

Academic Administration Offices

Service Charter

Approved 18 June 2025 by the UAB Quality Committee

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01

Introduction. Scope of Action and Organisational Data

Presentation

We are pleased to present the Service Charter for the academic administrative procedures at the UAB. This document aims to define the commitments that are assumed with the university community and the users of the services to guarantee the optimum provision of administrative services, taking quality and transparency as essential elements of our field of activity.

The Academic Administration Office is the unit in the teaching centre responsible for all administrative processes from the moment Bachelor's and Master's degree students begin their studies until they finish them, It also offers continuous support to teaching staff and the governing team of the faculty or school. That is why each centre on both the Bellaterra campus and the Sabadell campus has its own Academic Administration Office.

Continuous improvement, adaptation to regulatory changes and the satisfaction of the users of the service form the central axis of our activities, and we are committed to meeting the demands of the community thanks to the work of a team of qualified people and the appropriate resources and tools.

Montserrat Masoliver
Deputy Executive Administrator for Academic Planning

Scope of Action and Organisational Data

The UAB's academic administration offices are present and easily identifiable in each of the teaching centres that make up the university. There are thirteen academic administration offices on the Bellaterra campus, two of which have an integrated Logistics Support and Information Point (SLIPI) service, and one on the Sabadell campus. Academic administration is functionally dependent on the Deputy Executive Administrator for Academic Planning.

The academic administration offices of the UAB-specific centres are open from Monday to Friday all year round, except during holiday periods and public holidays regulated by the academic and administrative calendar. Face-to-face service is available by appointment. Wherever possible, procedures are carried out through the self-service system.

Some of the services provided by the academic administration office are subject to the financial fees regulated and set each year by the Government of Catalonia de Catalunya for all Catalan public universities. In addition, some specific prices are established annually by the UAB [Board of Trustees](#) .

You can consult the addresses and opening hours of academic administration office in the specific section of the website of each faculty or school, which you can access at www.uab.cat.

Scope of Action and Organisational Data (2)

Faculty of Biosciences - Building C

Tel. 93 581 37 12

ga.biociencias@uab.cat <http://www.uab.cat/biociencias>

Faculty of Sciences - Building C

Tel. 93 581 22 80

ga.ciencies@uab.cat <http://www.uab.cat/ciencies>

Faculty of Communication - Building I Tel. 93 581 19

93 / 93 581 19 94

ga.c.comunicacio@uab.cat <http://www.uab.cat/comunicacio>

Faculty of Education - Building G5

Tel. 93 581 26 83

ga.c.educacio@uab.cat <http://www.uab.cat/ciencies-educacio>

Scope of Action and Organisational Data (3)

Faculty of Political Science and Sociology - Building B

Tel. 93 581 12 21

ga.politiques.sociologia@uab.cat <http://www.uab.cat/politiques-sociologia>

Faculty of Law - Building B3

Tel. 93 581 10 62

ga.dret@uab.cat <http://www.uab.cat/dret>

Facultat Economics and Business - Building B

Tel. 93 581 10 60 / 93 581 10 59

ga.economia.empresa@uab.cat <http://www.uab.cat/economia-empresa>

School of Engineering – Logistics Support and Information Point Integrated Service

Campus de Bellaterra - Building Q

Tel. 93 581 35 89

ga.enginyeria@uab.cat <http://www.uab.cat/enginyeria>

Scope of Action and Organisational Data (4)

Sabadell Campus

Tel. 676 239 319 Ext.6258

ga.campus.sabadell@uab.cat ga.enginyeria@uab.cat

<http://www.uab.cat/enginyeria>

ga.economia.empresa@uab.cat <http://www.uab.cat/economia-empresa>

Faculty of Arts and Humanities - Building B

Tel. 93 581 15 58

ga.lletres@uab.cat <http://www.uab.cat/lletres>

Faculty of Medicine - Building M

Tel. 93 581 19 02

ga.medicina@uab.cat <http://www.uab.cat/medicina>

Scope of Action and Organisational Data (5)

Faculty of Psychology and Speech Therapy - Building B

Tel. 93 581 18 55

ga.psicologia.logopedia@uab.cat <http://www.uab.cat/psicologia>

Faculty of Translation and Interpreting – Logistics Support and Information Point Integrated Service

Campus de Bellaterra – Building K

Tel. 93 581 17 60

g.academica.fti@uab.cat <http://www.uab.cat/traduccioninterpretacio>

Faculty of Veterinary Medicine - Building V

Tel. 93 581 14 13

ga.veterinaria@uab.cat <http://www.uab.cat/veterinaria>

02

Mission and Values

Mission and Values

The mission of the academic administration offices is to advise, process and manage the procedures related to academic life for Bachelor's and Master's degree students, administering resources in the most efficient way possible and providing a quality service to students, teaching and research staff, other university services and external users.



Mission and Values (2)

The values that the academic administration offices hold in the provision of their services are as follows:

GUIDANCE FOR USERS OF THE SERVICE

The main line of activity of the academic administration offices consists of effectively meeting the needs of users, ensuring maximum respect for diversity and inclusion, adopting tools such as data interoperability to optimise the attention offered along with more agile and precise responses to their demands.

EFFICIENCY

The academic administration offices carry out their processes and procedures efficiently to ensure optimal use of time and resources.

TRANSPARENCY

The academic administration offices are governed by transparency in all their actions and decisions, and promote a culture of honesty and ethics.

Mission and Values (3)

CONTINUAL IMPROVEMENT

The academic administration offices apply innovations and seek continual improvement in their procedures so that users of the service can carry out administrative procedures in the quickest and most effective way.

ENSURING THE APPLICATION OF PROCEDURES

The academic administration offices ensure that the procedures they manage are carried out in accordance with the provisions of the different regulations applicable to the university environment.



03

What Do We Offer?

What Do We Offer?

The academic administration offices offer an efficient, quality professional service to students, teaching and research staff, and to the different services of the university as external users, in the following processes:

ACADEMIC ADMINISTRATIVE ADVICE

Personalised and professional support is offered to students throughout their academic life in relation to curricula, credits, recognitions, international mobility, curricular work placements and all requirements for them to develop and complete their studies.

INTERGATED SERVICE POINT

The academic administration offices work directly and continuously with the other areas of the university to optimise the user experience, minimising the time and number of steps necessary to carry out procedures and resolve queries.

SUPPORT IN THE RESGISTRATION PROCESS

The academic administration offices They facilitate the registration process for Bachelor's and Master's degree students, especially new students, and provide the necessary information and tools to carry out the registration process.

What Do We Offer? (2)

REGISTER AND CUSTODY OF ADMINISTRATIVE DOCUMENTATION

The academic administration offices administer, record, hold and monitor the academic records of the students, updating the information on their grades and reviewing compliance with the corresponding academic requirements.

SUPPORT FOR STUDENTS WITH SPECIAL NEEDS

The academic administration offices are committed to offering students with special educational needs, or those who require specific attention, the relevant information in each case in order to accompany them throughout their studies.

COORDINATION WITH THE TEACHING AND RESEARCH STAFF

The academic administration offices maintain fluid and constant communication with the teaching and research staff with the aim of providing them with all the relevant information on academic management, regulations, curricula or teaching programming, and listening to their concerns and needs.

TEACHING PROGRAMME

The service is coordinated with all other areas of the university to be able to effectively plan and programme the teaching, timetables, classrooms and calendars of the different programmes and curricula offered in the teaching centres.

What Do We Offer? (3)

QUALITY ASSURANCE

The academic administration offices work directly with the dean's offices and others responsible for quality of the centres so that organisation, transparency and effective communication through the means available form the backbone of the services offered, and are always in line with the Internal Quality Assurance System established by the university and each faculty or school.

DISTRIBUTION OF INFORMATION ABOUT ACADEMIC AND ADMINISTRATIVE PROCESSES

The academic administration offices make responsible use of the website and social media to disseminate precise and up-to-date information about the processes linked to the service.

04

Rights and Responsibilities

Rights and Responsibilities

You have the right to...

- Receive clear, accurate and verifiable information about the services offered by the institution.
- Receive personalised and effective service from the academic management team, and to be listened to and attended to with a professional and respectful treatment.
- A guarantee of the protection of your personal and confidential information, in compliance with the data protection and privacy.
- Express your suggestions or complaints about academic procedures and their resources and services, in person or online.
- Be informed of the news, timetables, classrooms and calendars of administrative processes.
- Access to the corresponding regulations and protocols and their changes and modifications through the channels provided for this purpose.
- Receive information on the status of ongoing procedures.
- Use either of the two official languages of the university.

Rights and Responsibilities (2)

You have a responsibility to...

- Comply with the internal rules and regulations of the faculty or school and respect the rights of other users and members of the educational community.
- Pay the administrative and academic fees corresponding to the contracted services.
- Keep your personal and contact details up to date.
- Make appropriate use of available technological resources and tools.
- Request the services with sufficient notice to allow them to be provided on time.
- Submit documentation that meets the corresponding legal requirements.
- Respect the established order and criteria of attention received as well as the hours of the service.
- Consult and check the channels through which academic procedures send notifications and provide information to users.
- Respect the established hours of the service.
- Use the facilities and equipment properly.



05

Applicable Regulations

Applicable Regulations

General university regulations

- [Organic Law 2/2023, of 22 March](#), on the University System (LOSU)
- [Royal Decree 822/2021, of 28 September](#), which establishes the organisation of university education and procedures to ensure quality.
- [Law 1/2003, of 19 February](#), on Catalan universities.
- [Law 39/2015, of 1 October](#), on Common Administrative Procedure in Catalan P ublic Universities.
- [Law 40/2015, of 1 October](#), on the Legal Regime of the P ublic Sector.

To consult the rest of the prevailing regulations relating to the university sector, both national and in the autonomous community, you can visit this [link to the Spanish State Gazette \(BOE\)](#) (in Spanish).

Applicable Regulations (2)

UAB regulations

- [Decree 237/2003, of 8 October](#), which approves the Statutes of the Universitat Autònoma de Barcelona.
- [UAB Academic Regulations](#). In force from the 2022-2023 academic year, Governing Council meeting [7 July 2022](#).
- [UAB Academic Staff Dedication Model](#)
- [Regulations on Academic Management Positions](#).
- To consult the rest of the prevailing regulations relating to the UAB you can visit:

<https://seuelectronica.uab.cat/normativa>

- Any regulatory modifications will be incorporated into the periodic updating of the Service Charter.

06

Participation Mechanisms

Participation Mechanisms

- You can submit your suggestions, complaints or praise through the Opina UAB service:

<https://opina.uab.cat>

- You can address queries and questions:
 - In person at the corresponding academic administration office.
 - By phone and email.
- You can also answer regular service satisfaction surveys.
- Finally, you can participate in the committees and governing and representative bodies of the teaching centre and of the university.

A background image showing four students walking on a paved path in a university setting. From left to right: a woman in a green jacket and blue jeans, a man in a grey sweater with headphones and a red bag, a woman in a grey top and blue jeans, and a man in a grey 'TOKYO' sweatshirt with a backpack and a skateboard. The path is lined with trees and modern university buildings.

07

Quality Commitment and Indicators

Quality Commitment and Indicators

- We offer extended hours of personalised attention.
- We provide the necessary information for any process of access, admission and registration before the deadlines established in each academic year.
- We ensure that at least 80% of registrations are carried out electronically.
- We keep our websites updated and disseminate information in other communication channels.
- We hold face-to-face or online information sessions for the different administrative procedures, and in different areas of management, at least twice a year.

Quality Commitment and Indicators (2)

- We manage curricular work placements with the institutions and companies with which we have a relationship so that students can do them in a legal and transparent way, and we draw up agreements within a maximum period of 20 working days, provided that all the required data is available.
- We inform and advise mobility students on all the necessary documentation so that they can register correctly, and we provide them with the appropriate documentation.
- We simplify the application process for Bachelor's and Master's degrees through a self-service system and carry out periodic settlements at the Ministry, to facilitate administrative processing.
- We guarantee a registration point for face-to-face processing during the academic administration office hours.
- We provide technical and quality support to the teaching and research staff, the governing team, the degree coordinators and the mobility and work placement managers of the faculty or school.

Quality Commitment and Indicators (3)

ACADEMIC ADMINISTRATIVE ADVICE		
SERVICE	COMMITMENT	INDICATOR
Provide support and advice to users (students, teaching and research staff, others) by resolving queries through the different communication channels.	<p>Offer extended hours of personalised attention through an appointments system.</p> <p>Attend personally to users through the corresponding channels: email, telephone and face-to-face.</p> <p>Ensure user satisfaction with the service.</p>	Degree of satisfaction in the annual assessment of the service of at least 3 out of 5.
Manage and support mobility students throughout their stay.	Inform and advise mobility students who come for a stay at the UAB on all the necessary documentation so that they can register correctly, establishing communication with their home university, if applicable, and providing them with the appropriate documentation.	Registered complaints from mobility students who have come for a stay at the UAB is less than 5% of the total number of students who come for a stay.
	Inform and advise mobility students who are doing a stay at another university on all the necessary documentation so that they can register correctly, establishing communication with their host university, if applicable, and providing them with the appropriate documentation.	Registered complaints from mobility students who have come for a stay at another university less than 5% of the total number of mobility students who come for a stay at another university.

Quality Commitment and Indicators (4)

ACADEMIC ADMINISTRATIVE ADVICE		
SERVICE	COMMITMENT	INDICATOR
	Ensure student satisfaction with the service.	Degree of satisfaction in the annual assessment of the service of at least 3 out of 5.
Manage and support the students who are doing curricular work placements in companies and institutions.	Draw up work placement agreements, if all the required data is available, 20 days before the start date.	Registered complaints of less than 5% on the total number of students doing curricular work placements at the faculty or school.
	Ensure student satisfaction with the service.	Degree of satisfaction in the annual assessment of the service of at least 3 out of 5.

Quality Commitment and Indicators (5)

SUPPORT IN THE REGISTRATION PROCESS		
SERVICE	COMMITMENT	INDICATOR
Manage registration, both for new access and returning Bachelor's and Master's degree students.	Provide academic support to students so that they can register in the assigned period.	Percentage of online registrations out of the total number of registrations above 80%.
	Provide the necessary information so that new access Bachelor's degree students can carry out the registration process correctly.	At least one face-to-face or online information session.

MANAGEMENT AND PROCESSING OF CERTIFICATES		
SERVICE	COMMITMENT	INDICATOR
Offer services aimed at simplifying and optimising the processing of Bachelor's and Master's degree certificates.	Give information about and promote the self-service system available for managing Bachelor's and Master's degrees, to reduce waiting times and speed up the process of issuing degree certificates.	Percentage of Bachelor's and Master's degree certificates requested using the self-service system more than 80%.
	Make periodic settlements to the Ministry of the degrees requested to accelerate their issuance.	At least one settlement for certificates to the Ministry every two weeks.

Quality Commitment and Indicators (6)

DISTRIBUTION OF INFORMATION ABOUT ACADEMIC ADMINISTRATIVE PROCESSES		
SERVICE	COMMITMENT	INDICATOR
Offer services oriented to the management and publication of information and multimedia dissemination of information.	Hold face-to-face or online information sessions,, on academic administrative procedures (work placements, mobility, degree final projects, etc.).	At least two information sessions per year (face-to-face or online).

COORDINACIÓ AMB EL PDI		
SERVICE	COMMITMENT	INDICATOR
Provide support and advice to teaching and research staff, the degree coordinators, the dean's office and the governing team of the faculty or school.	Ensure user satisfaction.	Degree of satisfaction in the annual assessment of the service of at least 3 out of 5.

A group of six young adults are sitting on a set of wide, colorful concrete steps (orange, yellow, green, blue) outdoors. They are engaged in conversation and looking in various directions. A black backpack is on the left, and a pink backpack is on the right. The background shows green trees and a building.

08

Complaints Channels and Corrective Measures

Complaints Channels and Corrective Measures

To submit claims for non-compliance with the commitments made in this Service Charter, you must use the same channel as for complaints, suggestions and praise for the rest of the university services, i.e. the Opina UAB service: <https://opina.uab.cat>

When any of the commitments are not fulfilled, the person responsible for the corresponding academic management will analyse the causes of the non-compliance and will implement, where appropriate, the necessary corrective actions, always considering the circumstances and the possibilities of competence.

Once the complaint has been analysed and assessed, the user will receive a written explanation or apology from the person responsible for academic management or the Deputy Executive Administrator for Academic Planning, through the Opina UAB service within a period of no more than 15 days, in which they will also be informed of the measures adopted to correct the deficiencies in the service provided.

Failure to comply with service commitments shall not entail the University's financial liability.



09

Validation, Approval, and Updating of the Charter

Validation, Approval and Updating of the Charter

This Service Charter has been reviewed and validated by a joint committee, made up of representatives of the teaching and research staff, students, academic administration, users of the service and staff from the Area of Digital Transformation and Organisation.

The UAB Quality Committee, delegated by the Board of Governors, gave the charter final approval on 18 June 2025.

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 the update is the same as that 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 once every two years.



UAB Universitat Autònoma
de Barcelona

