



Agencia Andaluza del Conocimiento
**CONSEJERÍA DE TRANSFORMACIÓN ECONÓMICA,
INDUSTRIA, CONOCIMIENTO Y UNIVERSIDADES**

AAC-DEVA SERVICE CHARTER

DIRECTORATE OF EVALUATION AND ACCREDITATION



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1 GENERAL OVERVIEW

1.1 Basic information on the Directorate of Evaluation and Accreditation (DEVA) of the Andalusian Agency of Knowledge (AAC)

The Directorate of Evaluation and Accreditation (DEVA) is a management body of the Andalusian Agency of Knowledge (AAC), a corporate public agency ascribed to the competent Regional Ministry for Universities, Innovation and Science at the Andalusian Regional Government.

DEVA is the competent body responsible for the evaluation and accreditation of Higher Education institutions, universities, teaching, research staff and activities, at the Andalusian Knowledge System.

DEVA's functions are regulated by the Andalusian Agency of Knowledge Statutes approved by Decree 92/2011, of 19 April, and modified by Decree 1/2018, of 9 January.

DEVA assumed the competencies of the former Andalusian Agency for University Quality Evaluation and Accreditation (AGAE), which was positively reviewed by the European Association for Quality Assurance in Higher Education (ENQA) on 6 April, 2009, and it is registered in the European Quality Assurance Register for Higher Education (EQAR) on 6 October, 2009. Hence, since its creation, the Agency is a member of ENQA and it is registered in EQAR, which guarantees and ensures its commitment with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG2015).

DEVA Service Charter aims at facilitating users access to information on its activities, including the tools to actively collaborate in the improvement of the services delivered by DEVA. This Charter is a commitment to enhance the services provided and, consequently, the Directorate will adopt the necessary measures to ensure the content included in this Charter is applied by the staff delivering each service.

1.2 Mission, Vision and Values

DEVA's mission is the provision of services to the Andalusian Universities and Research System (SAUI) with regard to all the required actions concerning evaluation and accreditation of Higher Education, Research, Development and Innovation activities(R+D+I), adjusting the actions to social demands, and quality assurance requirements of Higher and Research Education, within the framework of the European Higher Education Area.

The actions provided by DEVA are performed in accordance with particular values, such as the principles of transparency, objectivity, independence, equality and equity, confidentiality, public service and social commitment, legality, coordination and cooperation, efficiency, environmental commitment, occupational health and safety.

These values enable DEVA aiming to become a leading national and international institution on evaluation, certification and accreditation activities, Higher Education stakeholders,



educational programmes, research activities and innovation plans. As a public service entity that must periodically be accountable for its activities, it has the objective to attend with excellence to social demands and anticipate future needs.

1.3 Scope of the Service charter

This Service Charter includes information on the commitments acquired for the provision of the above-mentioned services, which are offered to general society and, in particular, to stakeholders.

1.4 Target Stakeholders

- Andalusian Universities (PDI, students, Administrative Services Staff (PAS), Governing Councils).
- Evaluators.
- The competent Regional Ministry for Universities, Innovation and Science.
- Staff.
- University Institutes.
- Quality Assurance Agencies.
- Employers.
- General Society.
- Other regional Ministries, public entities and other institutions requesting our evaluation and accreditation services.

1.5 Executive Body managing the Service Charter

DEVA's Directorate is the executive body responsible of the management, follow-up and dissemination of this Service Charter, and, if applicable, for presenting a proposal to the competent body on its suspension.

2 SERVICES PROVIDED, COMMITMENTS AND INDICATORS

2.1 Services

DEVA Service Charter provides information, also accessible at its website (<http://deva.aac.es/>), on the following available services:

1. Evaluation of Official University Bachelor, Master and Doctorate Degrees

Royal Decree 1393/2007, of 29 October, establishes regulations on University official Bachelor, Master and Doctorate degrees, and it provides the guidelines and procedures for verification, modification, follow-up and accreditation renewal which should undergo the study plans leading to obtention of official degrees, before their inclusion in the Register for Universities, Centres and Degrees (RUCT), within the competent Ministry.

Initially, the University should submit a degree proposal for verification (or initial accreditation) to the Council for Universities, and the corresponding evaluation report is requested to the competent Quality Assurance Agency at the Autonomous Community. Once the degree is subsequently implemented, it will be periodically reviewed through the follow-up and accreditation renewal processes.

Before six years after the Bachelor or Doctorate degrees implementation, or four years for Masters degrees, official degrees should undergo accreditation renewal. This process includes the review of the study plan compliance in accordance with the initial proposal or the modifications approved in the follow-up process. The accreditation renewal award allows the ongoing degree registration in RUCT.

2. Evaluation of Quality Assurance Systems at University Centres (IQAS)

This service awards certification of Quality Assurance Systems implemented at university centres. Royal Decree 1393/2007, of 29 October, which regulates official Higher Education, includes Quality Assurance Systems as a foundation for a more efficient organisation of Higher Education, ensuring trust on the degrees accreditation process, which is also a required issue for the design of official university degrees. The process for IQAS Certification gains a great relevance within the institutional accreditation framework regulated by Royal Decree 420/2015, of 29 May, on the creation, recognition, authorisation and accreditation of universities and Higher Education centres, given that it is one of the requirements to obtain such accreditation.

3. Evaluation of teaching staff for accreditation and future recruitment by Andalusian Universities

The Andalusian Law on Universities provides the types and modalities for recruitment of research and teaching staff who require a previous positive evaluation conducted either by the Andalusian Agency of Knowledge or the National Agency for Quality Assurance and Accreditation.

DEVA is responsible for processing, review and resolution of the applications for the evaluation procedure on teaching staff contractual positions provided by the Andalusian University System.

The applications for accreditation that may be submitted are for the following positions: Associate Professor, Assistant Professor, Professor at Private University and Associate Professor with clinical research at the Andalusian Public Health System (SSPA).

4. Evaluation of teaching staff for the appointment as emeritus professor at Andalusian Public Universities

The Andalusian Law on Higher Education establishes that University professors may be appointed as emeritus professors on their retirement from the university to recognise their distinguished service for at least twenty-five years at the University, previous positive evaluation by the Andalusian Agency of Knowledge.

DEVA is responsible for the evaluation and issue of the preliminary report required for the recruitment of Emeritus Professor.

5. Evaluation of Grants for R+D+I Projects

The Order of 7th April, 2017, provides the regulations on grants funding the development of Research, Development and Innovation projects (R+D+I) performed by the Andalusian Knowledge System Agents, to enhance excellence in scientific and technological advance in knowledge frontier, boost new economy, delivering solutions to the challenges faced by the Andalusian society, or as a specific approach to the demands by the Andalusian productive network, encouraging competitiveness and innovation.

DEVA reviews the applications submitted by the competent Regional Ministry, in accordance with the provisions and evaluation criteria established in the above-mentioned Order.

6. Evaluation of Grants for recruitment, incorporation and mobility of human resources in R+D+I

The Order of 7th April, 2017, provides the regulations on grants for strengthening and recruiting talented researchers, enhancing training, continuing education, return-programme, mobility and human resources recruitment.

The staff selected should undergo a specific review, conducted by the Directorate for Evaluation and Accreditation of the Andalusian Agency of Knowledge, in accordance with the evaluation criteria provided in the above-mentioned Order.

7. Information and Attention Service to Citizen and Stakeholders

DEVA's website allows users access to information on the services delivered, as well as request for personalised information and submit suggestions and complaints.

2.2 Quality commitments and measurement indicators

SERVICE	COMMITMENT	INDICATOR	CALCULUS	STANDAR	PERIODICITY
Evaluation of University official Bachelor, Master and Doctorate Degrees	1. Maximise the applicants' satisfaction about the evaluation report on the procedure for evaluation of official Higher Education, Bachelor, Master and Doctorate Degrees	1.1. Percentage of appeals submitted	Total number of appeals / Total number of resolutions x 100	Less than 10%	Annual
		1.2. Satisfaction with the evaluation report obtained	Arithmetic mean of the Value obtained in the satisfaction questionnaire	Less than 3 out of 5	Annual
Evaluation of Quality Assurance Systems at	2. Maximise the applicants' satisfaction about the evaluation report on the	2.1. Percentage of appeals submitted	Total number of appeals / Total number of resolutions x 100	Less than 10%	Annual

University Centres	procedure for Quality Assurance Systems at University Centres	2.2. Satisfaction with the evaluation report obtained	Arithmetic mean of the Value obtained in the satisfaction questionnaire	Greater than 3 out of 5	Annual
Evaluation of teaching staff for accreditation and future recruitment by Andalusian Universities	3. Resolve the applications on the procedure for evaluation of teaching staff contractual positions at the Andalusian University System in less than 4 months	3.1. Percentage of applications resolved in less than 4 months	Number of applications resolved in less than 4 months / Total number of applications x 100	Greater than 70 %	Annual
	4. Maximise the applicants satisfaction about the evaluation report on the procedure for evaluation of teaching staff contractual positions at the Andalusian University System	4.1. Percentage of appeals submitted	Total number of appeals /Total number of resolutions x 100	Less than 10%	Annual
		4.2. Satisfaction with the programme	Arithmetic mean of the value obtained in the satisfaction questionnaire	Greater than 3 out of 5	Annual
	5. Resolve the applications previously required for recruitment of Emeritus Professor in less than 4 months	5.1. Percentage of applications resolved in less than 4 months	Number of applications resolved in less than 4 months / Total number of x 100	Greater than 70 %	Annual
Evaluation of teaching staff for appointment as emeritus professor at the Andalusian Public Universities	6. Improve the applicants' satisfaction with the evaluation conducted	6.1. Percentage of appeals lodged	Total number of appeals /Total number of resolutions x 100	Less than 10%	Annual
Evaluation of grants for R+D+I Projects	7. Improve the applicants satisfaction with the evaluation conducted	7.1. Percentage of appeals lodged	Total number of appeals /Total number of resolutions x 100	Less than 10%	Annual
Evaluation of grants for recruitment, incorporation and mobility of R+D+I human resources	8. Update DEVA institutional and functional information	8.1. Quarterly update of DEVA website	Nº of Website updates	4 annually	Annual
		8.2. Time passed since date of modification and publication on website	Average time passed since update of content and publication date	Less than 1 month	Annual
	9. Maximise DEVA users satisfaction with attendance to requests	9.1. Satisfaction concerning response to inquiries	Arithmetic mean of the Value obtained in the satisfaction questionnaire	Greater than to 4 out of 5	Annual
	10. Reduce time to respond to appeals and suggestions within 12 days and maximise the degree of satisfaction with the resolution provided	10.1. Percentage of responses to appeals and suggestions in less than 12 days	Number of responses provided in less than 12 days / Total number of responses x 100	Greater than 70%	Annual
		10.2. Degree of satisfaction with response provided	Arithmetic mean of the value obtained in the satisfaction	Greater than 3 out of 5	Annual

		questionnaire		
11. Provide communication channels for personalised assistance and counselling	11.1. Publication of contact details on website, such as telephone number and email address, so that users can request information on services delivered	Verify availability of contact details on website, such as telephone number and email address, so that users can request information on services delivered	Yes	Annual
	11.2. Percentage of enquiries attended through email	Nº of inquiries attended / Number of inquiries attended x100 100	90%	Annual
12. Promote the use of telematics for notification of resolutions to citizenship	12.1. Percentage of electronic notifications to citizens	Number of electronic notifications to citizenship / Total number of notifications to citizenship x 100	Greater than 50%	Annual
13. Gather information from stakeholders on their needs and expectations	13.1. Number of actions developed on stakeholders' needs and expectations per service	Number of actions performed annually per each service / Number of services	Greater than or equal to 1	Annual
14. Update and continuous enhancement of documentation on the procedures for Evaluation and Accreditation (Criteria, Guides)	14.1. Number of documents reviewed per service	Number of documents reviewed annually per each service / Number of services	Greater than or equal to 1	Annual

The information concerning indicators, values and evolution, which are used for assessing compliance with the above-mentioned commitments, will be included in the Annual Follow-up Report on the Service Charter, available on the Website <http://deva.aac.es/>

3 REGULATIONS

The services provided are ruled in accordance with the regulations mentioned below:

- Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG2015).
- Organic Law 6/2001, 21st December, modified by Organic Law 4/2007, 12th April on Universities.

- Legislative Decree 1/2013, 8th of January, on the approval of the modified Text of the Andalusian Law on Universities.
- Law 16/2007, 3rd December, on Science and Knowledge.
- Decree 92/2011, 19th April, which approved the Statutes of the Andalusian Agency of Knowledge.
- Royal Decree 1393/2007, 29th October, which regulates official Higher Education, modified by RD 861/2010, 2nd July, 2010.
- Royal Decree 99/2011, 28th January, regulating official Doctorate Education.
- Royal Decree 420/2015, 29th May, on the creation, recognition, authorisation and accreditation of universities and university centres.
- Resolution of 15th December 2005, which provides the procedure for evaluation of teaching staff contractual positions at the Andalusian University System.
- Announcement of 28th May, 2013, by the Managing Direction of the Andalusian Agency of Knowledge, on approval of the procedure for evaluation of the contractual position Associate Professor with clinical Research in the Andalusian Public Health System, considered within the Andalusian University System.
- Order of 7th April, 2017, which provides the regulations of Grants for R+D+I Programmes, through a competitive process, within the framework of the Andalusian Plan for Research, Development and Innovation (PAIDI 2020)

Further information on these regulations is available on DEVA website <http://deva.aac.es/>.

4 USERS´ RIGHTS AND OBLIGATIONS

Concerning users´ rights and obligations, and their relationship with DEVA as provider of the services included in this Charter, notwithstanding the provisions by Law 9/2007, 22nd October, by the Andalusian Regional Government Administration and Law 1/2007, 22nd June, on the electronic access to Public Services by citizens, as well as other regulations currently in force:

Rights:

- Submission of suggestions, complaints and appeals either on the service provided and/or concerning unfulfillment of the commitments established in this Service Charter.
- Processing with due respect and consideration.
- Right to access to information of general interest and specific on the procedures concerned and processed at this Centre, through on-site or off-site assistance, phone support, computer or telematic attention.
- Right to receive a direct and personalised assistance.
- Right to quickly and efficiently receive information on administrative procedures.
- Receiving real administrative information, verified and accessible, treated under strict confidentiality.
- Receiving counselling on documentary completion and the procedure used to submit appeals, complaints and suggestions related to the services delivered by DEVA.
- Obtaining a positive counselling.
- Access to information on the state of the proceedings, the authorities and staff and staff´s identity involved in the procedures concerned.

Obligations:

- Respect smoke-free areas.
- Mutual respect and understanding, tolerance and collaboration with the staff providing the services.

5 LEVELS OF CIVIC PARTICIPATION AND DISSEMINATION OF THE SERVICE CHARTER

DEVA provides different instruments addressed to users' collaboration and participation, such as the surveys periodically offered to stakeholders and the provision of mechanisms, information and communication tools, facilitating their participation.

- Information: Information on the Service Charter is available at:
 - DEVA website: <http://deva.aac.es>
 - Directorate for Evaluation and Accreditation, Head Office (DEVA), Andalusian Agency of Knowledge. St. Doña Berenguela s/n, 14006, Córdoba
 - Citizen attention Service Website: <http://www.juntadeandalucia.es/ciudadania>
- Dissemination: in addition to the information channels established, information on this Service Charter is provided through:
 - Forums, seminars and other meeting sessions.
 - Informative brochure on the Service Charter. Guides and procedures on the services delivered.
 - Social networks and available contact phone for enquiries.
- Participation: In order to collaborate in the enhancement of services provision and this Charter review, the following participation modalities are planned:
 - Document including suggestions submitted through the Book for Suggestions and Complaints of the Andalusian Regional Government.
 - Periodic meetings with stakeholders.
 - Forums, seminars and other meeting sessions.
 - Users' surveys.
 - General e-Mail Boxes.

6 SUGGESTIONS, COMPLAINTS AND APPEALS

The submission of suggestions, complaints and appeals, either on the services delivered or concerning the unfulfilled commitments included in this Service Charter, may be presented through:

- The Book for Suggestions and Complaints of the Andalusian Regional Government, paper edition available at DEVA and through official documents Registries available at



the Andalusian Regional Government and online at www.juntadeandalucia.es/justiciayadministracionpublica/lsr/index.jsp

- Through the above-mentioned website, it is possible to fill in a form online which might be electronically signed by users with digital certification, or submitting a paper form, available for users without digital certificate, to DEVA, through the Registry of the Andalusian Regional Government or any other mean in accordance with Law 30/1992.
- DEVA is committed to give a response to a suggestion, complaint and appeal within 12 days from date of reception.

In light of the possibility of unfulfillment of the commitments provided in this Service Charter, DEVA will act as follows:

- The Director for Evaluation and Accreditation will address a letter to the applicant explaining, if applicable, the measures adopted to approach the reason that caused the unfulfilled commitment. The appeals due to unfulfilled commitments, under no circumstances, will not lead to patrimonial responsibility by the Administration.

This Service Charter is subject to the actions by the Services General Inspection of the Andalusian Government, which additionally monitors complaints, suggestions and appeals related to the provision of the services concerned, and submitted through the above-mentioned Book for Suggestions and Complaints of the Andalusian Regional Government.

7 ELEMENTS SUPPORTING SERVICES MANAGEMENT

The information, support and general management of our services are provided at DEVA office in Córdoba, Monday through Friday, 9:00 a.m. to 14:00 p.m., on the telephone 957355037, at deva.aac@juntadeandalucia.es and online, on the website <http://deva.aac.es/>

8 SERVICES ACCESS

The services provided by DEVA and included in this Service Charter, are available through:

- ON-SITE SERVICES:

Directorate of Evaluation and Accreditation (DEVA)
Andalusian Agency of Knowledge
St./Doña Berenguela s/n, Building Vial Norte. 3rd Floor, 14006, Córdoba

Telephone: +34 957 355037
Web: <http://deva.aac.es/>
Email: deva.aac@juntadeandalucia.es

Office hours:

Monday through Friday: 9:00 a.m. to 14:00 p.m

Public transport:

Bus Lines: 5, 9, 10, 11 and 12 (bus stop: Llanos del Pretorio)

DEVA office is within 10 minutes walk from Renfe and Bus stations.

Map

