
Charter of Services International Support Service

- ISS -

Approved on 12th June 2024 by the UAB Quality Committee

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01

Presentation. Scope of action and organizational information

Presentation (1/3)

This charter of services is intended to be a formal commitment to guarantee the provision of services by the International Support Service (ISS) with a high level of quality and transparency.

The International Support Service, part of the International Relations Area, provides support to international students, teaching and research staff and technical and administrative staff, as well as their families, in practical aspects of their stay at the Universitat Autònoma de Barcelona.

This support is provided from the moment the person is admitted to studies or selected to be hired, at which time they are often still outside the country. The support continues upon arrival at the UAB, during the stay and also when the international user leaves the institution and considers developing a professional project in Spain.

Presentation (2/3)

Furthermore, the ISS devotes part of its attention to developing support services for family members of international teaching and research staff with the aim of facilitating their integration during their stay in Barcelona. These services are designed to contribute to improving the quality of the stay of our international research staff from a family perspective.

The comprehensive vision of this support, from the beginning to after the stay, is important to promote the feeling of belonging to the UAB and helps the international user to consider long-term projects from the first contact with the UAB, thus contributing to the policies of attraction and retention of research talent.

To provide this support, the ISS works in collaboration networks with other entities, inside and outside the UAB. In the context of the Catalan and Spanish networks, work is being done in coordination with other universities and with the Foreigners Office to improve the dynamics of collaboration in the processing of immigration status for international students and teaching and research staff.

Presentation (3/3)

Continuous improvement and satisfying the needs of our service users are at the core of our activities, undertaking to attend to their demands, suggestions, criticisms and proposals. For this reason, the service is located in the plaça Cívica, the hub of the campus, which will be used as a point of arrival and to promote accessibility for our users during their stay at the UAB.

We adapt to the needs of our users, who can be physically on campus or contact us from their places of origin. Therefore, we provide personalized attention both in our office and remotely, adapting to different needs from different platforms, whether by telephone, email or via an online service, in the latter case adapting direct communication schedules to the different time zones.

Katja Schustakowitz, Director of International Relations Area

Scope of action and organizational information (1/2)

In accordance with the mission of the International Support Service and the functions it performs, the service users are:

- a) International Students, International Teaching and Research Staff (PDI) and International Technical, Management, Administrative and Service staff (PTGAS) who spend time at the UAB, as well as their families.
- b) PDI and PTGAS from different units and departments of the UAB who require guidance, support and information on immigration regulations.
- c) UAB students, teaching and research staff and PTGAS displaced outside the country or from third countries, who require information and support in relation to the UAB International Emergency Protocol.

Scope of action and organizational information (2/2)

From a functional perspective, the ISS is part of the International Relations Area, which answers to the Vice-General Manager for Academic Planning. From an organic perspective, it answers to the Office of the Vice-Rector for International Relations.

Contact information

International Support Service

International Relations Area - Universitat Autònoma de Barcelona

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02

Mission and values

Mission and values (1/3)

The mission of the International Support Service (ISS) is to support the UAB's international university community, as well as their families, and improve the quality of their stay, thus facilitating their academic and/or professional performance in accordance with the policies of creation, attraction and retention of talent that are part of the UAB's internationalization strategy.



Mission and values (2/3)

The values that inspire the ISS's activity are:

1. **User orientation:** meeting the needs and expectations of our users is at the core of our activities.
2. **Diversity and non-discrimination:** we ensure to include all groups, under equal conditions, preventing any type of discrimination to guarantee equal opportunities in teaching and research.



Mission and values (3/3)

The values that inspire the ISS's activity are:

3. **Continuous improvement:** we achieve excellence through teamwork, innovation and cooperation in Catalan and national networks to improve efficiency and effectiveness.
4. **Proactivity:** we develop new support tools to adapt quickly to the needs we detect among our users and to any changes in regulation that may affect them.





03

What do we offer?

What do we offer? (1/4)

Guidance

- Provision of materials with practical information for international groups.
- Organization and implementation of welcome sessions for international students.
- Organization and implementation of informative sessions for specific programmes and groups.
- Organization and implementation of training sessions on immigration for different groups at the UAB.
- Coordination and provision of preventive information relating to the International Emergency Protocol.

What do we offer? (2/4)

Attention to users

- Support for specific needs through face-to-face, telephone and online service channels.
- Registration of the different invited groups in order to access UAB services.
- Coordination and support for international scholarship programmes to pursue postgraduate studies at the UAB.
- Actions of the UAB International Emergency Protocol aimed at displaced persons, centres, entities and international organizations in situations of individual accident or general emergency.
- Management and processing of UAB cards for specific groups.

What do we offer? (3/4)

Immigration procedures (1)

- **Information and Support**
 - European Union (EU) Citizen Registration.
 - EU citizen's relative card.
 - Visa application.
 - Foreigner Identification Card.
 - Return authorization.
 - Job-seeking permit for students, teaching and research staff and international PTGAS and their families.

What do we offer? (4/4)

Immigration procedures (2)

- **Information, Support and/or Processing**
 - Initial student permit and its extension for UAB students and their families.
 - EU Mobility residence permit for UAB students.
 - EU Mobility communication for EU studies for UAB students.
 - Residence and work permit for international PDI and PTGAS and their family members.

04

Rights and duties

Rights and duties (1/2)

You have the right to...

- Receive a quality, efficient and effective service.
- Receive professional, friendly and respectful treatment and care without discrimination on the basis of origin, ethnicity, faith, sexual orientation, gender identity or expression, opinion or other personal or social circumstances.
- The privacy and protection of your personal data.
- Actively participate in the improvement of services.
- Have clear, complete and up-to-date information on the services provided and the status of your ongoing procedures.

Rights and duties (2/2)

You have the duty to...

Use the service responsibly and respect the rights of other users and service workers.

Respect the order and criteria of attention that are established as well as the hours of the service.

Not make illegal or malicious use of the service, or carry out activities that violate the rights of other users.

Request the services of the ISS sufficiently in advance to allow the procedure to be completed.

05

Applicable regulations

Applicable regulations (1/2)

- **Organic Law 4/2000**, of 11 January 2000, on the rights and freedoms of foreigners in Spain and their social integration.
- **Royal Decree 557/2011**, of 20 April, approving the Regulation of Organic Law 4/2000, on the rights and freedoms of foreigners in Spain and their social integration.
- **Royal Decree 629/2022**, of 26 July, amending the Regulation of Organic Law 4/2000, on the rights and freedoms of foreigners in Spain and their social integration.
- **Royal Decree-Law 11/2018**, of 31 August, on entry and residence requirements for third-country nationals.

Applicable regulations (2/2)

- **Law 28/2022**, of 21 December, on the promotion of the start-up ecosystem.
- **Resolution of 12 March 2020**, from the Undersecretary's Office, which publishes the Agreement to facilitate the arrival of foreign students, professors and researchers.
- **Organic Law 2/2023**, of 22 March, on the university system.

These regulations and the rest of the legal provisions can be found on the [ISS regulations page](#).

A photograph of four students walking away from the camera on a paved path. The student on the far left has long blonde hair and wears a light grey sweater and blue jeans, carrying a tan backpack. The second student has long dark hair and wears a light blue hoodie and blue jeans. The third student has long curly brown hair, wears a denim jacket over a pink top and pink pants, and carries a pink Fjällräven backpack. The student on the right has short dark hair, wears a white t-shirt and blue jeans, and carries a red backpack. In the background, a man in a blue t-shirt is looking at his phone. The building behind them has a curved roof and large windows.

06

Participation mechanisms

Participation mechanisms

ISS users can contact the service to offer their opinion or assessment of the services provided or to make suggestions, complaints and congratulations. The submission of these types of communications is in no case considered an administrative appeal.

These communications can be sent via the following channels:

- Directly to the ISS, in person, by email or by telephone.
- Through the Opina UAB channel: <https://opina.uab.cat>.
- Through service assessment surveys via web, email, QR code and provided at the end of the information and training sessions.

A background image showing a group of students walking away from the camera on a paved path. In the foreground, a student with long curly hair wears a denim jacket and a pink backpack. Next to them, a student wears a red backpack. To the left, a student with long blonde hair wears a grey backpack. In the background, another student in a blue shirt is visible. The path is bordered by a brick building with large windows on the left and a grassy area on the right.

07

Commitments and quality indicators

Commitments and indicators (1/12)

Commitments

With regard to **orientation**:

- The information on the website is presented in a clear, understandable and precise way.
- The information of the sessions is presented in a clear, understandable and precise way.

With regard to **customer service**:

- We answer queries in a clear, precise and understandable way to resolve the doubt in question.
- We process requests for registration of guest staff within a maximum period of 5 working days; in the case of invited research staff, we submit the application for registration to the Academic Staff Unit within this period.
- We apply the actions indicated in the International Emergency Protocol within 3 working days from its activation.
- We issue the requested cards within 7 working days.

Commitments and indicators (2/12)

Commitments

With regard to **immigration procedures**:

- We respond in a clear, precise and understandable way to queries about immigration procedures.
- We submit applications in immigration procedures within 10 working days from receipt of the required documentation.

Commitments and indicators (3/12)

Indicators

GUIDANCE		
SERVICE	COMMITMENT	INDICATOR
Provision of materials with practical information for international groups.	The information on the website is presented in a clear, understandable and precise way.	User satisfaction level of 3, on a scale of 5.
Organization and implementation of welcome sessions for international students.	The information of the sessions is presented in a clear, understandable and precise way.	User satisfaction level of 3, on a scale of 5.
Organization and implementation of informative sessions for specific programmes and groups.	The information of the sessions is presented in a clear, understandable and precise way.	User satisfaction level of 3, on a scale of 5.

Commitments and indicators (4/12)

Indicators

GUIDANCE		
SERVICE	COMMITMENT	INDICATOR
Organization and implementation of training sessions on immigration for different groups at the UAB.	The information of the sessions is presented in a clear, understandable and precise way.	User satisfaction level of 3, on a scale of 5.
Coordination and provision of preventive information relating to the International Emergency Protocol.	The information on the website is presented in a clear, understandable and precise way.	User satisfaction level of 3, on a scale of 5.

Commitments and indicators (5/12)

Indicators

ATTENTION TO USERS

SERVICE	COMMITMENT	INDICATOR
Support for specific needs through face-to-face, telephone and online service channels.	We answer queries in a clear, precise and understandable way to resolve the doubt in question.	User satisfaction level of 3, on a scale of 5.
Registration of the different invited groups in order to access UAB services.	We process requests for registration of guest staff within a maximum period of 5 working days; in the case of invited research staff, we submit the application for registration to the Academic Staff Unit within this period.	% of registrations processed within the time frame. Compliance in 80% of cases.

Commitments and indicators (6/12)

Indicators

ATTENTION TO USERS

SERVICE	COMMITMENT	INDICATOR
Coordination and support for international scholarship programmes to pursue postgraduate studies at the UAB.	The information is presented in a clear, understandable and precise way.	User satisfaction level of 3, on a scale of 5.
Management and processing of UAB cards for specific groups.	We issue the requested cards within 7 working days.	% of UAB cards issued within the time frame. Compliance in 80% of cases.

Commitments and indicators (7/12)

Indicators

ATTENTION TO USERS

SERVICE	COMMITMENT	INDICATOR
Actions of the UAB International Emergency Protocol aimed at displaced persons, centres, entities and international organizations in situations of individual accident or general emergency.	We apply the measures indicated in the International Emergency Protocol within 3 working days of its activation.	% of actions carried out within the time frame. Compliance in 80% of cases.

Commitments and indicators (8/12)

Indicators

IMMIGRATION PROCEDURES (Information and support)

SERVICE	COMMITMENT	INDICATOR
European Union (EU) Citizen Registration.	We provide clear, accurate and understandable answers to queries about the EU citizen register.	User satisfaction level of 3, on a scale of 5.
EU citizen's relative card.	We provide clear, precise and understandable answers to queries about the family member card of an EU citizen.	User satisfaction level of 3, on a scale of 5.

Commitments and indicators (9/12)

Indicators

IMMIGRATION PROCEDURES (Information and support)

SERVICE	COMMITMENT	INDICATOR
Visa application.	We provide clear, accurate and understandable answers to visa application queries.	User satisfaction level of 3, on a scale of 5.
Foreigner Identification Card.	We provide clear, precise and understandable answers to queries about the Foreigner Identification Card.	User satisfaction level of 3, on a scale of 5.

Commitments and indicators (10/12)

Indicators

IMMIGRATION PROCEDURES (Information and support)

SERVICE	COMMITMENT	INDICATOR
Return authorization.	We provide clear, precise and understandable answers to queries about the Return Authorization.	User satisfaction level of 3, on a scale of 5.
Job-seeking permit for students, teaching and research staff and international PTGAS and their families.	We provide clear, accurate and understandable answers to queries about the job-seeking permit.	User satisfaction level of 3, on a scale of 5.

Commitments and indicators (11/12)

Indicators

IMMIGRATION PROCEDURES (Information, support and processing)

SERVICE	COMMITMENT	INDICATOR
Initial student permit and its extension for UAB students and their families.	We submit applications within 10 working days of receipt of the required documentation.	% of applications submitted within the time frame. Compliance in 80% of cases.
EU Mobility residence permit for UAB students.	We submit applications within 10 working days of receipt of the required documentation.	% of applications submitted within the time frame. Compliance in 80% of cases.

Commitments and indicators (12/12)

Indicators

IMMIGRATION PROCEDURES (Information, support and processing)

SERVICE	COMMITMENT	INDICATOR
EU Mobility communication for EU studies for UAB students.	We submit applications within 10 working days of receipt of the required documentation.	% of applications submitted within the time frame. Compliance in 80% of cases.
Residence and work permit for international PDI and PTGAS and their family members.	We submit applications within 10 working days of receipt of the required documentation.	% of applications submitted within the time frame. Compliance in 80% of cases.



08

Complaint channels and corrective measures

Complaint channels and corrective measures

To submit claims about non-compliance with the rights or commitments established in this charter of services, the same channel will be used as for complaints and suggestions, the Opina UAB service: <https://opina.uab.cat>.

The person responsible for the ISS will analyse the content of the complaint and implement, where appropriate, the necessary corrective actions, considering the circumstances and the possibilities of competence.

The user will receive a written explanation or apology through the Opina UAB service, which will also inform, where appropriate, of the measures adopted to correct the deficiency in the service provided, within a period of no more than 15 working days.

Failure to fulfil the service's commitments does not affect the University's financial liability.

09

Validation, approval and updating of the charter

Validation, approval and updating of the charter

This charter of services has been reviewed and validated by a Joint Committee, made up of representatives of the International Support Service, users of the service, and staff from the Digital Transformation and Organization Area, and has the approval of the Legal Office.

The UAB Quality Committee, by delegation of the Governing Council, definitively approved the charter on 12th June 2024.

This charter will be updated at least every two years, or whenever there are changes in the services provided or other substantial modifications. The procedure followed for updating is the same as for approval.

Internally, the service continuously monitors the degree of compliance with the commitments and presents a report on the results to the UAB Quality Committee, at least every two years.

