

STRATEGIC PROCESSES

PST01. Institutional Strategy

- PST01.01 Definition and review of institutional policies and objectives
- PST01.02 Strategic and budget planning
- PST01.03. Information and communication strategy
- PST01.04. Quality planning and review

PST02. Stakeholder Engagement

- PST02.01. Stakeholders Survey System management
- PST02.02. Claims and suggestions management

PST03. Accountability & Transparency

- PST03.01. Public information and transparency
- PST03.02. Results analysis and sharing
- PST03.03. Internal quality audits and IQAS review

KEY PROCESSES

PK01. Portfolio Design & Review

- PK01.01 New programs design and validation
- PK01.02. Programs review and modification
- PK01.03. Programs discontinuation

PK02. Teaching & Learning Management

- PK02.01. Course planning and teaching guides
- PK02.02. Student feedback and improvement actions

PK03. Student Access & Guidance

- PK03.01. Student recruitment and admission
- PK03.02. Enrolment and monitoring of progression
- PK03.03. Welcome, support and guidance

PK04. Internship, Mobility & Student Life

- PK04.01. Internship management
- PK04.02. Mobility management
- PK04.03 Student complementary activities

PK05. Career Services & Alumni

- PK05.01. Career Services
- PK05.02. Alumni network and employability tracking

SUPPORT PROCESSES

PSU01. Human Resources Management

- PSU01.01. Faculty and Staff recruitment
- PSU01.02. Training and professional development
- PSU01.03. Evaluation and recognition

PSU02. Student Support Services

- PSU02.01. Tutorial Action Plan
- PSU02.02. Academic support and counselling

PSU03. Facilities & Resources Management

- PSU03.01. Facilities and resources improvement
- PSU03.02. IT and learning resources

PSU04. Governance, Finance & Compliance

- PSU04.01 Governance and decision-making
- PSU04.02 Financial management
- PSU04.03 Legal compliance and risk control

CONTINUOUS IMPROVEMENT PROCESSES

PCI01. Continuous Improvement and IQAS Review

- PCI01.01 Data collection and indicators management
- PCI01.02 Analysis of results and action plans
- PCI02.03 External audits and recommendations