementation   ╲   N    │ project changes       │      │ changes implementation│
   └────┘         ╲    validated?      ╱───────→│ definition            │─────→│                       │
                   ╲─────────────────╱          ├──────┬───────────────┤      ├──────┬───────────────┤
                           │ Y                  │  20  │  IT Services   │      │  21  │  IT Services   │
                           ↓                    └──────┴───────────────┘      └──────┴───────┬───────┘
         ┌─────────────────────────────┐                                            ┌────┐   ↓
         │        file closure          │                                           │ 18 │
         ├──────┬──────────────────────┤                                           └────┘
         │  22  │     IT Services       │
         └──────┴──────────────────────┘
```

01 The initiative to draw up IT projects (documents, designs, budgets, software, and network project, among others) may be the result of superior guidance, institution's goals, and initiative on the part of services or requests from customers or employees.

02 to 04 and 13 If the project arises from personal initiative, IT Services prepare the schedule, define specifications, allocate necessary resources and draw up the project, entering directly into section **13** of this procedure.

02 and 05 If not, IT Services analyze input data, specifications and deadlines. This data shall be forwarded to the IT Services by e-mail, through the immediate superior of these services.

06 to 08 If the Services consider that the project is impracticable, they inform the customer or employee and presidency or the immediate superior of these services and archive the case.

06, 09 and 10 If it is practicable, services prepare the schedule, allocate necessary resources and draw up the project.

11 Following preparation, the project is submitted for superior appreciation and implementation approval.

12 If implementation is denied, the IT Services inform the customer or employee and the presidency or the immediate superior of these services and archive the case.

12 and 13 If project implementation is authorized, the IT Services allocate necessary resources.

14 and 15 If there is the need to acquire goods or services for project implementation, the IT Services start the process which obeys to what is described in the quality management procedure **SPQ*04.01** acquisition of goods and services.

16 to 18 The project is implemented, monitored and validated later, following a period to be set in each case by the IT Services.

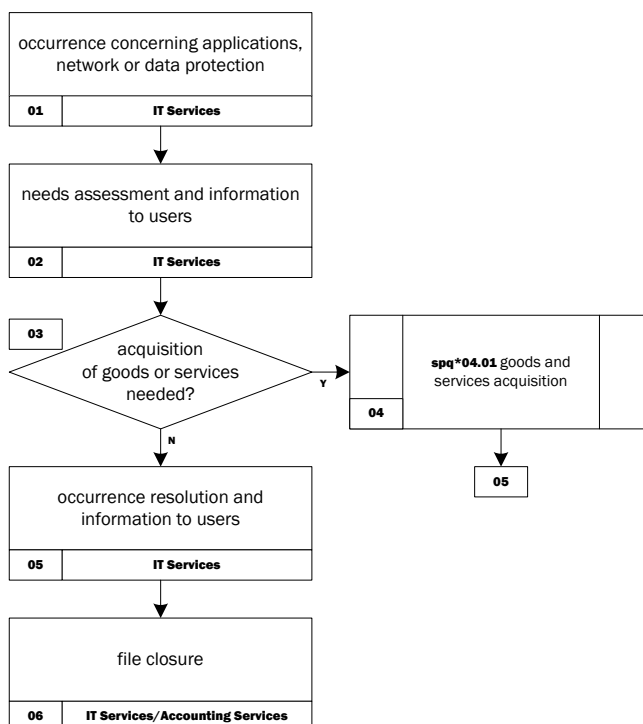**19 to 21** If implementation is not validated, necessary changes are set and implemented.

22 Following validation of the project implementation, it is archived.

REMARK Simplified projects obey to the following sequence: **01**, (**03**, **04**) or (**09**, **10**), **14**, **15** w.a., **16**, **17** and **20**.

ASSOCIATED FORMS

there are no associated forms

occurrence concerning applications, network or data protection	
01	**IT Services**

↓

needs assessment and information to users	
02	**IT Services**

↓

03	acquisition of goods or services needed?		Y →	spq*04.01 goods and services acquisition	
				04	

N ↓   ↓

			05
occurrence resolution and information to users	
05	**IT Services**

↓

file closure	
06	**IT Services/Accounting Services**

01 IT Services manage a set of multi-user applications installed on its datacenter, the data communication network of the Central Services and the backbone of the whole IPV, ensuring data transmission among the different units and services which form the IPV and from the latter to the internet. With a view to protect data in circulation and stored, IT Services adopt a proactive attitude during monitoring of data in their networks and during intrusion detection and prevention or resource misuse, using available analysis tools for that purpose. Each situation identified as a task of maintenance of an application, network or protection, intrusion or opportunity for improvement generates an occurrence.

02 IT Services assess (material and human) needs to solve occurrences and, if applicable, directly inform users concerned, using general mailing lists of the different organic units or by sending an e-mail to a selected number of users, who will be entrusted with the dissemination of information in each IPV unit.
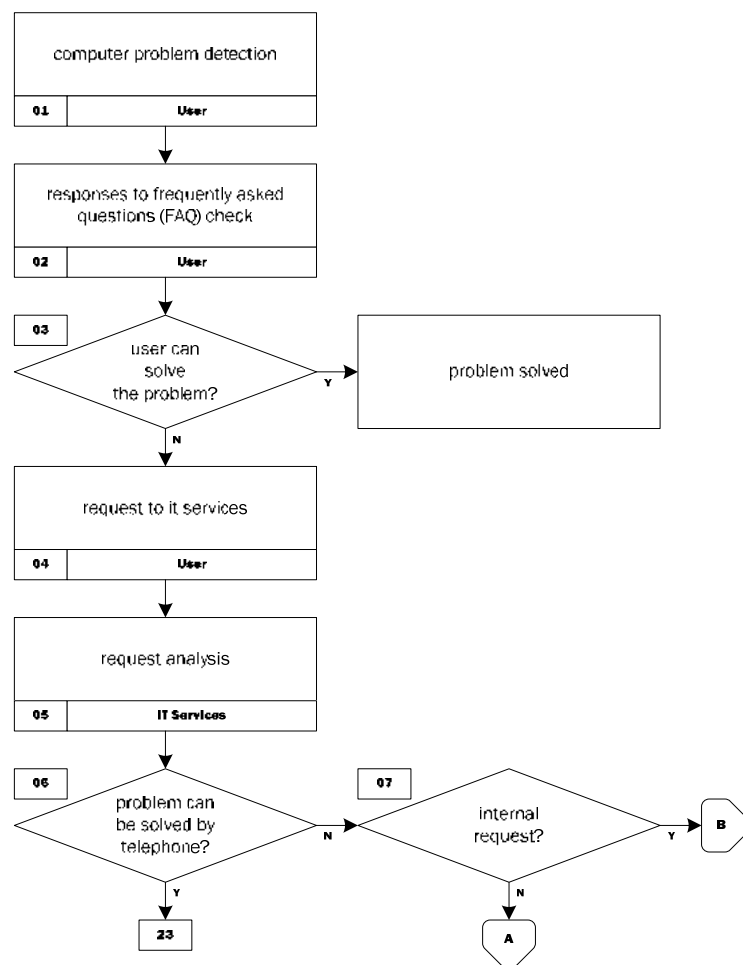
03 and 04 If it is necessary to acquire goods or services for occurrence resolution, the process obeys to what is described in **SPQ*04.01** acquisition of goods and services.
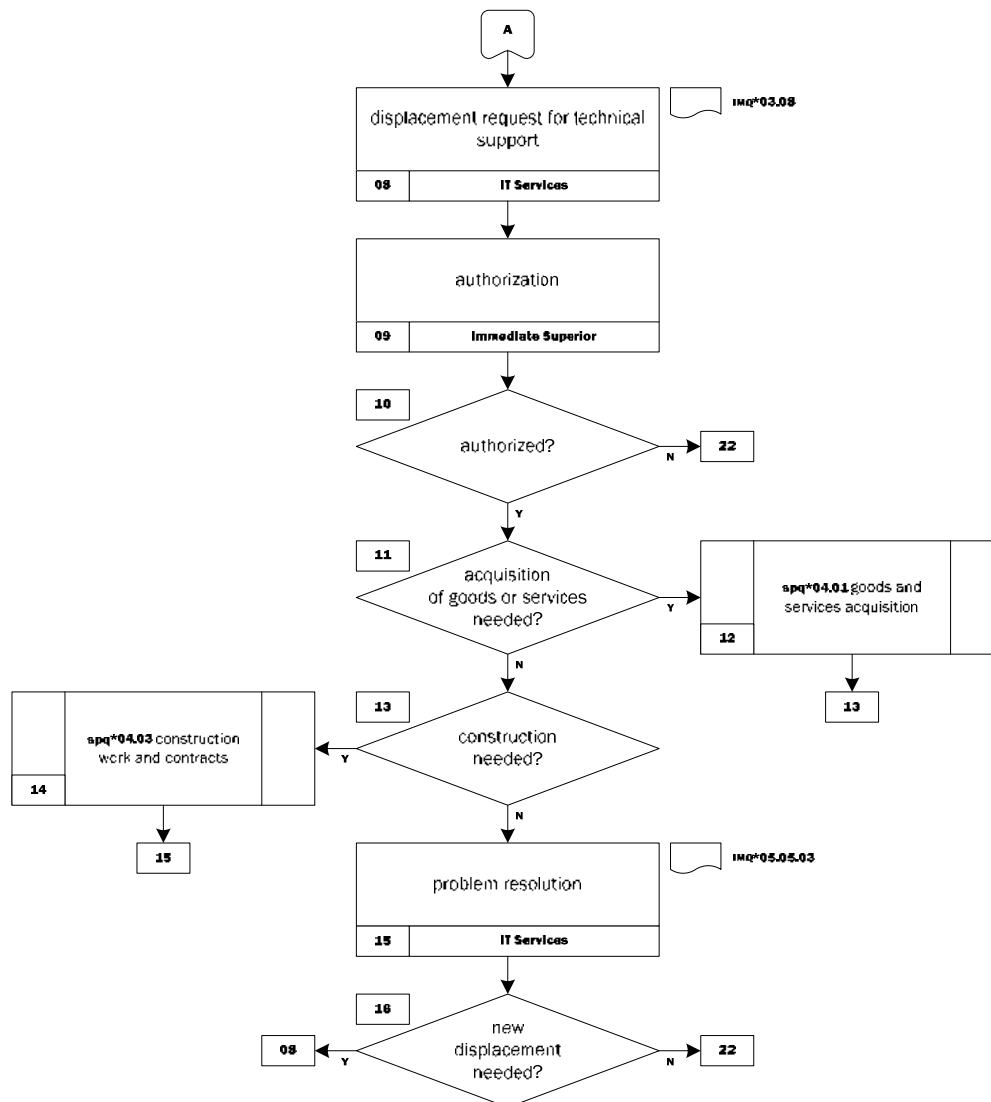
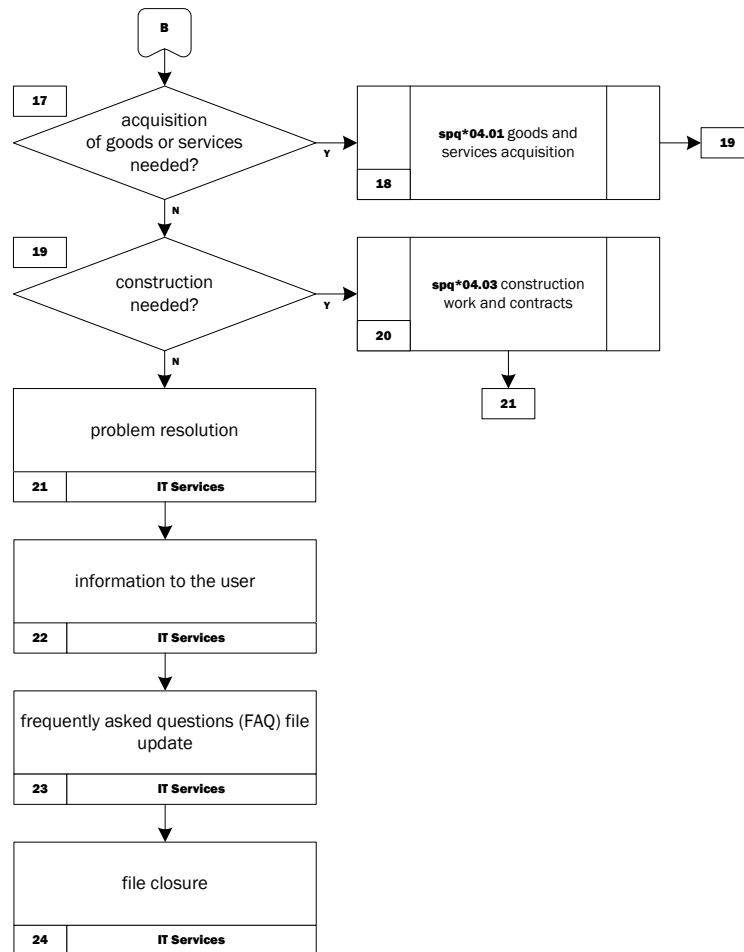**05** IT Services resolve occurrences and directly inform users concerned.

06 Lastly, cases are archived.

ASSOCIATED FORMS

there are no associated forms

01	computer problem detection
	User

↓

02	responses to frequently asked questions (FAQ) check
	User

↓

03 — user can solve the problem? — Y → problem solved

↓ N

04	request to it services
	User

↓

05	request analysis
	IT Services

↓

06 — problem can be solved by telephone? — N → 07 — internal request? — Y → B

↓ Y   ↓ N

23   A

```
                              ┌─────┐
                              │  A  │
                              └──┬──┘
                                 │
                                 ▼
        ┌────────────────────────────────────┐        ┌──────────┐
        │ displacement request for technical  │        │ IMQ*03.08 │
        │              support                │        └──────────┘
        ├──────┬─────────────────────────────┤
        │  08  │        IT Services           │
        └──────┴─────────────┬───────────────┘
                             │
                             ▼
        ┌────────────────────────────────────┐
        │            authorization            │
        ├──────┬─────────────────────────────┤
        │  09  │      Immediate Superior      │
        └──────┴─────────────┬───────────────┘
                             │
    ┌────┐                   ▼
    │ 10 │            ◇ authorized? ◇ ───N───►  ┌────┐
    └────┘                   │                    │ 22 │
                             Y                    └────┘
                             ▼
    ┌────┐            ◇ acquisition        ◇                ┌──────────────────────────┐
    │ 11 │            of goods or services    ───Y───►      │ spq*04.01 goods and       │
    └────┘            needed?                               │ services acquisition      │
                             │                              ├──────┬───────────────────┤
                             N                              │  12  │                   │
                             ▼                              └──────┴─────────┬─────────┘
    ┌────┐            ◇ construction ◇                                       ▼
    │ 13 │            needed?                                          ┌────┐
    └────┘                                                             │ 13 │
                                                                       └────┘
 ┌──────────────────────────┐       │
 │ spq*04.03 construction    │◄──Y── ◇
 │ work and contracts        │       N
 ├──────┬───────────────────┤       ▼
 │  14  │                   │   ┌────────────────────────────────────┐    ┌──────────────┐
 └──────┴─────────┬─────────┘   │         problem resolution          │    │ IMQ*05.05.03 │
                  ▼             ├──────┬─────────────────────────────┤    └──────────────┘
             ┌────┐             │  15  │        IT Services           │
             │ 15 │             └──────┴─────────────┬───────────────┘
             └────┘                                  │
                                 ┌────┐              ▼
                    ┌────┐       │ 16 │    ◇ new displacement ◇ ───N───► ┌────┐
                    │ 08 │◄──Y── └────┘      needed?                      │ 22 │
                    └────┘                                                └────┘
```

01 to 03 Requests of support or provision of IT services can be requested by an external body (school or other) or internal body (any employee from the central services). If a user detects he/she is dealing with an IT issue that cannot be solved without assistance, he/she must refer to the file including frequently asked questions (FAQ), and in order to attempt to overcome the problem found based on recommended suggestions.

04 In the event the user is unable to overcome the difficulty, he/she formalizes the request using the helpdesk software created for that purpose. If the user cannot access this software, he/she can request it by e-mail or telephone (in this order of preference). The technician who accepts the intervention request records it in the helpdesk software.

05 The person in charge of the resolution of the problem analyses requests made and attempts to solve them by telephone.

06 If the problem is solved by telephone, the process continues in section **23** of this procedure.

07 to 09 If the problem remains unsolved, and if the request requires travelling, the head technician requests permission from an immediate superior (**IMQ*03.08**).

10 If the intervention is not authorized, the process continues in section **22** of this procedure. Otherwise the process continues in section **11** of this procedure.

11 and 12 If goods or services are required, the computer technician requests acquisition thereof as described in **SPQ*04.01** acquisition of goods and services.

13 and 14 If there is a need for internal construction services, the procedure follows **SPQ*04.03** construction work and contracts.

15 and 16 If the problem is solved, the process continues in section **22** of this procedure. If it remains unsolved, the process goes back to section 8 of this procedure. If there is a need for transfer of materials to Central Services for repair, the corresponding form must be filled in (**IMQ*05.05.03**).

17 to 20 If it consists of an internal request, and goods or services are required, the procedure follows guidelines in **SPQ*04.01** acquisition of goods and services. In the event of need to build an infrastructure, the procedure follows **SPQ*04.03** construction work and contracts.

21 and 22 The requester is informed on the resolution or lack of resolution of the problem through the helpdesk platform.

23 If the resolution of this problem is not yet available in written form, the computer technician describes and includes it in the FAQs – database of frequently asked questions.

24 Requests are closed and archived on the helpdesk platform.

ASSOCIATED FORMS

IMQ*05.05.03 displacement of it equipment for maintenance/repair

IMQ*03.08 staff request for absence from official duty or from workplace (on a cost-free basis for the institution)

01 DATA SECURITY

I Security of the specific application on the server:
Backups of the following applications are performed every 24 hours:

- database on provision
- daily invoice record database
- bookkeeping database
- contract database
- republica, rh, epublica database
- recipient and archive database
- siag database
- file of the quality management system, p-tecnic, p-tecsas, p-cursos
- moveon
- library database
- file database
- management bodies database
- research center database
- contabcheck

II Security of individual documents of each employee
Each employee is responsible for saving his/her documents and e-mails to the hard drive of the device used. He/She is also in charge of performing backups of the documents and e-mails stored in his/her device and that are considered important to a drive available on his/her computer during the process of login to the domain. This drive (folder) can be found on a network server.

III Security of documents shared by employees
Users can share documents using folders physically put on servers and provided through the network. These folders are not backed up. Folder hierarchy is similar on the network providing access to the Internet and on the closed network, and is defined in the **IQ*04.09** IT folder structure.

02 ANTIVIRUS PROTECTIONS

The client-server application of the existing trend in the network connected to the Internet checks every hour if updates are available on the Internet and, if any, downloads them to the server. The update of employees with antivirus (placed on employees' desktops) is performed as follows:
- employees are immediately updated, after the server finishes downloading new updates.
- if they are not online during the update, they are updated when the computer is restarted.
- in addition to previous situations, the update of employees is scheduled, every 3 hours.

ASSOCIATED FORMS

there are no associated forms

IT FOLDERS STRUCTURE

open network (with unlimited access to the web and mail) - valinor domain

nome da pasta	utilizadores
P_ALLUSE	authenticated users
P_ASSESS	Ester Araújo, Joaquim Amaral
P_CULTUR	João Rodrigues, José Carlos, CULTUR
P_CURSOS	Isabel Monteiro, Maria Paula Carvalho
P_DIE	Ester Araújo, João Domingos, João Rodrigues, Joaquim Amaral, Joel Marques, Jorge Alves, José Soares, Paulo Medeiros
P_ESPAÇOS	Maria Paula Carvalho, Paulo Medeiros
P_EXPARQ	EXPARQ
P_FOTOS	Fernando Sebastião, Joel Marques, Maria Paula Carvalho, Pedro Rodrigues, Presidência IPV
P_ITSYST	ITSYST
P_JURIDI	Isabel Cardoso, JURIDI, Mário Cunha, Octávio Silva
P_MCSR	Mário Cunha, Sandra Rebelo
P_MOTORI	MOTORI
P_PLANEA	Isabel Cardoso, Mário Cunha, Octávio Silva
P_PLA-RI	Ana Medeiros, RELINT
P_PRESID	PRESID
P_RELINT	Conceição Pereira, Gab. Acesso, RELINT
P_RELPUB	RELPUB
P_SGQ	GESQUAL
P_TECNIC	Mário Cunha, TECNIC
P_TEC-SAS	Luís Filipe Ramos, Pedro Pinto, Pedro Sousa, Rosa Rodrigues
P_TVSTUD	TVSTUD
P_VPGRI	Maria Paula Carvalho

service network (with unlimited access to the web and mail) - imladris domain

global	authenticated users, everyone
p_alluse	authenticated users
p_aprovi	p_aprovi
p_contab	p_contab
p_pessoa	authenticated users
p_sgq	authenticated users
s_alluse	s_aprovi, s_bolsas, s_contab, s_exparq, s_rhuser

REMARKS

I The SAS folder is available on the internet and on the diagram, but do not belong to Central Services.

II Besides the users or groups mentioned the system and the system's operators have access to all folders.

III The request of creation of a shared folder is communicated to the IT Services by the employee in charge of the creation thereof, along with the list of users who must have access to the folder and the type of access they must have. The employee who sends the e-mail of folder creation is the only person in charge of its creation/configuration of access types and maintenance.

ASSOCIATED FORMS

there are no associated forms

01 If users are connected to a wired network:

01.01 Usernames and passwords creation

01.01.01 individual users

- ❖ the Human Resources Services request the assignment of usernames and passwords to new employees, by filling and sending, to the email adress helpdesk@pres.ipv.pt, the data required by the IT Services (excel sheet provided by the services).
- ❖ usernames are preferably formed by the first letter of the employee's forename, followed by the user's last name (without accents or cedillas).
- ❖ the initial password is communicated orally or in writing, in a sealed envelope, following the creation of the account. Employees are responsible for the modification of the initial password.

01.01.02 non-individual users

- ❖ the responsible person requests the assignment of usernames and passwords to the service, by filling and sending, to the email adress helpdesk@pres.ipv.pt, the data required by the IT Services (excel sheet provided by the services).
- ❖ usernames are preferably formed by the abbreviation of the service (without accents or cedillas).
- ❖ the initial password is communicated orally or in writing, in a sealed envelope, following the creation of the account. The responsible person is responsible for the modification of the initial password.

01.02 Usernames and passwords removal or change

01.02.01 individual users

- ❖ the Human Resources Services request the removal or change of usernames and passwords by filling and sending, to the email adress helpdesk@pres.ipv.pt, the data required by the IT Services (excel sheet provided by the services). If rerouting email address is required, the Human Resources Services must attach the permission of the user and explicit the address to which email must be redirected, the latter until three months.

01.02.02 non-individual users

- ❖ the responsible person requests the removal or change of usernames and passwords by filling and sending, to the email adress helpdesk@pres.ipv.pt, the data required by the IT Services (excel sheet provided by the services). If rerouting email address is required, the responsible person must attach a permission and explicit the address to which email must be redirected, the latter until three months.

02 If users are connected to a wireless network:

- ❖ the creation of usernames must be requested by stakeholders in writing (**IMQ*05.05.01**) to IT Services.
- ❖ usernames are preferably formed by the first letter of the user forename, followed by the user's last name (without accents or cedillas).
- ❖ the initial password is communicated orally or by e-mail following the creation of the account. That password is randomly selected and cannot be modified.
- ❖ users can be disabled or deleted, whenever that is considered appropriate, by IT Services.

ASSOCIATED FORMS

IMQ*05.05.01 request for wireless account

PRIORITY	RESPONSE TIME	RESOLUTION TIME	REQUEST TYPE
CRITICAL	≤ 30 min.	≤ 6 hours	breakdown in the communication of data from the IPV compromised safety (virus/malware dissemination) problems with programs involving urgent financial transactions
HIGH	≤ 1 hour	≤ 2 days	update of information on the intranet problems caused by local network failures (access to programs installed on servers, access to the Internet or to e-mail) failure in access to user accounts virtual campus services and platforms support to schools in terms of problems affecting smooth running of services
MEDIUM	≤ 3 hours	≤ 3 days	problems in programs e-publica, scholarships, homebanking, sigo, siges, timegest, siag, among others computer, printers and/or screens malfunction (except for electromechanical problems, which will forwarded to and handled by the technical department) update of programs whenever their malfunction may disturb the service
LOW	≤ 2 days	as soon as possible	logistical support to office tools problems with e-mail configuration printing problems installation of licensed programs resolution of doubts of users support to students

Low priority is assigned by default. IT Services will correct the priority level taking into account the criteria mentioned above.

ASSOCIATED FORMS

there are no associated forms

The IT Services of the IPV have laptops available for loan. Laptop borrowing must meet guidelines in this regulation.

01 The requester fills in the loan request (IMQ*05.05.02), available on the page of the quality management system, and delivers it at the services, in person or by e-mail. This form can be requested to the IT Services by e-mail.

02 Requesters which do not belong to the institution must request validation and authorization to the Presidency of the IPV, and a superior shall decide on the institution or not of a security for a loan.

03 The requisition shall be delivered to the IT Services 24 hours before borrowing the computer. The IT Services do not guarantee provision of the equipment if the requisition is made at shorter notice.

04 The maximum borrowing period is 3 business days. By the end of this deadline, the requester shall hand over the laptop at the IT Services.

05 The non delivery of the laptop, within the deadline set, entails report of the situation to the management board of the IPV.

06 Any expenditure arising from damage, equipment breakdown or lack of any accessory, detected at the moment of delivery, shall be charged to the requester. Situations like these shall be reported directly to the Presidency of the IPV.

RENEWAL/EXTENSION

Renewal/extension of the loan period can be authorized, if it is duly substantiated. This request must be delivered to the IT Services until 5.30 pm of the day to which the loan deadline refers, so that these services validate the request. Two renewals/extensions can be authorized, at most, for periods of time not greater than the loan deadline. Loan renewal/extension requests after the deadline shall be made to the Presidency of the IPV.

RESERVATIONS

Whenever the requester intends to borrow the laptop on a specific date, he/she can reserve it; this reservation depends on equipment availability for the intended date.
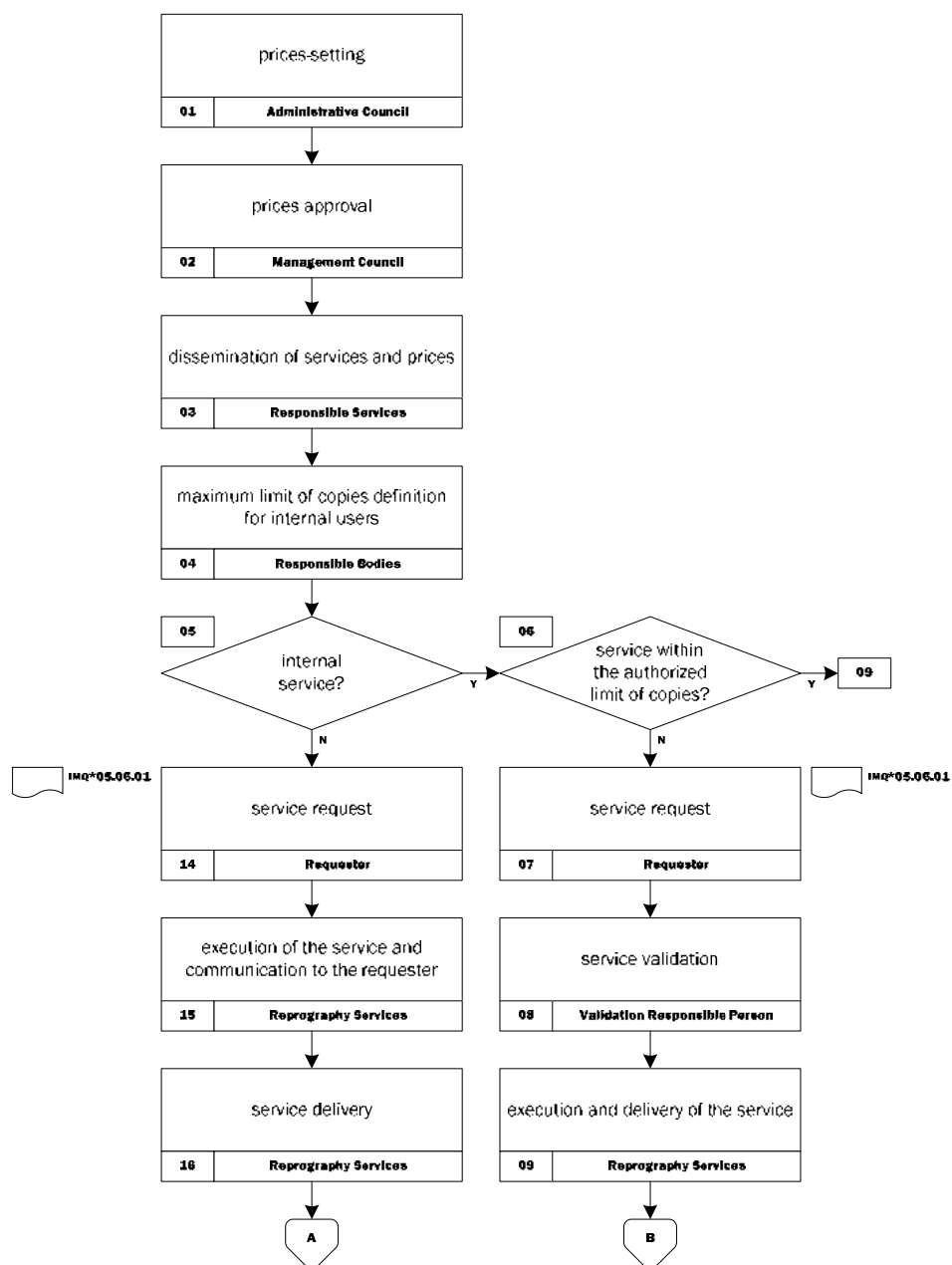
CANCELLATION

The requester can cancel laptop borrowing, in which case the IT Services must be informed thereon as soon as possible, in order to contribute to the optimization and proper operation of the service in question.
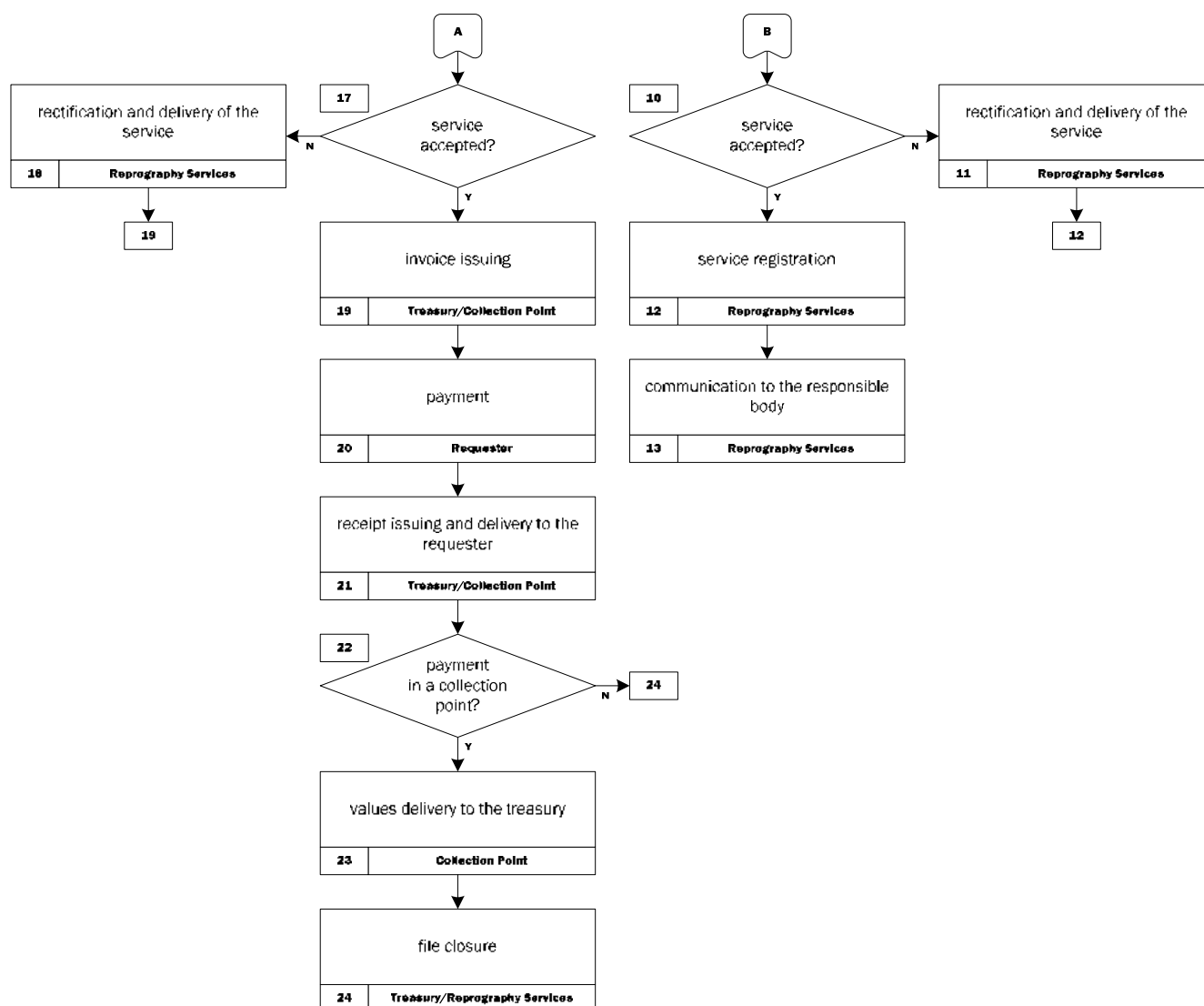
REMARK Requesters who intend to use equipment for purposes unrelated to the service shall request permission to the Presidency of the IPV.

Situations not mentioned in this regulation shall be analyzed and reported to the Presidency of the IPV.

ASSOCIATED FORMS

IMQ*05.05.02 request for portable computer loan

prices-setting	
01	**Administrative Council**

prices approval	
02	**Management Council**

dissemination of services and prices	
03	**Responsible Services**

maximum limit of copies definition for internal users	
04	**Responsible Bodies**

05 internal service?

06 service within the authorized limit of copies? → Y → **09**

Y

N

N

IMQ*05.06.01

service request	
14	**Requester**

IMQ*05.06.01

service request	
07	**Requester**

execution of the service and communication to the requester	
15	**Reprography Services**

service validation	
08	**Validation Responsible Person**

service delivery	
16	**Reprography Services**

execution and delivery of the service	
09	**Reprography Services**

A

B

01 and 02 Pricing proposals used by the reprographic services of schools are presented by the respective Administrative Councils, before the end of the previous academic year, to the Management Council, responsible for their approval (these proposals do not apply to the Social Services or to Central Services).

03 Prices to be used by the services are divulged in the form that is deemed more appropriate at each school.

04 At the beginning of each academic year, the responsible body sets the maximum number of copies that internal users can have. This limit can be changed by a duly substantiated request.

05 to 08 Internal services covered by the maximum value set do not need to make a request. The remaining internal requests are made by means of the completion of the requisition for a reprographic service (**IMQ*05.06.01**) which must be duly validated prior to the service execution.

09 to 13 Following delivery and acceptance by internal services, the Reprography Services register relevant information that is reported, at regular intervals, to the corresponding responsible body.

14 The remaining requests for a reprographic service are made by means of the completion of the requisition for a reprographic service (**IMQ*05.06.01**) except when requests can be performed immediately.

15 and 16 Requests which can be carried out at that moment are immediately delivered to the requesters. Requests which cannot be carried out instantly are reported to the requesters immediately after their availability for delivery.

17 and 18 When the requester does not accept the service, the Reprography Services rectify the situation and deliver the service.

19 Following service delivery, the services' invoice is issued.

20 and 21 Following payment, a receipt is issued and delivered to the requester.
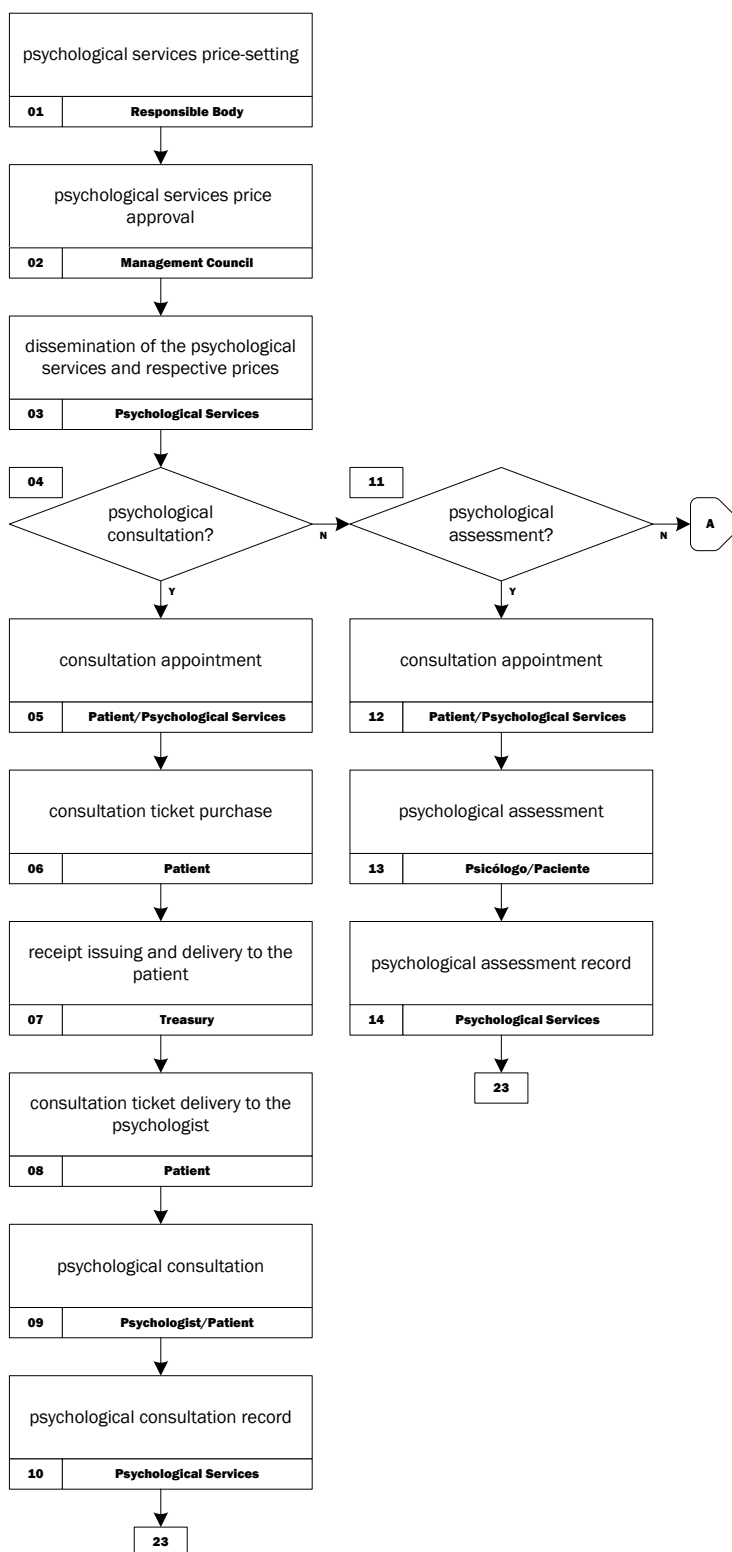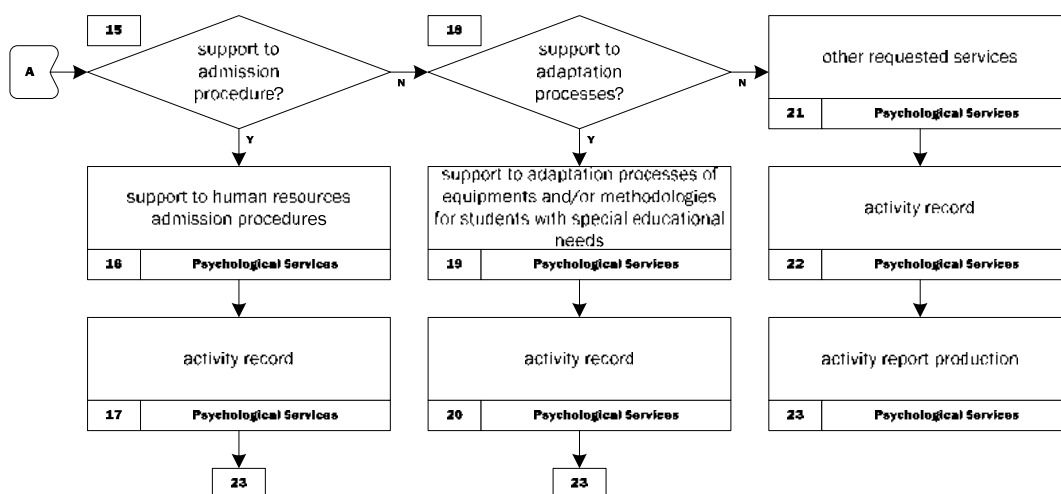
22 and 23 Amounts received at a collection station are delivered by responsible bodies to the school's Treasury.

24 Collection documents are archived by the treasury service.

ASSOCIATED FORMS

IMQ*05.06.01 request for reprography service

psychological services price-setting	
01	**Responsible Body**

psychological services price approval	
02	**Management Council**

dissemination of the psychological services and respective prices	
03	**Psychological Services**

04 psychological consultation? — N → **11** psychological assessment? — N → A

Y ↓

consultation appointment	
05	**Patient/Psychological Services**

consultation ticket purchase	
06	**Patient**

receipt issuing and delivery to the patient	
07	**Treasury**

consultation ticket delivery to the psychologist	
08	**Patient**

psychological consultation	
09	**Psychologist/Patient**

psychological consultation record	
10	**Psychological Services**

23

Y ↓ (from 11)

consultation appointment	
12	**Patient/Psychological Services**

psychological assessment	
13	**Psicólogo/Paciente**

psychological assessment record	
14	**Psychological Services**

23

01 and 02 Pricing proposals for psychological services are presented by the Competent Boby to the Management Council, responsible for their approval.

03 Prices to be used and services to be provided are divulged in the form that is deemed more appropriate.

04 to 07 Psychological consultation prior appointment is mandatory and requires ticket purchase. Following payment, a receipt is issued and delivered to the patient.

08 and 09 Ticket must be submitted to the psychologist before the consultation starts.

10 Responsible services must keep a record of the psychological consultations.

11 and 12 In case of psychological assessment, prior appointment with the psychologist is mandatory.

13 and 14 Responsible services must keep a record of the psychological assessment consultations.

15 to 17 In case of support to human resources admission, services proceed according with the admission procedures. Responsible services must keep a record of these activities.

18 to 20 On request of support to adaptat equipments and/or methodologies for students with special educational needs, services proceed according with the request. Responsible services must keep a record of these activities.

21 and 22 Other services are performed in accordance with the request. Responsible services must keep a record of these activities.

23 At the end of each calendar year, psychological services draw up an activity report.

ASSOCIATED FORMS

there are no associated forms
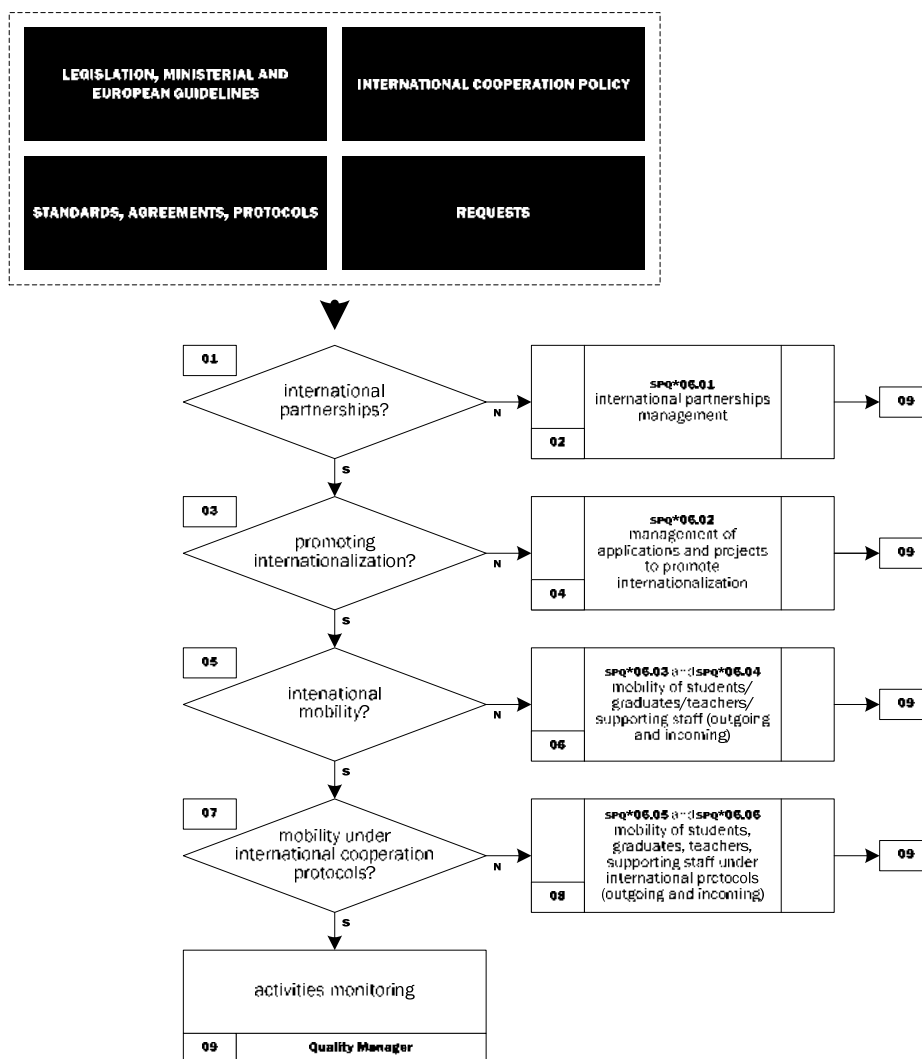
Activities of international cooperation developed by the Polytechnic Institute of Viseu are covered by national and international legislation related to this domain of activity, ministerial and european guidelines within the scope of internationalization of higher education, institutional european policies, standards of support programs, content of agreements and partnerships made, as well as by requests presented by the members of the academic community. The External Relations Services:

01 and 02 promotes and facilitates establishment of international partnerships strengthening their internationalization action. These partnerships have different levels of formalization (bilateral and multilateral agreements, acceptance letters, joint activity plans, among others). The procedure which applies to management of partnership establishment is explained in **SPQ*06.01**.

03 and 04 supports and implements (if applicable) international cooperation projects and activities – **SPQ*06.02**. Monitoring and control of financial implementation are ensured by the Planning and Management Control Services.

05 and 06 Plans and implements international mobility projects within the scope of the Erasmus+ program, covering a variety of groups, in particular: students and graduates, teachers and school staff. Implementation of these mobility projects complies with procedures set, specifically:
SPQ*06.03 mobility of students, graduates, teachers and supporting staff – outgoing
SPQ*06.04 mobility of students, graduates, teachers and supporting staff – incoming

07 and 08 Plans and implements international mobility under international cooperation protocols, covering a variety of groups, in particular: students and graduates, teachers and school staff. Implementation of these types of mobility complies with procedures set, specifically:
SPQ*06.05 mobility of students, graduates, teachers and supporting staff under international cooperation protocols – outgoing
SPQ*06.06 mobility of students, graduates, teachers and supporting staff under international cooperation protocols – incoming

09 Data on the activity management process of the External Relations Services are sent every six months to the Quality Manager for monitoring and presentation of results to the Quality and Assessment Council.

REMARKS

ᴀ If procedures set are not in line with the standards of support programs in which the Polytechnic Institute of Viseu takes part (due to amendments to regulations, new provisions or guidelines provided by the bodies which coordinate it), the latter shall prevail.

ʙ Signature/approval by the President of the Polytechnic Institute of Viseu may, in his/her absence or unavailability, be transferred to the Vice-Presidents and, in case the latter are absent or unavailable, to the Administrator of the Polytechnic Institute of Viseu.

ᴄ Signature/approval by the Institutional Coordinator may, in his/her absence or unavailability, be replaced by signature by another worker of the External Relations Services.

ᴅ In community programs, there may be occasional mobility activities which do not obey to logic of regular implementation. These activities, if they take place, will comply with requisites required in the standards set by the funding entity.

ASSOCIATED FORMS
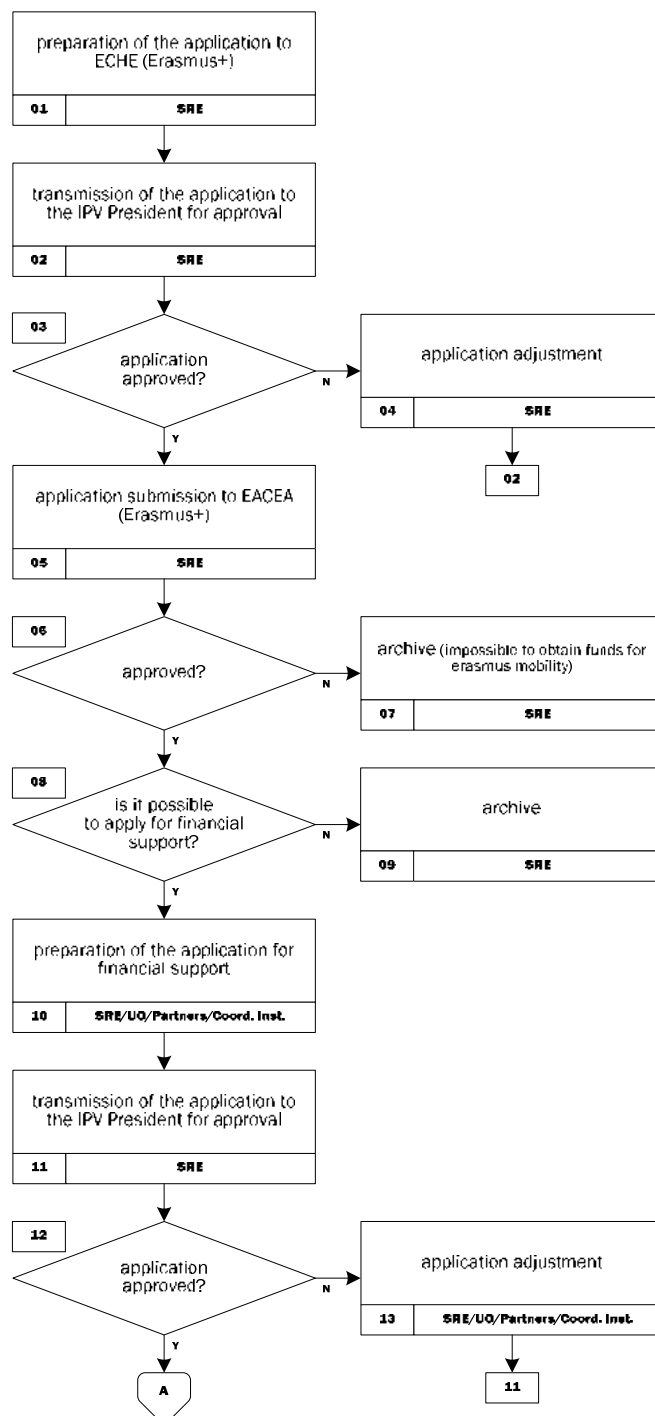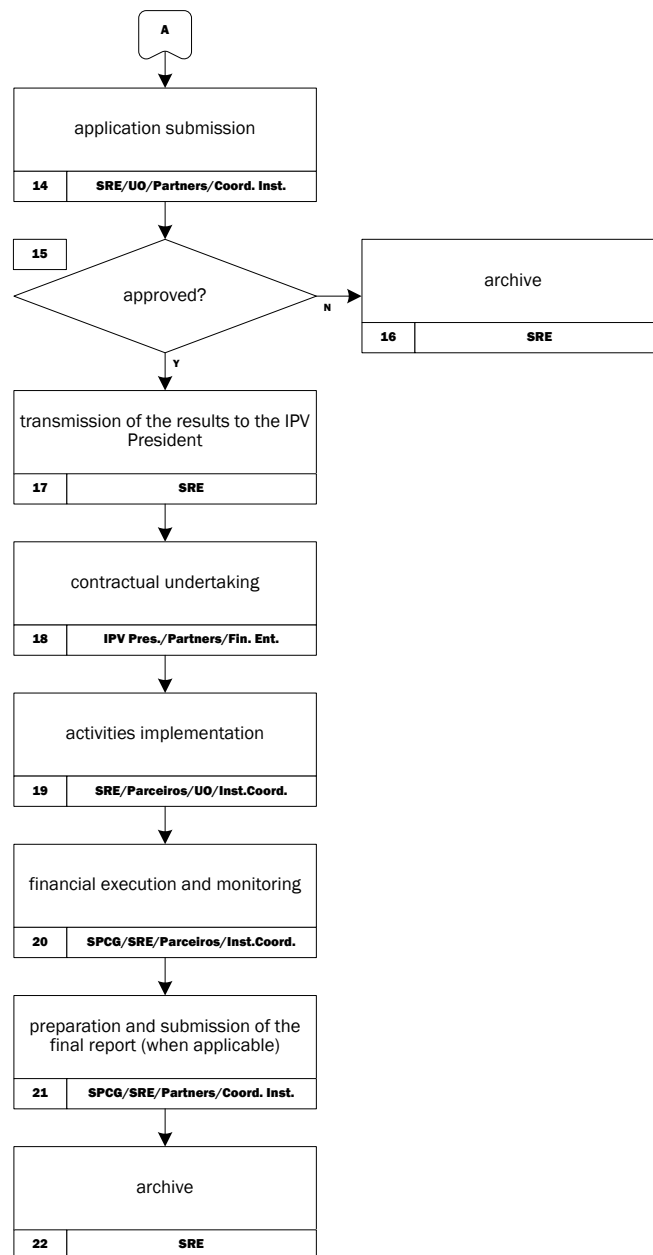
there are no associated forms
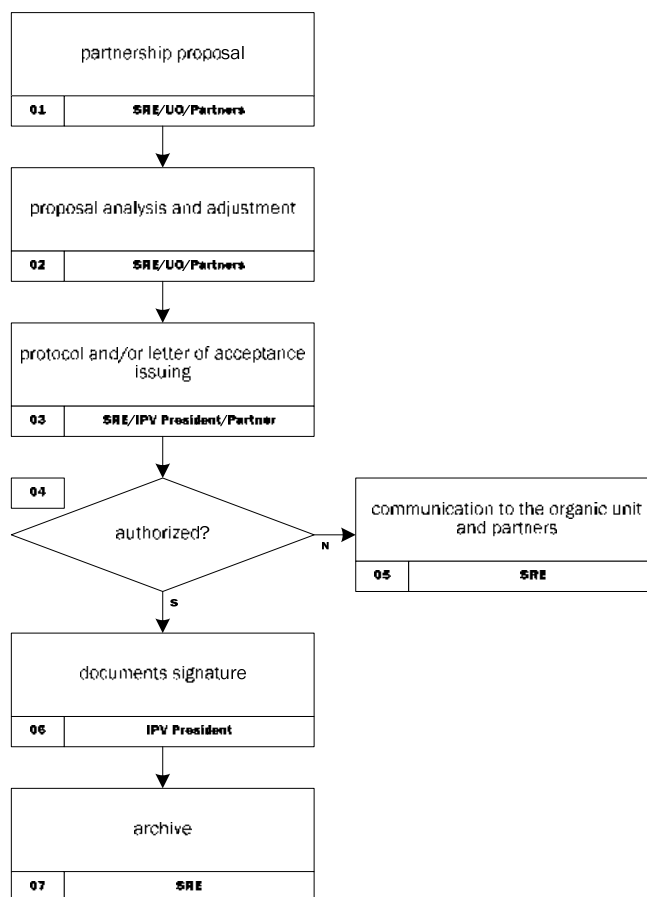
01 and 02 Partnership proposals may have three sources: External Relations Services, schools of the Polytechnic Institute of Viseu and external partners. Depending on the source of the initiative, proposals are analyzed and adjusted to the needs of stakeholders, i.e. if the initiative was taken by the External Relations Services, the proposal is sent to schools for analysis and vice versa. If the initiative was taken by external partners, each school and the External Relations Services contact each other to assess it.

03 to 07 The External Relations Services send the proposal to the presidency for approval purposes and, if it is authorized, the agreement issued during partnership negotiation is signed. If the opinion is unfavorable, all stakeholders are informed and the proposal does not materialize. Partnerships are archived upon completion of these processes.

ASSOCIATED FORMS

there are no associated forms

01	preparation of the application to ECHE (Erasmus+)
	SRE

02	transmission of the application to the IPV President for approval
	SRE

```
        03  ◇ application approved? ──N──▶  application adjustment
                                           04        SRE
                    │Y                           │
                                                 ▼
                                                02
```

05	application submission to EACEA (Erasmus+)
	SRE

```
        06  ◇ approved? ──N──▶  archive (impossible to obtain funds for erasmus mobility)
                                07        SRE
                │Y
```

```
        08  ◇ is it possible to apply for financial support? ──N──▶  archive
                                                                    09     SRE
                │Y
```

10	preparation of the application for financial support
	SRE/UO/Partners/Coord. Inst.

11	transmission of the application to the IPV President for approval
	SRE

```
        12  ◇ application approved? ──N──▶  application adjustment
                                           13   SRE/UO/Partners/Coord. Inst.
                │Y                              │
                ▼                               ▼
               (A)                             11
```

```
                    ┌───┐
                    │ A │
                    └───┘
                      │
                      ▼
        ┌─────────────────────────────┐
        │    application submission    │
        ├────┬────────────────────────┤
        │ 14 │  SRE/UO/Partners/Coord. Inst. │
        └────┴────────────────────────┘
                      │
                      ▼
    15 ┌─────◇─────┐                    ┌──────────────────────────┐
       │  approved? │───── N ──────────▶│          archive          │
       └─────◇─────┘                    ├────┬─────────────────────┤
             │                          │ 16 │         SRE          │
             │ Y                        └────┴─────────────────────┘
             ▼
  ┌─────────────────────────────┐
  │ transmission of the results to the IPV │
  │           President          │
  ├────┬────────────────────────┤
  │ 17 │           SRE           │
  └────┴────────────────────────┘
             │
             ▼
  ┌─────────────────────────────┐
  │    contractual undertaking   │
  ├────┬────────────────────────┤
  │ 18 │ IPV Pres./Partners/Fin. Ent. │
  └────┴────────────────────────┘
             │
             ▼
  ┌─────────────────────────────┐
  │    activities implementation  │
  ├────┬────────────────────────┤
  │ 19 │  SRE/Parceiros/UO/Inst.Coord. │
  └────┴────────────────────────┘
             │
             ▼
  ┌─────────────────────────────┐
  │ financial execution and monitoring │
  ├────┬────────────────────────┤
  │ 20 │ SPCG/SRE/Parceiros/Inst.Coord. │
  └────┴────────────────────────┘
             │
             ▼
  ┌─────────────────────────────┐
  │ preparation and submission of the │
  │    final report (when applicable) │
  ├────┬────────────────────────┤
  │ 21 │ SPCG/SRE/Partners/Coord. Inst. │
  └────┴────────────────────────┘
             │
             ▼
  ┌─────────────────────────────┐
  │           archive            │
  ├────┬────────────────────────┤
  │ 22 │           SRE           │
  └────┴────────────────────────┘
```

01 to 07 To participate in the Erasmus+ program, each higher education institution shall present in advance an application to the Erasmus Charter for Higher Education (to the European Commission). In the said application, the institution describes its strategy for European cooperation and indicates procedures to adopt in order to ensure proper implementation of activities. Approval thereof is made through a certificate, which includes basic principles that must be complied with, enabling the institution to subsequently apply to the variety of activities in the program mentioned. Non-approval thereof prevents the Polytechnic Institute of Viseu from participating in applications to obtain funds to implement Erasmus+ activities. The application in question is prepared and submitted by the External Relations Services, following the approval by the President of the Polytechnic Institute of Viseu

08 to 13 Preparation of applications for funding may be made by the External Relations Services and/or schools if the IPV is the coordinating entity, or by another institution, in case of a joint application, which is in partnership with the IPV (if this is the case, the External Relations Services and/or schools send input to the organization in charge thereof). Whenever the preparation of the application or the expected input is the exclusive responsibility of the External Relations Services, the application is referred to the IPV President for consideration and, if the President issues an unfavorable dispatch, it must be redrafted. If he/she renders a favorable dispatch, the application is submitted by the External Relations Services or by the coordinating organization to the financing entity.

14 to 19 If the application is rejected, it is archived. In the event of approval of the application, the External Relations Services reports the said outcome to the President and the corresponding budget to the Planning and Management Control Services. This is followed by undersigning of contract between the IPV, the financing entity and/or among partner institutions, and can take different forms. Activities are carried out in accordance with the drafted deployment plan.
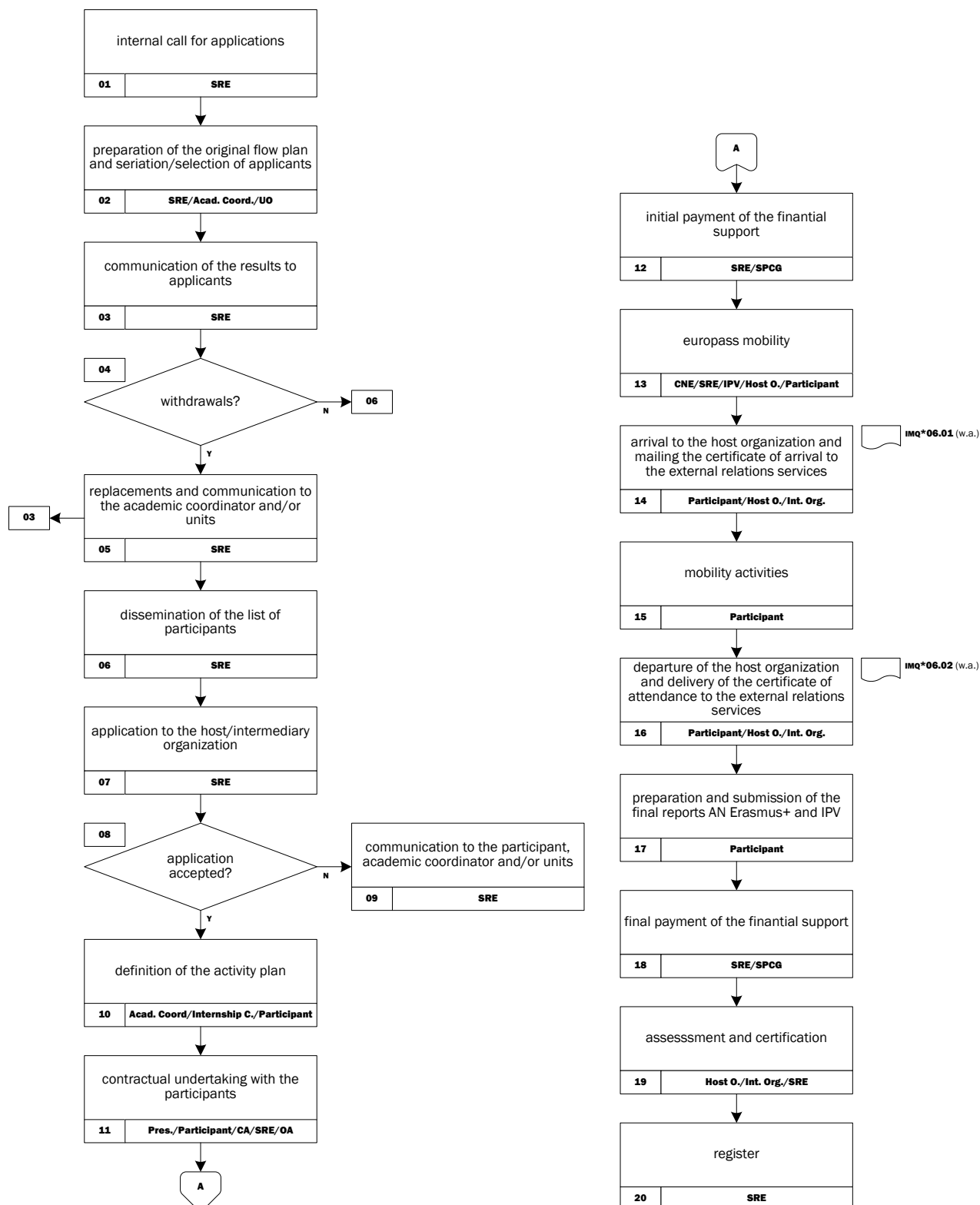
20 As activities are implemented, the financial implementation of the project/activity is jointly coordinated by the Planning and Management Control Services and the External Relations Services, including, if applicable, the submissions of reports to the financing entity.

21 When applicable, the final report is drawn up by the coordinating institution, with the contribution of partners. The contribution of the Polytechnic Institute of Viseu (whether it is a coordinating or partner institution) is produced, if necessary, by integrated school(s), under the administrative support of the External Relations Services and financial support of the Planning and Management Control Services.

22 Following completion, the project/activity is archived.

ASSOCIATED FORMS

there are no associated forms

internal call for applications		
01	SRE	

preparation of the original flow plan and seriation/selection of applicants		
02	SRE/Acad. Coord./UO	

communication of the results to applicants		
03	SRE	

04 — withdrawals? → N **06**

Y ↓

replacements and communication to the academic coordinator and/or units		
05	SRE	

→ **03**

dissemination of the list of participants		
06	SRE	

application to the host/intermediary organization		
07	SRE	

08 — application accepted? → N

communication to the participant, academic coordinator and/or units		
09	SRE	

Y ↓

definition of the activity plan		
10	Acad. Coord/Internship C./Participant	

contractual undertaking with the participants		
11	Pres./Participant/CA/SRE/OA	

A

A

initial payment of the finantial support		
12	SRE/SPCG	

europass mobility		
13	CNE/SRE/IPV/Host O./Participant	

arrival to the host organization and mailing the certificate of arrival to the external relations services		
14	Participant/Host O./Int. Org.	

IMQ*06.01 (w.a.)

mobility activities		
15	Participant	

departure of the host organization and delivery of the certificate of attendance to the external relations services		
16	Participant/Host O./Int. Org.	

IMQ*06.02 (w.a.)

preparation and submission of the final reports AN Erasmus+ and IPV		
17	Participant	

final payment of the finantial support		
18	SRE/SPCG	

assesssment and certification		
19	Host O./Int. Org./SRE	

register		
20	SRE	

01 The External Relations Services organizes and disseminates applications covered by the Erasmus+ program, and applicants apply themselves by means of the External Relations Management System.

02 Following submission of applications, the External Relations Service sends a copy of application files to the schools where applicants came from (academic coordinators, administrator of the Instituto Politécnico de Viseu or administrator of the Social Services), so that they seriate/select applicants according to previously defined criteria. The External Relations Services defines the flow chart by using approved criteria for financial distribution.

03 to 05 The External Relations Services communicates results to applicants, confirming their participation. If there are withdrawals, the External Relations Service replaces applicants appropriately, according to the order of seriation, and informs the academic coordinators and/or units. Contacts are made over the telephone, in person or by e-mail.

06 to 10 The External Relations Services disseminates the list of participants (which may be performed at various moments, given that it may undergo changes following withdrawals and/or recruitment of new participants). Following confirmation of applicants, the application to host organizations is made in accordance with procedures set by these organizations. If it is accepted, the institution informs the External Relations Services and/or the participant therein, usually by e-mail. At the same time, the activity plan to be developed by participants is set (students: study and/or internship program; teachers: content of the teaching or training mission; supporting staff: training content). If the application is not accepted by the organizations, one of the following two situations occurs: either the flow does not materialize, and this outcome is reported to both the applicant and the respective original schools; or an application is submitted to a new institution/organization (if possible, to another institution within the same country and, if this solution is not practicable, according to the options of the applicant – starting with those in the application, until all options are exhausted), taking into account the ceiling of the scholarship granted previously. The selection of the new institution/organization may also be conditional on the timetable of application thereto and/or on other constraints which prevent proper implementation of activities.

11 Contractual undertaking of mobility periods of participants is carried out, which includes: students - study or internship contract; graduates - internship contract; teachers - agreement of teaching or training mission; supporting staff: training agreement. It should be noted that this contractual undertaking must comply with standards set on an annual basis by the Agência Nacional Erasmus+ Educação e Formação. All documents, and in accordance with the mobility type, are signed by the responsible entities/individuals involved (President of the Polytechnic Institute of Viseu, participants and coordinators).

12 and 13 Before the departure of each participant to the host country, he/she is informed by the SRE of his/her rights and duties within the scope of the program under which he/she is participating. After learning the position statement of the Planning and Management Control Services, the SRE requests the permission of the President of the Polytechnic Institute of Viseu to make the initial payment of the mobility scholarship amount.
As for students and graduates, the External Relations Service requests the Europass Mobility document to the National Europass Centre, based on procedures defined by this entity. Following issue thereof, the document is signed by the participant, the President of the Polytechnic Institute of Viseu and the host organization.

14 and 15 Following departure, and regarding students and graduates, the latter shall send the certificate of arrival (**IMQ*06.01**) to the External Relations Services. The development of activities by the participants is initiated.

16 to 18 By the end of the activities, students and graduates deliver the certificate of attendance (**IMQ*06.02**) duly filled in, whereas teachers and supporting staff provide a copy of the activity certificate issued by the host institution to the External Relations Services. All participants complete the final report of the Polytechnic Institute of Viseu, using the External Relations Management System, and that of the National Agency Erasmus+. The External Relations Services requests final payments of scholarships, based on the position statement of the Planning and Management Control Services.

19 Assessment and certification in this domain are restricted to students and graduates. Under the Erasmus+ program, host institutions follow different procedures in terms of evaluation forwarding (sent through the student or to the External Relations Services).
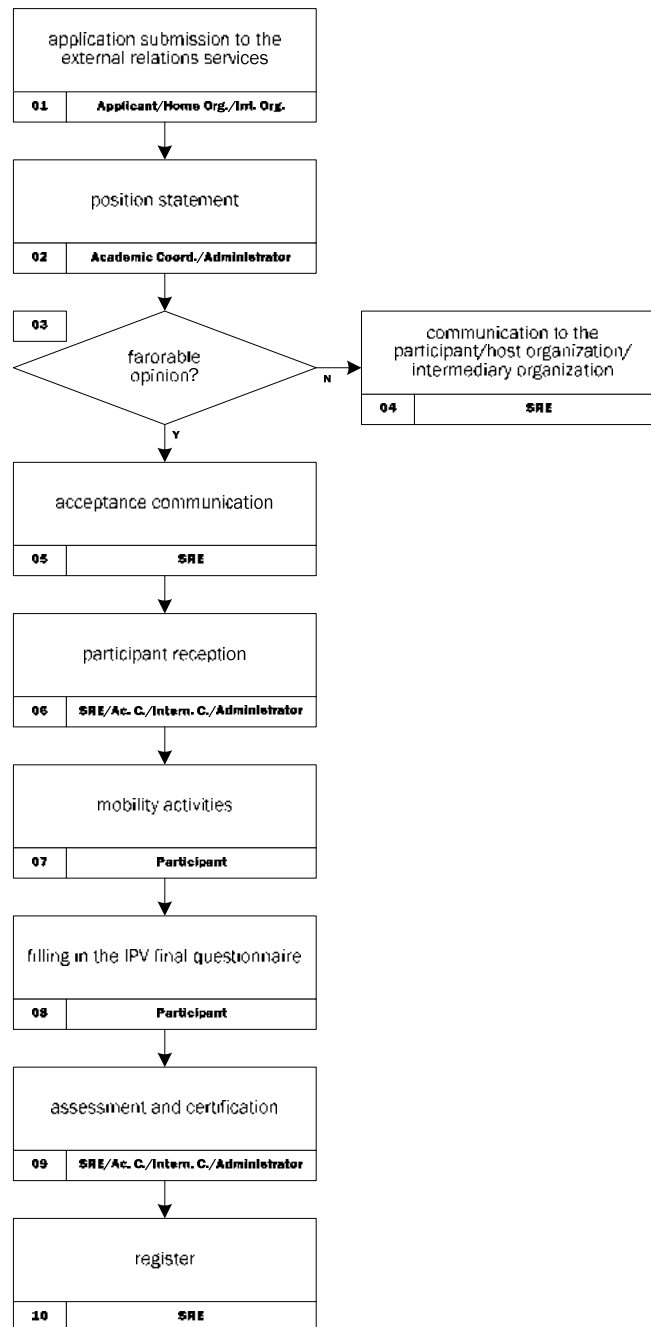
20 All mobility procedures are entered into a computer, and the mobility process ends.

REMARK As for the particular case of mobility activities for internship under the Erasmus+ program, applications can be submitted at any time of the year, given that this type of mobility does not require predefined agreements with institutions, as well as deadlines of application to possible host organizations.

ASSOCIATED FORMS

IMQ*06.01EN certificate of arrival
IMQ*06.02EN certificate of attendance

```
┌─────────────────────────────────┐
│  application submission to the   │
│     external relations services  │
├──────┬──────────────────────────┤
│  01  │ Applicant/Home Org./Int. Org. │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│        position statement        │
├──────┬──────────────────────────┤
│  02  │  Academic Coord./Administrator │
└──────┴──────────────────────────┘
              │
              ▼
┌──────┐                                    ┌─────────────────────────────────┐
│  03  │        farorable          N        │  communication to the            │
│      │        opinion?      ────────────▶ │  participant/host organization/  │
└──────┘                                    │  intermediary organization       │
              │ Y                           ├──────┬──────────────────────────┤
              ▼                             │  04  │           SRE             │
┌─────────────────────────────────┐        └──────┴──────────────────────────┘
│      acceptance communication    │
├──────┬──────────────────────────┤
│  05  │           SRE             │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│       participant reception      │
├──────┬──────────────────────────┤
│  06  │ SRE/Ac. C./Intern. C./Administrator │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│        mobility activities       │
├──────┬──────────────────────────┤
│  07  │        Participant        │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ filling in the IPV final questionnaire │
├──────┬──────────────────────────┤
│  08  │        Participant        │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│     assessment and certification │
├──────┬──────────────────────────┤
│  09  │ SRE/Ac. C./Intern. C./Administrator │
└──────┴──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│             register             │
├──────┬──────────────────────────┤
│  10  │           SRE             │
└──────┴──────────────────────────┘
```

01 The applicant submits his/her application to the External Relations Services using the external relations management system, performing this action directly or through the home/intermediary organization.

02 to 05 Application files are forwarded to host units (academic coordinators, administrator of the Polytechnic Institute of Viseu or administrator of the Social Services), for appraisal purposes. If the opinion is favorable, the External Relations Services informs the applicant by e-mail and the contents of mobility between the host unit and the participant are set. If the opinion is unfavorable, the External Relations Services reports the decision of non-acceptance of the application.

06 and 07 As for students and graduates, the External Relations Services receives the participant and forwards him/her to the academic and/or internship coordinator or administrator, depending on the host institution. As for teachers and supporting staff, reception is performed by the External Relations Services or by host units, the latter being in charge of monitoring participants during their stay. The development of activities begins and, as for students, when applicable, adjustments are made to the study and/or internship plan in the event of any change to the academic offerings on the part of the schools of the Polytechnic Institute of Viseu or tasks to be developed during the professional training period.

This procedure, depending on the host organization and type of mobility, results from the joined effort of the External Relations Services, home or intermediary organization, academic/internship coordinator, administrator and participant.

08 When activities are over, the participant fills in the report of the Polytechnic Institute of Viseu using the External Relations Management System.

09 Assessment of students or graduates is carried out by host institutions, which send it to the External Relations Services through the academic/internship coordinator. Depending on the target group, the External Relations Services issues the final certificate.

10 Files are digitally recorded and mobility in the Polytechnic Institute of Viseu is concluded.

ASSOCIATED FORMS
there are no associated forms

Column 1:

organising and dissemination of mobility opportunities under international cooperation protocols	
01	External Relations Services

expression of interest	
02	Applicant

selection of applicants	
03	Academic Coordinator

communication of selection to external relations services	
04	Academic Coordinator

communication of selection to applicants	
05	External Relations Services

06 — withdrawals? — N → 08

Y ↓

replacement and communication to the academic coordinator	
07	External Relations Services

publication of the list of participants	
08	External Relations Services

application to the host institution	
09	External Relations Services

10 — application accepted? — N →

information to the participant and to the academic coordinator	
11	External Relations Services

Y ↓

description of the plan of activities to be developed	
12	Acad. C./Internship C./Participant

↓ A

Column 2:

A ↓

contracting process with the participants	
13	IPV Pres./Participant/AC/ERS/HI

information to the participants of the rights and obligations	
14	External Relations Services

payment of financial support (i.a.)	
15	ERS/PMCS/IPV President

making statement available to students	
16	External Relations Services

arrival to the host institution and submission of proof document		IMQ*06.03 (i.a.)
17	Participant/Host Institution	

execution of mobility activities	
18	Participant

return and delivery of proof of exit / copy of certificate		IMQ*06.04 (i.a.)
19	Participant/HO	

evaluation and certification delivery to external relations services	
20	Student/Graduate/Host Institution

evaluation and certification delivery to the academic coordinator	
21	External Relations Services

computer registry	
22	External Relations Services

01 The External Relations Services organize and disseminate mobility opportunities under protocols of international cooperation with the academic coordinators of the organic units of the Polytechnic Institute of Viseu.

02 to 04 Candidates express their interest with the academic coordinators of the organic units, who, in turn, pick them. The academic coordinators send the information of the participants who were selected to the External Relations Services.

05 to 07 The External Relations Services communicate the results to the candidates confirming their participation. In case of withdrawals, the External Relations Services make the necessary replacements, following the order of the seriation, informing the academic coordinators. Contacts are established via telephone, in person or by email.

08 to 12 The External Relations Services publish the list of participants. Following the confirmation of the candidates, the application is made to the host institutions, according to the procedures defined by them. In case of acceptance, the institution informs the External Relations Services and/or the participant, normally via email. At the same time, the plan of activities to be developed by the participants (students: study programme and/or internship; teachers: content of the teaching or training mission; non-teaching staff: content of the training) is defined. In case of non-acceptance of the application by the institutions, the flow is not fulfilled, the result is made known to both the candidate and the respective academic coordinators.

13 The contracting process of the participants' mobility periods includes: students - study contract or internship; graduates - internship contract; teachers - teaching or training mission agreement; non-teaching staff: training agreement. It should be noted that this contract must comply with the standards established by the international cooperation protocols signed.

14 to 16 Prior to departure to the host country, the participant is informed by the External Relations Services of their rights and obligations. The External Relations Services make a request to the President of the Polytechnic Institute of Viseu, using the information with the statement of the Planning and Management Control Services, authorization for the payment of financial support, if applicable. The External Relations Services provide students with a statement on how they are enrolled in the Polytechnic Institute of Viseu, for the purposes of entering into the host country.

17 and 18 Upon arrival at the host institution, students and graduates are requested to send their notification (**IMQ*06.03**) to the External Relations Service. The development of the participants' activities is initiated.

19 At the end of the activities, the students and the graduates give the External Relations Service the completed certificate of residence (**IMQ*06.04**). Teachers and non-teachers provide a copy of the activities certificate issued by the host institution to the External Relations Service.

20 and 21 The evaluation and certification are exclusive to students and graduates, and the host institutions have different procedures for submitting the evaluation (it is either sent through the student or to the External Relations Services that forward it to the academic coordinator of the respective organic unit).

22 All mobility processes are recorded by computer, and the mobility process is concluded.

REMARK This type of mobility is punctual and is not framed in an international mobility programme or project. This condition implies that, in the implementation of the working procedure in question, some flexibility may be required depending on the agreements signed.

ASSOCIATED FORMS

IMQ*06.03 certificate of arrival
IMQ*06.04 certificate of attendance

Flowchart

Column 1:

- **01** — contact with the participant and availability of the application form (i.a.) — External Relations Services → IMQ*06.05 (i.a.)
- **02** — submission of the application to the external relations services — Applicant
- **03** — submission of the application to the organic unity — External Relations Services
- **04** — evaluation of the application — Organic Unit
- **05** — favourable opinion?
  - N → **06** — communication of the non-acceptance of the application — External Relations Services
  - Y →
- **07** — communication of the acceptance of the application — External Relations Services
- **08** — adjustment of the mobility contents — Host Institution/Applicant
- **09** — booking of accommodation in student residences as well as reservations for meals (i.a.) — External Relations Services
- **10** — welcoming of the participants — ERS/AC/Host Institution → A

Column 2:

- A →
- **11** — execution of mobility activities — Participant
- **12** — necessary adjustment to the study programme/internship?
  - N → **14**
  - Y →
- **13** — adjustment to the study programme/internship — ERS/HI/AC/Participant
- **14** — payment of financial support (i.a.) — ERS/PMCS/IPV President
- **15** — evaluation of the students — Host Institution/AC
- **16** — student evaluation delivery to external relations services — Academic Coordinator
- **17** — student evaluation delivery to the home institution — External Relations Services
- **18** — issuance of the final certificate (i.a.) — External Relations Services
- **19** — computer registry — External Relations Services

01 and 02 After nominating the participant by the home institution, the External Relations Services contact him/her and, in the case of the students, make available the application form (IMQ*06.05). The candidate submits his/her application to the External Relations Service.

03 to 09 The application processes are forwarded to the organic units for consideration. In the case of a positive favourable opinion, the External Relations Services inform the candidate and the contents of the mobility between the host unit and the participant are agreed upon. It is requested the booking of accommodation in the residences of the Polytechnic Institute of Viseu as well as the meals provided, if applicable. If the opinion is not favourable, the External Relations Services communicate the decision of non-acceptance of the application.

10 to 14 In the case of students and graduates, the External Relations Services receive the participant and forward him/her to the respective academic coordinator. For teachers and non-teachers, welcoming is provided by the External

Relations Services or by the host units, the latter being responsible for the follow-up of the participants during their stay. The development of activities is initiated and, in the case of students, when applicable, adjustments are made to the study programme and/or placement if there is any change in the academic offer by the schools of the Polytechnic Institute of Viseu or during the period of vocational training. This procedure, depending on the host institution and the type of mobility, is arranged between the External Relations Services, home institution, academic/trainee coordinator and participant.

If applicable, in the opinion of the Planning and Management Control Services, the External Relations Services request the President of IPV to authorize the payment of the financial support.

15 to 18 The evaluation of the students is carried out by the host institutions, which send it to the External Relations Services through the academic coordinator. The External Relations Services send the evaluation to the participant's home institution. Depending on the target group, the External Relations Service issues the final certificate.

19 The processes are recorded in a computerized manner and mobility is completed at the Polytechnic Institute of Viseu.

REMARK This type of mobility is punctual and is not framed in an international mobility programme or project. This condition implies that, in the implementation of the working procedure in question, some flexibility may be required depending on the agreements signed.

ASSOCIATED FORMS

IMQ*06.05 application form

QUALITY REQUIREMENTS FOR TEACHING AND LEARNING ACTIVITIES

distribution of the teaching service	
01	DEPARTMENT/COMPETENT BODY

distribution of the teaching service approval	
02	COMPETENT BODY

distribution of the teaching service homologation	
03	IPV PRESIDENT

preparation of timetables	
04	SAAF/COMPETENT BODY

opening of the curricular unit file	
05	TEACHER(S)

accomplishment of teaching and learning activities	
06	TEACHER(S)/STUDENTS

07

research activities included?

Y

accomplishment of research activities	
08	TEACHER(S)/STUDENTS

09

N

assessment of students	
09	TEACHER(S)/STUDENTS

dissemination of students learning assessment	
10	TEACHER(S)/SAAF

A

A

11

request for exam view or review?

exam view and/or review	
12	TEACHER(S)/STUDENTS

S

N

13

evaluation of satisfaction of students and data processing	
13	TEACHER(S)/STUDENTS

QUEST*SAT.01
QUEST*SAT.02

curricular unit report production	
14	TEACHER(S)

MOD*03

curricular unit report validation	
15	STUDY PROGRAMME OR DEPARTMENT HEAD

evaluation of satisfaction of students with the study programme and the school, graduates and employers and data processing	
16	COMAQ/SP. OR DEPART. HEAD/SIVA

QUEST*SAT.03
QUEST*SAT.04
QUEST*SAT.05

study programme report production	
17	STUDY PROGRAMME OR DEPARTMENT HEAD

MOD*04

provision of advice on the study programme report	
18	PEDAGOGICAL COUNCIL

study programme report approval	
19	TECHNICAL SCIENTIFIC COUNCIL

communication of data to the quality and assessment comissions	
20	CTC/STUDY PROGRAMME OR DEPART. HEAD

Teaching and learning activities of the Polytechnic Institute of Viseu take into account quality requirements set by the institution.

01 to 03 Prior to the start of the school year, each Organic Unit distributes the teaching service, which is approved by the competent body of the respective Organic Unit and homologated by the president of the Polytechnic Institute of Viseu.

04 Upon homologation, the Teaching and learning activities Support Services or the Competent Body prepares the study programmes timetables.

05 Just before the start of teaching and learning activities the teacher opens the curricular unit file.

REMARK 1 The curricular unit file shall include <u>at least</u> the following elements: teachers of the curricular unit, learning goals, course program, assessment scheme, bibliography of the curricular unit, lesson summaries, attendance sheets (for curricular units where attendance is mandatory), partial and final evaluation lists.

06 Teaching and learning activities are performed in accordance with the planned program. The teacher is responsible for explaining clearly the terms of the learning assessment process at the beginning of activities. The implementation of Teaching and learning activities respects and attends to the diversity of students and their needs, enabling flexible learning paths, considers and uses different modes of delivery, where appropriate, flexibly uses a variety of pedagogical methods and regularly evaluates and adjusts the modes of delivery and pedagogical methods. The teacher encourages a sense of autonomy in the learner, while ensuring adequate guidance and support, and promotes mutual respect within the learner-teacher relationship.

07 and 08 Activities of the curricular unit can include performance of research activities, the arrangement of which is entrusted to the teacher.

09 The assessment must allow students to demonstrate the extent to which the intended learning outcomes have been achieved. The criteria for and method of assessment as well as criteria for marking are published in advance. Assessment must be consistent, fairly applied to all students and carried out in accordance with the stated procedures. Teachers must ensure academic integrity and freedom and be vigilant against academic fraud. Teachers must also ensure that intolerance of any kind or discrimination is not used against students. Where possible, assessment must be carried out by more than one examiner. Students are given feedback, which, if necessary, is linked to advice on the learning process.

REMARK 2 Regulations for assessment take into account mitigating circumstances.

10 a 12 After given feedback of their assessment, students may require to view and/or review their exams.

NOTA 3 Regulations of the Organic Units include formal procedures for student appeals.

13 Following learning assessment, questionnaires are applied: on student satisfaction with the curricular unit (**QUEST*SAT.01**) and/or on student satisfaction with the internship, dissertation or project (**QUEST*SAT.02**), using the SIGQ platform, and data is processed.

14 e 15 Teacher prepares a report on the curricular unit according with the template (**MOD*03**) and sends it to the Study Programme or Department Head for validation.

16 The Assessment and Quality Commission demands the application, using the SIGQ platform, the questionnaire on student satisfaction with the study programme and the school (**QUEST*SAT.03**). The Professional Integration Services demand the application, also using the SIGQ platform, the questionnaire on employers satisfaction (**QUEST*SAT.04**) and questionnaire on graduates satisfaction (**QUEST*SAT.05**) according with the defined periodicity. The Study Programme or Department Heads process the data related to the questionnaire **QUEST*SAT.03** and the Professional Integration Services process the data related to the questionnaires **QUEST*SAT.04** and **QUEST*SAT.05**.

17 e 19 Upon receiving the curricular unit reports, the Study Programme or Department Head prepares a report on the study programme according with the template (**MOD*04**) and sends it to the Technical Scientific Council, upon provision of advice by the Pedagogical Council.

20 At regular intervals, data on teaching and learning activities is communicated by the Study Programme or Department Heads and the Technical Scientific Councils to the Quality and Assessment Commissions.

ASSOCIATED FORMS
QUEST*SAT.01 questionnaire on student satisfaction with the curricular unit
QUEST*SAT.02 questionnaire student satisfaction with the internship, dissertation or project
QUEST*SAT.03 questionnaire on student satisfaction with the study programme and the school
QUEST*SAT.04 questionnaire on employers satisfaction
QUEST*SAT.05 questionnaire on graduates satisfaction
MOD*03 curricular unit report template
MOD*04 study programme report template
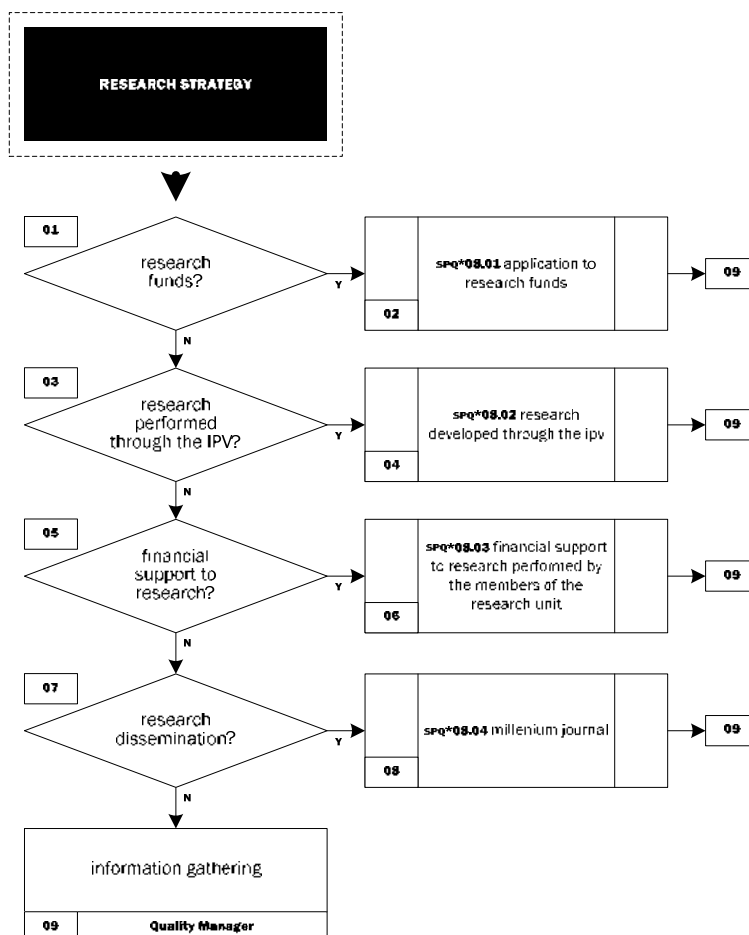
The research strategy forecasts the implementation of research activities through its research unit or the Polytechnic Institute of Viseu itself. Funds allocated to these activities may belong to the entity itself or come from an application presented to financing entities.

01 e 02 The application to funds for research must be executed in accordance with provisions in subprocedure **sPQ*08.01** application to research funds.

03 e 04 Research performed through the IPV are carried out in accordance with provisions in subprocedure **sPQ*08.02** research developed through the ipv.

05 e 06 Requests for financial support to research performed by the members of the research unit are carried out in accordance with provisions in subprocedure **sPQ*08.03** financial support to research performed by the members of the research unit.

07 e 09 Dissemination of research may be carried out through the millenium journal, in accordance with provisions in subprocedure **sPQ*08.04** millenium journal.

09 At planned intervals, Quality Manager gathers relevant information to demonstrate the process effectiveness. Data is reported, through the quality balance, to the Quality and Assessment Council.

ASSOCIATED FORMS

there are no associated forms

application to research funds	
01	UI/IPV

02	application aproved?

→ N

file closure	
03	UI/IPV Registrar Services

Y ↓

distribution of funds and dissemination	
04	UI/IPV

application of funds according with the distribution plan	
05	UI/IPV

registration of research activities	
06	UI/IPV Registrar Services

preparation and presentation of the scientific and financial report	
07	Researcher/Staff

provision of accounts to the financial providers	
08	UI/IPV

preparation and presentation of the scientific and financial global report	
09	UI/IPV/Accounting Services
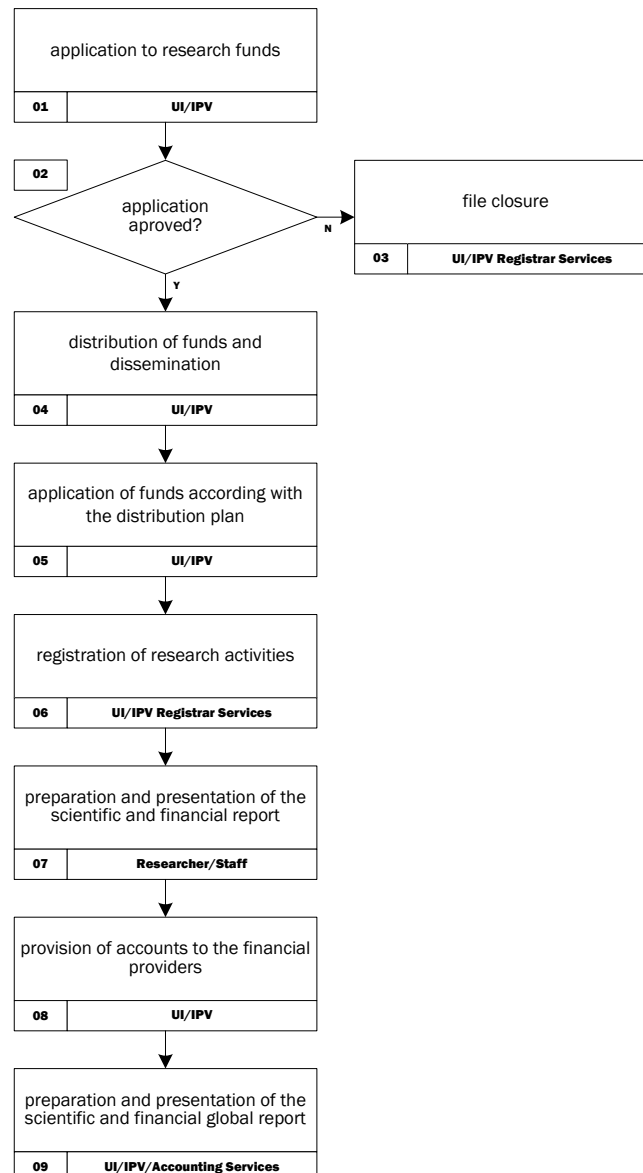
01 to 03 Funds allocated to research activities may belong to the entity itself or come from an application presented to financing entities. Applications to financing entities can be submitted through the Research Unit or by the Polytechnic Institute of Viseu itself.

04 and 05 Following the approval of the application, funds is distributed by activities and funds available are disseminated, and the application is performed in accordance with the planned distribution.

06 A record of research activities performed using these funds is kept.

07 Following completion of the research activities, the researcher or staff member submits a report on the activities, which must include outcomes and report and accounts, as well as necessary supporting documents for expenditure.

08 The research unit or the Polytechnic Institute of Viseu is responsible for reporting to financing entities.

09 At regular intervals, scientific and financial reports of research activities of the Research Unit and of the Polytechnic Institute of Viseu are prepared.

ASSOCIATED FORMS

there are no associated forms

proposal for research project	
01	Researcher

proposal documents signature	
02	IPV President/IDI President

research project registration	
03	IPV Registrar Services

submission of the research project to the financial providers	
04	Researcher

05

project financing approved?

N →

file closure	
06	IPV Registrar Services

Y

signature of the declaration of acceptance and the coollaboration protocol	
07	IPV Pres./Part. Inst. Pres./Res.

delivery of documents to the dpgaf to monitor the financial implementation	
08	IPV Registrar Services

delivery of the terms of acceptance and the cooperation protocol to the participating entities	
09	DPGAF

A

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                          ┌─────┐
                          │  A  │
                          └─────┘
                             │
  ┌────┐                     ▼
  │ 10 │              ╱───────────────╲
  └────┘            ╱   acquisition of  ╲          ┌──────┬──────────────────────┬──────┐
                   ╱     goods or        ╲──── Y ──│      │  spq*04.01 acquisition│      │
                   ╲   services needed?  ╱          │      │   of goods or services│      │
                    ╲                   ╱           ├──────┤                       │      │
                     ╲───────────────╱             │  11  │                       │      │
                             │                      └──────┴──────────────────────┴──────┘
                             │ N
  ┌────┐                     ▼
  │ 12 │              ╱───────────────╲
  └────┘            ╱   grant holder    ╲    ┌──────────────────────────┐   ┌──────────────────────────┐
                   ╱     hiring          ╲─Y─│  expenditure provision   │──▶│ grant holder recruitment │
                   ╲     needed?         ╱   │                          │   │     and employment        │
                    ╲                   ╱    ├──────┬───────────────────┤   ├──────┬───────────────────┤
                     ╲───────────────╱      │  13  │ Accounting Services│   │  14  │IPV President/HR    │
                             │               └──────┴───────────────────┘   │      │Services/Grant H.   │
                             │ N                                             └──────┴───────────────────┘
                             ▼
              ┌──────────────────────────────┐
              │ other expenditure processing │
              ├──────┬───────────────────────┤
              │  15  │Accounting Services/HR  │
              │      │Services                │
              └──────┴───────────────────────┘
                             │
                             ▼
              ┌──────────────────────────────┐
              │    research performance       │
              ├──────┬───────────────────────┤
              │  16  │ Resercher/Grant Holder │
              └──────┴───────────────────────┘
                             │
                             ▼
              ┌──────────────────────────────┐
              │ execution data report to dpgaf│
              ├──────┬───────────────────────┤
              │  17  │      Resercher         │
              └──────┴───────────────────────┘
                             │
                             ▼
              ┌──────────────────────────────┐
              │ payment request submission to │
              │   the finantial providers     │
              ├──────┬───────────────────────┤
              │  18  │      Resercher         │
              └──────┴───────────────────────┘
                             │
                             ▼
              ┌──────────────────────────────┐
              │ preparation of the final      │
              │      project reports          │
              ├──────┬───────────────────────┤
              │  19  │   Resercher/DPGAF      │
              └──────┴───────────────────────┘
                             │
                             ▼
              ┌──────────────────────────────┐
              │ registration of research      │
              │        activities             │
              ├──────┬───────────────────────┤
              │  20  │ IPV Registrar Services │
              └──────┴───────────────────────┘
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01 Researchers of the Polytechnic Institute of Viseu may submit proposals of research projects to the President of the Polytechnic Institute of Viseu.

02 The President of the IPV and, if applicable, the Research Unit Coordinator sign all documents required for application.

03 and 04 The Registrar Services records the proposal and sends it, along with the documents, to the researcher, so that the latter submits it to the financing entity.

05 and 06 If funding is not approved, the Registrar Services archives the file.

07 and 08 If funding is approved, the President of the Polytechnic Institute of Viseu signs the declaration of acceptance and the collaboration protocol, sending the originals thereof to the Planning and Administrative and Financial Management Department in order to monitor the financial implementation of the research project.

09 The documents of the file are sent by the Planning and Administrative and Financial Management Department to participating entities.

10 and 11 If the research project involves the acquisition of goods or services, the purchase thereof shall be made as described in **SPQ*04*01** acquisition of goods and services.

12 to 14 If it is necessary to hire a grant holder, the Accounting Services includes this expenditure in the budget and the grant holder is afterwards recruited and employed in accordance with legislation and regulations in force.

15 If subsistence allowance is requested, the Accounting Services and the Human Resources Services process the request.

16 and 17 As research activities are carried out, the researcher communicates regularly the financial implementation of the project to the Planning and Administrative and Financial Management Department.

18 The Planning and Administrative and Financial Management Department regularly submit payment requests to the financing entity.

19 e 20 At the end of the deadline, the researcher and the Planning and Administrative and Financial Management Department prepare final reports (scientific and financial) of the research project and inform the Polytechnic Institute of Viseu which records the research activity.

ASSOCIATED FORMS

there are no associated forms
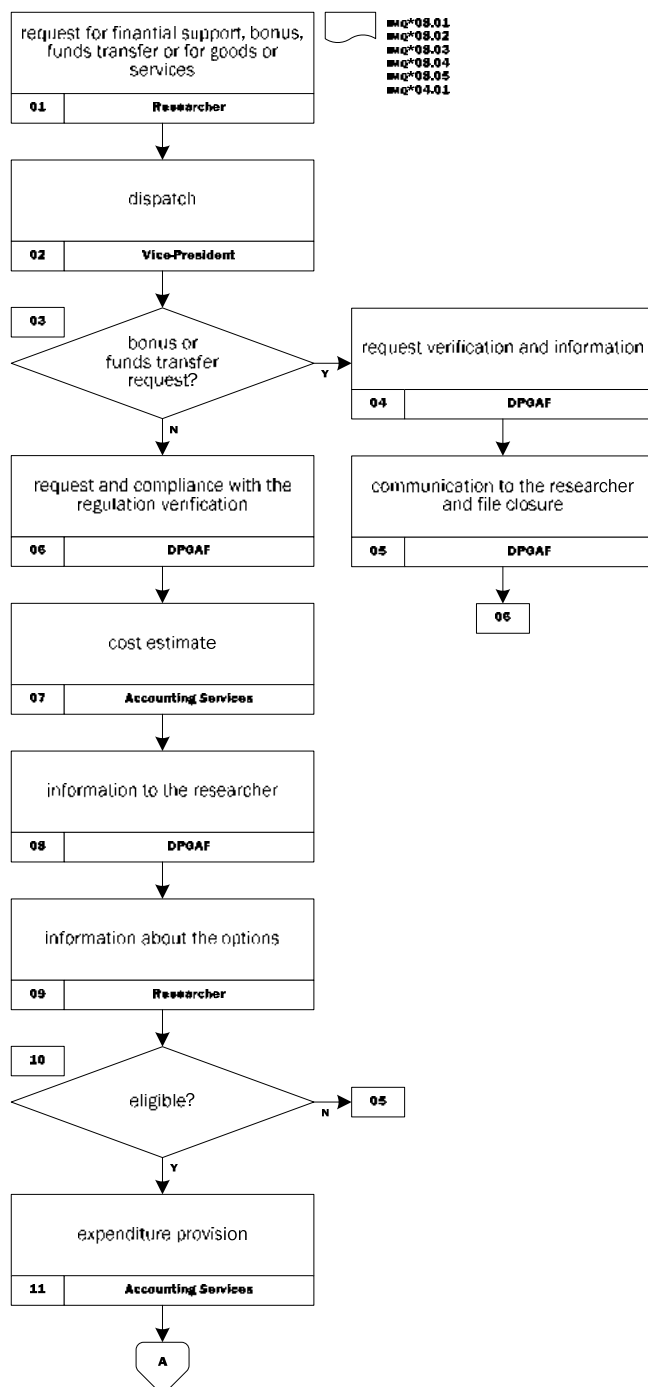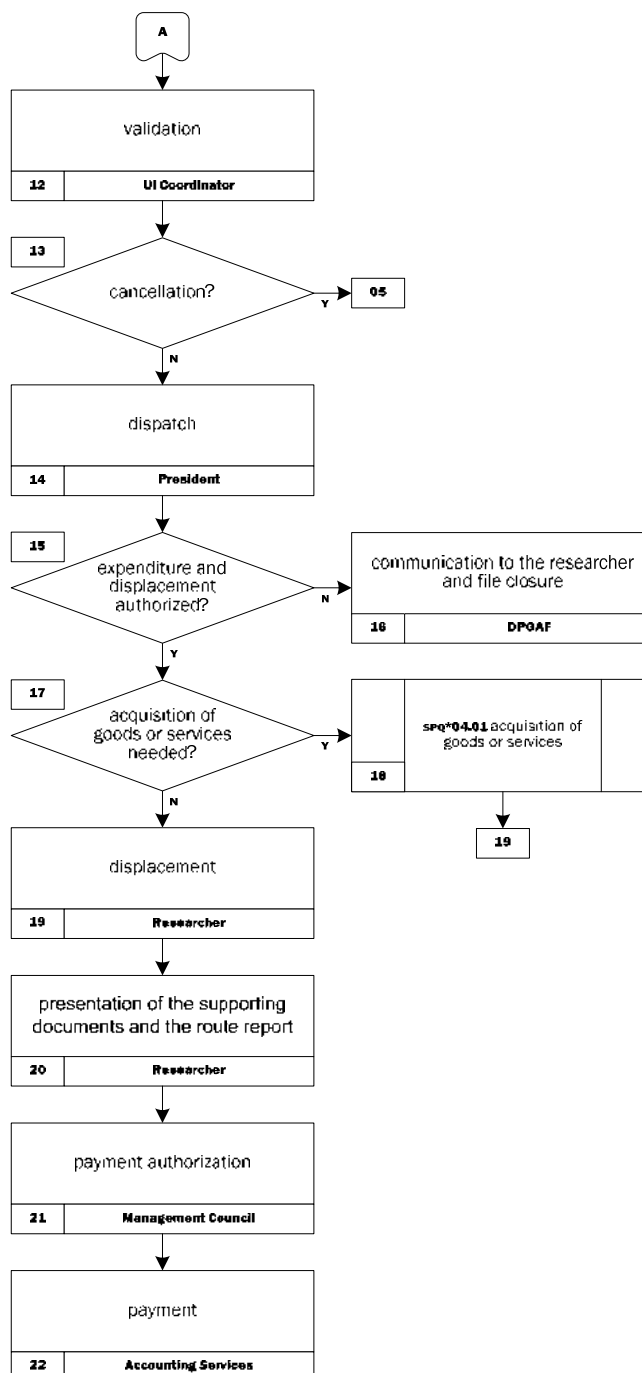
01 e 02 Requests for financial support, bonus, funds transfer or for goods or services, within the scope of the Research Unit, must be performed by means of completion of a form for that purpose (IMQ*08.01, IMQ*08.02, IMQ*08.03, IMQ*08.04, IMQ*08.05 and/or IMQ*04.01 – the later only within the scope of projects). Routing dispatch from the Vice-president is required. Requests for a bonus or transfer of funds are conditional on the authorization from the Vice-President of the IPV.

03 a 05 The Department of Planning and Administrative and Financial Management is responsible for informing the researcher on the decision about requests for bonus or transfer of funds and for archiving files.

06 a 08 The Department for Planning and Administrative and Financial Management, checks the delivered documents with the financial support request and the compliance of regulation, as well as the requests for a bonus or transfer of funds authorized, the Accounting Services estimates costs and the Department for Planning and Administrative and Financial Management informs the researcher.

09 The researcher is in charge of the communication of his options of financial aid.

10 a 12 Following receipt of the researcher's options, the Accounting Services performs an initial expenditure and forwards the file to the Coordinator of the Research Unit for validation.

13 e 05 Rejected requests are reported to the researcher by the Department for Planning and Administrative and Financial Management, and filed.

14 Following validation, a dispatch is issued by the President, authorizing the expenditure and displacement.

15 e 16 Rejected requests are reported to the researcher by the Department for Planning and Administrative and Financial Management, and filed.

17 e 18 Whenever there is the need to acquire goods and/or services, the process must obey to provisions in procedure **SPQ*04.01** acquisition of goods or services.

19 e 20 Following displacement, the researcher delivers proof (attendance certificate, invoices) and the route report.

21 Payment authorizations is the responsibility of the Management Council.

22 Following authorization, the Accounting Services performs the corresponding payment.

ASSOCIATED FORMS

IMQ*08.01 request for financial support to attend scientific meetings or congresses
IMQ*08.02 request for financial bonus
IMQ*08.03 request for funds transfer
IMQ*08.04 request for financial support to attend courses or workshops or for displacements through projects
IMQ*08.05 request for translation, review or submission
IMQ*04.01 internal requisition

millenium
JOURNAL OF EDUCATION, TECHNOLOGIES AND HEALTH
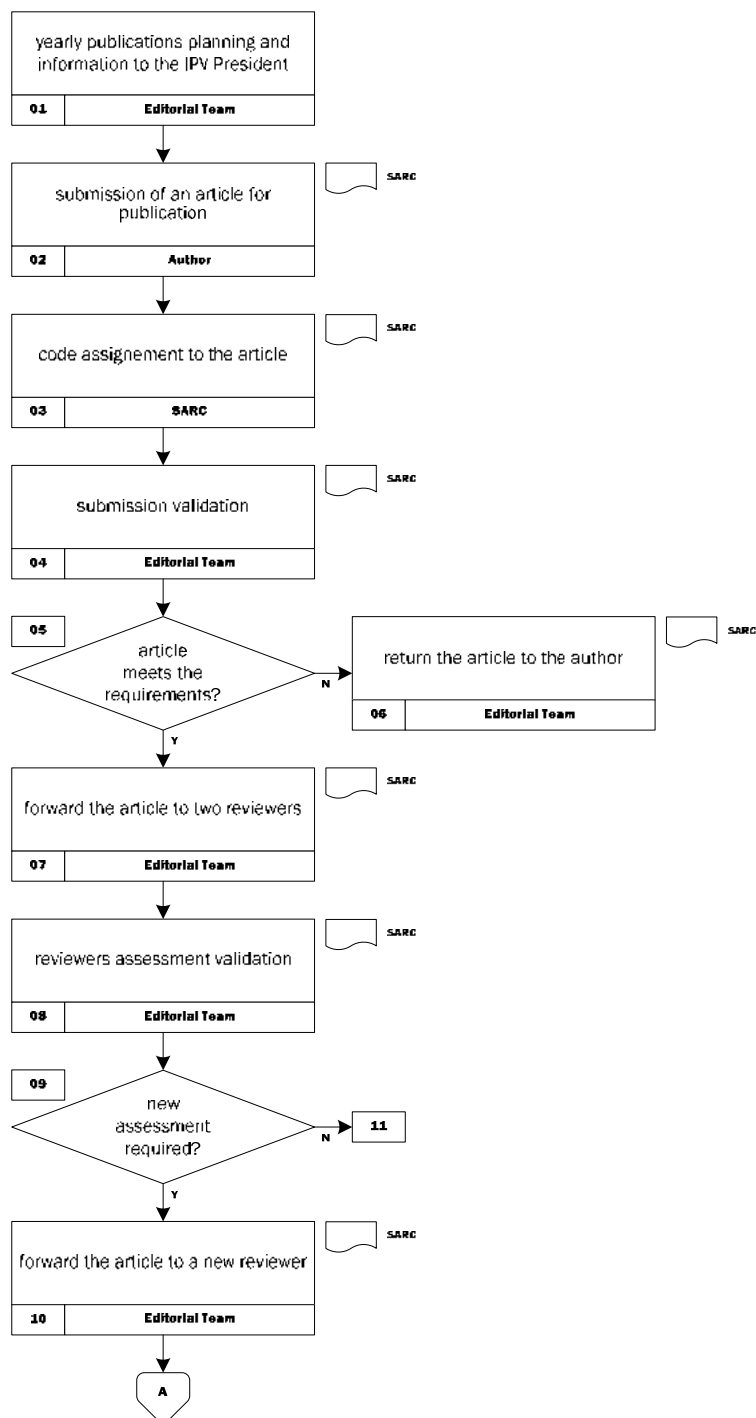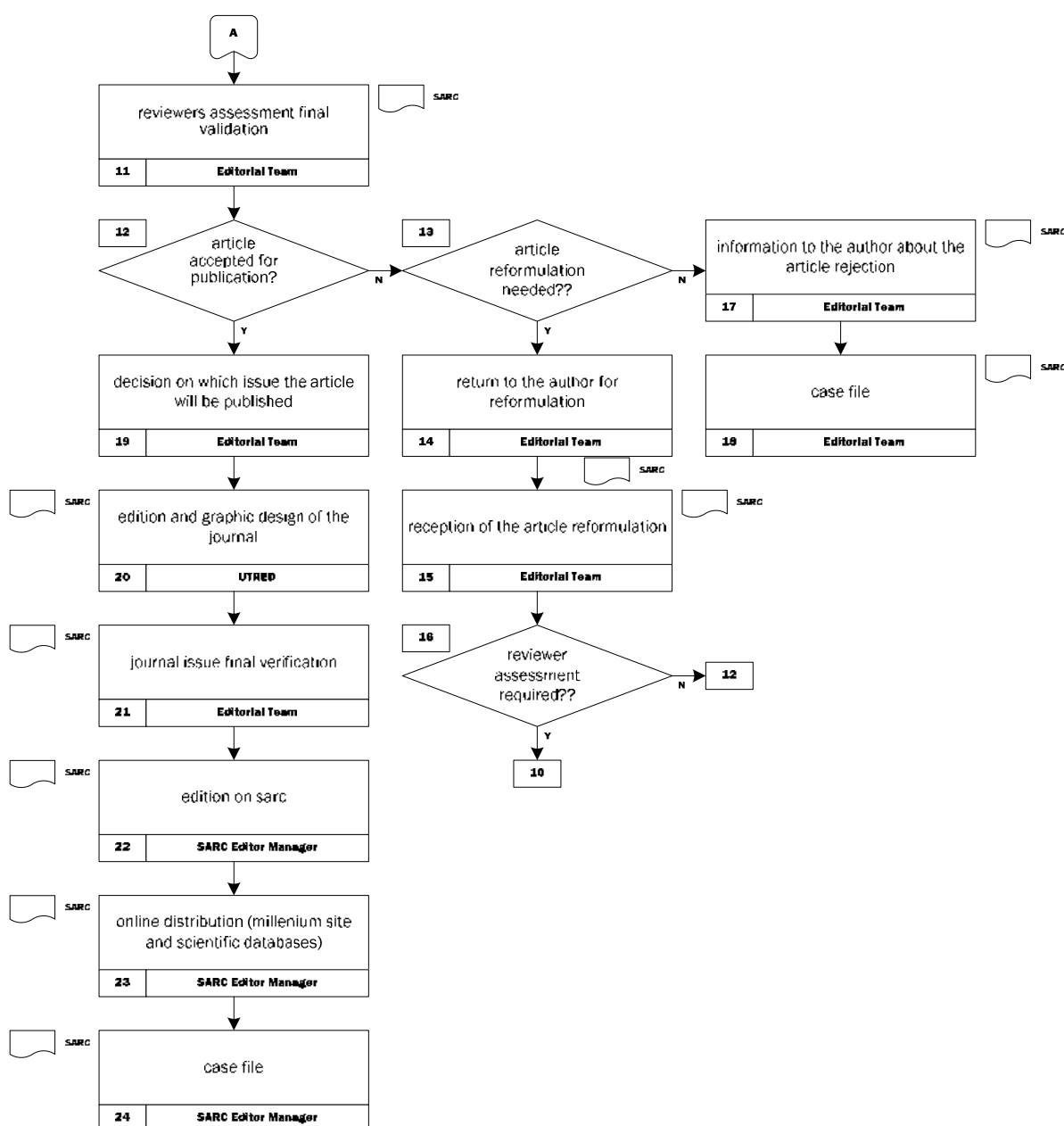
01 At the beginning of each year, the Editorial Team develops an activity plan for millenium, including the number of issues to be published, which is forwarded to the President of the Polytechnic Institute of Viseu.

02 e 03 All articles are submitted by authors, via SARC, for publication in millenium. SARC automatically assign the articles with a code.

04 a 07 The Editorial Team validates the submission process. If the requirements are not met, the Editorial Team returns the article to the author. If the requirements are fulfilled, the article is forwarded by the Editorial Team to two reviewers.

08 a 10 The Editorial Team validates the reviewers opinions. In the case of a unsuccessful validation, a third opinion is requested to another reviewer.

11 The Editorial Team expresses the final validation on the reviewers opinions.

12 a 16 If the article needs reformulation the Editorial Team will request it to the author. After receiving the reformulated article, the Editorial Team analysis it and decides about the need of an opinion of another reviewer. In case this is not necessary, the Editorial Team decides on the acceptance of the article for publication (**12**). If a new opinion is needed,

the board will forward the article to another external reviewer and the process will follow the steps of this procedure from point **10** on.

17 e 18 If the article is rejected, the Editorial Team informs the author and the process documents are filed and stored at SARC.

19 e 20 The Editorial Team decides in which issue articles will be published and the journal is edited by the The Editorial, Editing and Documentation Technical Unit. Graphic design is also carried out by the The Editorial, Editing and Documentation Technical Unit.

21 The Editorial Team carries out the final verification of the edition.

22 e 23 Cabe ao Editor Gestor do SARC a execução da edição no SARC e a distribuição da edição no sítio da Millenium online e nas bases científicas.

24 After edition on SARC and online distribution, the SARC Editor Manager files the case.

REMARK The SARC Editor Manager shall keep an updated record of authors and reviewers at SARC.

ASSOCIATED FORMS

ethical-legal liability and copyright transfer statement (available at SARC)
author form (available at SARC)
reviewer form (available at SARC)
article assessment chart (available at SARC)

COOPERATION STRATEGY

INTERESTED PARTIES REQUIREMENTS

01 — cooperation, specialized services? — Y → SPQ*09.01 cooperation with the community and specialized services — 02 → 19

N

03 — dissemination and image? — Y → SPQ*09.02 dissemination and image, SPQ*09.03 vocational guidance, IQ*09.01 guidelines for vocational guidance — 04 → 19

N

05 — editorial activity? — Y → SPQ*09.04 politécnica and non periodicals — 06 → 19

N

07 — event, training brief course? — Y → SPQ*09.05 events, training and brief courses — 08 → 19

N

09 — space or equipment lending? — Y → SPQ*09.06 space lending, SPQ*09.07 equipment lending, REG*09.01 central services space lending regulation and annex — 10 → 19

N

A

The Polytechnic Institute of Viseu develops cooperation activities and provides services with and for the community.

01 a 18 The activities developed by these services are described in sub-procedures **SPQ*09.01** cooperation with and for the community, **SPQ*09.02** dissemination and image, **SPQ*09.03** vocational guidance, **SPQ*09.04** polistécnica and non periodicals, **SPQ*09.05** events, training and brief courses, **SPQ*09.06** space lending, **SPQ*09.07** equipment lending, **SPQ*09.08** support to higher education access, **SPQ*09.09** support to higher education applicants, **SPQ*09.10** professional integration support, **SPQ*09.11** animal health and laboratory test services and **SPQ*09.12** sale of goods.

19 a 21 Following service provision, users' satisfaction are assessed through surveys. If suggestions are submitted, registration must be made. If appropriate, implementation shall take place.

22 At planned intervals, Quality Manager gathers relevant information to demonstrate the process effectiveness. Data is reported, through the quality balance, to the Quality and Assessment Council.

ASSOCIATED FORMS

INQ*SAT.01 satisfaction survey
INQ*SAT.02 satisfaction survey
INQ*SAT.03 satisfaction survey
INQ*SAT.04 survey on students' satisfaction with the open days event
INQ*SAT.05 survey on school representatives' satisfaction the open days event
INQ*SAT.06 survey on promoters' satisfaction with vocational guidance activities
INQ*SAT.07 survey on ipv representatives' satisfaction with vocational guidance activities

cooperation proposal or specialized services request		
01	Client/Patner	

↓

feasibility analysis	
02	IPV President/UO President

↓

03 feasible proposal/request? — N → | communication to the client/partner |
| | |
| 04 | IPV President/UO President |

Y ↓ ↓

coordinator assignement			file closure	
06	IPV President/UO President		05	IPV/UO

↓

protocol or contract draft drawn up	
07	IPV President/UO President

↓

08 proposal/request made directly to the ipv? — Y → | 14 |

N ↓

opinion request to the scientific and technical council	
09	UO President

↓

10 favorable opinion? — N → | communication to the client/partner |
| | |
| 11 | UO President |

Y ↓ ↓

file forward to the polytechnic institute of viseu			file closure	
13	Presidente UO		12	UO

↓

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opinion issuing about the protocol or contract draft		
14	**Departamento Jurídico**	

revenue collection approval (when applicable)		
15	**Management Council**	

16 — revenue collection approved?

— N →

communication to the organic unit (when applicable)		
17	**Legal Department**	

Y ↓

communication to the organic unit (when applicable)		
20	**Legal Department**	

communication to the client/partner		
18	**IPV President/UO President**	

protocol or contract signature		
21	**Presidente IPV/Presidente UO**	

file closure		
19	**IPV/UO**	

communication to the client/partner and file forward to the coordinator		
22	**IPV President/UO President**	

cooperation/specialized services performance		
23	**Responsible Person**	

→

24 — acquisition of goods or services needed?

— Y →

	SPQ*04.01 acquisition of goods or services	
25		

N ↓

26

final report drawn up		
26	**Coordinator**	

final report forward to the ipv (when applicable)		
27	**UO President**	

B

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                          ┌─────┐
                          │  B  │
                          └──┬──┘
                             │
       ┌────┐             ╱──▼──╲
       │ 28 │           ╱ revenue ╲        N      ┌────┐
       └────┘          ◀  collection? ────────────│ 31 │
                        ╲         ╱               └────┘
                          ╲──┬──╱
                             │ Y
                 ┌───────────▼───────────┐
                 │ amount check and       │
                 │    information         │
                 ├──────┬────────────────┤
                 │  29  │     DPGAF       │
                 └──────┴────────┬───────┘
                                 │
                 ┌───────────────▼───────┐
                 │   revenue collection   │
                 ├──────┬────────────────┤
                 │  30  │ IPV Accounting  │
                 │      │    Services     │
                 └──────┴────────┬───────┘
                                 │
       ┌────┐               ╱────▼────╲
       │ 31 │             ╱   related   ╲     N    ┌────┐
       └────┘            ◀  expenditure? ──────────│ 35 │
                          ╲            ╱           └────┘
                            ╲───┬────╱
                                │ Y
                 ┌──────────────▼────────┐
                 │ expenditure check and  │
                 │     information        │
                 ├──────┬────────────────┤
                 │  32  │     DPGAF       │
                 └──────┴────────┬───────┘
                                 │
                 ┌───────────────▼───────┐
                 │ expenditure authorization│
                 ├──────┬────────────────┤
                 │  33  │  IPV President  │
                 └──────┴────────┬───────┘
                                 │
                 ┌───────────────▼───────┐
                 │  expenditure payment   │
                 ├──────┬────────────────┤
                 │  34  │ IPV Accounting  │
                 │      │ Services/HR Serv.│
                 └──────┴────────┬───────┘
                                 │
                 ┌───────────────▼───────┐
                 │ profit and loss statement│
                 │     report drawn up    │
                 ├──────┬────────────────┤
                 │  35  │     DPGAF       │
                 └──────┴────────┬───────┘
                                 │
                 ┌───────────────▼───────┐
                 │  assessment of the     │
                 │ cooperation/specialized│
                 │      services          │
                 ├──────┬────────────────┤
                 │  36  │ Management Council│
                 └──────┴────────────────┘
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01 and 02 Cooperation proposals or requests for the provision of specialized services may be submitted directly to the Polytechnic Institute of Viseu or to one of its schools, in a formal or informal manner, by clients or partners thereof, and the IPV President or School President is responsible for considering them feasible or not.

03 to 05 If the proposal is not considered feasible this situation is reported to the client/partner and the file is closed.

06 and 07 If the proposal is considered feasible, the President (of the IPV or School, as the case may be) appoints a coordinator and draws up the protocol or contract draft.

08 and 09 If it is a request/proposal that is made directly to the School, the President thereof requests an opinion to the Scientific and Technical Council.

10 to 12 If the opinion of the Scientific and Technical Council is unfavorable this is reported to the client/partner and the file is closed.

13 If the opinion is favorable, the file is forwarded to the Polytechnic Institute of Viseu.

14 The Legal Department issues an opinion on all protocol/contract drafts.

REMARK 01 If the protocol/contract draft was previously drawn up in cooperation with the Legal Department, point **14** of this procedure does not apply.

15 to 19 The Management Council is responsible for the approval of revenue collection. If it is not approved, this is reported to the client/partner and the file is closed. In this case, the Legal Department is in charge of informing the School if it was the latter that took the initiative of making the request/proposal.

20 and 21 If revenue collection is approved this approval is reported to the School (when applicable) and the IPV President or the School's President signs the protocol/contract.

22 The protocol/contract signature is reported to the client/partner and the file is sent to the appointed coordinator with the duties provided for in regulation on providing specialized services to the community.

23 The responsible person(s) are in charge of complying with provisions in the protocol/contract.

24 and 25 Acquisition of goods or services planned shall be performed as described in subprocedure **SPQ*04.01**.

26 and 27 Following the provision of the service, the coordinator draws up a final report. If it was the school that took the initiative of making the request/proposal, the final report is forwarded to the IPV President, by the School's President.

28 to 30 If revenue collection arises, the Planning and Administrative and Financial Management Department checks and provides information on the amounts and the collection is carried out by the Accounting Services of the IPV.

31 to 33 If there are related expenses, the Planning and Administrative and Financial Management Department checks and informs, and the IPV President is responsible for authorizing expenditure and the Management Council is in charge of authorizing payments.

34 Payments are performed by the Accounting Services of the IPV and by the Human Resources Services of the IPV (as for payments to teaching or non teaching staff).

35 and 36 The Planning and Administrative and Financial Management Department draws up the profit and loss statement. The Management Council is in charge of carrying out an assessment of activities of cooperation with the community every six months.

REMARK 02 Other activities with external entities which do not require signature of a protocol/contract may be developed. In order to perform these activities, the authorization of the responsible body and record thereof, in the manner the IPV/School deems more appropriate, will suffice.

ASSOCIATED FORMS

there are no associated forms

request	
01	**Interested Party**

record and forward	
02	**Recipient and Archive Services**

03

request for advertising? — N → **05**

Y

forward order	
04	**IPV President**

05

is it possible to carry out the request? — N → **15**

Y

06

entails expenditure? — N →

08

collection of services? — N →

information for decision	
10	**Commun., Cult. and Docum. Services**

12

Y

information including budgeting	
07	**Commun., Cult. and Docum. Services**

Y

information about the amounts to be charged	
09	**Commun., Cult. and Docum. Services**

12

A

01 Requests for audiovisual or web design tasks, as well as tasks for the distribution of marketing material through institutional channels or any kind of advertising, can be made by Central Services, schools or entities that do not belong to the IPV. In addition, the Communication, Culture and Documentation Services can carry out tasks on its own initiative, which are recorded on a specific database of the department.

02 to 04 All requests (except for advertising requests) are forwarded to the service in charge of office tasks (Recipient and Archive Services) and the presidency is entrusted with performing the forwarding order.

05 and 15 The Communication, Culture and Documentation Services check the availability for the execution of the request and, if response to the request is unobtainable, inform the stakeholder of that situation.

05 to 11 If it is possible to carry out the request the Communication, Culture and Documentation Services informs the presidency. If this entails expenditure (work is found to entail expenditure whenever any kind of material must be purchased or outsider contractors must be employed to perform that work), services draw up a report including budgeting thereof and forward it to the Accounting Services for prior provision. If payment is to be made, the services inform what amounts are to be charged.

12 to 14 If there is permission to carry out the request, the Communication, Culture and Documentation Services acts accordingly and requests from the interested party (when applicable) the necessary data to fulfill the request. If the request is rejected by a superior, the interested party is informed and the file is closed.

If it consists of the creation of web content, a work model is sent to the interested party, so that the latter confirms compliance with the request made; this confirmation is made by e-mail.

15 The services inform the interested party of the conclusion of the request and forward the file for closure. When execution requires the preparation of any type of document, the Communication, Culture and Documentation Services sends the original to the interested party and files a copy of the work in an appropriate location.

16 The files are closed. If it is a request of distribution using institutional channels, the Communication, Culture and Documentation Services files the distributed works for a week, in a "sent items" folder.

ASSOCIATED FORMS

there are no associated forms

external request/own initiative		
01	Event Organizers/SCCD	

record and forward		
02	SCCD/Recipient and Archive Services	

request appraisal and information		
03	SCCD/Voc. Guidance Commission	

04 entails expenditure? → N → **07**

Y

budgeting		
05	Aprovisionamento	

provision of the expenditure		
06	Contabilidade	

07 authorized? → N → **10**

Y

planning and execution		
08	Commun., Cult. and Docum. Services	

IMQ*04.22

transportation and driver request		
09	Commun., Cult. and Docum. Services	

file closure		
10	Recip. Arch. Serv./Accounting Serv.	

01 All requests for the presence of the IPV in vocational guidance activities, organized by schools and other public or private entities, are issued by means of a document/invitation.
The Communication, Culture and Documentation Services may, on its own initiative, suggest the arrangement of vocational guidance activities.

02 A record thereof is made by the Recipient and Archive Services, which forwards it to the appropriate department. Regarding its own initiatives, these are communicated to the IPV President.

03 The appraisal of the external request, as well as of in-house initiatives, is made jointly by the Communication, Culture and Documentation Services and the Vocational Guidance Commission, which carry out the verification of the availability

of human and technical resources. This is followed by a report of interest and availability to participate in the activity, as well as the indication of expenditure, if any (rental of a space or stand and other fees requested by the organization). Regarding the proposals for the arrangement of activities, the Communication, Culture and Documentation Services and the Vocational Guidance Commission submit the project of the event which they plan to organize by means of a communication sent to the IPV President, mentioning the overall view, planning, logistics and other resources required, as well as the expected expenditure of the initiative. The Vocational Guidance Commission is composed of members of the Central Services and schools.

04 to 06 If interest is shown in the participation in activities organized by external entities and a payment of expenditure arises therefrom, the report to the Commission and to the Communication, Culture and Documentation Services is forwarded to the Supply Services, so that the latter estimates these expenses and transport-related expenses. If it is a process of its own initiative, which also entails expenditure, the case is also forwarded to the Supply Services for budget estimation. If it does not entail expenditure, the case is submitted for approval. Following budgeting, the case is sent to the Accounting Services, for prior provision order.

07 and 10 Whether or not cases entail expenditure, all of them are submitted for authorization by an immediate superior. If authorization is granted, the case takes its course. If the managers of the IPV do not grant permission, whether upon request by an external entity or by its own initiative, the document is archived. If it pertains to an external request, filing is performed with record of the contact made with the organization, communicating the non-participation of the IPV.

08 If the invitation for participation in the fair is authorized, the Communication, Culture and Documentation Services confirms attendance at the fair with the organizers of the activity (by telephone or in writing), as well as all inherent logistics. The Communication, Culture and Documentation Services organize with participants the means of participation (booking and definition of the stand and respective panels). The Communication, Culture and Documentation Services prepares the IPV's promotional and informative material to be distributed at the fair (**IQ*09.01**). If it consists of an activity of its own initiative, its planning and implementation are carried out.

09 The Communication, Culture and Documentation Services requests transportation (**IMQ*04.14**) to move the group of participants and materials.

10 The file is closed.

ASSOCIATED FORMS

IMQ*04.14 transportation and driver request

```
         ┌─────────────────────────────┐
         │      edition planning        │
         │                             │
         ├──────┬──────────────────────┤
         │  01  │ Serv. Com. Cultura e Docum. │
         └──────┴──────────────────────┘

  ┌────┐           ◇
  │ 02 │        edition
  └────┘        planning          ┌────┐
              approval?   ──N──▶  │ 01 │
                                  └────┘
                 │ Y

         ┌─────────────────────────────┐
         │          edition             │
         │                             │
         ├──────┬──────────────────────┤
         │  03  │ Serv. Com. Cultura e Docum. │
         └──────┴──────────────────────┘

         ┌─────────────────────────────┐
         │ decision on the edition closedown │
         ├──────┬──────────────────────┤
         │  04  │      Presidente IPV   │
         └──────┴──────────────────────┘

  ┌────┐           ◇
  │ 05 │        closedown         ┌────┐
  └────┘       approved?  ──N──▶  │ 03 │
                                  └────┘
                 │ S

         ┌─────────────────────────────┐
         │        on-line edition       │
         ├──────┬──────────────────────┤
         │  06  │ Serv. Com. Cultura e Docum. │
         └──────┴──────────────────────┘

         ┌─────────────────────────────┐
         │         file closure         │
         ├──────┬──────────────────────┤
         │  07  │ Serv. Com. Cultura e Docum. │
         └──────┴──────────────────────┘
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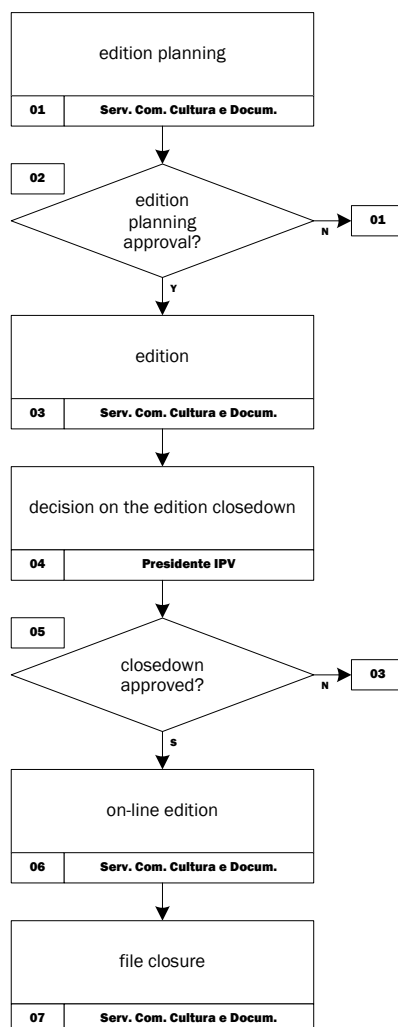
"Polistécnica" is an institutional information and communication review edited in digital support.

01 e 02 The planning of each issue of the Polistécnica review, developed by the review coordinator, is subject to approval of the IPV President. If not approved, the review coordinator proceeds to the reformulation of planning.

03 The selection of articles to be published as well as text formatting, correction, reformulation, writing, and graphic design work is carried out by the Communication, Culture and Documentation Services.

04 After concluding post-revision, the Communication, Culture and Documentation Services send the issue's proof to the President of the Polytechnic Institute of Viseu.

05 and 06 The President of the Polytechnic Institute of Viseu analysis the final version of the edition, and in case of non approval, the edition is reformulated according to the new guidelines. In case of closedown, the publication is forwarded to production: printing work and on-line editing.

07 The process documents are filed and stored by the Communication, Culture and Documentation Services.

ASSOCIATED FORMS

there are no associated forms

event, training or brief course proposal	
01	**Organizing Commission**

02 — entails expenditure/revenue? → **Y**

13 — entails expenditure? → **N**

28 — entails expenditure and revenue? → **N** → **02**

N (from 02)

proposal analysis	
03	**Responsible Body(ies)**

presentation or the expenditure forecast	
14	**Organizing Commission**

presentation or the expenditure and revenue forecast	
29	**Organizing Commission**

04 — authorized? → **N**

communication to the organizing committee	
05	**Responsible Body(ies)**

information on the provision of expenditure and on available funds	
15	**Accounting Services**

information on the provision of expenditure and on available funds	
30	**Accounting Services**

file closure	
06	**Organizing Commission**

event, training or brief course organization	
07	**Organizing Commission**

Y (from 04)

proposal analysis	
16	**Responsible Body(ies)**

proposal analysis	
31	**Responsible Body(ies)**

event, training or brief course performance	
08	**Organizing Commission**

17 — authorized? → **N** → **05**

32 — authorized? → **N** → **05**

preparation and presentation of the event, training or brief course report	
09	**Organizing Commission**

Y (from 17)

event, training or brief course organization	
18	**Organizing Commission**

Y (from 32)

fee values proposal	
33	**Responsible Body**

event, training or brief course report analysis	
10	**Responsible Body**

19 — goods or services needed? → **N** → **21**

34 — fee values approved? → **Y** → **36**

event, training or brief course report forward to the ipv president	
11	**Responsible Body**

Y (from 19)

	SPQ*04.01 acquisition of goods or services	
20		

N (from 34)

new fee values definition and communication to the responsible body	
35	**Management Council**

file closure	
12	**Responsible Body**

conduct of other expenditure proceedings	
21	**Accounting Services**

event, training or brief course organization	
36	**Organizing Commission**

event, training or brief course performance	
22	**Organizing Commission**

37 — goods or services needed? → **N** → **39**

forward of the expenditure data to the organizing committee	
23	**Accounting Services/Treasury**

Y (from 37)

	SPQ*04.01 acquisition of goods or services	
38		

A

B

A

preparation and presentation of the event, training or brief course report	
24	**Organizing Commission**

event, training or brief course report analysis	
25	**Responsible Body**

event, training or brief course report forward to the ipv president	
26	**Responsible Body**

file closure	
27	**Responsible Body**

B

conduct of other expenditure proceedings	
39	**Accounting Services**

delivery of the information about the amounts to collect for invoice issuing	
40	**Organizing Commission**

invoice issuing	
41	**Accounting Services**

payment	
42	**Participants/Sponsors**

receipt issuing and delivery to the participants and sponsors	
43	**Treasury**

event, training or brief course performance	
44	**Organizing Commission**

forward of the expenditure and revenue data to the organizing committee	
45	**Accounting Services/Treasury**

preparation and presentation of the event, training or brief course report	
46	**Organizing Commission**

event, training or brief course report analysis	
47	**Responsible Body**

event, training or brief course report forward to the ipv president	
48	**Responsible Body**

file closure	
49	**Responsible Body**

01 The commission that is organizing an event, training, or a brief course is responsible for preparing the proposal thereof, which shall be duly substantiated, including expenditure and revenue, if applicable.

02 and 03 If the event, training, or brief course does not involve expenditure or revenue, the responsible body appraises it and, if the event, training, or brief course is of a technical or scientific nature, the proposal is also appraised by the Scientific and Technical Council.

04 to 06 The non-approval of the organization of the event, training, or brief course is reported by the responsible body to the organization which closes the file.

07 and 09 If the event, training, or brief course is approved the responsible body organizes it and, following completion, submits a report to the responsible body for authorization.

10 to 12 The responsible body appraises the report, sending it to the presidency of the IPV for information purposes and closes the file.

13 to 15 If the event, training, or brief course only involves expenditure, the head of the organizing commission presents, together with the proposal, all forecasted expenditure, and the Accounting Services are entrusted with informing on the provision of expenditure and on available funds.

16 and 17 and 05 and 06 The responsible body appraises it and, if the event, training, or brief course is of a technical or scientific nature, the proposal is also appraised by the Scientific and Technical Council. The non-approval of the organization of the event, training, or brief course is reported by the responsible body to the organization which closes the file.

18 Following approval, the responsible body organizes the event, training, or brief course.

19 and 20 If acquisition of goods or services is required, the case follows the procedure described in subprocedure **SPQ*04.01** acquisition of goods or services.

21 If it involves other costs, such as overtime hours or reinforced security or cleaning, the Accounting Services carries out the processing thereof.

22 to 24 Following the event, training, or brief course, the Accounting Services send expenditure data to the organizing commission, who prepares and presents a report to the body in charge of authorization.

25 to 27 The responsible body appraises the report, sends it to the presidency of the IPV for information purposes and closes the file.

28 to 30 If the event, training, or brief course involves expenditure and revenue, the organizing commission presents, together with the proposal, all forecasted expenditure and revenue, and the Accounting Services are entrusted with informing on the provision of expenditure and on available funds.

31 and 32 and 05 and 06 The responsible body appraises it and, if the event, training, or brief course is of a technical or scientific nature, the proposal is also appraised by the Scientific and Technical Council. The non-approval of the organization of the event, training, or brief course is reported by the responsible body to the organization, which closes the file.

33 Following approval of the organization of the event, training, or brief course, the responsible body presents the proposal of fees that will be charged to the Management Council for deliberation. If the chargeable fee values have been previously approved by the Management Council, the procedure moves to section **36**.

34 and 35 The Management Council decides on the fee values and reports the maintenance or change of the proposed values to the responsible body.

36 The organizing commission is in charge of arranging the event/training action.

37 and 38 If acquisition of goods or services is required, the case follows the procedure described in subprocedure **SPQ*04.01** acquisition of goods or services.

39 If it involves other costs, such as overtime hours or reinforced security or cleaning, the Accounting Services carries out processing thereof.

40 and 41 The commission that is organizing the event, training, or brief course sends information on the amounts to charge to the Accounting Services to issue the respective invoices.

42 and 43 Following payment, the Accounting Services issue receipts and send them to the participants and sponsors.

44 and 46 After the event, training, or brief course, the Accounting Services send invoicing and expenditure data to the organizing commission and present a report to the responsible body for authorization.

47 to 49 The responsible body appraises the report, sends it to the presidency of the IPV for information purposes and closes the file.

ASSOCIATED FORMS

IMQ*09.04 application to a short training course

IMQ*09.06

space lending request		
01	**Interested Party**	

↓

record and forward		
02	**Recipient and Archive Services**	

↓

forward order		
03	**IPV President/UO President**	

↓

04 — available space? — N →

information to the interested party			file closure		
05	**Responsible Service**		06	**Responsible Service**	

Y ↓

07 — counterpart for the utilization? — Y →   **15** — utilization charge? — N →   **26** — utilization and other expenditure charge? — N →   **42** — expenditure charge? — N → **07**

N ↓ (07)   Y ↓ (15)   Y ↓ (26)   Y ↓ (42)

information for authorization			information, including charge values, for authorization			information, including charge and other expenditure values, for authorization			information, including expenditure values, for authorization		
08	**Responsible Service**		16	**Responsible Service**		27	**Responsible Service**		43	**Serviço responsável**	

↓

09 — utilization authorized? — N → **05**   **17** — utilization authorized? — N → **05**

conduct of expenditure proceedings			conduct of expenditure proceedings		
28	**Responsible Service**		44	**Serviço responsável**	

Y ↓   Y ↓   ↓   ↓

29 — utilization and expenditure authorized? — N → **05**   **45** — expenditure authorized? — N → **05**

information to the interested party			information to the interested party			information to the interested party			information to the interested party		
10	**Responsible Service**		18	**Responsible Service**		30	**Responsible Service**		46	**Responsible Service**	

↓ (Y from 29, Y from 45)

confirmation			confirmation			confirmation			confirmation		
11	**Interested Party**		19	**Interested Party**		31	**Interested Party**		47	**Interested Party**	

↓

space utilization			invoice issuing		
12	**Interested Party**		20	**Accounting Services**	

↓ A   ↓ B   ↓ C   ↓ D

A

space inspection following utilization and information if any damage is observed	
13	Responsible Service

file closure	
14	Responsible Service

B

payment	
21	Interested Party

receipt issuing	
22	Treasury

space utilization	
23	Interested Party

space inspection following utilization and information if any damage is observed	
24	Responsible Service

file closure	
25	Responsible Service

C

invoice issuing	
32	Accounting Services

payment	
33	Interested Party

receipt issuing	
34	Treasury

space utilization	
35	Interested Party

space inspection following utilization and information if any damage is observed	
36	Responsible Service

confirmation of other expenditure	
37	Responsible Service

invoice issuing	
38	Accounting Services

payment	
39	Interested Party

receipt issuing	
40	Treasury

file closure	
41	Responsible Service

D

space utilization	
48	Interested Party

space inspection following utilization and information if any damage is observed	
49	Responsible Service

confirmation of expenditure	
50	Responsible Service

invoice issuing	
51	Accounting Services

payment	
52	Interested Party

receipt issuing	
53	Treasury

file closure	
54	Responsible Service

01 Interested Parties are in charge of submitting a request to use IPV spaces, via completion of a form created for that purpose (IMQ*09.01) or through another means of written communication.

02 and 03 Requests are recorded at Recipient and Archive Services and sent to the President of the IPV or of the School, which forwards them to the responsible service.

04 to 06 The responsible service is entrusted with verification of the availability of the intended spaces and, if these are unavailable, with informing the intersted party and closing the file.

07 If the space is available on the intended date, the service checks if there is a counterpart for the utilization of the space.

07 to 09 If there is no counterpart, the responsible service informs the President, who decides on the authorization. If utilization is not authorized, the responsible service informs the intersted party and closes the file.

10 and 11 If utilization is authorized, the responsible service informs the intersted party, who must confirm the request made.

12 to 14 Following utilization of the space, the service inspect it, informing the President if any damage was observed, and closes the file.

15 to 17 If it is necessary to charge for the utilization, the responsible service informs the President for authorization purposes, providing data on the amounts to charge. The President decides on the authorization and, if the utilization is not authorized, the responsible service informs the interested party and closes the file.

18 and 19 If utilization is authorized, the responsible service informs the interested party, who must confirm the request made.

20 to 23 Following confirmation by the intersted party, the Accounting Services issue the invoice for utilization, and the intersted party can use the space upon payment of the amount of the issued receipt.

24 and 25 Following utilization of the space, the service inspects it, informing the President if any damage was observed, and closes the file.

26 to 29 If it is necessary to charge for the utilization and expenditure related therewith, the responsible service informs the President for approval, providing data on the amounts to charge for use and on the expected amounts for the related expenditure. The responsible service must process the expenditure procedure that will be attached to the information required for approval. The President decides on the authorization and, if utilization is not authorized, the responsible service informs the intersted party and closes the file.

30 and 31 If utilization is authorized, the responsible service informs the intersted party, who must confirm the request made.

32 to 35 Following confirmation by the intersted party, the Accounting Services issue the invoice regarding utilization, and the intersted party can use the space upon payment of the amount of the issued receipt.

36 and 37 Following utilization of the space, the service inspects it and confirms expenditure, informing the President.

38 to 41 Following expenditure confirmation, the Accounting Services issue the related invoice, the intersted party pays the amount indicated in the issued receipt and the file is closed.

42 to 45 If it is only necessary to charge the expenditure, the responsible service informs the President for approval, providing data on amounts expected for related expenses. The responsible service must process the expenditure procedure that will be attached to the information required for approval. The President decides on the authorization and, if utilization is not authorized, the responsible service informs the intersted party and closes the file.

46 and 47 If utilization is authorized, the responsible service informs the intersted party, who must confirm the request made.

48 and 49 Following utilization of the space, the service inspects it and confirms all expenditures, informing the President.

50 to 54 Following expenditure confirmation, the Accounting Services issue the invoice associated therewith, the intersted party pays the amount indicated in the issued receipt and the file is closed.

REMARK upon duly substantiated decision by the person in charge, payment may be performed after utilization of spaces (sections **21** and **33** of this procedure).

ASSOCIATED FORMS

IMQ*09.01 request for space lending

prices-setting	
01	**Responsible Body**

↓

prices approval	
02	**Management Council**

↓

dissemination of the available equipments and prices	
03	**Responsible Service**

↓

IMQ*09.07

equipment request	
04	**Intersted Party**

↓

05 request authorized?

— N →

information to the intersted party	
06	**Responsible Service**

→

file closure	
07	**Responsible Service**

Y ↓

08 request for internal use?

— N →

utilization fee payment	
09	**Intersted Party**

↓

receipt issuing and delivery	
10	**Treasury**

↓

| **11** |

Y ↓

IMQ*09.07

equipment collection and status check	
11	**Intersted Party/Responsible Service**

↓

equipment utilization	
12	**Intersted Party**

↓

IMQ*09.07

equipment delivery and status check	
13	**Intersted Party/Responsible Service**

↓

14 equipment delivery in compliance with the lending terms?

— N →

causes clearance	
15	**Intersted Party/Responsible Service**

→

payment of damages (w.a.)	
16	**Intersted Party**

Y ↓

registration of the equipment delivery and file closure	
17	**Responsible Service**

01 and 02 Pricing proposals for equipment lending are presented by the Responsible Boby to the Management Council, responsible for their approval.

03 Prices to be used by the services and available equipments are divulged in the form that is deemed more appropriate.

04 Requests for equipment lending must be performed by means of completion of a form for that purpose (IMQ*09.02).

05 to 07 Requests are conditional on the authorization from the President. Rejected requests are reported to the interested party by the responsible services, and files are closed.

08 to 10 Requests for external use are subject to a fee. Following payment, a receipt is issued and delivered to the interested parties.

11 Equipments are delivered to the intersted parties, after proof of payment where applicable. The equipment status on delivery must be recorded in the form used for that purpose (IMQ*09.02).

12 and 13 Following utilization, the interested party returns the equipment and the delivery status must be recorded in the form used for that purpose (IMQ*09.02).

14 to 16 Underlying causes of non compliance delivery with the lending terms must be verified. When applicable, compensation can be claimed to the interested party.

17 Equipment deliveries are registered and documents filed by the responsible services.

ASSOCIATED FORMS

IMQ*09.02 request for equipment lending

request	
01	**Applicant**

clarification or support	
02	**Access to Higher Education Office**

activity registration	
03	**Access to Higher Education Office**

activity report drawn up	
04	**Access to Higher Education Office**
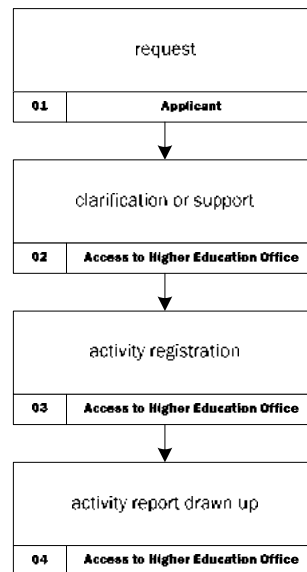
01 Requests for guidance are submitted by applicants for higher education and sent to the Access to Higher Education Office (GAES).

02 The Access to Higher Education Office provides the requested clarification or support.

03 Activities are recorded by the end of each day by the Access to Higher Education Office, in terms of online, face-to-face and telephone support (online registration and registration in person or over the telephone).

04 Results are included in the report of activities of the Access to Higher Education Office.

ASSOCIATED FORMS

there are no associated forms

requests for submission of application for higher education	
01	**Applicant**

02 special regimes? — Y →

acquisition and payment of the application form	
03	**Applicant**

N ↓

request for password or for password validation	
10	**Applicant**

application delivery	
04	**Applicant**

password validation	
11	**ECES/Access to Higher Education Of.**

application check	
05	**Access to Higher Education Office**

on-line submission	
12	**Applicant**

delivery of the application form duplicate to the applicant	
06	**Access to Higher Education Office**

delivery of the on-line application report to the applicant	
13	**Sup. Team Applic. to Higher Education**

delivery of the amounts charged to the accounting services	
07	**Access to Higher Education Office**

14 special quotas regimes? — Y →

on-line application reports and application elements forward to DGES	
15	**Access to Higher Education Office**

↓ **16**

delivery of the amounts charged to the DGES	
08	**Accounting Services**

N ↓

delivery of the amounts charged to the accounting services	
16	**Access to Higher Education Office**

application elements forward to DGES	
09	**Access to Higher Education Office**

↓ **17**

activity report drawn up	
17	**Access to Higher Education Office**

01 Requests for submission of applications for higher education are handed over by applicants to the Support Team for Applications to Higher Education (ECES), within the periods set by the Directorate-General for Higher Education (DGES).

02 to 09 In the case of special regimes, in which applications are made in person, applicants acquire an application form at the Access to Higher Education Support Office, which they should deliver after filling it in and attaching all supporting documents. Following verification of application elements the Access to Higher Education Office hands over the corresponding application form duplicate to the applicant. By the end of the day, the Access to Higher Education Office fills in a consignment note regarding the amount charged for the sale of the application forms, which it delivers to the Accounting Services. This service, in turn, transfers the received amounts to the DGES. By the end of the day, the Access to Higher Education Office forwards all application elements (completed forms and supporting documents) to the DGES.

10 to 13 In order to be able to submit their application for higher education, applicants must request a password at the DGES site (they can ask the support of the ECES or GAES for that purpose). They must validate that password with the ECES, at the GAES or at the corresponding high school, on the day of registration, to perform SATs. Following the

password validation, applicants can submit their application online, a process in which they can count on the support of the ECES. The ECES hands over the on-line application report to applicants and charges them the corresponding amount.

14 and 15 If the application is made under the so-called, the Access to Higher Education Office sends all application reports to the DGES by the end of the day, as well as documents supporting the quota category under which the application was made.

16 and 17 By the end of each day, the Access to Higher Education Office fills in a consignment note pertaining to the amount charged for the printing of the application reports and delivers it at the Accounting Services. After completion of all application phases the results are included in the Access to Higher Education Office activity report.

ASSOCIATED FORMS

there are no associated forms
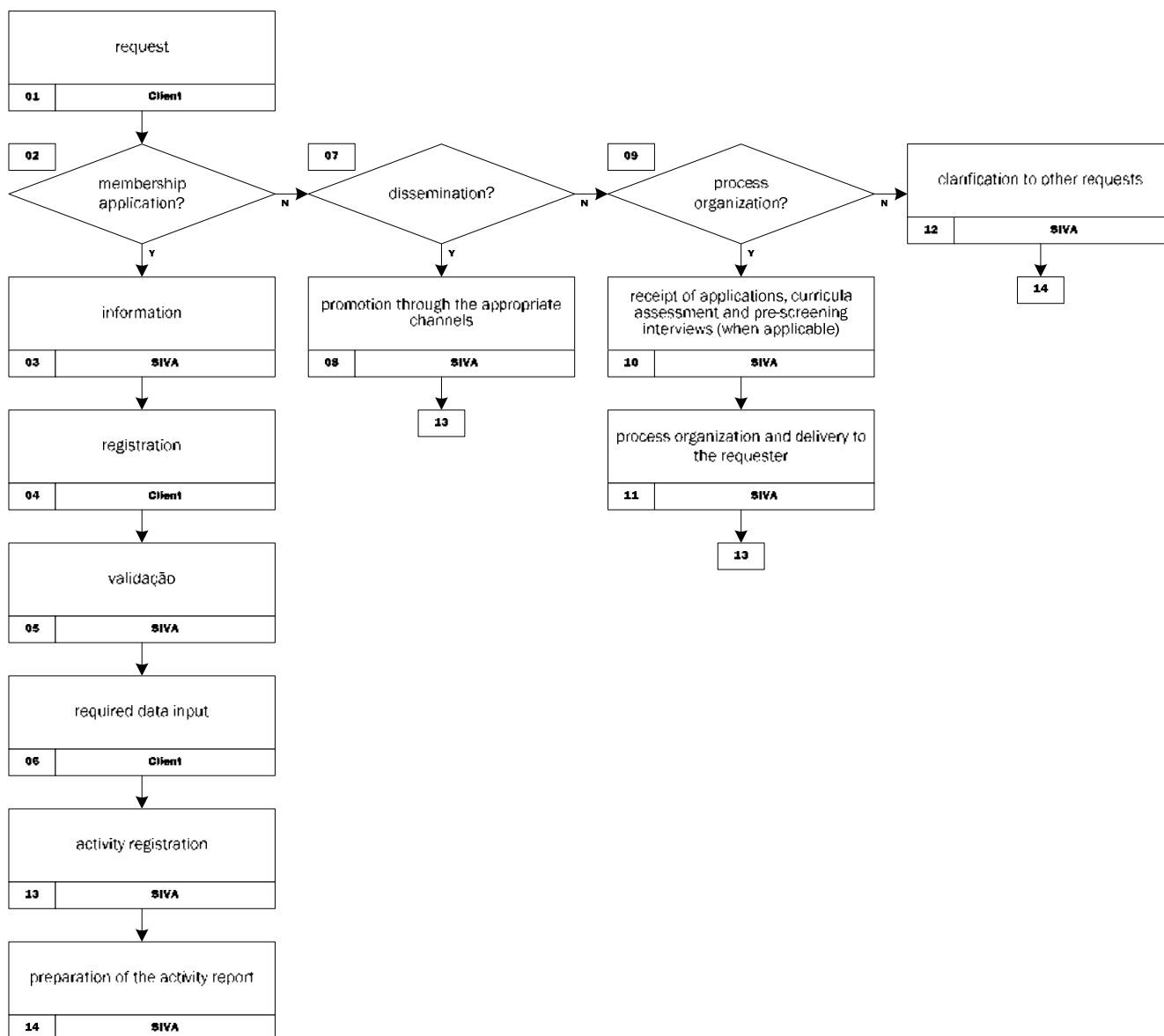
01 Requests for support to professional integration are submitted by clients, who can be students or graduates from the IPV or another institution, seeking for an opportunity of professional training and/or access to working life (job, internship, volunteer work, professional training, or other), or organizations, whether public or private, intending to recruit human resources for the types of opportunities mentioned above.

02 to 06 If the client intends to register himself/herself in the job-matching or in the teacher placement database, the Professional Integration Services provides necessary clarifications, the client carries out the registration which is validated by the Professional Integration Services and the required personal, academic and professional data is included in the corresponding database by the client.

REMARK 1 Curricula sent to the Polytechnic Institute of Viseu or to the organic units will be included in the teacher placement database.

REMARK 2 Curricula are included in the teacher placement database or a period of two years. Whenever the applicant consider relevant, he/she can update the curriculum.

REMARK 2 The Polytechnic Institute of Viseu is not bound to hiring any applicant registered in the teacher placement database.

07 and 08 If it consists of dissemination request, the work opportunity is promoted through the appropriate channels.

09 to 11 If it consists of a request of organization of a recruitment process, the Professional Integration Services takes necessary measures and sends requested data to the organization. Upon request, the Professional Integration Services receives and analyzes the curriculum of applications and performs pre-screening interviews to applicants

12 Whenever it consists of another type of request made by a client, the Professional Integration Services prepares necessary activities to ensure clarification/support requested. These activities essentially consist of providing information and guidance/monitoring of clients during their search for opportunities for professional integration (job, internship, training, volunteer work, research or other). The Professional Integration Services also ensures informative support in the production and use of job search tools (preparation of CV, letters of introduction, among others).

13 and 14 Professional Integration Services records activities developed and, by the end of the year, draws up the activity report.

ASSOCIATED FORMS

there are no associated forms
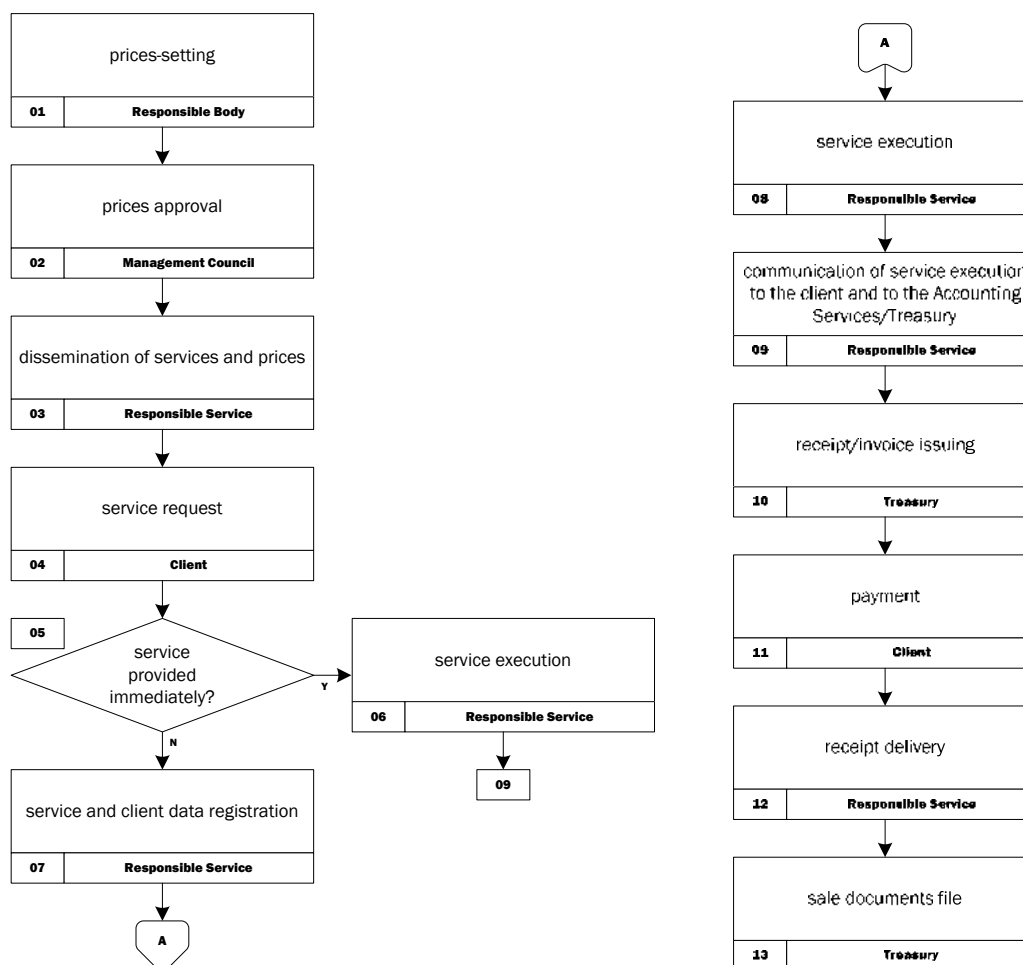
01 and 02 The prices of animal health and laboratory tests services must be proposed by the competent body and approved by the Management Board of the IPV.

03 Responsible services are in charge of the promotion of services and prices thereof, using the channels they deem more appropriate.

04 The request for the provision of animal health and/or laboratory tests services is performed through the completion of a service-specific form.

05 to 08 The service is carried out and the Responsible Services are responsible for recording said service and client data when it cannot be provided immediately.

09 Following the performance of the service, the Responsible Services inform the client and the Accounting Services/Treasury.

10 to 12 Treasury issues the invoice/receipt and, following payment, the receipt is sent/handed over to the client.

13 Archiving of sale documents is the responsibility of the Treasury.

ASSOCIATED FORMS

service-specific forms for service request

```
┌─────────────────────────────┐
│        prices-setting       │
├──────┬──────────────────────┤
│  01  │   Responsible Body   │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│        prices approval      │
├──────┬──────────────────────┤
│  02  │  Management Council  │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ dissemination of the        │
│ available goods and prices  │
├──────┬──────────────────────┤
│  03  │  Responsible Service │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐              IMQ*09.08
│   purchase order issuing    │
├──────┬──────────────────────┤
│  04  │       Client         │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ assignement of the purchase │
│ with a sequential number    │
│ and forward to the services │
│ for order picking           │
├──────┬──────────────────────┤
│  05  │  Responsible Service │
└──────┴──────────────────────┘
              │
   ┌────┐     ▼
   │ 06 │   ◇ good in stock? ◇ ──N──► ┌────┐
   └────┘                              │ 08 │
              │Y                       └────┘
              ▼
┌─────────────────────────────┐
│        order picking        │
├──────┬──────────────────────┤
│  07  │  Responsible Service │
└──────┴──────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│   information to the client │
├──────┬──────────────────────┤
│  08  │  Responsible Service │
└──────┴──────────────────────┘
              │
              ▼
             (A)
```

01 and 02 The price of any goods for sale shall be proposed by a competent body and approved by the Management Council of the IPV.

03 Responsible services are in charge of the promotion of goods available for sale and prices thereof, using the channels they deem more appropriate.

04 Purchase order forms (IMQ*09.03) are filled in by clients and can be forwarded to responsible services by e-mail or delivered in person.

05 Services which receive purchase order forms assign a sequential number thereto and forward them to responsible services according to type thereof: secondary regarding fresh products (vegetables, fruit, others) or supply and consumables in the case of storable products (wine, honey or olive oil).

06 to 08 If goods are in stock, the responsible services prepare orders and inform clients on availability of those goods. If these are out of stock, the responsible services inform clients on unavailability of items.

09 to 11 If the payment is made immediately, the Treasury issues the invoice/receipt and the client makes the payment.

12 to 14 Goods are delivered to clients on production of proof of payment. As for storable goods, the supply service records outgoing goods and issues the corresponding consignment note.

15 If payment is made by credit card, the Accounting Services issue the invoice.

16 to 18 Goods are delivered to clients. Regarding storable goods, the Supply Services records outgoing goods and issues the corresponding consignment note.

19 and 20 Clients pay for goods until the due date and the Treasury issue receipt thereof.

21 Filing of all sale documents is the responsibility of the Treasury.

REMARK procedure to be applied whenever the sale price is less than €300.00 (value-added tax not included) or in the situations specified in art. 9 (2) of Decree-Law 307/94, of December 21. In the remaining cases, legislation in force is applied.

IMPRESSOS ASSOCIADOS

IMQ*09.03 purchase order

01 LOGISTICS

a Contact the institutions promoting initiatives, and forwarding registrations or confirmation over the telephone the presence of the IPV in events. When these contacts are made, or further on, the details of participation are agreed upon: assembly and disassembly of stands, planning of briefing sessions (if applicable), among others.

b Booking and definition of a stand with the Communication, Culture and Documentation Services.

c Define and quantify human and technical resources to be allocated for attendance in the event.

d Booking transportation and drivers with the Supply Services.

e Communicate the time and location of outbound transportation to the schools participating in the event on behalf of the institution and send up-to-date and accurate participation programs in advance by e-mail.

f Organize promotional material to be taken to the event. This material is prepared by an auxiliary employee, in charge of that task, and handed over to the driver chosen to transport the representatives of the IPV who will participate in the competition (students, teachers, workers from schools or Central Services), which will manage it. The stand is assembled by the driver, who is entrusted to care for it, as well as the disassembly thereof.

02 USED RESOURCES

a Stand.

b Informative material:

b.1 File (including all information on schools and courses, such as study plans, goals and career prospects, average scores for admission into higher education schools, SATs, social support and mobility). This file is prepared by the IPV Vocational Guidance Commission.

b.2 Applicant's manual (paper and/or CD format) and/or leaflets with information on the IPV, courses and worth thereof; leaflets on the courses of the schools belonging to the IPV; leaflets from the Social Services – resources and support provided (and the terms under which it is given).

c Promotional material: in accordance with the provisions of the Communication, Culture and Documentation Services.

ASSOCIATED FORMS

there are no associated forms

The building of the Central Services, located at Av. José Maria Vale de Andrade, Campus Politécnico, 3504-510 Viseu, has, essentially aimed for use by the cluster of schools and services of the Polytechnic Institute of Viseu (IPV), spaces which may be granted for events organized by natural or legal persons, public or private entities or cooperatives external to the IPV, in particular in what regards the latter, to pursue the objectives covered by the mission of this institute.
This regulation is aimed at regulating this situation, in order to optimize the use of equipment in question.

ARTICLE 1 AREAS

a. AULA MAGNA

This space was designed to receive 396 people and sit them comfortably in an amphitheater, covering an area of approximately 500 m². The maximum height of the auditorium is around 9 m and the minimum is 2.8 m, and floors and walls are covered with wood.
Space package:
- 1 stage with 11 m x 6 m
- 1 AV projection booth with 7 m x 3 m
- 2 rooms for simultaneous interpretation with +/- 9 m²
- 1 coatroom/secretariat with +/- 16m²
- Restroom

This space is equipped with professional multimedia equipment:
- 18-channel stereo mixer
- Sony VPL_FX52 multimedia projector
- Press Box with 12 outputs
- Conference unit with 5 microphones, one of which is delegate
- K7 player/recorder
- Mini Disc player/recorder
- DVD player
- VHS player/recorder
- CD player
- 2 handheld wireless microphones (debate sessions)
- Rostrum equipped with a microphone
- Laptop for presentations on stage

Available power supply is 380 V x 32 A.

b. AUDITORIUM

Amphitheater-shaped space on floor 0, with seats for 62 people, in which floor and walls are covered with wood and extend over an area of approximately 64 m² and a maximum ceiling height of +/- 4m.
This space has a restroom.
This space is equipped with professional multimedia equipment:
- Multimedia projector
- K7 player/recorder
- Mini Disc player/recorder
- DVD player
- VHS player/recorder

c. FOYER OF THE AULA MAGNA

- Space with +/- 90 m²
- Ledges on walls to hang pictures
- Suspended (overhead) lighting

This space is mainly aimed at supporting activities which take place at the Aula Magna.
In order to optimize space use and earn maximum profit therefrom, it was equipped to meet the organization of exhibitions of painting, photography, sculptures, among other arts, promoted by the institute and schools thereof, as well as by external entities or personalities.
In exhibitions proposed by an external entity or personality, works to exhibit shall be previously presented for appraisal purposes. The answer can be favorable or not.
If the answer is favorable, amounts to charge shall be those in force on the day the request was made.
The Communication, Culture and Documentation Services and head thereof is responsible for assessing works to be displayed.
If the IPV decides so, the amounts to charge may be replaced by the offer of a work to the IPV on the part of the organization/artist. The work to offer shall be one of those on display and defined by mutual agreement between the IPV and the organization/artist.

d. TELEVISION STUDIO

The building of the Central Services of the IPV houses a television studio and related video and audio systems enabling record, edition and post-production thereof in a digital environment.

The TV studio covers a total area of 112 m², subdivided into two distinct but complementary spaces: image capture/recording area and image/sound control room.

Extending over 72 m², the space aimed at image and sound capture (the studio per se) has a lighting system with 16 spotlights, three video cameras, one of which with a teleprompter, several types of microphones, a chroma-key background and intercom and visualization systems.

The image/sound control room is the core of all installed equipment, given that audiovisual information from the studio or from external locations flows into it. It is in the image/sound control room that camera remote control devices, signal converters, character generators, as well as audio and video players/recorders, are located; brightness adjustment and control is performed herein, as well as audiovisual production.

Any doubt on the operation of the Television Studio of the IPV and which is not included in this regulation can be clarified by consulting the specific regulation in this space (attached).

e. CAFAC (TRAINING CENTER FOR PERFORMING ARTS)

The training center for performing arts (CAFAC) is a multipurpose space composed of a central area with 14 m x 10 m, equipped with a stage lighting system and sound system, a retractable worktop with 58 seats, a mirror room, two dressing rooms with 2 showers, 7 mirrors and workbench, restroom and bar.

ARTICLE 2 PROGRAM

Program for spaces mentioned in article 1 shall preferably take into account, if dates overlap the needs of the IPV, schools, students' associations, Academic Association, Tuna (musical group of Polytechnic students) of the IPV, Academic Choir of the IPV and workers of the IPV.

ARTICLE 3 SPACE REQUEST

a. Requests to use spaces mentioned in article 1 shall be formalized upon requisition addressed at the President of the IPV;

b. The requisition mentioned in the last paragraph may be included in a reference document which will be prepared by the services;

c. Requisitions shall be submitted at least 15 business days before the activity takes place;

d. Upon real scheduling, all those in charge of proper operation of spaces and equipment requested shall be notified by the head of the Communication, Culture and Documentation Services;

e. The requesting entity, after being informed on the approval of the request, has up to 5 business days prior to the event day to confirm that the event will effectively take place. Therefore, if the entity does not do so, the event organization shall be considered null and void;

f. The requisition shall include the event name, date and schedule, number of days required and respective schedules and expected number of attendants.

ARTICLE 4 OVERTIME, OTHER EXPENDITURE

a. All workers performing tasks beyond the working timetable period shall be entitled to receive overtime pay, which shall be borne by requesters, including entities exempted from use fees. The working timetable period corresponds to: Monday to Friday – 9.00 am to 0.30 pm/2.00 pm to 5.30 pm;

b. Requesters shall bear expenditure related to cleaning, safety and other costs the institute eventually has to cover, depending on the organization of the event;

c. Expenditure with flower arrangements or other items shall be borne by the requesting entity, and items shall be removed by the entity immediately after activities completion;

d. Expenditure with water, as well as with placement and replacement thereof on the conference table shall be borne by the requesting entity;

e. Tax on space rental shall be set taking into account the following schedule: 9.00 am to 1.00 pm - 2.00 pm to 6.00 pm - 8.00 pm to midnight;

f. The daily use period includes assembly, disassembly and/or rehearsal days, and the amount to pay, corresponding to 50% of the value principally charged on the loaned space, plus the values of services considered indispensable by the IPV, for hygiene, safety or other reasons.

ARTICLE 5 EXEMPTIONS

01 The following institutions and schools are exempt from applicable payments, without prejudice to payment of costs provided for in article 4:

a. Polytechnic Institute of Viseu;

b. Schools of the IPV;

c. Academic Association of the IPV and Students' Associations of schools thereof;

d. Tunas of the IPV;

e. Academic Choir of the IPV.

02 A 50% discount on amounts in force shall be granted, without prejudice to the payment of overtime-related costs, to:

a. Primary education establishments, high schools and vocational schools;

b. Charities.

03 Facilities covered by this regulation shall not be granted, unless permitted by law, to religious denominations, political parties and trade unions. In the case of unions, this rule does not apply to those representing the interests of workers within the IPV.

04 Price lists regarding spaces mentioned in article 1 are reviewed on an annual basis.

05 The President of the IPV may exempt organizing entities not included in paragraphs 1 and 2 of this article from fees, taking into account the importance of the event for the technical and scientific development of the region, as well as for the prestige of the IPV and the collaboration provided in activities of the institute.

ARTICLE 6 BAR SERVICE

Schedule – Monday to Friday - 8.30 am to 12.00 pm/2.00 pm to 5.30 pm

a. Upon real scheduling, the head of the Communication, Culture and Documentation Services shall notify Social Services, which shall take necessary measures to ensure smooth running of the bar service on the day of the event;

b. The bar service shall be provided under the conditions and with prices applied in in-house operation;

c. The bar service may operate beyond the working timetable period, upon request to the Social Services.

ARTICLE 7 SPACE USAGE RULES

a. Develop a civic conduct before others, abstaining from eating, drinking, smoking, carrying objects and/or act in a way that disturbs normal running of activities;

b. Take care of physical spaces, devices and equipment, abstaining from any conduct resulting in damages thereto;

c. Strictly comply with safety standards;

d. Respect information provided by collaborators from the Polytechnic Institute of Viseu;

e. All spaces granted shall be returned neat and tidy;

f. Posting of posters or other types of information outside panels specifically indicated for that purpose shall not be allowed;

g. Commercial promotion of products or goods during authorized events shall be communicated in advance, and the IPV reserves the right to forbid the event if it does not meet the parameters that govern the institution;

h. Taking pictures, filming and making sound recordings in any area mentioned in article 1 of this regulation are forbidden, unless it has been previously authorized by the IPV Presidency. If taking pictures, filming, making sound recordings or capturing images are authorized, circulation should be done without affecting smooth running of activities taking place on the respective space;

i. Entities authorized to use the facilities are responsible for activities developed and damages caused, in particular by third parties, during the utilization period;

j. Damages caused during activities shall always entail restoration of damaged goods back to their condition on the utilization date or payment of the amount of damages caused;

k. The IPV accepts no liability whatsoever for eventual theft occurring during the activity;

l. On spaces mentioned in paragraphs a, b and e of article 1, the number of places available on each space shall be strictly respected, under penalty of cancellation of the activity to develop.

ARTICLE 8 MATERIAL AND EQUIPMENT

a. Stationary and movable equipment available in facilities is owned by the IPV, hence utilization thereof can only be performed by collaborators of the institution, even when facilities have been previously granted to any entity;

b. Installation of equipment required for the realization of any event can only be carried out in the presence of an IPV collaborator.

ARTICLE 9 LICENSES AND INTELLECTUAL PROPERTY RIGHTS

Besides other duties arising from this regulation, users of IPV spaces must mandatorily comply with and ensure compliance of all laws and regulations, including municipal regulations, as well as intellectual property rights, applicable to the realization of the event organized, and obtain, at their own expense, all authorizations and licenses required for that purpose. Supporting documents shall be delivered at the Communication, Culture and Documentation Services, within five days before space utilization.

ARTICLE 10 ACTIVITIES PROMOTION

During promotion of events to be performed by entities to which IPV spaces are loaned free of charge, the Polytechnic Institute of Viseu shall be a support entity.

ARTICLE 11 FINAL PROVISIONS

Doubts arising from implementation of this regulation shall be clarified by means of an order by the President of the Polytechnic Institute of Viseu.

Polytechnic Institute of Viseu, November, 27th, 2012
The president of the Polytechnic Institute of Viseu

Engenheiro Fernando Lopes Rodrigues Sebastião

CHAPTER I GENERAL PROVISIONS

ARTICLE 1 OBJECT

This Regulation sets the conditions for equipment utilization, services provided and physical spaces of the TV studio of the Central Services of the Polytechnic Institute of Viseu.

ARTICLE 2 SCOPE

This Regulation applies to the TV studio of the Central Services of the Polytechnic Institute of Viseu, hereinafter referred to as "TV studio".

CHAPTER II USERS

ARTICLE 3 USERS

The users of the TV studio of the Central Services of the Polytechnic Institute of Viseu:

01 Students, teachers, researchers and collaborators of the Polytechnic Institute of Viseu and Schools;
02 Natural or legal persons, upon authorization from a superior;
03 Entities in charge of archives, document and/or information services, following conclusion of collaboration contracts/protocols.

ARTICLE 4 USERS' RIGHTS

01 Receive information on standards included in this regulation;
02 Use physical spaces, equipment and services under the conditions set in this regulation, as well as under those defined and divulged by the responsible services;
03 Have access to equipment installed in the TV studio under operational conditions;
04 Receive information on equipment and services of the TV studio and submit suggestions and/or complaints.

ARTICLE 5 USERS' DUTIES

01 Develop a civic conduct before others, abstaining from eating, drinking, smoking, carrying objects and/or act in a way that disturbs normal running of activities in the TV studio;
02 Take care of physical spaces, devices and equipment, abstaining from any conduct resulting in damages thereto;
03 Strictly comply with safety standards;
04 Respect information provided by collaborators of the TV studio.

CHAPTER III TV STUDIO UTILIZATION

ARTICLE 6 TV STUDIO UTILIZATION

01 Utilization of the facilities, equipment and services of the TV studio is subject to prior authorization.
02 The users of the TV studio shall check if equipment they will handle is operational.
03 During the period of utilization of the TV studio, opening, disassembling or moving equipment is forbidden, except for technical interventions.
04 Malfunctions or breakdowns in devices or equipment shall be immediately reported to the collaborators of the TV studio.
05 Liquids and materials easily degradable shall only be accepted in the TV studio if they are properly packed and handled.
06 Flammable, toxic or explosive substances are not allowed in the facilities of the TV studio.
07 Facilities shall remain clean and equipment stored and operational following their utilization by the TV studio.

ARTICLE 7 WORKING PERIOD

01 The working period of the TV studio covers two periods, from Monday to Friday: 9.00 am to 0.30 pm and 2.00 pm to 5.30 pm.
02 The working period may change throughout the year, depending on the school calendar or in-house or external requests.

CHAPTER IV MISUSE AND DAMAGES

ARTICLE 8 RESPONSIBILITY

01 The users of the TV studio may be held liable for possible breakdowns or damages in devices or equipment installed whenever they use it negligently, outside its operational scope or contrary to this regulation.
02 Malfunctions or breakdowns in devices or equipment under the responsibility of the user may entail compensation.
03 The user who removes or attempts to remove devices or equipment from the TV studio is subject to an internal investigation procedure, during which all the rights of the user are suspended.

CHAPTER V UNRULINESS

ARTICLE 9 UNRULY CONDUCT

01 The user who behaves in an unruly manner or disturbs normal running of activities must abandon the facilities, upon indication of the collaborators of the TV studio.
02 Refusal to leave the facilities, the seriousness and/or recurrence of unruly or disorderly behavior entail opening of an internal investigation procedure, during which all the rights of the user are suspended.

ARTICLE 10 NON-COMPLIANCE TO THE REGULATION

01 The user who breaches standards in this regulation shall be subject to penalties that may be implemented within the scope of a disciplinary procedure.

02 The conduct of users which may be considered a criminal offence shall be reported to the competent public prosecutor's office.

CHAPTER VI FINAL PROVISIONS

ARTICLE 11 UNEXPECTED SITUATIONS

Situations omitted in this regulation shall be handled by the head of the TV studio, whose decision may give rise to an appeal to the President of the Polytechnic Institute of Viseu or person empowered to do so.

ARTICLE 12 ENTRY INTO FORCE

This regulation comes into force upon approval by the Presidency of the Polytechnic Institute of Viseu.
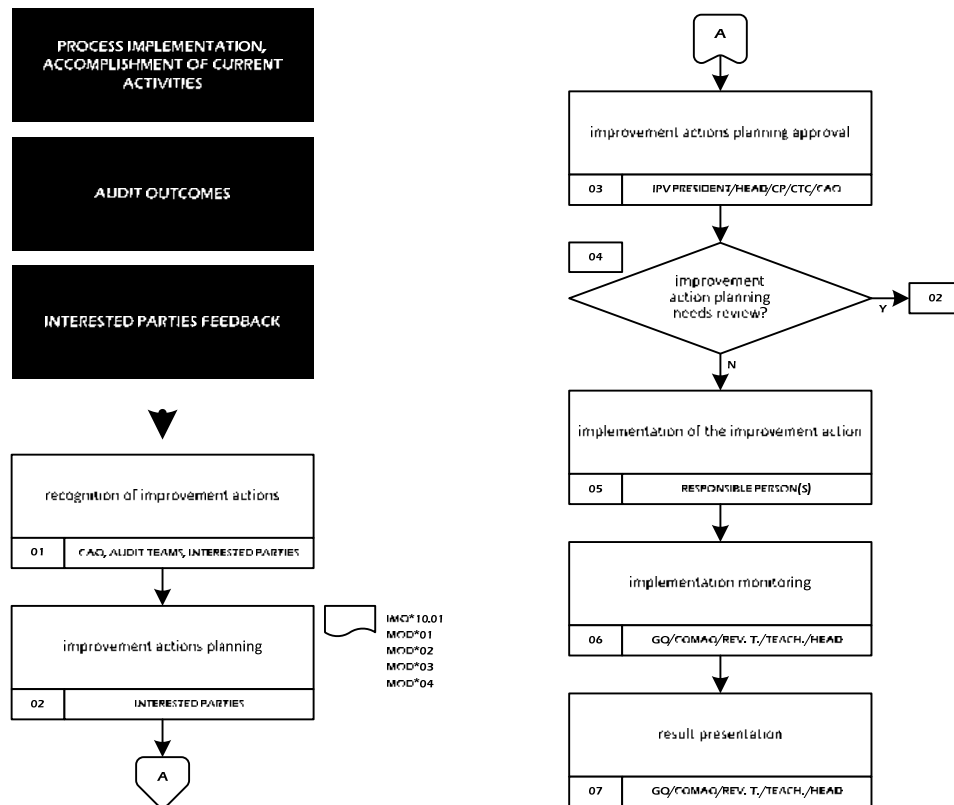
Improvement actions may be recognized, among others, during process implementation, accomplishment of current activities, audits and from the interested parties feedback. These actions include corrections, correction actions, preventive actions and improvement actions.

01 and 03 The recognition of an improvement action requires its registration, by means of using a specific form (**IMQ*10.01**) or through the organic unit report (**MOD*01**), the study programme periodical review report (**MOD*02**), the curricular unit report (**MOD*03**) or the study programme report (**MOD*04**).

04 The President of the Polytechnic Institute of Viseu approves the action plans (**IMQ*01.07**). The organic unit report (**MOD*01**) are also approved by the President of the Polytechnic Institute of Viseu and ratified by the Quality and Assessment Council. The study programme periodical review reports (**MOD*02**) are approved by the Technical and Scientific Councils upon provision of advice by the Pedagogical Council, the curricular unit reports (**MOD*03**) are validated by the Study Programme or Department Heads and the study programme reports (**MOD*04**) are approved by the Technical and Scientific Councils upon provision of advice by the Pedagogical Council.

05 Upon approval, the implementation of the improvement actions is mandatory, in accordance with the approved plan.

06 e 07 At regular intervals, monitoring is carried out, and results are presented in the quality balance (**IMQ*01.07**), by the Quality Manager, or in the organic unit reports (**MOD*01**), by the Quality and Assessment Commissions, in the study programme periodical review reports (**MOD*02**), by the review teams, in the curricular unit reports (**MOD*03**), by teachers, or in the study programme reports (**MOD*04**), by the Study Programme or Department Heads.

IMPRESSOS ASSOCIADOS
IMQ*01.01 quality balance
IMQ*10.01 action plan
MOD*01 organic unit report template
MOD*02 study programme periodical review report template
MOD*03 curricular unit report template
MOD*04 study programme report template

INTERNAL QUALITY ASSURANCE SYSTEM PLANNING AND REVIEW

IMQ*11.01

preparation of the internal audit programme	
01	Quality Manager

02 programme aproved?

internal audit programme reformulation	
03	Quality Manager

02

internal audit programme dissemination	
04	Quality Manager

IMQ*11.02

preparation and transmission of the audit plan to the auditee	
05	Audit Team

conduct of the audita	
06	Audit Team

IMQ*11.03

preparation and transmission of the audit report to the quality manager	
07	Audit Team

consistency check between the audit report and the closing meeting of the audit	
08	Quality Manager

09 consistency checked?

solicitation to the audit team to redraft the audit report	
10	Quality Manager

07

transmission of the audit report to the auditee	
11	Quality Manager

A

A

certificate emission, signature and transmission to the auditors	
12	IPV President/GQ

13 contradictory to the report?   N   **19**

transmission of the contradictory to the audit team	
14	Quality Manager

contradictory analysis and information or reformulation of the audit report	
15	Audit Team

transmission of the information or reformulation of the audit report to the auditee	
16	Quality Manager

17 replacement audit needed?   Y

audit team definition and transmission of the information about the replacement audit	
18	CAQ/ComQ/Quality Manager

05

auditors assessment	
19	Quality Manager

internal audit programme monitoring and dissemination to the auditors	
20	Quality Manager

21 objection to assessment?   Y

objection analysis and information for decision	
22	Quality Manager

N

internal audit programme monitoring analysis	
25	CAQ

decision about the objection	
23	IPV President

internal audit programme monitoring dissemination	
26	Quality Manager

information about the objection decision to the auditor	
24	Quality Manager

25

01 The audit program on the internal quality assurance system is prepared by the Quality Manager and includes its objectives and those of each audit, the scope, number, type, duration, locations and schedules of audits, risk identification, program procedures, audit criteria and methods, selection of audit teams, criteria for assessing auditors, required resources, including travels and accommodations, as well as a reference to procedures to handle confidentiality issues, data security, safety and health at work and the like (**IMQ*11.01**).

02 and 03 The program is presented to the Quality and Assessment Council, and this body can request redraft thereof.

04 Following approval, the program is disseminated through the most appropriate channels.

05 The audit team is in charge of preparing the audit plan (**IMQ*11.02**), reporting thereof to the auditee(s) and to the quality manager and requesting documents or information it deems necessary to conduct the audit

06 The audit team carries out the audit, in accordance with provisions in the corresponding plan.

07 and 08 The audit results in a report (**IMQ*11.03**), prepared by the audit team, including observations made and indication of possible improvement opportunities or nonconformities detected. This report is delivered to the quality manager who confirms the consistency between the report content and the report of the audit team at the audit closing meeting.

09 and 10 If the quality manager finds that there is no consistency between the report content and the report of the audit team at the audit closing meeting, requests the redraft of the report.

11 Following confirmation, the quality manager sends the report to the auditee(s).

12 Certificates of the audit are issued by the Quality Manager, signed by the IPV President and sent to all auditors.

13 to 15 The auditee(s) can initiate an adversarial procedure on the report which is sent to the audit team so that the latter express their opinion. The team is responsible for issuing information of acceptance of the adversarial procedure, information of non-acceptance of the adversarial procedure or redrafting the audit report.

16 and 17 The decision of the audit team is sent to the auditee(s) and, if the audit team still disagrees with the auditee(s), a replacement audit shall be conducted.

18 Audit teams for replacement audits are set up by the Quality and Assessment Council or by the Quality Commissions and the quality manager sends information on the audit to be carried out to the audit team (planned date and schedule, deadlines to meet, associated documents and contacts of participants).

19 Following the performance of audits, the Quality Manager carries out the assessment of the elements of the audit teams and informs them individually using the channels deemed most appropriate.

21 to 24 Each auditor can lodge an objection to the assessment made. The objection is examined by the Quality Manager, who reports to the IPV President so that the latter can make a decision. The President's decision is reported to the auditor through the channels deemed most appropriate.

25 and 26 The Quality Manager prepares, every six months, monitoring of the audit program. This monitoring is submitted to the Quality and Assessment Council, which is responsible for the analysis and formulation of changes or guidelines for the program of the following calendar year. The program monitoring is disseminated through the most appropriate channels.

ASSOCIATED FORMS

IMQ*11.01 audit programme
IMQ*11.02 audit plan
IMQ*11.03 audit report

QUALITY ASSURANCE MANUAL
ANNEXES

VERIFIED BY
LUÍSA OLIVEIRA E CUNHA
IPV QUALITY MANAGER

APPROVED BY
JOÃO MONNEY PAIVA
IPV PRESIDENT

01 POLICY FOR QUALITY ASSURANCE[A]

QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOC.
●	●	●	●	●	●	●	●	●	●	●	●	●

institutions should have a policy for quality assurance that is made public and forms part of their strategic management.

internal stakeholders should develop and implement this policy through appropriate structures and processes, while involving external stakeholders

policies and processes are the main pillars of a coherent institutional quality assurance system that forms a cycle for continuous improvement and contributes to the accountability of the institution

it supports the development of quality culture in which all internal stakeholders assume responsibility for quality and engage in quality assurance at all levels of the institution

in order to facilitate this, the policy has a formal status and is publicly available

quality assurance policies are most effective when they reflect the relationship between research and learning & teaching and take account of both the national context in which the institution operates, the institutional context and its strategic approach. such a policy supports:

☛ the organisation of the quality assurance system

☛ departments, schools, faculties and other organisational units as well as those of institutional leadership, individual staff members and students to take on their responsibilities in quality assurance

☛ academic integrity and freedom and is vigilant against academic fraud

☛ guarding against intolerance of any kind or discrimination against the students or staff

☛ the involvement of external stakeholders in quality assurance

the policy translates into practice through a variety of internal quality assurance processes that allow participation across the institution. how the policy is implemented, monitored and revised is the institution's decision

the quality assurance policy also covers any elements of an institution's activities that are subcontracted to or carried out by other parties

02 DESIGN AND APPROVAL OF PROGRAMMES[A]

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
			●										●

institutions should have processes for the design and approval of their programmes

the programmes should be designed so that they meet the objectives set for them, including the intended learning outcomes

the qualification resulting from a programme should be clearly specified and communicated, and refer to the correct level of the national qualifications framework for higher education and, consequently, to the framework for qualifications of the european higher education area

study programmes are at the core of the higher education institutions' teaching mission

they provide students with both academic knowledge and skills including those that are transferable, which may influence their personal development and may be applied in their future careers

programmes:

☛ are designed with overall programme objectives that are in line with the institutional strategy and have explicit intended learning outcomes

☛ are designed by involving students and other stakeholders in the work

☛ benefit from external expertise and reference points

☛ reflect the four purposes of higher education of the council of europe *

☛ are designed so that they enable smooth student progression

☛ define the expected student workload, e.g. in ects

☛ include well-structured placement opportunities where appropriate (placements include traineeships, internships and other periods of the programme that are not spent in the institution but that allow the student to gain experience in an area related to their studies)

☛ are subject to a formal institutional approval process

* purposes of higher education: preparation for sustainable employment, preparation for life as active citizens in democratic societies, personal development, development and maintenance, through teaching, learning and research, of a broad, advanced knowledge base

03 STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENTᴬ

QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
●							●					●

institutions should ensure that the programmes are delivered in a way that encourages students to take an active role in creating the learning process, and that the assessment of students reflects this approach.

student-centred learning and teaching plays an important role in stimulating students' motivation, self-reflection and engagement in the learning process

this means careful consideration of the design and delivery of study programmes and the assessment of outcomes

the implementation of student-centred learning and teaching

☛ respects and attends to the diversity of students and their needs, enabling flexible learning paths

☛ considers and uses different modes of delivery, where appropriate

☛ flexibly uses a variety of pedagogical methods

☛ regularly evaluates and adjusts the modes of delivery and pedagogical methods

☛ encourages a sense of autonomy in the learner, while ensuring adequate guidance and support from the teacher

☛ promotes mutual respect within the learner-teacher relationship

☛ has appropriate procedures for dealing with students' complaints

considering the importance of assessment for the students' progression and their future careers, quality assurance processes for assessment take into account the following:

☛ assessors are familiar with existing testing and examination methods and receive support in developing their own skills in this field

☛ the criteria for and method of assessment as well as criteria for marking are published in advance

☛ the assessment allows students to demonstrate the extent to which the intended learning outcomes have been achieved. students are given feedback, which, if necessary, is linked to advice on the learning process

☛ where possible, assessment is carried out by more than one examiner

☛ the regulations for assessment take into account mitigating circumstances

☛ assessment is consistent, fairly applied to all students and carried out in accordance with the stated procedures

☛ a formal procedure for student appeals is in place

04 STUDENT ADMISSION, PROGRESSION, RECOGNITION AND CERTIFICATION[A]

QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
●												●

institutions should consistently apply pre-defined and published regulations covering all phases of the student "life cycle", e.g. student admission, progression, recognition and certification

providing conditions and support that are necessary for students to make progress in their academic career is in the best interest of the individual students, programmes, institutions and systems

it is vital to have fit-for-purpose admission, recognition and completion procedures, particularly when students are mobile within and across higher education systems

it is important that access policies, admission processes and criteria are implemented consistently and in a transparent manner

induction to the institution and the programme is provided

institutions need to put in place both processes and tools to collect, monitor and act on information on student progression

fair recognition of higher education qualifications, periods of study and prior learning, including the recognition of non-formal and informal learning, are essential components for ensuring the students' progress in their studies, while promoting mobility

appropriate recognition procedures rely on

☛ institutional practice for recognition being in line with the principles of the lisbon recognition convention

☛ cooperation with other institutions, quality assurance agencies and the national enic/naric centre with a view to ensuring coherent recognition across the country

graduation represents the culmination of the students' period of study

students need to receive documentation explaining the qualification gained, including achieved learning outcomes and the context, level, content and status of the studies that were pursued and successfully completed

05 ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES[A]

QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
		●										

institutions should monitor and periodically review their programmes to ensure that they achieve the objectives set for them and respond to the needs of students and society

these reviews should lead to continuous improvement of the programme. any action planned or taken as a result should be communicated to all those concerned

regular monitoring, review and revision of study programmes aim to ensure that the provision remains appropriate and to create a supportive and effective learning environment for students

they include the evaluation of:

☛ the content of the programme in the light of the latest research in the given discipline thus ensuring that the programme is up to date

☛ the changing needs of society

☛ the students' workload, progression and completion

☛ the effectiveness of procedures for assessment of students

☛ the student expectations, needs and satisfaction in relation to the programme

☛ the learning environment and support services and their fitness for purpose for the programme

programmes are reviewed and revised regularly involving students and other stakeholders

the information collected is analysed and the programme is adapted to ensure that it is up-to-date. revised programme specifications are published

06 RESEARCHB

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
									●				

the institution adopts mechanisms to promote, assess and enhance the scientific, technological, artistic and high level professional development activity appropriate to its institutional mission
the research and development policies of the institution include, namely
☛ mechanisms for institutionalisation and management of research
☛ mechanisms for articulation between teaching and research, namely on student contact with research and innovation activities from the first years
☛ mechanisms for economic valorisation of knowledge
☛procedures for the monitoring, assessment and enhancement of human and material resources allocated to research and development, of scientific, technological and artistic production, of the results of the valorisation of knowledge and of the results of articulation between teaching and research

07 COOPERATION WITH AND FOR THE COMMUNITYB

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
										●			

the institution adopts mechanisms to promote, assess and enhance collaboration with other institutions and with the community, namely regarding its contribution to regional and national development
in the ambit of its external relations policy, the institution has in place procedures to promote, monitor, assess and enhance interface and external action activities, namely with regard to
☛ inter-institutional collaboration
☛ services to the community
☛ cultural, sporting and artistic external action
☛ integration in national projects and partnerships
☛ contribution to regional and national development, in accordance with its institutional mission
☛ collection of own income, through the activities undertaken

08 INTERNATIONAL COOPERATIONB

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
							●						

the institution adopted mechanisms which allow it to promote, assess and improve its international cooperation activities
in the ambit of its internationalisation policies, the institution defined procedures to promote, monitor, assess and improve international activities, namely those in relation to
☛ participation/coordination of international education and training activities
☛ participation/coordination in international research projects
☛ the mobility of students, teachers and other staff

09 HUMAN RESOURCES[A]

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
				●									

institutions should assure themselves of the competence of their teachers

they should apply fair and transparent processes for the recruitment and development of the staff

the teacher's role is essential in creating a high quality student experience and enabling the acquisition of knowledge, competences and skills

the diversifying student population and stronger focus on learning outcomes require student-centred learning and teaching and the role of the teacher is, therefore, also changing

higher education institutions have primary responsibility for the quality of their staff and for providing them with a supportive environment that allows them to carry out their work effectively

such an environment

☛ sets up and follows clear, transparent and fair processes for staff recruitment and conditions of employment that recognise the importance of teaching

☛ offers opportunities for and promotes the professional development of teaching staff

☛ encourages scholarly activity to strengthen the link between education and research

☛ encourages innovation in teaching methods and the use of new technologies

10 LEARNING RESOURCES AND STUDENT SUPPORT[A]

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
				●	●	●							

institutions should have appropriate funding for learning and teaching activities and ensure that adequate and readily accessible learning resources and student support are provided

for a good higher education experience, institutions provide a range of resources to assist student learning

these vary from physical resources such as libraries, study facilities and it infrastructure to human support in the form of tutors, counsellors and other advisers

the role of support services is of particular importance in facilitating the mobility of students within and across higher education systems

the needs of a diverse student population (such as mature, part-time, employed and international students as well as students with disabilities), and the shift towards student-centred learning and flexible modes of learning and teaching, are taken into account when allocating, planning and providing the learning resources and student support

support activities and facilities may be organised in a variety of ways depending on the institutional context

however, the internal quality assurance ensures that all resources are fit for purpose, accessible, and that students are informed about the services available to them

in delivering support services the role of support and administrative staff is crucial and therefore they need to be qualified and have opportunities to develop their competences

11 INFORMATION MANAGEMENT[A]

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
	●	●	●	●	●	●	●	●	●	●	●	●	●

institutions should ensure that they collect, analyse and use relevant information for the effective management of their programmes and other activities

reliable data is crucial for informed decision-making and for knowing what is working well and what needs attention

effective processes to collect and analyse information about study programmes and other activities feed into the internal quality assurance system

the information gathered depends, to some extent, on the type and mission of the institution. the following are of interest:

☛ key performance indicators
☛ profile of the student population
☛ student progression, success and drop-out rates
☛ students' satisfaction with their programmes
☛ learning resources and student support available
☛ career paths of graduates

various methods of collecting information may be used

it is important that students and staff are involved in providing and analysing information and planning follow-up activities

12 PUBLIC INFORMATION[A]

	QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
	●	●									●	●	●

institutions should publish information about their activities, including programmes, which is clear, accurate, objective, up-to date and readily accessible

information on institutions' activities is useful for prospective and current students as well as for graduates, other stakeholders and the public

therefore, institutions provide information about their activities, including the programmes they offer and the selection criteria for them, the intended learning outcomes of these programmes, the qualifications they award, the teaching, learning and assessment procedures used, the pass rates and the learning opportunities available to their students as well as graduate employment information

13 CYCLICAL EXTERNAL QUALITY ASSURANCE[A]

QAM	PQ*01	PQ*02	PQ*03	PQ*04	PQ*05	PQ*06	PQ*07	PQ*08	PQ*09	PQ*10	PQ*11	OTHER DOCS
●	●	●	●	●	●	●	●	●	●	●	●	●

institutions should undergo external quality assurance in line with the esg on a cyclical basis

external quality assurance in its various forms can verify the effectiveness of institutions' internal quality assurance, act as a catalyst for improvement and offer the institution new perspectives

it will also provide information to assure the institution and the public of the quality of the institution's activities

institutions participate in cyclical external quality assurance that takes account, where relevant, of the requirements of the legislative framework in which they operate

therefore, depending on the framework, this external quality assurance may take different forms and focus at different organisational levels (such as programme, faculty or institution)

quality assurance is a continuous process that does not end with the external feedback or report or its follow-up process within the institution

therefore, institutions ensure that the progress made since the last external quality assurance activity is taken into consideration when preparing for the next one

SOURCES [A] A3ES REFERENCES [B] EUROPEAN STANDARDS AND GUIDELINES

REF.	NAME	APPLICATION METHOD	ASSOCIATED. PROCEDURES	ASSESSES	IMPLEMENTATION
QUEST*SAT.01	questionnaire on student satisfaction with the curricular unit	sigq platform	pq*07	students' satisfaction with the curricular units	every six months or annually, to the students of all curricular units
QUEST*SAT.02	questionnaire on student satisfaction with the internship, dissertation or project	sigq platform	pq*07	students' satisfaction with internship, dissertation or project	yearly, to all students performing an internship, dissertation or project
QUEST*SAT.03	questionnaire on student satisfaction with the study programme and the school	sigq platform	pq*07	students' satisfaction with the study programme and the school	yearly, to all senior students
QUEST*SAT.04	questionnaire on employers satisfaction	sigq platform	pq*07	satisfaction of employers regarding the qualifications of the ipv graduates	every six years, per study programme, to all the employers
QUEST*SAT.05	questionnaire on graduate satisfaction	sigq platform	pq*07	graduates' satisfaction with the study programme	yearly, to all graduates for at least one year
IMQ*03.10	employee satisfaction survey	in person	pq*03	satisfaction of teaching and support staff	every four years, to teaching and support staff
INQ*SAT.01	customer satisfaction survey	in person	pq*05 pq*09	satisfaction of customers regarding services	daily, to all customers of the services
INQ*SAT.02	customer satisfaction survey	in person	pq*05 pq*09	satisfaction of customers regarding services	daily, to all customers of the services
INQ*SAT.03	customer satisfaction survey	in person	pq*05 pq*09	satisfaction of customers regarding services	daily, to all customers of the services
INQ*SAT.04	survey on student satisfaction with participation in the open days event	email	spq*09.06	students' satisfaction with the open days event	yearly, to students participating in the open days event
INQ*SAT.05	survey on school representatives' satisfaction with participation in the open days event	email	spq*09.06	school representatives' satisfaction regarding the open days event	yearly, to school representatives participating in the open days event
INQ*SAT.06	survey to the promoters of vocational guidance activities	email	spq*09.03	satisfaction of the event promoters regarding the ipv participation	by event, to the event promoter
INQ*SAT.07	survey to the ipv representatives during vocational guidance activities	email	spq*09.03	satisfaction of ipv representatives on the way the IPV presented itself during the event	by event, to the ipv representatives present in the event

update of **MGQ*I.00** *table of contents*; review of **MGQ*III.01** *quality policy*, in accordance with the CAE A3ES recommendations during the institutional evaluation process; review of **MGQ*V.01** *scope and objectives* with change to the fourth paragraph that refered to nonconformities; review of **MGQ*V.02** *levels of responsibility*, with quality manager responsibilities review and Quality Commissions responsibilities update; review of **MGQ*V.04** *system supporting processes* with reference to the changes made to the procedure *nonconformities* now renamed *improvement actions*; review of **PQ*01** *internal quality assurance system planning and review*, introduction of the reference to the new forms *indicators map* and *activities map* and to the template *organic unit report* and renumber of form *action plan*; review of **PQ*02** *training offer management*, removing the reference to the organic unit report that has been moved to the procedure **PQ*01**; review of **SPQ*02.01** *study programme periodical review*, with introduction of the reference to the template *study programme periodical review report* and of the reference to the study programme periodical review schedule per organic unit; review of **SPQ*02.02** *study programme creation, suspension or extinction*, with reference to the outcome analysis of the non-accreditation of new study programmes and to the various mandatory communications to the Academic Council; review of **SPQ*02.03** *study programme amendment*, with reference to the communications to be made to the quality and assessment commissions; review of **PQ*07** *teaching and learning activities management*, with introduction of the reference to the templates *curricular unit report* and *study programme report*; review of **PQ*10** renamed *improvement actions*, removing the negative burden of the nonconformities concept; removal of the *characterisation indicators map* **MGQ*A.02**; update, renumber and rename of *satisfaction surveys map* **MGQ*A.02**, according with the questionnaires simplification; update and renumber of **MGQ*A.03** *review record*; update and renumber of **MGQ*A.04** *correlation matrix between documented procedures and forms*; questionnaires simplification so that now there are six questionnaires available, namely: **QUEST*SAT.01** *questionnaire on students' satisfaction with the curricular unit*, **QUEST*SAT.02** *questionnaire on students' satisfaction regarding the internship, dissertation or project*, **QUEST*SAT.03** *questionnaire on students' satisfaction with the study programme and the school*, **QUEST*SAT.04** *questionnaire on employers satisfaction* and **QUEST*SAT.05** *questionnaire on graduates' satisfaction*; introduction of the templates **MOD*01** *organic unit report*, **MOD*02** *study programme periodical review report*, **MOD*03** *curricular unit report* and **MOD*04** *study programme report*; update of forms **IMQ*11.01** *internal audits programme*, **IMQ*11.02** *audit plan* and **IMQ*11.03** *audit report*, update and renumber of form **IMQ*10.01** *action plan* and introduction of forms **IMQ*01.05** *indicators map* and **IMQ*01.06** *activities map*

update of **PQ*05** support services management; introduction of the reference to a new form to the subprocedure **SPQ*05.02.16** submission of dissertation, project work or internship report for assessment – 2nd cycle; amendment of the scope of the subprocedure **SPQ*05.03.05** to cover only medical services; update of the subprocedure **SPQ*05.04.03** library loans, according to the amendment to the libraries network regulation; review of **REG*05.04.01** libraries network regulation (removed number 01 of article 1 and item 02 of article 4 and renumbered items 03 and 04, amendment to paragraph a of item 02 of article 10, amendment to item 03 of article 11, amendment to paragraph a of item 03 of article 12, amendment to paragraph b of item 03 of article 12, amendment to item 01 of article 13 and removed article 24); introduction of the subprocedure **SPQ*05.06.02** which separates of the subprocedure related to medical services and covers only psychological services; update of **PQ*06**, international cooperation management, with introduction of the reference to the new subprocedures: **SPQ*06.05** mobility of students, graduates, teachers and supporting staff under international cooperation protocols – outgoing and **SPQ*06.06** mobility of students, graduates, teachers and supporting staff under international cooperation protocols – incoming; adequacy of subprocedure **SPQ*08.04** millenium journal to the actual practice of the review; rectification of item 06 of the subprocedure **SPQ*09.09** support to higher education applicants; update of **MGQ*A.04** review record; update of **MGQ*A.05** correlation matrix between documented procedures and forms (update of forms associated with subprocedures **SPQ*05.02.16**, **SPQ*05.03.05**, **SPQ*05.06.01**, **SPQ*06.05**, **SPQ*06.06** and **SPQ*08.04**)

update of **MGQ*I.00** table of contents; review of the procedure **PQ*03** with introduction of the reference to the new subprocedures and removal of the reference to the form **IMQ*03.12** that will be used within the scope of the subprocedure accumulation of activities; upgrade of the content of the subprocedure **SPQ*03.01** training planning and management with the introduction of a new remark related to exclusions concerning quota establishment; review of subprocedure **SPQ*03.04** travelling on official duty with the introduction of the reference that forms can be replaced by written information from the person who determined the travel on official duty and annulment of the reference to the form **IMQ*03.39**; review of subprocedure **SPQ*03.06** termination of contract or retirement with amendment to the service responsible for task 9B; introduction of the new subprocedures **SPQ*03.07** hiring or contract renewal of teaching staff (under ecpdesp article 8), **SPQ*03.08** accumulation of functions and **SPQ*03.09** work accidents; review of subprocedure **SPQ*05.02.15** reimbursement with introduction of a remark in relation to processes initiated by services; review of subprocedure **SPQ*05.02.16** submission of dissertation, project work or internship report for assessment 2nd cycle with the insertion of mention to the new form for 2nd cycle dissertation application for acceptance; update of **MGQ*A.04** review record; update of **MGQ*A.05** correlation matrix between the documented procedures and the forms

quality assurance manual structure update and update of all the internal quality assurance system documents according with the following chart:

V17 PT/EN, 31/10/2016	V16 PT/EN, 31/03/2016
quality assurance manual	
mgq*i.01 table of contents	mgq*i.00 table of contents
generalities	**quality assurance manual**
mgq*ii.01 promulgation	mgq*i.01 promulgation
mgq*ii.02 structure, review and distribution	mgq*i.02 structure mgq*i.03 review mgq*i.04 distribution
mgq*ii.03 definitions, acronyms and abbreviations	mgq*i.05 definitions mgq*i.06 acronyms and abbreviations
quality policy	**quality policy**
document removed from the system	mgq*ii.01 mission, vision and objectives
mgq*iii.01 quality policy	mgq*ii.02 quality policy
organizational structure	**organizational structure of the ipv**
mgq*iv.01 organizational model	mgq*iii.01 organizational model
mgq*iv.02 management bodies competencies	mgq*iii.02 management bodies competences
mgq*iv.03 areas of intervention of services	mgq*iii.03 nature and areas of intervention of the services
internal quality assurance system organization	**organization of the internal quality assurance system**
mgq*v.01 scope and objectives	mgq*iv.01 scope and objectives
mgq*v.02 levels of responsibility	mgq*iv.02 levels of responsibility
mgq*v.03 system documental structure	mgq*iv.03 documental structure
mgq*v.04 system supporting processes	mgq*iv.04 processes that support the system
documented procedures	**documented procedures**
management	**management**
planning and review	
pq*01 internal quality assurance system planning and review	pq*01 implementation, monitoring and review of the internal quality assurance system
training offer	
pq*02 training offer management	pq*02 assessment and renewal of the IPV training offer
spq*02.01 study programme periodical review	spq*02.01 regular periodic revision of study programmes
spq*02.02 study programme creation, suspension or extintion	spq*02.02 creation, suspension or extintion of study programmes
spq*02.03 study programme amendment	spq*02.03 amendments to study programmes
resources	**resources, information and supporting services**
human resources	
pq*03 human resources management	pq*03 human resourses management
spq*03.01 training planning and management	spq*03.01 planning and management of training
spq*03.02 additional work	spq*03.02 additional work authorization
spq*03.03 absences	spq*03.03 absences management
spq*03.04 travelling on official duty	spq*03.04 travel on duty
spq*03.05 fellowship holder statute	spq*03.05 equalization with grant holders
spq*03.06 termination of contract or retirement	spq*03.06 termination of service
iq*03.01 recruitment and reception	iq*03.01 management, recruitment and welcome rules
document removed from the system	iq*03.02 management of competences
iq*03.02 performance assessment	iq*03.03 performance assessment
facilities and material resources	
pq*04 facilities and material resources management	pq*04 material resources and infrastructure management
spq*04.01 goods and services acquisition	spq*04.01 management of the acquisition of goods and services
spq*04.02 inventory	spq*04.02 inventory management
spq*04.03 construction work and contracts	spq*04.03 construction work and building contracts management
spq*04.04 preventive maintenance	spq*04.04 preventive maintenance management
spq*04.05 corrective maintenance	spq*04.05 corrective maintenance management
spq*04.06 inspection and/or certification of facilities and monitoring and measurement equipments	spq*04.06 management of facilities subject to inspections/verifications and of monitoring and measurement equipment
iq*04.01 selection, qualification and assessment of suppliers	iq*04.01 selection, qualification and assessment of suppliers
iq*04.02 fleet	iq*04.02 fleet management
iq*04.03 contractors qualification and assessment	iq*04.03 qualification and assessment of building contractors
iq*04.04 projects and construction work supervision	iq*04.04 preliminary programs, projects and construction supervision
iq*04.05 preventive maintenance rules	iq*04.05 preventive maintenance guide
iq*04.06 facilities inspection and certification	iq*04.06 inspections and certifications guide
iq*04.07 internal calibration rules	iq*04.07 definition of rules for internal verifications/evaluations
reg*04.01 operating fund regulation	reg*mgq.02 operating fund regulation
support	**resources, information and supporting services**
pq*05 supporting services management	pq*06 supporting services management
legal services	
spq*05.01.01 legal support and complaints management	spq*06.08 management of legal support requests spq*06.32 provision of unspecified services
iq*05.01.01 legal representatives selection, qualification and assessment	iq*06.04 selection, qualification and assessment of lawyers hired for legal support
academic services	
spq*05.02.01 application to attend isolated curricular units	spq*06.11 application to attend isolated curricular units
spq*05.02.02 application to special exams of people over 23	spq*06.12 application to exams particularly suited for assessment of the capability of applicants over 23 to attend higher education

V17 PT/EN, 31/10/2016	V16 PT/EN, 31/03/2016
spq*05.02.03 application to reentrance or institution/study programme change	spq*06.13 application to study programme reentrance, study programme change or study programme transfer
spq*05.02.04 application to special access regimes	spq*06.14 application to special access regimes
spq*05.02.05 application to professional higher technician study programme	spq*06.15 application to attend a higher professional technician course
spq*05.02.06 application to a postgraduate or to a master study programme	spq*06.16 application to attend a master or a postgraduate study programme
spq*05.02.07 issue of academic documents	spq*06.17 issue of certificates or other documents
spq*05.02.08 issue of cartas de curso	spq*06.18 issue of the diploma *carta de curso*
spq*05.02.09 enrollment under a part-time regime	spq*06.19 enrollment under a part-time regime
spq*05.02.10 erasmus students enrolment	spq*06.20 erasmus students enrolment
spq*05.02.11 enrolment annulment	spq*06.21 enrolment annulment
spq*05.02.12 return after prescription	spq*06.22 return after prescription
spq*05.02.13 granting of special status	spq*06.23 granting of special status
spq*05.02.14 credit transfer	spq*06.24 credit transfer
spq*05.02.15 reimbursement	spq*06.25 reimbursement
spq*05.02.16 submission of dissertation, project work or internship report for assessment 2nd cycle	spq*06.26 submission of dissertation, project work or internship report for assessment – 2nd cycle
spq*05.02.17 submission of additional information to the diploma supplement	spq*06.33 submission of additional information to the issue of the diploma supplement
spq*05.02.18 collection of tuitions, fees, emoluments, penalties, interest rates and other penalties	spq*06.35 collection of tuitions, fees, emoluments, penalties, interest rates and other penalties to students
spq*05.02.19 application to special access and admission regime for international students	spq*06.40 application to special access and admission regime for international students
document removed from the system	spq*06.39 management of the special access and admission regime for international students
document removed from the system	iq*06.01 recovery of tuition payment
social services	
spq*05.03.01 social support assignment	spq*06.30 grant of social support
spq*05.03.02 appeal to social support assignment	spq*06.31 file of an appeal to social support granting
spq*05.03.03 accommodation	spq*06.42 accommodation management
spq*05.03.04 ticket sale	spq*06.43 ticket sale management for the fruition of services
spq*05.03.05 medical or psychological consultation	spq*06.44 medical or psychological appointment management
documentation services	
spq*05.04.01 additions to the library collection	spq*06.27 purchase and availability of new bibliography
spq*05.04.02 bibliographic research	spq*06.28 bibliographic research
spq*05.04.03 library loans	spq*06.29 bibliography loans
spq*05.04.04 digital repository metadata validation	spq*06.38 validation of metadata in the digital repository
reg*05.04.01 libraries network regulation	reg*mgq.01 libraries network regulation
it services	
spq*05.05.01 it projects	spq*04.07 it projects management
spq*05.05.02 applications, network and data security	spq*04.08 applications, network and data security management
document removed from the system	spq*04.09 license agreements management
spq*05.05.03 it support	spq*04.10 management of it assistance requests
iq*05.05.01 it data security	iq*04.08 protection of it data
iq*05.05.02 it folders structure	iq*04.09 it folder structure
iq*05.05.03 usernames creation, amendment or removal	iq*04.10 criteria for usernames and passwords creation, removal or change
iq*05.05.04 criteria and deadlines for it support	iq*04.11 definition of criteria and deadlines for priorities of it support requests
reg*05.05.01 portable computer loans regulation	reg*mgq.03 portable computer loans regulation
other supporting services	
spq*05.06.01 reprography services	spq*06.37 reprography services management
core activities	**institutional offer**
international cooperation	
pq*06 international cooperation management	pq*07 international cooperation management
spq*06.01 international partnerships	spq*07.01 international partnerships management
spq*06.02 applications and projects to promote internationalization	spq*07.02 management of applications and projects to promote internationalization
spq*06.03 mobility of students, graduates, teachers and supporting staff – outgoing	spq*07.03 mobility of students, graduates, teachers and supporting staff - outgoing
spq*06.04 mobility of students, graduates, teachers and supporting staff – incoming	spq*07.04 mobility of students, graduates, teachers and supporting staff - incoming
teaching and learning activities	
pq*07 teaching and learning activities management	pq*08 management of teaching and learning activities
research	
pq*08 support to research and dissemination	pq*09 management of research and development activities
spq*08.01 application to research funds	spq*09.01 application to funds to carry out research activities
spq*08.02 research developed through the ipv	spq*09.02 research activities developed through the IPV
spq*08.03 financial support to research performed by the members of the research unit	spq*09.03 financial support to research activities performed by the members of the research unit
spq*08.04 millenium journal	spq*06.03 management of review millenium
document removed from the system	iq*06.02 guidelines for authors
activities developed with and for the community	
pq*09 activities developed with and for the community	
spq*09.01 cooperation with the community and specialized services	pq*10 management of cooperation with the community activities
spq*09.02 dissemination and image	spq*06.01 management of activities related to dissemination and image
spq*09.03 vocational guidance	spq*06.04 management of vocational guidance activities
spq*09.04 polistécnica	spq*06.02 management of review polistécnica and of non periodicals
spq*09.05 events, training and brief courses	spq*06.36 organization of events and training actions spq*06.10 training actions for professional integration
spq*09.06 space lending	spq*06.05 management of space lending

V17 PT/EN, 31/10/2016	V16 PT/EN, 31/03/2016
spq*09.07 equipment lending	spq*06.45 equipment lending management
spq*09.08 support to higher education access	spq*06.06 support to higher education access
spq*09.09 support to higher education applicants	spq*06.07 support to higher education applicants
spq*09.10 professional integration support	spq*06.09 support to professional integration
spq*09.11 animal health and laboratory test services	spq*06.41 management of animal health and laboratory tests services
spq*09.12 sale of goods	spq*06.34 sale of goods
iq*09.01 guidelines for vocational guidance	iq*06.03 guidelines for vocational guidance activities
reg*09.01 central services space lending regulation and annex	reg*mgq.04 space lending regulation
monitoring	**measurement, analysis and improvement recomendations**
nonconformities	
pq*10 nonconformities	pq*12 management of suggestions, complaints and non conformities
internal audits	
pq*11 internal audits	pq*11 management of the internal audit programme
annexes	**annexes**
mgq*a.01 quality standards and guidelines and the internal quality assurance system documents	a*mgq.01 correlation matrix between the A3ES references and the documented procedures
mgq*a.02 characterization indicators map	a*mgq.02.01 characterization indicators map
document removed from the system	a*mgq.02.02 performance indicators map
mgq*a.03 satisfaction questionnaires and surveys map	a*mgq.03 satisfaction questionnaires and surveys map
mgq*a.04 review record	a*mgq.04 review record
mgq*a.05 correlation matrix between the documented procedures and the forms	
satisfaction questionnaires	**satisfaction questionnaires**
quest*sat.01 questionnaire on students' satisfaction with the curricular unit	quest*sat.01 questionnaire on students' satisfaction with the curricular unit
quest*sat.02 questionnaire on teacher satisfaction with the curricular unit	quest*sat.02 questionnaire on teacher satisfaction with the curricular unit
quest*sat.03 questionnaire on students' satisfaction with the school and the study programme	quest*sat.03 questionnaire on students' satisfaction with the school and the study programme
quest*sat.04 questionnaire on students' satisfaction regarding the internship	quest*sat.04 questionnaire on students' satisfaction regarding the internship
quest*sat.05 questionnaire on students' satisfaction regarding the internship, dissertation or project	quest*sat.05 questionnaire on students' satisfaction regarding the internship, dissertation or project
quest*sat.06 questionnaire on employing entities satisfaction	quest*sat.06 questionnaire on employing entities satisfaction
quest*sat.07a questionnaire on graduates' satisfaction - short version	quest*sat.07a questionnaire on graduates' satisfaction - short version
quest*sat.07b questionnaire on graduates' satisfaction - long version	quest*sat.07b questionnaire on graduates' satisfaction - long version
satisfaction surveys	**satisfaction surveys**
inq*sat.01 satisfaction survey	inq*sat.01 satisfaction survey
inq*sat.02 satisfaction survey	inq*sat.02 satisfaction survey
inq*sat.03 satisfaction survey	inq*sat.08 satisfaction survey
inq*sat.04 survey on students' satisfaction with the open days event	inq*sat.03 survey on student satisfaction with participation in the open days event
inq*sat.05 survey on school representatives' satisfaction the open days event	inq*sat.04 survey on school representatives' satisfaction with participation in the open days event
inq*sat.06 survey on promoters' satisfaction with vocational guidance activities	inq*sat.05 survey of the promoters of vocational guidance activities
inq*sat.07 survey on ipv representatives' satisfaction with vocational guidance activities	inq*sat.06 survey of the representatives of the IPV during vocational guidance activities
document removed from the system	inq*sat.07 survey on the publications of the IPV
forms	**forms**
internal quality assurance system planning and review	**quality and assessment office**
imq*01.01 quality balance	im*sigq.01 quality balance
imq*01.02 meeting minute	im*sigq.02 meeting minute
imq*01.03 signatures and initials list	im*sigq.03 list of signatures and initials
imq*01.04 objectives map	im*sigq.04 objectives map
imq*01.05 action plan	im*sigq.05 action plan
human resources	**human resources services**
imq*03.01 biographical data	imq*srh.01 biographical information
imq*03.02 absences	imq*srh.02 leave of absence
imq*03.03 vacation amendment	imq*srh.03 modification of the vacation request
imq*03.04 medical consultation/diagnostic test statement	imq*srh.04 doctor's appointment/diagnostic test statement
imq*03.05 medical consultation/diagnostic test statement (assistance to a relative)	imq*srh.05 doctor's appointment/diagnostic test statement (assistance to a relative)
imq*03.06 return-to-work communication	imq*srh.06 return-to-work communication
imq*03.07 attendance regularization	imq*srh.07 normalization of lack of identification in the time clock
imq*03.08 staff request for absence from official duty or from workplace (on a cost-free basis for the institution)	imq*srh.08 request of absence from duty/workplace for support staff (without costs for the institution)
imq*03.09 waivers under article 17 of the work organization internal regulation	imq*srh.09 list of absences from duty authorized under art. 17 of the internal regulation on organization and discipline of Polytechnic Institute of Viseu's work
imq*03.10 employees' satisfaction survey	imq*srh.10 employee satisfaction survey
imq*03.11 additional work report	imq*srh.11 additional work report
imq*03.12 activity accumulation request	imq*srh.12 request for the accumulation of activities
imq*03.13 retirement request	imq*srh.13 retirement application
imq*03.14 supervisor appointment	imq*srh.14 mentor appointment
imq*03.15 welcome guide	imq*srh.15 welcome guide
imq*03.16 new employee performance assessment report	imq*srh.16 performance report of the new employee
imq*03.17 training plan	imq*srh.21 training plan
imq*03.18 training programme	imq*srh.22 training action program
imq*03.19 training registration	imq*srh.23 training action registration
imq*03.20 external training/self-training request	imq*srh.24 external training/self-training application
imq*03.21 training attendance	imq*srh.25 attendance record

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imq*03.22 non planned training list	imq*srh.26 list of non planned training actions
imq*03.23 training list	imq*srh.27 training actions attended by the support staff
imq*03.24 training costs	imq*srh.28 overall costs with training
imq*03.25 training assessment	imq*srh.29 training action assessment
imq*03.26 on-job training certificate	imq*srh.30 on-job training certificate
imq*03.27 on-job training statement	imq*srh.31 on-job training statement
imq*03.28 intermediate managers self-assessment (siadap 2)	imq*srh.32 intermediate managers self-assessment
imq*03.29 intermediate managers assessment (siadap 2)	imq*srh.33 intermediate managers assessment
imq*03.30 employees self-assessment (siadap 3)	imq*srh.34 employees self-assessment
imq*03.31 employees assessment (siadap 3)	imq*srh.35 employees assessment
imq*03.32 self-assessment based on competencies	imq*srh.36 self-assessment based on competences
imq*03.33 assessment based on competencies	imq*srh.37 assessment based on competences
imq*03.34 objectives reformulation	imq*srh.38 objectives reformulation
imq*03.35 performance monitoring	imq*srh.39 performance monitoring
imq*03.36 occurrence log	imq*srh.40 occurrence log
imq*03.37 additional work information	imq*srh.41 information on the need of provision of additional work by the employee
imq*03.38 travel on official duty request (with costs for the institution)	imq*srh.42 travel request (with costs for the institution)
imq*03.39 travel on official duty teachers' request (on a cost-free basis for the institution)	imq*srh.43 travel request of teaching staff (without costs for the institution)
document removed from the system	imq*srh.17 competence grid
document removed from the system	imq*srh.18 identification and assessment of new competences
document removed from the system	imq*srh.19 individual development plan
document removed from the system	imq*srh.20 identification of training needs
facilities and material resources	*financial services, construction and maintenance services*
imq*04.01 internal requisition	imq*sf.01 internal requisition
imq*04.02 information/proposal	imq*sf.02 information/proposal (without provision)
imq*04.03 proposal for the acquisition of goods and services	imq*sf.03 proposal for acquisition of goods and services
imq*04.04 proposal for the acquisition of goods and services within the scope of international or funded projects	imq*sf.04 proposal for the acquisition of goods and services within the scope of international or funded projects
imq*04.05 contract managers	imq*sf.11 identification of contract managers
imq*04.06 qualified suppliers	imq*sf.13 list of qualified suppliers
imq*04.07 assessment of suppliers	imq*sf.15 final assessment of suppliers
imq*04.08 supplier qualification	imq*sf.16 assessment of potential suppliers
imq*04.09 property transfer form	imq*sf.17 assets transfer form
imq*04.10 proposal for the discontinuation of property	imq*sf.18 discontinuation proposal
imq*04.11 document for the discontinuation of property	imq*sf.19 discontinuation document
imq*04.12 treasury imprests	imq*sf.20 treasury imprests
imq*04.13 operating fund checking account	imq*sf.21 operating fund checking account map
imq*04.14 transportation and driver request	imq*sf.22 request for transportation and driver
imq*04.15 fleet review	imq*sf.23 fleet reviews
imq*04.16 fleet inspections	imq*sf.24 fleet inspections
imq*04.17 vehicle use map	imq*sf.25 vehicle use map
imq*04.18 facilities preventivemaintenance plan	imq*som.01 plan of infrastructures subject to control
imq*04.19 inspection of gas facilities	imq*som.04 identification of gas installations to be inspected
imq*04.20 inspection of electric facilities	imq*som.05 identification of electrical installations to be inspected
imq*04.21 elevators certificaton	imq*som.06 elevator certification
imq*04.22 fire extinguishers review	imq*som.07 review of fire extinguishers
imq*04.23 monitoring and measurement equipment map	imq*som.08 monitoring and measurement equipment map
imq*04.24 equipment data form – external certification	imq*som.09 equipment data form – external certification
imq*04.25 equipment data form – internal evaluation	imq*som.10 equipment data form – internal evaluation
imq*04.26 equipment data form – direct observation	imq*som.11 equipment data form – direct observation
imq*04.27 materials and equipments approval form	imq*som.12 material and equipment approval form
document removed from the system	imq*sf.05 process control form – direct adjustment simplified scheme
document removed from the system	imq*sf.06 process control form – direct adjustment
document removed from the system	imq*sf.07 process control form – public tender
document removed from the system	imq*sf.08 process control form – tender limited by prior qualification
document removed from the system	imq*sf.09 process control form – competitive dialog
document removed from the system	imq*sf.10 process control form – negotiation
document removed from the system	imq*sf.12 supplier record
document removed from the system	imq*sf.14 assessment of suppliers
document removed from the system	imq*som.02 preventive maintenance checklist 1
document removed from the system	imq*som.03 preventive maintenance checklist 2
supporting services	
legal support and complaints	*legal services, unspecified services*
imq*05.01.01 request for legal support	imq*jur.01 information or position statement request
imq*05.01.02 delivery of documents	imq*pos.01 document delivery
imq*05.01.03 request for the acknowledgement of foreign qualifications	imq*pos.02 request for foreign qualifications acknowledgement
academic services	*academic services*
imq*05.02.01 application to attend isolated curricular units	imq*sac.01 application to attend isolated curricular units
imq*05.02.02 request for the modification or annulment of the enrolment in curricular units	imq*sac.02 request for the modification or annulment of curricular units enrollment
imq*05.02.03 application for grade improvement	imq*sac.03 application to attend curricular units for grade improvement
imq*05.02.04 application to isolated curricular units after credit transfer	imq*sac.04 application to attend curricular units after credit transfer
imq*05.02.05 application of 1st cycle students to attend 2nd cycle curricular units	imq*sac.05 application of 1st cycle students to attend 2nd cycle curricular units
imq*05.02.06 application to aptitude tests to attend higher education for people over 23	imq*sac.06 application to exams particularly suited for assessment of the capability of applicants over 23 to attend higher education

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imq*05.02.07 application to study programme reentrance or change of institution/study programme	imq*sac.07 application to study programme reentrance, study programme change or study programme transfer
imq*05.02.08 application to a special access regime	imq*sac.08 application to special access regimes
imq*05.02.09 application to a master study programme	imq*sac.10 application to attend a master study program
imq*05.02.10 application to a postgraduate study programme	imq*sac.11 application to attend a postgraduate study program
imq*05.02.11 application to a postgraduate study programme	imq*sac.12 application to attend a postgraduate study program
imq*05.02.12 request for academic documents	imq*sac.13 request for documents
imq*05.02.13 enrollment certificate	imq*sac.14 enrollment certificate
imq*05.02.14 request for *carta de curso*	imq*sac.15 request for the carta de curso diploma
imq*05.02.15 request for workloads and study program contents	imq*sac.16 request for workload and program contents
imq*05.02.16 request for internship location statement	imq*sac.17 internship location statement
imq*05.02.17 request to attend a study programme under a part time regime	imq*sac.18 request to attend a study programme under a part time regime
imq*05.02.18 request for enrollment annulment	imq*sac.19 request for enrollment annulment
imq*05.02.19 request to return after prescription	imq*sac.20 request to return after prescription
imq*05.02.20 request for working student status	imq*sac.21 request for working student status
imq*05.02.21 request for special status	imq*sac.22 request for special status
imq*05.02.22 request for credit transfer	imq*sac.23 request for credit transfer
imq*05.02.22a request for credit transfer – annex	imq*sac.23a request for credit transfer – annex
imq*05.02.23 request for isolated curricular units credit transfer	imq*sac.24 request for credit transfer of isolated curricular units
imq*05.02.24 credit transfer plan for study programmes granting an academic degree	imq*sac.25 credit transfer plan for study programmes granting an academic degree
imq*05.02.25 credit transfer plan for professional higher technician study programmes	imq*sac.26 credit transfer plan for study programmes not granting an academic degree
imq*05.02.26 request for prior definition of curricula to the continuation of studies	imq*sac.27 request for prior definition of curricula for continuation of studies
imq*05.02.27 request for reimbursement	imq*sac.28 request for reimbursement
imq*05.02.28 2nd cycle dissertation, project work or internship report assessment application	imq*sac.29 application for dissertation, project work or internship report assessment – 2nd cycle
imq*05.02.29 2nd cycle dissertation, project work or internship report assessment application, following redraft	imq*sac.30 application for dissertation, project work or internship report assessment, following redraft – 2nd cycle
imq*05.02.30 liability note	imq*sac.31 consent form
imq*05.02.31 2nd cycle dissertation, project work or internship report release authorization to render available in the digital repository	imq*sac.32 authorization for filing and release of the final work of the 2nd cycle on the digital repository
imq*05.02.32 compromise agreement for tuition debt payment	imq*sac.33 compromise agreement
imq*05.02.33 request for proof of legitimate absence	imq*sac.34 request of proof of legitimate absence
imq*05.02.34 exam registration	imq*sac.35 examinations register
imq*05.02.35 request for regime change	imq*sac.36 regime change request
imq*05.02.36 application to professional higher technician study programme(s)	imq*sac.37 application to attend a higher professional technician course
imq*05.02.37 application for international students	imq*sac.39 application to special access and admission regime for international students
imq*05.02.38 2nd cycle dissertation, project work or internship report delivery of copies, following acceptance	imq*sac.40 delivery of copies of dissertation, project work or internship report, following acceptance – 2nd cycle
imq*05.02.39 2nd cycle dissertation, project work or internship report delivery of copies, following assessment	imq*sac.41 delivery of copies of dissertation, project work or internship report, following assessment – 2nd cycle
social services	**financial services**
imq*05.03.01 application to accommodation	imq*sf.28 accommodation application
imq*05.03.02 data form	imq*sf.30 student data form
imq*05.03.03 liability note	imq*sf.31 liability note
imq*05.03.04 request/information for accommodation check-out	imq*sf.32 accommodation outbound request/information
documentation services	**documentation services**
imq*05.04.01 suggestions for new bibliography aquisitions	imq*cd.01 suggestion for the acquisition of new bibliography
imq*05.04.02 request for bibliographic research	imq*cd.02 request for bibliographic research
imq*05.04.03 request for monographies loan	imq*cd.03 loan request - monographies
imq*05.04.04 request for periodicals loan	imq*cd.04 loan request - periodicals
imq*05.04.05 request for interlibrary/intercampus loan	imq*cd.05 loan request - interlibrary/intercampus
it services	**it services**
imq*05.05.01 request for wireless account	imq*si.02 wireless account request
imq*05.05.02 request for portable computer loan	imq*si.04 cds and software licenses request
imq*05.05.03 displacement of it equipment for maintenance/repair	imq*si.05 displacement of it equipment for maintenance/repair
document removed from the system	imq*si.04 portable computer request
other supporting services	**financial services, communication, culture e documentation services**
imq*05.06.01 request for reprography service	imq*sf.29 reprographic service request
document removed from the system	imq*sccd.06 reprographic services record
international cooperation	**external relations services**
imq*06.01 certificate of arrival	imq*sre.01 certificate of arrival
imq*06.02 certificate of attendance	imq*sre.02 certificate of attendance
research	**communication, culture e documentation services, research unit**
imq*08.01 request for financial support to attend scientific meetings or congresses	imq*ui.01 request for financial support to attend scientific meetings or congresses
imq*08.02 request for financial bonus	imq*ui.02 request for financial bonus
imq*08.03 request for funds transfer	imq*ui.03 request for funds transfer
imq*08.04 request for financial support to attend courses or workshops or for displacements through projects	imq*ui.04 request for financial support to attend courses or workshops or for displacements through projects
imq*08.05 request for translation, review or submission	imq*ui.05 request for translation, review or submission services
imq*08.06 ethical-legal liability and copyright transfer statement	imq*sccd.01 copyright transfer statement
imq*08.07 author form	imq*sccd.04 author information form
imq*08.08 reviewer form	imq*sccd.05 evaluator/referee information form
imq*08.09 self-checklist of copyright compliance	

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imq*08.10 checklist of submission requirements compliance	
imq*08.11 checklist of documental and bibliographical data requirements compliance	
document removed from the system	imq*sccd.02 compliance with requirements
document removed from the system	imq*sccd.03 referee evaluation
activities developed with and for the community	**financial services, professional integration services, academic services**
imq*09.01 request for space lending	imq*sf.27 space lending request
imq*09.02 request for equipment lending	imq*sf.33 equipment lending request
imq*09.03 purchase order	imq*sf.26 purchase order
imq*09.04 application to a short training course	imq*sac.38 application to attend a short course
document removed from the system	imq*siva.01 assessment of training action for professional integration
non conformities	**quality and assessment office**
imq*10.01 nonconformity report	im*sigq.09 nonconformity report
internal audits	**quality and assessment office**
imq*11.01 audits programme	im*sigq.06 audit program
imq*11.02 audit plan	im*sigq.07 audit plan
imq*11.03 audit report	im*sigq.08 audit report
document removed from the system	im*sigq.08a list of signatures of the audited
	resources, information and supporting services
document removed from the system	pq*05 management of external and internal information and documentation with impact in the institutional activities

V16 PT/EN, 31/03/2016

update of **MGQ*I.00** table of contents; update of chapter **MGQ*I.04** distribution with the modification of the distribution list of the quality assurance manual; update of procedure **PQ*01** implementation, monitoring and review of the internal quality assurance system with the introduction of information when the form **IM*SIGQ.02** meeting minute is replaced by a formal minute; upgrade of procedure **PQ*04** material resources and infrastructure management to update the name of the instruction **IQ*04.01**; upgrade of the content of the instruction **IQ*04.10** criteria for usernames and passwords creation, removal or change; update of procedure **PQ*06** supporting services management with the introduction of the new subprocedures: **SPQ*06.42** accommodation management, **SPQ*06.43** ticket sale management for the fruition of services, **SPQ*06.44** medical or psychological appointment management and **SPQ*06.45** equipment lending management; update of subprocedure **SPQ*09.03** financial support to research activities performed by the members of the research unit and inclusion of the reference to the new forms; update of the annex **A*MGQ.04** review record; modification of forms **IM*SIGQ.04** objectives map and **IM*SIGQ.05** action plan; inclusion of the forms **IMQ*SF.28** accommodation application, **IMQ*SF.30** student data form, **IMQ*SF.31** liability note, **IMQ*SF.32** accommodation outbound request/information and **IMQ*SF.33** equipment lending request; exclusion of form **IMQ*SI.01** user removal request; modification of form **IMQ*UI.01** request for financial support to attend scientific meetings or congresses and inclusion of the forms **IMQ*UI.04** request for financial support to attend courses or workshops or for displacements through projects and **IMQ*UI.05** request for translation, review or submission services

V15 PT/EN, 30/10/2015

update of **MGQ*I.00** table of contents; update of procedure **PQ*03** human resources management with the introduction of the new subprocedures: **SPQ*03.04** travel on duty (pending new verification by the Commission for Quality of Human Resources Services), **SPQ*03.05** equalization with grant holders and **SPQ*03.06** termination of service and removal of subprocedure on management of requests of financial support/bonus within the scope of the research unit which will incorporate the procedure of research activities management; update of procedure **PQ*06** supporting services management with the insertion of a new subprocedure; review of subprocedure **SPQ*06.26** submission of dissertation, project work or internship report for assessment – 2nd cycle with the insertion of mention to the new form **IMQ*SAC.41** and modification of sections 02 to 04, 24 and 25, 32 and 34 and 38 and 39; review of sections 14 and 16 of subprocedure **SPQ*07.03** mobility of students, graduates, teachers and supporting staff – outgoing; insertion of the new subprocedure **SPQ*06.41** management of animal health and laboratory tests services; update of procedure **PQ*09** management of research and development activities with the insertion of subprocedure **SPQ*09.01** application to funds to carry out research activities and update and renumbering of subprocedures **SPQ*09.02** research activities developed through the IPV and **SPQ*09.03** financial support to research activities performed by the members of the research unit; review of procedure **PQ*10** management of cooperation with the community activities; review of procedure **PQ*11** management of the internal audit programme with modification of sections 07, 13, 16, 17 and 20 to 23; update of **A*MGQ.02.02** performance indicators map with the insertion of new indicators related to procedures **PQ*03** (exclusion of indicators **INDD*03.06** and **INDD*03.07** and insertion of indicators **INDD*03.10**, **INDD*03.11**, **INDD*03.12**, **INDD*03.13**, **INDD*03.14**, **INDD*03.15** and **INDD*03.16**), **PQ*06** (insertion of indicators **INDD*06.48**, **INDD*06.49**, **INDD*06.50**, **INDD*06.51**, **INDD*06.52**, **INDD*06.53**, **INDD*06.54** and **INDD*06.55**) and **PQ*09** (insertion of indicator **INDD*09.05**); update of **A*MGQ.04** review record; modification of satisfaction surveys **QUEST*SAT.07A** questionnaire on graduates' satisfaction - short version and **QUEST*SAT.07B** questionnaire on graduates' satisfaction - long version, with the insertion of new response options regarding question "have you ever carried out a professional activity?"; modification of forms regarding human resources services **IMQ*SRH.08** request of absence from duty/workplace for support staff (without costs for the institution) and **IMQ*SRH.42** travel request (with costs for the institution) and inclusion of form **IMQ*SRH.43** travel request of teaching staff (without costs for the institution); exclusion of forms of financial services **IMQ*SF.28** request for financial support to attend scientific meetings or congresses and **IMQ*SF.30** request for financial

bonuses and review of forms **IMQ*SF.12** supplier record, **IMQ*SF.13** list of qualified suppliers, **IMQ*SF.14** assessment of suppliers, **IMQ*SF.16** assessment of potential suppliers, **IMQ*SF.22** request for transport and driver and **IMQ*SF.27** space lending request; insertion of mention to the interest rate charged in form **IMQ*SAC.33** compromise agreement for the phased payment of outstanding tuition fees and inclusion of the new form for the academic services **IMQ*SAC.41** delivery of copies of dissertation, project work or internship report, following assessment – 2nd cycle; inclusion of forms **IMQ*SRE.01** certificate of arrival and **IMQ*SRE.02** certificate of attendance, which replace the former **IMQ*SRE.02**; inclusion of the forms for the research unit **IMQ*UI.01** request for financial support to attend scientific meetings or congresses, **IMQ*UI.02** request for financial bonuses and **IMQ*UI.03** request for funds transfer

V14 PT/EN, 30/06/2015

update of the table of contents **MGQ*I.00**, update of abbreviations **MGQ*I.06**, update of the organizational charts **MGQ*III.01**, review of the procedure supporting services management **PQ*06** with inclusion of the reference to the new subprocedures **SPQ*06.39** and **SPQ*06.40**, review of the subprocedure management of review polistécnica and of non periodicals with inclusion of changes taking into account the differences between online issues and issues in paper format **SPQ*06.02**, amendment of the subprocedure support to higher education applicants with inclusion of the reference to special schemes and quotas **SPQ*06.07**, review of the subprocedure of submission of dissertation, project work or internship report for assessment – 2nd cycle, with inclusion of the reference to the form for delivery of copies of a dissertation, project work or internship report – 2nd cycle, upon acceptance **SPQ*06.26**, amendment of the subprocedure reprography services management with inclusion of the definition of a maximum limit of photocopies for internal users **SPQ*06.37**, inclusion of the new subprocedures management of the special access and admission regime for international students **SPQ*06.39** and application to special access and admission regime for international students **SPQ*06.40**, review of the procedure international cooperation management **PQ*07** and of the subprocedures international partnerships management **SPQ*07.01**, management of applications to programs of support to international mobility **SPQ*07.02** which is renamed management of applications and projects to promote internationalization, mobility of students, graduates, teachers and support staff **SPQ*07.03** which is renamed mobility of students, graduates, teachers and supporting staff - outgoing and mobility of foreign students, graduates, teachers and support staff **SPQ*07.04** which is renamed mobility of students, graduates, teachers and supporting staff - incoming, adapting them to the Erasmus+ program, elimination of the subprocedure of management of decentralized projects and activities **SPQ*07.05**, update of the correlation matrix between the A3ES references and the documented procedures with the update of the table in accordance with the manual's review **A*MGQ.01**, update of the characterization indicators map with update of indicators and inclusion of the formulas of calculation and units in which they must be expressed **A*MGQ.02.01**, update of the performance indicators map with update of the chart's structure and inclusion of new indicators related to new procedures or subprocedures prepared **A*MGQ.02.02**, update of the review record **A*MGQ.04**, amendment of author information form **IMQ*SCCD.04**, evaluator/referee information form **IMQ*SCCD.05** with inclusion of a field for the date of completion of forms, update of the form for application for study program reentrance, change or transfer **IMQ*SAC.07** with inclusion of the reference to the regulation of program reentrance, change or transfer in the field information, inclusion of the form application of the international student **IMQ*SAC.39**, inclusion of the form for delivery of copies of the dissertation, project work or internship report, following acceptance – 2nd cycle **IMQ*SAC.40**, elimination of forms erasmus bilateral agreement **IMQ*SRE.01**, agreement of erasmus teacher and staff – teaching and training missions **IMQ*SRE.03**, declaration of receipt of a scholarship erasmus teachers and staff – teaching and training missions **IMQ*SRE.04**, erasmus teaching assignment certificate – certificate of erasmus teaching mission **IMQ*SRE.05**, erasmus teacher and staff training certificate – certificate of training of erasmus teachers and staff **IMQ*SRE.06**, leonardo da vinci certificate of professional internship – leonardo da vinci placement certificate **IMQ*SRE.07** and leonardo da vinci placement certificate **IMQ*SRE.08**

approval of the english version of the quality assurance manual of the polytechnic institute of viseu

V13 PT, 31/03/2015

update of the table of contents **MGQ*I.00**, update of the procedure assessment and renewal of the IPV training offer **PQ*02** (procedure simplification and inclusion of the reference to effectiveness reports) and of the subprocedures regular periodic revision of study programmes **SPQ*02.01** (modification of the composition of review teams and inclusion of the reference to the request for an opinion to external experts and to the effectiveness reports), creation, suspension or extintion of study programmes **SPQ*02.02** (compliance of the procedure with the law, inclusion of the procedure to be followed regarding programs not leading to the award of a degree and inclusion of the reference to effectiveness reports) and amendments to study programmes **SPQ*02.03** (modification of the name of the procedure for amendments to study programmes, compliance with the law, inclusion of the procedure to be followed regarding programs not leading to the award of a degree and inclusion of the reference to effectiveness reports), review of the procedure human resourses management **PQ*03** (inclusion of reference to a new subprocedure and form within this framework), inclusion of the new subprocedure support/bonus requests within the scope of the research unit **SPQ*03.04**, review of the instruction for qualification and assessment of building contractors **IQ*04.03** (inclusion of amendments to points 2, 4 and 5 of the guideline), update of the procedure supporting services management **PQ*06** (inclusion of the new subprocedure and of the new satisfaction survey), amendment of the subprocedures application to exams particularly suited for assessment of the capability of applicants over 23 to attend higher education **SPQ*06.12**, application to study programme reentrance, study programme change or study programme transfer **SPQ*06.13**, application to special access regimes **SPQ*06.14** and application to attend a master or a postgraduate study programme **SPQ*06.16** (inclusion of the reference to the possibility of applications being submitted online), amendment of the subprocedure application to a technological specialization program **SPQ*06.15** (modification in the name for application to attend a higher professional technician course and

inclusion of the possibility of applications being submitted online), amendment of the subprocedure availability of new bibliography **SPQ*06.27** (inclusion of the possibility that the suggestion for the acquisition may be made by the services on their own initiative, without having to resort to the form used by readers), amendment of the subprocedure requests for bibliographic research **SPQ*06.28** (exclusion of the point which mentioned the use of the satisfaction survey, the services starting, on an individual basis, to define the methodology to be used), inclusion of the new subprocedure for repository metadata validation **SPQ*06.38**, update of the procedure management of teaching and learning activities **PQ*08** (update of duties and inclusion of effectiveness reports and minimum content thereof), amendment of the libraries network regulation **REG*MGQ.01** (amendment of article 10(2)(e), conditioning reading in person of works resulting from intercampus loan), review of the performance indicators map **A*MGQ.02.02** (amendment/inclusion of performance indicators related to procedures **PQ*01**, **PQ*02**, **PQ*03**, **PQ*05**, **PQ*06**, **PQ*08** and **PQ*11**), update of the surveys map **A*MGQ.03** (inclusion of data on the new satisfaction survey), update of the review record **A*MGQ.04**, inclusion of a new format of satisfaction survey **INQ*SAT.08** (inclusion of a survey with just two questions), amendment of the form for request of leave of absence **IMQ*SRH.08** (excluded field for other requests, being afterwards used when the absence is planned in the regulation on working hours or if it consists of travel on official duty without any expenses associated thereto), amendment of the form for request for the accumulation of activities **IMQ*SRH.12** (update of the form in accordance with legislation in force), inclusion of a new form for travel on mission request **IMQ*SRH.42**, amendment of the form transport request **IMQ*SF.22** (modification of the name in the form for transport and driver request, and inclusion of field to inform if the driver requests for travel allowance), amendment of the form request for space lending **IMQ*SF.27** (inclusion of a field for inspection of spaces following use thereof, as laid down in the subprocedure of management of space granting **SPQ*06.05** and inclusion of a field for the names of the workers who will perform additional work), amendment of the form request of support for attendance of scientific meetings/congresses **IMQ*SF.28** (inclusion of new fields for entry of required information in accordance with the subprocedure of management of requests for financial support/subsidy within the scope of the research center **SPQ*03.04**), inclusion of the form bonus request **IMQ*SF.30** (in accordance with the subprocedure of management of requests for financial support/subsidy within the scope of the research center **SPQ*03.04**), exclusion of the form for application to technological specialization program(s) **IMQ*SAC.09**, adaptation of the form plan for credit transfer for a technological specialization program **IMQ*SAC.26** (modification in the name of the form to plan for credit transfer of a higher professional technician course and adaptation thereof to this type of training) and inclusion of new forms application to attend a higher professional technician course **IMQ*SAC.37** and for application to short-term programs **IMQ*SAC.38**

V12 PT, 13/02/2015

update of the table of contents **MGQ*I.00**, update of the review record **AQ*04**, amendment of the forms proposal for the acquisition of goods and services **IMQ*SF.03** and proposal for the acquisition of goods and services within the scope of international or funded projects **IMQ*SF.04** with inclusion of an area to number prior provision in the budget and area to report the compliance of article 113(2) of the public contracts code

V11 PT, 31/10/2014

update of the table of contents **MGQ*I.00**, update of the procedure human resources management **PQ*03**, inclusion of the subprocedure absence management **SPQ*03.03**, update of the procedure supporting services management **PQ*06**, amendment of the subprocedure requests for reimbursement **SPQ*06.25**, inclusion of the subprocedure reprography services management **SPQ*06.37**, amendment of the form absences **IMQ*SRH.02**, amendment of the form information on the need of provision of additional work by the employee **IMQ*SRH.41**, amendment of the form transport request **IMQ*SF.22**, alteração amendment of the form request for space lending **IMQ*SF.27**, inclusion of the form requisition for a reprographic service **IMQ*SF.29**, amendment of the form request for modification/annulment of the registration in curricular units **IMQ*SAC.02**, amendment of the form authorization for filing and release of the final work of the 2nd cycle on the digital repository of the IPV **IMQ*SAC.32** and update of the review record **AQ*04**

V10 PT, 30/09/2014

update of the table of contents **MGQ*I.00**, modification of the list of distribution of controlled copies of the quality assurance manual, according to the guidelines of the IPV president **MGQ*I.04**, update of the processes that support the system **MGQ*IV.04**, amendment of the procedure implementation, monitoring and review of the internal quality assurance system **PQ*01**, appropriateness of the procedure for human resources management **PQ*03**, inclusion of the subprocedure authorization of additional work **SPQ*03.02**, appropriateness of the forms absences and vacation, which are renamed absences **IMQ*SRH.02**, proof of doctor's appointment/diagnostic test **IMQ*SRH.04**, proof of doctor's appointment/diagnostic test – support to a relative **IMQ*SRH.05** and return-to-work communication **IMQ*SRH.06** under the new legislation, amendment of the overtime report form, renamed overtime form **IMQ*SRH.11** and inclusion of the form information on the need of provision of additional work by the employee **IMQ*SRH.41**, amendment of forms transport request **IMQ*SF.22** and request for space lending **IMQ*SF.27** amendment of the procedure of management of the information system and of documents for quality, with exclusion of external and internal management of documents which have an impact on the institution's activities **IQ*05.01**and change of name to management of external and internal information and documentation with impact in the institutional activities **PQ*05**, amendment of the subprocedures support to professional integration **SPQ*06.09** and training actions for professional integration **SPQ*06.10**, amendment of the numeration of the form assessment of training action for professional integration for **IMQ*SIVA.01** – **IMQ*SIVA.04** and annulment of forms collection of needs of training for professional integration **IMQ*SIVA.01**, training plan for professional integration **IMQ*SIVA.02** and form for registration in a training course for professional integration **IMQ*SIVA.03**,

amendment of the subprocedures of management of audits, which is renamed management of the internal audit programme **PQ*11** and of handling of complaint, suggestion and nonconformity processes, which is renamed management of suggestions, complaints and non conformities **PQ*12**, update of the correlation matrix between the A3ES references and the documented procedures **AQ*01**, division of the chart of indicators into characterization indicators **AQ*02.01** and performance indicators **AQ*02.02** and update of the review record **AQ*04**

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V09 PT, 30/05/2014
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update of the table of contents, amendment of guideline **IQ*03.03** support staff performance assessment **PQ*03**, amendment of the form **IMQ*SAC.33** compromise agreement **PQ*06**, inclusion of questionnaires to students, teachers, employing entities and graduates **INQQ**, update of the surveys map **A*03** and update of the review record **A*04**

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V08 PT, 24/04/2014
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update of the table of contents, update of the list of distribution of controlled copies **I*04**, review of forms **IMQ*SF.03** and **IMQ*SF.04** and inclusion of form **IMQ*SF.28 – PQ*04**, review of procedure **PQ*06** and of subprocedure **SPQ*06.25**, inclusion of subprocedure **SPQ*06.36** and review of forms **IMQ*SAC.28** and **IMQ*SAC.36 – PQ*06**, review of form **IM*SIGQ.08A – PQ*08**, review of the procedure and subprocedures on management of research and development activities **PQ*09**, review of the procedure on the management of cooperation with the community activities **PQ*10**, update of the surveys map **A*03** and update of the review record **A*04**

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V07 PT, 28/02/2014
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update of the table of contents, update of the procedure, subprocedures and guidelines related to material resourses management and inclusion of new documents **PQ*04**, update of the procedure, subprocedures, guidelines and forms related to supporting services management and inclusion of new documents **PQ*06**, update of the procedure and subprocedures related to international cooperation management and inclusion of new documents **PQ*07**, update of the indicators map **A*02**, update of the review record **A*04** and annulment of the documents map **A*05**

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V06 PT, 31/01/2014
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update of the table of contents, inclusion of forms and guidelines related to the procedure of human resources management **PQ*03**, inclusion of forms and guidelines related to the subprocedures of academic services management and of a new subprocedure on these services related to the diploma supplement **SPQ*06.11** to **SPQ*06.26** and **SPQ*06.33**, inclusion of forms related to the subprocedures of documentation centers management **SPQ*06.27** to **SPQ*06.29**, inclusion of forms related to the subprocedure of requests for unspecified services **SPQ*06.32**, , update of the review record **A*04** and update of the documents map **A*05**

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V05 PT, 20/12/2013
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review of procedures internal quality assurance system planning and review **PQ*01**, management of training activities **PQ*08**, management of activities developed with external entities **PQ*10**, management of audits **PQ*11**, handling of complaint, suggestion and nonconformity processes **PQ*12**, update of the correlation matrix between the a3es references and the documented procedures **A*01**, update of the review record **A*04**, update of the documents map **A*05**, review of forms audit program **IM*SIGQ.06** and audit report **IM*SIGQ.08**

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V04 PT, 31/01/2013
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update of the table of contents, update of the list of distribution **I*04**, review of subprocedures **SPQ*06.26** (submission of dissertation, project work or internship report for assessment – 2nd cycle), **SPQ*06.30** (requests for scholarships) and **SPQ*06.31** (appeals to scholarship results), update of the survey map **A*03**, update of the review record **A*04**, inclusion of the documents map **A*05**, inclusion of forms in the system: quality balance **IM*SIGQ.01**, minutes **IM*SIGQ.02**, list of signatures and initials **IM*SIGQ.03**, goal program **IM*SIGQ.04**, action plan **IM*SIGQ.05**, audit program **IM*SIGQ.06**, audit plan **IM*SIGQ.07**, audit report **IM*SIGQ.08**, nonconformity report **IM*SIGQ.09** and complaints report **IM*SIGQ.10**

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V03 PT, 30/11/2012
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update of the table of contents, update of the list of distribution of controlled copies **I*04**, review of procedure **PQ*08** on the content of the file of the curricular unit, update of the indicators map **A*02** and update of the review record **A*04**

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V02 PT, 31/07/2012
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update of the table of contents, review of subprocedure **SPQ*04.08** (management of goods and services purchase) and of the guideline for quality **IQ*04.03** (selection, qualification and assessment of suppliers), review of subprocedures **SPQ*06.29** (requests for bibliography loans), **SPQ*06.30** (requests for scholarships) and **SPQ*06.31** (appeals to scholarship results), review of

procedure **PQ*08** on consultation and reassessment of exams and the on the minimum content of the file of the curricular unit, inclusion of the indicators of documentation centers in the map **A*02** and update of the review record **A*04**

V01 PT, 30/03/2012

update of the table of contents and inclusion of the number of pages, update of the manual structure chapter **I*02**, transfer of the review record to attachment **I*03**, inclusion of the definitions of environment of the organization, sustained success, human resources policy and research and development policy **I*05**, update of abbreviations **I*06**, amendment of the text on mission, vision and objectives **II*01**, correction of details in the text of quality policy **II*02**, inclusion of data on the research and development institute **III*01**, inclusion of data on the research and development institute **III*02**, update of the structure and levels of liability regarding the assessment and quality office **IV*02**, inclusion of a new section on the system's documental structure **IV*03**, update of the structure of the processes supporting the system **IV*04**, inclusion of documented procedures and subprocedures and of guidelines for quality and inclusion of appendices matrix of correlation, maps of indicators and surveys and review record

V00 PT, 31/10/2011

first version of the quality assurance manual of the polytechnic institute of viseu

DOCUMENTED PROCEDURES	ASSOCIATED FORMS
PQ*01 internal quality assurance system planning and review	**IMQ*01.01** quality balance **IMQ*01.02** meeting minute **IMQ*01.03** signatures and initials list **IMQ*01.04** objectives map **IMQ*01.05** indicators map **IMQ*01.06** activities map **IMQ*10.01** action plan **IMQ*11.01** audits programme **MOD*01** organic unit report template
PQ*02 training offer management	no forms associated
SPQ*02.01 study programme periodical review	**MOD*02** study programme periodical review report template
SPQ*02.02 study programme creation, suspension or extinction	no forms associated
SPQ*02.03 study programme amendment	no forms associated
PQ*03 human resources management	**IMQ*03.01** biographical data **IMQ*03.03** vacation amendment **IMQ*03.06** return-to-work communication **IMQ*03.07** attendance regularization **IMQ*03.10** employee satisfaction survey
SPQ*03.01 training planning and management	**IMQ*03.17** training plan **IMQ*03.18** training programme **IMQ*03.19** training registration **IMQ*03.20** external training/self-training request **IMQ*03.21** training attendance list **IMQ*03.22** non planned training list **IMQ*03.23** training list **IMQ*03.24** training costs **IMQ*03.25** training assessment **IMQ*03.26** on-job training certificate **IMQ*03.27** on-job training statement
SPQ*03.02 additional work	**IMQ*03.08 (C)** staff request for absence from official duty or from workplace (on a cost-free basis for the institution) **IMQ*03.11** additional work report **IMQ*03.37** additional work information **IMQ*04.14** transport and driver request **IMQ*09.01** request for space lending
SPQ*03.03 absences	**IMQ*03.02** absences **IMQ*03.04** medical consultation/diagnostic test statement **IMQ*03.05** medical consultation/diagnostic test statement (assistance to a relative) **IMQ*03.08 (D)** staff request for absence from official duty or from workplace (on a cost-free basis for the institution) **IMQ*05.01.02** delivery of documents
SPQ*03.04 travel on official duty	**IMQ*03.08 (A,B)** staff request for absence from official duty or from workplace (on a cost-free basis for the institution) **IMQ*03.09** waivers under article 17 of the work organization internal regulation **IMQ*03.38** travel on official duty request
SPQ*03.05 fellowship holder statute	no forms associated
SPQ*03.06 termination of contract or retirement	**IMQ*03.13** retirement request
SPQ*03.07 hiring or contract renewal of teaching staff (under ecpdesp article 8)	**IMQ*03.01** biographical data

DOCUMENTED PROCEDURES	ASSOCIATED FORMS
SPQ*03.08 accumulation of functions	**IMQ*03.12** accumulation request
SPQ*03.09 work accidents	**IMQ*03.39** work accident report **ANNEX I** participation and qualification of work accidents **ANNEX II** medical follow-up bulletin
IQ*03.01 recruitment and reception	**IMQ*03.14** supervisor appointment **IMQ*03.15** welcome guide **IMQ*03.16** new employee performance assessment report
IQ*03.02 performance assessment	**IMQ*03.28** intermediate managers self-assessment (siadap 2) **IMQ*03.29** intermediate managers assessment (siadap 2) **IMQ*03.30** employees self-assessment (siadap 3) **IMQ*03.31** employees assessment (siadap 3) **IMQ*03.32** self-assessment based on competencies **IMQ*03.33** assessment based on competencies **IMQ*03.34** objectives reformulation **IMQ*03.35** performance monitoring **IMQ*03.36** occurrence log
PQ*04 facilities and material resources management	no forms associated
SPQ*04.01 goods and services acquisition	**IMQ*04.01** internal requisition **IMQ*04.02** information/proposal **IMQ*04.03** proposal for the acquisition of goods and services **IMQ*04.04** proposal for the acquisition of goods and services within the scope of international or funded projects **IMQ*04.05** contract managers **IMQ*04.06** qualified suppliers **IMQ*04.07** assessment of suppliers **IMQ*04.08** supplier qualification
SPQ*04.02 inventory	**IMQ*04.09** property transfer form **IMQ*04.10** proposal for the discontinuation of property **IMQ*04.11** document for the discontinuation of property
SPQ*04.03 construction work and contracts	**IMQ*04.02** information/proposal **IMQ*04.03** proposal for the acquisition of goods and services
SPQ*04.04 preventive maintenance	**IMQ*04.18** preventive maintenance plan
SPQ*04.05 corrective maintenance	no forms associated
SPQ*04.06 inspection and/or certification of facilities and monitoring and measurement equipments	**IMQ*04.19** inspection of gas facilities **IMQ*04.20** inspection of electric facilities **IMQ*04.21** elevators certificaton **IMQ*04.22** fire extinguishers review **IMQ*04.23** monitoring and measurement equipment map **IMQ*04.24** equipment data form – external certification **IMQ*04.25** equipment data form – internal evaluation **IMQ*04.26** equipment data form – direct observation
IQ*04.01 selection, qualification and assessment of suppliers	**IMQ*04.01** internal requisition **IMQ*04.02** information/proposal **IMQ*04.03** proposal for the acquisition of goods and services **IMQ*04.04** proposal for the acquisition of goods and services within the scope of international or funded projects **IMQ*04.06** qualified suppliers **IMQ*04.07** assessment of suppliers **IMQ*04.08** supplier qualification

DOCUMENTED PROCEDURES	ASSOCIATED FORMS
IQ*04.02 fleet	**IMQ*04.14** transport and driver request **IMQ*04.15** fleet review **IMQ*04.16** fleet inspections **IMQ*04.17** vehicle use map
IQ*04.03 contractors qualification and assessment	no forms associated
IQ*04.04 projects and construction work supervision	**IMQ*04.27** materials and equipments approval form
IQ*04.05 preventive maintenance rules	**IMQ*04.18** preventive maintenance plan
IQ*04.06 facilities inspection and certification	**IMQ*04.19** inspection of gas facilities **IMQ*04.20** inspection of electric facilities **IMQ*04.21** elevators certificaton **IMQ*04.22** fire extinguishers review
IQ*04.07 internal calibration rules	**IMQ*04.23** monitoring and measurement equipment map **IMQ*04.24** equipment data form – external certification **IMQ*04.25** equipment data form – internal evaluation **IMQ*04.26** equipment data form – direct observation
REG*04.01 advance on expenses regulation	**IMQ*04.12** advance on expenses **IMQ*04.13** advance on expenses checking account
PQ*05 support services management	**INQ*SAT.01** customer satisfaction survey **INQ*SAT.02** customer satisfaction survey **INQ*SAT.03** customer satisfaction survey **IMQ*05.02.03** application for grade improvement **IMQ*05.02.04** application to isolated curricular units after credit transfer **IMQ*05.02.05** application of 1st cycle students to attend 2nd cycle curricular units **IMQ*05.02.33** request for proof of legitimate absence **IMQ*05.02.34** exam registration **IMQ*05.02.35** request for regime change
SPQ*05.01.01 legal support and complaints management	**IMQ*05.01.01** request for legal support **IMQ*05.01.02** delivery of documents **IMQ*05.01.03** request for the acknowledgement of foreign qualifications
IQ*05.01.01 legal representatives selection, qualification and assessment	no forms associated
SPQ*05.02.01 application to attend isolated curricular units	**IMQ*05.02.01** application to attend isolated curricular units
SPQ*05.02.02 application to special exams of people over 23	**IMQ*05.02.06** application to aptitude tests to attend higher education for people over 23
SPQ*05.02.03 application to reentrance or institution/study programme change	**IMQ*05.02.07** application to study programme reentrance or change of institution/study programme
SPQ*05.02.04 application to special access regimes	**IMQ*05.02.08** application to a special access regime
SPQ*05.02.05 application to professional higher technician study programme	**IMQ*05.02.36** application to professional higher technician study programme(s)
SPQ*05.02.06 application to a postgraduate or to a master study programme	**IMQ*05.02.09** application to a master study programme **IMQ*05.02.10** application to a postgraduate study programme **IMQ*05.02.11** application to a postgraduate study programme

DOCUMENTED PROCEDURES	ASSOCIATED FORMS
SPQ*05.02.07 issue of academic documents	**IMQ*05.02.12** request for academic documents **IMQ*05.02.13** enrollment certificate **IMQ*05.02.15** request for workloads and study program contents **IMQ*05.02.16** request for internship location statement
SPQ*05.02.08 issue of *cartas de curso*	**IMQ*05.02.14** request for *carta de curso*
SPQ*05.02.09 enrollment under a part-time regime	**IMQ*05.02.17** request to attend a study programme under a part time regime
SPQ*05.02.10 erasmus students enrollment	no forms associated
SPQ*05.02.11 enrollment annulment	**IMQ*05.02.02** request for the modification or annulment of the enrollment in curricular units **IMQ*05.02.18** request for enrollment annulment
SPQ*05.02.12 return after prescription	**IMQ*05.02.19** request to return after prescription
SPQ*05.02.13 granting of special status	**IMQ*05.02.20** request for working student status **IMQ*05.02.21** request for special status
SPQ*05.02.14 credit transfer	**IMQ*05.02.22** request for credit transfer **IMQ*05.02.22A** request for credit transfer – annex **IMQ*05.02.23** request for isolated curricular units credit transfer **IMQ*05.02.24** credit transfer plan for study programmes granting an academic degree **IMQ*05.02.25** credit transfer plan for professional higher technician study programmes **IMQ*05.02.26** request for prior definition of curricula to the continuation of studies
SPQ*05.02.15 reimbursement	**IMQ*05.02.27** request for reimbursement
SPQ*05.02.16 submission of dissertation, project work or internship report for assessment 2nd cycle	**IMQ*05.02.28** 2nd cycle dissertation, project work or internship report assessment application **IMQ*05.02.29** 2nd cycle dissertation, project work or internship report assessment application, following redraft **IMQ*05.02.30** liability note **IMQ*05.02.31** 2nd cycle dissertation, project work or internship report release authorization to render available in the digital repository **IMQ*05.02.38** 2nd cycle dissertation, project work or internship report delivery of copies, following acceptance **IMQ*05.02.39** 2nd cycle dissertation, project work or internship report delivery of copies, following assessment **IMQ*05.02.40** 2nd cycle dissertation application for acceptance **IMQ*05.02.41** specialization in nursing postgraduate study programme final report assessment application
SPQ*05.02.17 submission of additional information to the diploma supplement	no forms associated
SPQ*05.02.18 collection of tuitions, fees, emoluments, penalties, interest rates and other penalties	**IMQ*05.02.32** compromise agreement for tuition debt payment
SPQ*05.02.19 application to special access and admission regime for international students	**IMQ*05.02.37** application for international students
SPQ*05.03.01 social support assignment	no forms associated
SPQ*05.03.02 appeal to social support assignment	no forms associated
SPQ*05.03.03 accommodation	**IMQ*05.03.01** application to accommodation **IMQ*05.03.02** data form **IMQ*05.03.03** liability note **IMQ*05.03.04** request/information for accommodation check-out

DOCUMENTED PROCEDURES	ASSOCIATED FORMS
SPQ*05.03.04 ticket sale	no forms associated
SPQ*05.03.05 medicine services	no forms associated
SPQ*05.04.01 additions to the library collection	**IMQ*05.04.01** suggestions for new bibliography acquisitions
SPQ*05.04.02 bibliographic research	**IMQ*05.04.02** request for bibliographic research
SPQ*05.04.03 library loans	**IMQ*05.04.03** request for monographies loan **IMQ*05.04.04** request for periodicals loan **IMQ*05.04.05** request for interlibrary/intercampus loan
SPQ*05.04.04 digital repository metadata validation	no forms associated
REG*05.04.01 libraries network regulation	no forms associated
SPQ*05.05.01 it projects	no forms associated
SPQ*05.05.02 applications, network and data security	no forms associated
SPQ*05.05.03 it support	**IMQ*05.05.03** displacement of it equipment for maintenance/repair **IMQ*03.08** staff request for absence from official duty or from workplace (on a cost-free basis for the institution)
IQ*05.05.01 it data security	no forms associated
IQ*05.05.02 it folders structure	no forms associated
IQ*05.05.03 usernames creation, amendment or removal	**IMQ*05.05.01** request for wireless account
IQ*05.05.04 criteria and deadlines for it support	no forms associated
REG*05.05.01 portable computer loans regulation	**IMQ*05.05.02** request for portable computer loan
SPQ*05.06.01 reprography services	**IMQ*05.06.01** request for reprography service
SPQ*05.06.01 psychology services	no forms associated
PQ*06 international cooperation management	no forms associated
SPQ*06.01 international partnerships	no forms associated
SPQ*06.02 applications and projects to promote internationalization	no forms associated
SPQ*06.03 mobility of students, graduates, teachers and supporting staff – outgoing	**IMQ*06.01** certificate of arrival **IMQ*06.02** certificate of attendance
SPQ*06.04 mobility of students, graduates, teachers and supporting staff – incoming	no forms associated
SPQ*06.05 mobility of students, graduates, teachers and supporting staff under international cooperation protocols – outgoing	**IMQ*06.03** certificate of arrival **IMQ*06.04** certificate of attendance
SPQ*06.06 mobility of students, graduates, teachers and supporting staff under international cooperation protocols – incoming	**IMQ*06.05** application form

DOCUMENTED PROCEDURES	ASSOCIATED FORMS
PQ*07 teaching and learning activities management	**QUEST*SAT.01** questionnaire on student satisfaction with the curricular unit **QUEST*SAT.02** questionnaire on student satisfaction with the internship, dissertation or project **QUEST*SAT.03** questionnaire on student satisfaction with the study programme and the school **QUEST*SAT.04** questionnaire on employers satisfaction **QUEST*SAT.05** questionnaire on graduates satisfaction **MOD*03** curricular unit report template **MOD*04** study programme report template
PQ*08 support to research and dissemination	no forms associated
SPQ*08.01 application to research funds	no forms associated
SPQ*08.02 research developed through the ipv	no forms associated
SPQ*08.03 financial support to research performed by the members of the research unit	**IMQ*08.01** request for financial support to attend scientific meetings or congresses **IMQ*08.02** request for financial bonus **IMQ*08.03** request for funds transfer **IMQ*08.04** request for financial support to attend courses or workshops or for displacements through projects **IMQ*08.05** request for translation services, translation review or submission **IMQ*04.01** internal requisition
SPQ*08.04 millenium journal	ethical-legal liability and copyright transfer statement (available at SARC) author form (available at SARC) reviewer form (available at SARC) article assessment chart (available at SARC)
PQ*09 cooperation with and for the community	**INQ*SAT.01** customer satisfaction survey **INQ*SAT.02** customer satisfaction survey **INQ*SAT.03** customer satisfaction survey **INQ*SAT.04** survey on student satisfaction with participation in the open days event **INQ*SAT.05** survey on school representatives' satisfaction with participation in the open days event **INQ*SAT.06** survey to the promoters of vocational guidance activities **INQ*SAT.07** survey to the ipv representatives during vocational guidance activities
SPQ*09.01 cooperation with the community and specialized services	no forms associated
SPQ*09.02 dissemination and image	no forms associated
SPQ*09.03 vocational guidance	**IMQ*04.14** transport and driver request
SPQ*09.04 polistecnica	no forms associated
SPQ*09.05 events, training and brief courses	**IMQ*09.04** application to a short training course
SPQ*09.06 space lending	**IMQ*09.01** request for space lending
SPQ*09.07 equipment lending	**IMQ*09.02** request for equipment lending
SPQ*09.08 support to higher education access	no forms associated
SPQ*09.09 support to higher education applicants	no forms associated

DOCUMENTED PROCEDURES	ASSOCIATED FORMS
SPQ*09.10 professional integration support	no forms associated
SPQ*09.11 animal health and laboratory test services	no forms associated
SPQ*09.12 sale of goods	**IMQ*09.03** purchase order
IQ*09.01 guidelines for vocational guidance	no forms associated
REG*09.01 central services space lending regulation and annex	no forms associated
PQ*10 improvement actions	**IMQ*10.01** action plan
PQ*11 internal audits	**IMQ*11.01** internal audits programme **IMQ*11.02** audit plan **IMQ*11.03** audit report