

Framing Guide for the

**Instituto Superior Técnico Integrated Quality  
Management System (SIQuIST) within the scope  
of  
A3ES REFERENCE FRAMEWORK**



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## Framework

In the year 2016, the referential framework was published by A3ES (A3ES, 2016a) and formulated in terms of propositions that characterize an internal quality assurance system consolidated and in line with the European Standard Guidelines (ESG 2015, cf. ENQA, 2015) and the legal applicable requirements.

The publication of the referential framework by A3ES aimed to provide a reference framework that can assist higher education institutions in the design and implementation of their quality systems, as well as serve as a benchmark in the implementation of the audit criteria, in order to assure the institutional certification of internal quality assurance systems.

The presented array aims to enable a self-assessment of Instituto Superior Técnico Integrated Quality Management System (SIQuIST), sharing practices and the identification of improvement opportunities, framed within the reference published by A3ES.

According with the international best practices analyzed, particularly in Ireland (QQI, 2017), this self-assessment considered and highlighted (★) Best Practices identified and rewarded by the Instituto Superior Técnico's (IST) Best Practices Observatory (ObservIST). Highlighted (!) were also surveys results' that contribute to SIQuIST.

This initiative promotes investment in the process of self-assessment and the recognition and sharing of practices that excelled within the institution, featuring and enhancing those practices. It is also an opportunity to enhance the visibility of these activities and initiatives regarding the promotion of quality and continuous improvement.

The following contains the record of the SIQuIST framework, with the information collated from the following vectors:

1. Policy for quality assurance
2. Quality assurance in the nuclear processes of the institutional mission
3. Quality assurance in the management of resources and support services
4. Management and publication of information
5. Periodical external assessment

The following sources of information were used to achieve this synthetic proposal:

A3ES (2012a). *Assessment Manual*, Higher Education Accreditation and Evaluation Agency, Lisbon.

A3ES (2012b). *Quality Manual*, Higher Education Accreditation and Evaluation Agency, Lisbon.

A3ES (2016a) “SIGQ Guidelines”, consulted in October 2018 at:  
<http://www.a3es.pt/pt/acreditacao-e-auditoria/guiões-e-procedimentos/auditoria-de-sistemas-internos-de-garantia-da-qualidade>

A3ES (2016b) “[Auditing Internal Quality Assurance Systems In Higher Education Institutions: Manual for the Audit Process](#)”, Version 1.2.

ENQA, ESU, EUA & EURASHE (2015). *Standards and Guidelines for Quality Assurance in the European Higher Education Area* (ESG). Brussels, Belgium, consulted in October 2018 at:  
[http://www.enqa.eu/wp-content/uploads/2015/11/ESG\\_2015.pdf](http://www.enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf)

QQI (2017), “Quality within Higher Education 2017: Summary report”, consulted in October 2018 at: <https://www.qqi.ie/Publications/Pages/Quality-within-Higher-Education-2017-Summary-report.aspx>

## 1. Policy for quality assurance

### **Reference 1 – Policy for quality assurance and pursuit of quality objectives:**

The institution has consolidated a quality culture supported by a quality policy and by quality objectives, which are formally defined and publically available

*For this purpose, the institution prepared, formally approved and made public documentation that expresses the institutional policy and objectives for quality, including, namely:*

<p>1.1. The institutional strategy for quality enhancement, translated into the pursuit of certain quality objectives, as an integral part of the overall strategic management of the institution and a contribution to accountability;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Faculty Assembly</a> (AE)</li> <li>• <a href="#">Advisory Council</a></li> <li>• <a href="#">IST President</a></li> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">ULisboa Quality Assurance Council</a></li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Strategic Plan Follow-up Committee</a> (CAPE)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">IST Statutes</a></li> <li>• <a href="#">IST Strategic Plan</a></li> <li>• <a href="#">IST Activities Plan</a></li> <li>• <a href="#">IST Activity Report</a></li> <li>• <a href="#">Plan and Risk Prevention Management Report, including Risks of Corruption and Infraction</a> (PPRCIC)</li> <li>• IST Report of Auditors (included in the <a href="#">IST Activity Report</a>)</li> <li>• <a href="#">IST Quality Plan</a> (PQ)</li> <li>• <a href="#">IST Quality Plan Annex</a></li> <li>• <a href="#">Evaluation and Accountability Framework</a> (QUAR)</li> <li>• <a href="#">IST Quality Manual</a></li> <li>• <a href="#">SIQuIST Self-Assessment (2017)</a> (Mapping of Quality Mechanisms used in every IST's Strategic Process and SIQuIST's Self-Assessment)</li> <li>• <a href="#">Follow up of SIQuIST (Report)</a></li> </ul>
<p>1.2. The organization of the quality assurance system, pointing out the responsibilities of the different bodies and services in this field;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Evaluation Coordination Council</a> (CCA)</li> <li>• <a href="#">Coordinating Council for Teacher Evaluation</a> (CCDA)</li> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">ULisboa Quality Assurance Council</a></li> <li>• <a href="#">Strategic Plan Follow-up Committee</a> (CAPE)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Quality and Internal Audit</a> (AQAI)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">SIQuIST's Regulation</a></li> <li>• <a href="#">Regulation of the Integrated Quality Management System of the ULisboa</a></li> <li>• <a href="#">IST Activities Plan</a></li> <li>• <a href="#">IST Quality Plan</a> (PQ)</li> <li>• <a href="#">IST Quality Plan Annex</a></li> <li>• <a href="#">IST Quality Manual</a></li> <li>• <a href="#">SIQuIST Self-Assessment (2017)</a></li> </ul>
<p>1.3. The forms of involvement and responsibilities of students and other (internal and external) stakeholders in quality assurance processes</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Faculty Assembly</a> (AE)</li> <li>• <a href="#">Advisory Council</a> (CC)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (<b>★ QUC</b>) (Standing Committee)</li> <li>• Research and Education Assessment Council (CAIE), period 2013-2016</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">Students' Union at IST</a> (AEIST)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Quality and Internal Audit</a> (AQAI)</li> </ul>

<b>Reference 1 – Policy for quality assurance and pursuit of quality objectives:</b> The institution has consolidated a quality culture supported by a quality policy and by quality objectives, which are formally defined and publically available <i>For this purpose, the institution prepared, formally approved and made public documentation that expresses the institutional policy and objectives for quality, including, namely:</i>	
	<b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Corporate Partnerships</a> (Link to Society and IST's Partner Network)</li> <li>• <a href="#">IST Quality Manual</a></li> <li>• <a href="#">QUC</a></li> <li>• Observatories: ★ <a href="#">OEIST – IST Graduate Employability Observatory</a>, <a href="#">ObservIST – IST Best Practices Observatory</a>, <a href="#">IST Rankings Observatory</a></li> <li>• <a href="#">(I) Regulation of the preparation, application, analysis and dissemination of surveys' results at IST</a></li> <li>• Research and Education Assessment Regulation (RAAIE)</li> </ul>
1.4. Ways of ensuring academic integrity and surveillance against academic fraud and against all forms of intolerance or discrimination against students or teaching and non-teaching staff;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Coordinating Council for Teacher Evaluation</a></li> <li>• <a href="#">Committee for Education Ethical Issues</a> (Standing Committee)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Academic Development Unit</a> (NDA)</li> <li>• <a href="#">Quality and Internal Audit</a> (AQAI)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Code of Conduct and Best practices of ULisboa</a></li> <li>• <a href="#">Rights and Guarantees Charter</a></li> <li>• <a href="#">Student Disciplinary Regulations</a></li> <li>• <a href="#">Committee for Education Ethical Issues (reference terms) CP</a></li> <li>• <a href="#">Ethics for Students</a> - NDA course</li> <li>• <a href="#">Ethics for Academics</a> - NDA course</li> <li>• <a href="#">Software Plagiarism Detection</a></li> <li>• <a href="#">Diversity and Gender Equality at IST</a> (activities /promotion actions)</li> <li>• <a href="#">IST Ethics Committee</a></li> <li>• <a href="#">SugerIST</a></li> <li>• <a href="#">Internal Audit /Procedures</a> (AQAI)</li> </ul>
1.5. The way of implementing, monitoring and reviewing the quality policy and its translation into an effective internal quality assurance system	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">Strategic Plan Follow-up Committee</a> (CAPE)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Quality and Internal Audit</a> (AQAI)</li> <li>• <a href="#">Coordinating Council for Teacher Evaluation</a></li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">SIQuIST Regulation</a></li> <li>• <a href="#">Internal Audit /Procedures</a> (AQAI), reports and recommendations</li> <li>• Monitoring <a href="#">IST Quality Plan (PQ)</a></li> <li>• Indicators (Indicators and Results Data Base)</li> <li>• <a href="#">SIQuIST Follow up Report</a></li> <li>• Annual Self-Assessment SIQuIST Report</li> <li>• SIQuIST Self-Assessment within the scope of A3ES reference framework 2016</li> <li>• <a href="#">SIQuIST Self-Assessment (2017)</a></li> <li>• Monitoring of IST's <a href="#">Strategic Plan</a> (CAPE)</li> <li>• <a href="#">IST Activity Plans and Reports</a></li> <li>• <a href="#">IST Quality Manual</a></li> <li>• Report of the Research and Education Assessment Council (CAIE) period of coverage 2013-2016</li> <li>• <a href="#">IST's Services Procedures Manual</a></li> </ul>

## 2. Quality assurance in the nuclear processes of the institutional mission

### Reference 2 –Design and approval of programmes:

The institution has processes for the design and approval of its educational offer, ensuring that study programmes are designed and structured so that they can achieve the objectives set for them, namely the intended learning outcomes. The qualification achieved in each programme, as well as the corresponding level in the national and European higher education qualifications frameworks, are clearly specified and publicised.

*With this objective, the institution promoted the definition of procedures to ensure that its study programmes:*

2.1. Are designed on the basis of overall objectives aligned with the institutional strategy for its educational provision and explicitly define the learning outcomes (knowledge, skills and competences) to be achieved;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Committees</li> <li>• <a href="#">Academic Services</a> (DA)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">IST Statutes</a></li> <li>• <a href="#">IST Strategic Plan</a></li> <li>• <a href="#">Scientific Council</a> (CC) with defined procedures of accreditation of new study cycles</li> <li>• <a href="#">Pedagogic Council</a> (CP) with defined procedures</li> </ul>
2.2. Involve students and other stakeholders in their design;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★QUC) (Standing Committee)</li> <li>• <a href="#">Education and Pedagogical IST Model Review Committee</a> (CAMEPP)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• Procedures of Accreditation of New Study Cycles (<a href="#">Scientific Council</a> (CC))</li> </ul>
2.3. Benefit from external expertise and references;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Advisory Council</a> (CCons.)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Committees</li> <li>• <a href="#">Research Centers and Associated Research Centers</a></li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">IST Student's Union</a> (AEIST)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• Procedures of Accreditation of New Study Cycles (<a href="#">Scientific Council</a>)</li> <li>• <a href="#">Corporate Partnerships</a> (Link to Society and IST's Partner Network)</li> </ul>
2.4. Are designed to allow a normal student progression;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★QUC) (Standing Committee)</li> <li>• <a href="#">Pedagogical Course Commissions</a></li> <li>• <a href="#">Academic Services</a> (DA)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Academic Guide</a></li> <li>• Procedures of Accreditation of New Study Cycles (<a href="#">Scientific Council</a>)</li> <li>• <a href="#">Delegates Training Programme</a></li> <li>• ★QUC</li> </ul>
2.5. Define the expected workload of the students, in ECTS;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Committees</li> <li>• <a href="#">Pedagogical Course Commissions</a></li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★QUC) (Standing Committee)</li> </ul>

## Reference 2 –Design and approval of programmes:

The institution has processes for the design and approval of its educational offer, ensuring that study programmes are designed and structured so that they can achieve the objectives set for them, namely the intended learning outcomes. The qualification achieved in each programme, as well as the corresponding level in the national and European higher education qualifications frameworks, are clearly specified and publicised.

*With this objective, the institution promoted the definition of procedures to ensure that its study programmes:*

	<p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• Explanation of the ECTS credit system (Formula used to estimate ECTS): webpage <a href="#">★QUC</a></li> <li>• <a href="#">FAQ from Academic Services</a></li> <li>• Curricular Plans of IST Study Cycles</li> <li>• Study NEP/AEPQ (<a href="#">★QUC</a> - Quality Assurance System of the Course Units)</li> <li>• <a href="#">Delegates Training Programme</a></li> <li>• Procedures of Accreditation of New Study Cycles (<a href="#">Scientific Council</a> (CC))</li> </ul>
2.6. Include well-structured opportunities for professional experience in the corresponding education and training area, where appropriate;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul> <p><b>Documents and/or related activities</b></p> <p><a href="#">TT</a> promotes various career development initiatives and employability:</p> <ul style="list-style-type: none"> <li>• <a href="#">★IST Career Discovery</a> (IST Career Sessions, IST Career Scholarships, IST Career Workshops, IST Career Weeks,</li> <li>• <a href="#">Jobshop/AEIST</a>,</li> <li>• <a href="#">IST Job Bank</a>,</li> <li>• <a href="#">Talents@Técnico</a> (IST Recruitment of Young Talents Programme)</li> <li>• (!) <a href="#">Survey IST graduates' employers</a></li> </ul> <p><b>Other related activities, namely:</b></p> <ul style="list-style-type: none"> <li>• Internships Abroad</li> <li>• Summer Internships</li> <li>• IST Summer Internships</li> <li>• Inside View/BEST Lisbon</li> <li>• Course curriculum integrated Internships (check Courses offer)</li> <li>• Business Environment Dissertations Study (AEPQ study)</li> </ul>
2.7. Are subject to a formal institutional process of final approval.	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• Accreditation Procedures for New Study Cycles (<a href="#">Scientific Council</a> (CC))</li> </ul>



**Reference 2 –Design and approval of programmes:**

The institution has processes for the design and approval of its educational offer, ensuring that study programmes are designed and structured so that they can achieve the objectives set for them, namely the intended learning outcomes. The qualification achieved in each programme, as well as the corresponding level in the national and European higher education qualifications frameworks, are clearly specified and publicised.

*In designing its courses, the institution also takes into account the purposes of higher education defined by the Council of Europe in Recommendation Rec (2007)6 on public accountability in higher education and research, in particular:*

2.8. Contribution to employability;

**Responsible Bodies or Services:**

- [Scientific Council](#) (CC)
- [Technology Transfer Office](#) (TT)
- [Institutional Studies, Planning and Quality Area](#) (AEPQ)

**Documents and/or related activities:**

- IST Courses offer is characterized by a diverse array of 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> cycle courses that seek to satisfy the training needs posed by the changing demands of an increasingly volatile market, investing in continuous training.
- IST has had, over the years, the ability to innovate notably, through the development of new technologies that contribute to add value to the economy.
- In this sense, one must look to the postgraduate training as a field of experimentation and development of processes of technological innovation and scientific research. IST has had a leading role in this area, standing out from other higher education institutions.
- TT promotes several career development initiatives and promotes employability:
  - Jobshop/AEIST,
  - [IST Job Bank](#).
  - [Talents@Técnico](#)
  - ★ [Career Discovery@Técnico](#)

★ [IST Graduate Employability Observatory \(OEIST\)](#) aims to ensure regular observation mechanisms of IST graduates in terms of employment and promote employability through systematization, analysis and dissemination of information, directly or indirectly related to the integration of graduates into professional life.

(!) [Monitoring system for IST Graduates Professional Status](#) (1<sup>st</sup> cycle, 2<sup>nd</sup> cycle,, newly graduates and 3<sup>rd</sup> cycle Graduates) Educational Path and Employers Survey.

- [Técnico+](#)

**Reference 2 –Design and approval of programmes:**

The institution has processes for the design and approval of its educational offer, ensuring that study programmes are designed and structured so that they can achieve the objectives set for them, namely the intended learning outcomes. The qualification achieved in each programme, as well as the corresponding level in the national and European higher education qualifications frameworks, are clearly specified and publicised.

*In designing its courses, the institution also takes into account the purposes of higher education defined by the Council of Europe in Recommendation Rec (2007)6 on public accountability in higher education and research, in particular:*

2.9. Preparation for active citizenship;  
;

**Responsible Bodies or Services:**

- [School Assembly](#) (CE)
- [Scientific Council](#) (CC)
- [Pedagogic Council](#) (CP)
- Coordination/Study Cycles Coordinators
- [Technology Transfer Office](#) (TT)
- [Academic Services](#) (DA)
- [Academic Development Unit](#) (NDA)
- [The Student Support Unit](#) (NAPE)

**Documents and/or related activities:**

- ★ [Tutoring](#) (Programme) and ★ [Mentoring Programme](#)
- ★ [MEGM Mentoring](#)
- [SKILLS Factory \(NAPE\)](#)
- [Delegates Training Programme](#)
- [Formations and Students' workshops \(NDA\):](#)

## General Formations

- [Ethics for Students](#)
- [Microsoft PowerPoint for Students](#)
- [Microsoft Word Advanced for Students](#)
- [Microsoft Excel Advanced for Students](#)
- [Communicate in Public](#)
- [Time management](#)
- [Teamwork](#)
- [Written expression](#)

## Specific Formations

- [From Good to Excellent](#)
- [To Prescribe Prescription](#)
- [Orientation Day for Delegates](#)
- Regulation for Support to Students with Special Educational Needs (NEE)
- Extracurricular Activities
- [Code of Conduct and Best practices of ULisboa](#)
- [Técnico+](#)

## Reference 2 –Design and approval of programmes:

The institution has processes for the design and approval of its educational offer, ensuring that study programmes are designed and structured so that they can achieve the objectives set for them, namely the intended learning outcomes. The qualification achieved in each programme, as well as the corresponding level in the national and European higher education qualifications frameworks, are clearly specified and publicised.

*In designing its courses, the institution also takes into account the purposes of higher education defined by the Council of Europe in Recommendation Rec (2007)6 on public accountability in higher education and research, in particular:*

2.10. Support for students' personal development;

### Responsible Bodies or Services:

- [Governing Board](#) (CG)
- [Scientific Council](#) (CC)
- [Technology Transfer Office](#) (TT)
- [Academic Services](#) (DA)
- [Academic Development Unit](#) (NDA)
- [IST International Affairs](#) (AAI)
- [The Student Support Unit](#) (NAPE)
- [IST Students' Union](#) (AEIST)
- [Health Services](#)

### Documents and/or related activities:

[IST Governing Board](#) (CG) grants support, financial or otherwise, to students extracurricular activities. Support intends extracurricular activities promoted by IST Student Units and with recognized relevance in student training. Support aims at the Student Units activities, such as cultural and scientific dissemination activities, aimed at IST students and recognized as extracurricular activities with relevance in Civics, cultural, revealing a technical and scientific approach of their audience. ORDER No. 4356/2016.

- ★ [Career Discovery @ Técnico](#)
- ★ [Tutoring](#) (Programme) and ★ [Mentoring Programme](#)
- ★ [MEGM Mentoring](#)
- ★ [Master Dissertation –Challenge Accepted?](#)
- [Formations and Students' workshops \(NDA\)](#): (include, amongst others) Promotion and development of Soft Skills and Curricular Unit Portfolio
- ★ [LEIC Bootcamp](#)
- Activities promoted by the [IST Students' Union](#) (AEIST)
- [Alumni Events](#) (Técnico Alumni Network)
- [SKILLS Factory](#) (NAPE)
- ★ [Técnico Ambassadors](#)
- [Delegates Training Programme](#)
- [Técnico+](#)

2.11. The creation of a comprehensive and advanced knowledge base to stimulate research and innovation

### Responsible Bodies or Services:

- [Scientific Council](#) (CC)
- [IST Academic Units](#) and scientific committees
- [Research Centers and Associated Research Centers](#)
- [Technology Transfer Office](#) (TT)
- [Projects Division](#) (DP)
- [IST-ID](#)

### Documents and/or related activities:

[Research and Development](#) (R&D) activities assume a strategic role in interdisciplinary and cross-cutting areas in various fields of architecture, engineering, science and technology, with a relevant impact on society ([IST Research & Innovation](#)).

### TT -Innovation and Entrepreneurship:

- Create your own company based in knowledge and technologies developed at IST
- [IST Available Support](#)
- [Spin-Off@ IST Community](#)
- [Technov](#)
- Events
- [Intellectual Property Regulation](#) of IST
- [Técnico+](#)

**Reference 2 –Design and approval of programmes:**

The institution has processes for the design and approval of its educational offer, ensuring that study programmes are designed and structured so that they can achieve the objectives set for them, namely the intended learning outcomes. The qualification achieved in each programme, as well as the corresponding level in the national and European higher education qualifications frameworks, are clearly specified and publicised.

*In designing its courses, the institution also takes into account the purposes of higher education defined by the Council of Europe in Recommendation Rec (2007)6 on public accountability in higher education and research, in particular:*

- Optional Entrepreneurship Curricular Units

### Reference 3 – Student-centred learning, teaching and assessment

The institution adopts appropriate procedures to ensure that the programmes are delivered in a way that favours an active role of the student in creating the learning process, as well as student assessment processes that are consonant with this approach.

*For the achievement of this objective, the institution promotes learning environments able to:*

<p>3.1. Respect and attend to the diversity of students and their needs, allowing flexible learning paths;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Commission for New Teaching Methodologies</a> (Standing Committee)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★<a href="#">QUC</a>) (Standing Committee)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Academic Development Unit</a> (NDA)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">Tutoring</a> (Programme)</li> <li>• <a href="#">Delegates Training Programme</a></li> <li>• <a href="#">BRAC</a> – Academic Performance - aims to identify and support students who, in their first IST years, show academic results below standard expectations.</li> <li>• <a href="#">ULisboa Regulation for Students with Special Educational Needs</a> (NEE)</li> <li>★ <a href="#">QUC</a></li> <li>• <a href="#">AAI: Support incoming and outgoing students</a>; Organises events such as, :International Day (usually in October), Welcome Session for Foreign Students; Tutoring Support for Foreign Students (PALOP)</li> <li>• <a href="#">Survival Guide</a></li> <li>• <a href="#">Orientation Week</a></li> <li>• <a href="#">Study Scholarships</a></li> <li>• <a href="#">Merit Scholarships, Diplomas and Prizes at IST</a></li> <li>• <a href="#">Regulation for Selecting Support Candidates aimed at Students who wish to keep studying at IST</a> (ACE-IST)</li> <li>★ <a href="#">Workshops (Architecture) of international exchange</a></li> <li>★ <a href="#">Career Discovery@Técnico</a></li> </ul>
<p>3.2. Consider and use different teaching and learning methods, in accordance with students' needs and the learning objectives;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Commission for New Teaching Methodologies</a> (Standing Committee)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★<a href="#">QUC</a>) (Standing Committee)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Academic Development Unit</a> (NDA)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ Study and analysis of the Pedagogical practices (<a href="#">Watch and Learn Project</a> and <a href="#">Support to Observation Manual</a>)</li> <li>• <a href="#">NDA Communication Teaching Practices at IST: contributions to the elaboration of a Handbook of Best Practices</a></li> <li>• <a href="#">Pedagogical Practices at IST</a>: in the ★<a href="#">QUC</a> website, at the “Teaching Resources” separator, one can find studies regarding IST Teaching Practices, interviews to professors who excelled in their profession, 1<sup>st</sup> and 2<sup>nd</sup> series, and a collection of articles on Pedagogy and Best Practices, compiled by the NDA team.</li> <li>• <a href="#">Delegates Training Programme</a></li> <li>★ <a href="#">Pedagogical Innovation Projects (PIP) 2018</a> - Pedagogic Council</li> <li>★ <a href="#">MOOC Técnico</a></li> <li>★ <a href="#">Master Dissertation – Challenge Accepted?</a></li> <li>★ <a href="#">Kahoot Class Implementation</a></li> <li>★ <a href="#">MOOC Courses IST at flipped-classroom</a></li> <li>★ <a href="#">E-BOOK: Cultural Heritage: concepts and fundamental criteria</a></li> <li>★ <a href="#">Horizontal integration of a Curricular Unit from the basics in Computing and Programming and the Integrated Master Degree in Chemical Engineering Introductory Curricular Unit</a></li> <li>★ <a href="#">Aerospace II Seminar: an example of a 1<sup>st</sup> cycle Curricular Unit continuous development</a></li> </ul>

**Reference 3 – Student-centred learning, teaching and assessment**

The institution adopts appropriate procedures to ensure that the programmes are delivered in a way that favours an active role of the student in creating the learning process, as well as student assessment processes that are consonant with this approach.

- ★ [Workshops \(Architecture\) of international exchange](#)
- Workshop from [GOOD to EXCELLENT](#) (DBE)

### Reference 3 – Student-centred learning, teaching and assessment

The institution adopts appropriate procedures to ensure that the programmes are delivered in a way that favours an active role of the student in creating the learning process, as well as student assessment processes that are consonant with this approach.

3.3. Evaluate and adjust teaching and learning methods regularly;

**Responsible Bodies or Services:**

- [Scientific Council](#) (CC)
- [Pedagogic Council](#) (CP)
- [Academic Success Commission](#) (Standing Committee)
- [Pedagogical Course Commissions](#)
- [Education and Pedagogical IST Model Review Committee](#) (CAMEPP)
- [Research and Education Assessment Council](#) (CAIE), period 2013-2016
- Coordination/Study Cycle Coordinators
- [Commission for Curricular Units Quality](#) (★QUC) (Standing Committee)
- [Academic Success Commission](#) (Standing Committee)
- [Institutional Studies, Planning and Quality Area](#) (AEPQ)

**Documents and/or related activities:**

★QUC – Course Unit Quality System (includes classes audits and professor performance audits)  
 Regulated since 1998 by IST's Pedagogic Council, but operating since 1993, the Course Unit Quality System answered several intern and extern requests to evaluate and monitor academic activities. In 2007, with the Bologna Process and an international set of restrains, a review and evaluation of the teaching and learning methodology was conducted, which drove to the Integrated Quality Management System – SIQuIST (IST Integrated Quality Management System).

**Meetings [IST Academic Units](#) and Course Delegates**

- [Delegates Training Programme](#)

★Projects: [Watch and Learn](#)

Thus, guidelines were defined to construct a new (Sub) Course Unit Quality assurance System of IST curricular units, (★QUC), which provides a bi-annual evaluation of each of the IST courses curricular units (CU), with the following main objectives:

monitoring the functioning of each CU regarding its established curricular plans of the courses offered by IST;  
 promoting the continuous teaching, learning, assessment and engaging process development.

all information and documents regarding the Course Unit Quality (★QUC) may be found in the [webpage](#)

- ★ [Pedagogical Innovation Projects \(PIP\) 2018](#) ([Pedagogic Council](#))
- ★ [Master Dissertation – Challenge Accepted?](#)
- ★ [Kahoot - Class Implementation](#)
- ★ [At the end of each semester, elaboration of a semester student performance evaluation Report about LEIC students](#). The analysis contemplates the admittance year at IST.

3.4. Encourages a sense of autonomy in the student, while ensuring adequate guidance and support from the teacher;

**Responsible Bodies or Services:**

- [Scientific Council](#) (CC)
- [Pedagogic Council](#) (CP)
- [IST Academic Units](#) and scientific Committees
- [Academic Services](#) (DA)
- [Commission for Curricular Units Quality](#) (★QUC) (Standing Committee)
- [Academic Development Unit](#) (NDA)

**Documents and/or related activities:**

- ★ [Tutoring](#) (Programme)
- [Teaching Practices at IST](#): contributions to the elaboration of a Handbook of Best Practices (explicit by ★QUC the students' engagement).
- Training promoted by ULisboa Rectory. ULisboa, being aware of the need to provide opportunities for discussion and pedagogical training to their professors, promotes a set of training actions with the purpose of developing pedagogical knowledge and skills.
- [Teachers in need of developing their pedagogical activity Training Programme \(DDPM\) \(included in the regulation review QUC - QUC 2.04\)](#)
- [Delegates Training Programme](#)
- ★ [Project "Watch and Learn"](#) and [Support Observation Manual](#)

### Reference 3 – Student-centred learning, teaching and assessment

The institution adopts appropriate procedures to ensure that the programmes are delivered in a way that favours an active role of the student in creating the learning process, as well as student assessment processes that are consonant with this approach.

- Pedagogical Journeys
- [Weekly Tracking Tool](#) (FAS)
- [Course: Formulate Learning Objectives](#)
- [Regulation of IST Professors Service Provision](#)
- ★ [Master Dissertation – Challenge Accepted?](#)
- ★ [LEIC Bootcamp](#)
- ★ [MOOC Courses IST in flipped-classroom](#)
- ★ [PhD OPEN DAYS](#)
- ★ [Workshops \(Architecture\) in international exchange](#)



**Reference 3 – Student-centred learning, teaching and assessment:**

*The institution adopts appropriate procedures to ensure that the programmes are delivered in a way that favours an active role of the student in creating the learning process, as well as student assessment processes that are consonant with this approach.*

*Considering the importance of assessment for the students' progression and their future careers, the institution has mechanisms to ensure that student assessment is carried out in accordance with previously defined and publicised criteria, standards and procedures, which are applied in a fair and consistent way, ensuring, in particular, that::*

3.5. Promote mutual respect in the student-teacher relationship;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Committee for Education Ethical Issues</a> (Standing Committee)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">Tutoring</a> (Programme)</li> <li>★ <a href="#">Shaping the future – Career Developing Programme for Teachers and Researchers</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a> • <a href="#">Delegates Training Programme</a></li> <li>• <a href="#">Training for Tutors and Teachers</a></li> <li>• <a href="#">Regulation of IST Professors Service Provision</a></li> </ul>
3.6. Provide mechanisms for dealing with students' complaints;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council (Competencies)</a></li> <li>• <a href="#">Ulisboa Student Ombudsman</a></li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area (AEPQ)</a></li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★ <a href="#">QUC</a>) (Standing Committee)</li> <li>• <a href="#">Teachers in need of developing their pedagogical activity Training Programme (DDPM)</a> (included in the regulation review <a href="#">QUC - QUC 2.04</a>)</li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">QUC</a></li> <li>• <a href="#">Delegates Training Programme</a></li> <li>• <a href="#">SugerIST</a> (includes the Yellow Book – Complaints book)</li> </ul>
3.7. Assessors are familiar with existing testing and examination methods and processes and are supported in developing their own skills in this field;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Pedagogical Course Commissions</a></li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> <li>• <a href="#">Pedagogical Organization Office</a> (GOP)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Regulation of Evaluation of Knowledge and Skills</a> (CP)</li> <li>• <a href="#">Evaluations (Exams/Tests)</a></li> <li>★ <a href="#">Shaping the future - Career Developing Programme for Teachers and Researchers</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Formações NDA para Tutores e Docentes</a></li> <li>• <a href="#">Guia Académico</a></li> <li>• <a href="#">Programa de Formação de Delegados</a></li> </ul>
3.8. The assessment allows students to demonstrate the extent to which the intended learning outcomes have been achieved and students receive feedback on their performance, associated, where appropriate, with advice on the learning process;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Course Pedagogical Commissions</a></li> <li>• <a href="#">Academic Success Commission</a> (Standing Committee)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★ <a href="#">QUC</a>) (Standing Committee)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">QUC</a> - Course Unit Quality System</li> <li>• <a href="#">Regulation of Evaluation of Knowledge and Skills</a> (CP)</li> </ul>

### Reference 3 – Student-centred learning, teaching and assessment:

*The institution adopts appropriate procedures to ensure that the programmes are delivered in a way that favours an active role of the student in creating the learning process, as well as student assessment processes that are consonant with this approach.*

*Considering the importance of assessment for the students' progression and their future careers, the institution has mechanisms to ensure that student assessment is carried out in accordance with previously defined and publicised criteria, standards and procedures, which are applied in a fair and consistent way, ensuring, in particular, that::*

	<ul style="list-style-type: none"> <li>• <a href="#">Evaluations (Exams/Tests) Projects and Dissertations</a></li> <li>• <a href="#">Delegates Training Programme</a></li> <li>• <a href="#">★ Kahoot - Class Implementation</a></li> <li>• <a href="#">Evaluations (Exams/Tests)</a></li> <li>• Curricular Units Webpages</li> <li>• Self-Assessment Guide for Study Cycles (Accreditation A3ES)</li> </ul>
3.9. Whenever possible, assessment is carried out by more than one examiner;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Regulation of Evaluation of Knowledge and Skills</a> (CP)</li> <li>• <a href="#">Evaluations (Exams/Tests)</a></li> </ul>
3.10. Assessment regulations take into account mitigating circumstances;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★QUC) (Standing Committee)</li> <li>• <a href="#">Pedagogical Course Commissions</a></li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Regulation of Evaluation of Knowledge and Skills</a> (CP)</li> <li>• <a href="#">Evaluations (Exams/Tests)</a></li> <li>• <a href="#">Delegates Training Programme</a></li> <li>• <a href="#">Academic Guide</a> provides flexibility in mitigating circumstances</li> </ul>
3.11. A formal procedure for students' appeals is in place	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Pedagogical Course Commissions</a> (Serves as a first instance for conflict resolution of pedagogical nature)</li> <li>• <a href="#">Ulisboa Student Ombudsman</a></li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Regulation of Evaluation of Knowledge and Skills</a> (CP)</li> <li>• <a href="#">Evaluations (Exams/Tests)</a></li> <li>• <a href="#">Delegates Training Programme</a></li> <li>• <a href="#">Academic Guide</a></li> </ul>

<b>Reference 4 – Student admission, progression, recognition and certification:</b> The institution consistently applies pre-defined and published regulations covering all phases of the student “cycle life” (e.g. student admission, progression, recognition and certification).	
<i>In the scope of this standard, the institution takes into account, in particular, the following elements:</i>	
4.1. Access policies and admission procedures and criteria which are implemented in a consistent and transparent manner, including the provision of induction processes to the institution and to the study programme;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Academic Guide</a> and Academic Regulations (1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> cycles)</li> <li>• <a href="#">Regulation of Access and Admission of International Students 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> IST cycles</a></li> <li>• <a href="#">Regulation of Admission to Higher Education (DGES)</a></li> <li>• <a href="#">Reception, Integration and monitoring</a>, particularly, first-year students, international students, among other students admitted in IST for the first time, through the implementation of the <a href="#">★Mentoring Programme</a></li> </ul>
4.2. The conditions and support for students to progress normally in their academic careers;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> <li>• <a href="#">Pedagogical Course Commissions</a></li> <li>• <a href="#">Academic Success Commission</a> (Standing Committee)</li> <li>• <a href="#">Technology Transfer Office</a> (ATT)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">★Tutoring</a> (Programme)</li> <li>• <a href="#">BRAC</a></li> <li>• <a href="#">DBE (from Good to Excellent)</a></li> <li>• <a href="#">★IST Career Discovery</a> (IST Career Sessions, IST Career Scholarships, IST Career Workshops, IST Career Weeks,</li> </ul>
4.3. The establishment of processes and tools to collect, monitor and act on information on student progression;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (<a href="#">★QUC</a>) (Standing Committee)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">R3A</a> – Annual IST Courses Self-Assessment Reports</li> <li>• <a href="#">★ QUC</a> - Course Unit Quality System</li> <li>• <a href="#">BRAC</a> Academic Performance</li> <li>• DELTA: identification of students with abrupt decline in academic performance.</li> <li>• <a href="#">DBE</a> : From Good to Excellent</li> </ul>
4.4. The adoption of fair procedures for the recognition of qualifications, periods of study and prior learning, including informal and non-formal learning, in line with the principles of the 1997 Lisbon Convention on Equivalence of Periods of Higher Education Studies;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Academic Services</a> (DA)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Diploma Supplement</a></li> <li>• <a href="#">Regulation of Evaluation of Knowledge and Skills (CP)</a></li> <li>• <a href="#">Academic Guide</a></li> </ul>
4.5. The adoption of sufficiently clear certification procedures regarding the learning outcomes achieved and the context, level, contents and status of	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Academic Services</a> (DA)</li> </ul>

#### **Reference 4 – Student admission, progression, recognition and certification:**

The institution consistently applies pre-defined and published regulations covering all phases of the student “cycle life” (e.g. student admission, progression, recognition and certification).

*In the scope of this standard, the institution takes into account, in particular, the following elements:*

completed studies, in particular by issuing the Diploma Supplement.

**Documents and/or related activities:**

- [Diploma Supplement](#)

<b>Reference 5 – On-going monitoring and periodic review of programmes:</b>	
<p>The institution monitors and periodically reviews its programmes to ensure that they achieve the objectives set for them and respond to the needs of students and society. These reviews lead to continuous improvement of the programme. Any action planned or taken as a result are communicated to all those concerned.</p>	
<p><i>The procedures to monitor, assess and review the study programmes include the evaluation of:</i></p>	
<p>5.1. 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;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP) and Standing Commissions</li> <li>• <a href="#">IST Academic Units</a> and Scientific Commissions</li> <li>• Coordination/Study Cycle Coordinators</li> <li>• <a href="#">Research Centers and associated Research Centers</a></li> <li>• Coordinating Council for Teacher Evaluation (non-Statutory Body)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Research and Innovation at IST</a></li> <li>★ <a href="#">RADIST</a></li> <li>★ <a href="#">PhD OPEN DAYS</a></li> <li>• Periodic Review of the Study Cycles (includes Self-Assessment Guides of the Study Cycles (Accreditation A3ES))</li> </ul>
<p>5.2. The changing needs of society;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Advisory Council</a></li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Research and Innovation at IST</a> (Financing <a href="#">Innovation and Entrepreneurship</a>, as catalysts of technology transfer, offers a decisive contribution to the Portuguese economic development).</li> <li>• <a href="#">Técnico Partner Network</a></li> </ul>
<p>5.3. The students' workload, progression and completion;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Pedagogical Course Commissions</a></li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★ <a href="#">QUC</a>) (Standing Committee)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• Teachers and Courses Coordination Reports within ★ <a href="#">QUC</a></li> <li>• <a href="#">R3A</a> - Annual IST Courses Self-Assessment Reports</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★ <a href="#">QUC</a>) (Standing Committee)</li> </ul>
<p>5.4. The effectiveness of procedures for assessment of students;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★ <a href="#">QUC</a>) (Standing Committee)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• Teachers and Courses Coordination Reports within ★ <a href="#">QUC</a></li> <li>• <a href="#">R3A</a>- Annual IST Courses Self-Assessment Reports</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★ <a href="#">QUC</a>) (Standing Committee)</li> </ul>

<b>Reference 5 – On-going monitoring and periodic review of programmes:</b>	
<p>The institution monitors and periodically reviews its programmes to ensure that they achieve the objectives set for them and respond to the needs of students and society. These reviews lead to continuous improvement of the programme. Any action planned or taken as a result are communicated to all those concerned.</p>	
<p><i>The procedures to monitor, assess and review the study programmes include the evaluation of:</i></p>	
<p>5.5. The student expectations, needs and satisfaction in relation to the programme;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Commissions</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★QUC) (Standing Committee)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>★<a href="#">OEIST – IST Graduate Employability Observatory</a> (OEIST)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★<a href="#">QUC</a> – Course Unit Quality System</li> <li>• Teachers and Courses Coordination Reports within ★<a href="#">QUC</a></li> <li>• <a href="#">R3A</a> - Annual IST Courses Self-Assessment Reports</li> <li>(!) <a href="#">Dissertation Surveys</a></li> <li>(!) <a href="#">Survey/Study of IST Admission and Characterization of the Population</a></li> <li>(!) Survey Expectations of 1<sup>st</sup> year Students</li> <li>(!) <a href="#">Survey Academic Path</a></li> <li>(!) <a href="#">Survey to IST Graduate's Employers</a></li> </ul>
<p>5.6. The learning environment and support services and their fitness for purpose for the programme.</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Commissions</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Pedagogical Organization Office</a> (GOP)</li> <li>• <a href="#">Technical Division</a> (DT)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">IST Students' Union</a> (AEIST)</li> <li>• <a href="#">Health Services</a></li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>(!) <a href="#">Survey – Internal Satisfaction Assessment</a></li> <li>(!) <a href="#">Surveys ASUS</a></li> <li>(!) <a href="#">Surveys IRIS</a></li> <li>(!) <a href="#">Survey Academic Path</a></li> <li>(!) <a href="#">Survey Professional Status of Recent IST Graduates (2<sup>nd</sup> Cycle)</a></li> </ul> <ul style="list-style-type: none"> <li>★<a href="#">D-DAY</a></li> <li>★<a href="#">LEIC Bootcamp</a></li> <li>★<a href="#">PhD OPEN DAYS</a></li> <li>★<a href="#">ATHENS Programme – Cultural Activities</a></li> </ul>

<b>Reference 6 – Research and development / targeted research and high level professional development:</b> 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:	
6.1. Mechanisms for institutionalisation and management of research (Procedures and criteria for the creation, extinction and management of research units and interface units, generation of funding, incentives to scientific production,...);	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a></li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Research and Innovation</a> (ID&amp;I)</li> <li>• <a href="#">ID&amp;I Units</a></li> <li>• <a href="#">Unit Coordinators ID&amp;I</a></li> <li>• <a href="#">Research Centers and Associated Research Centers</a></li> <li>• <a href="#">IST-ID</a></li> <li>• <a href="#">Education and Pedagogical IST Model Review Committee</a> (CAMEPP)</li> <li>• <a href="#">Research and Education Assessment Council</a> (CAIE)</li> <li>• <a href="#">Projects Division</a> (Researcher and Project Technical Support Office (GATPI))</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">ERC Acceleration Programme</a> (Support mechanism to Application Preparation to Researchers applying to the European programme of excellence in research ERC (European Research Council) of the framework Programme Horizon 2020)</li> <li>• <a href="#">Periodic Newsletter for disclosure of funding opportunities for researchers</a> (ongoing, will be available in a shortly),</li> <li>• <a href="#">IST Statutes</a></li> <li>• <a href="#">Visiting Committees and Framing Documents</a></li> <li>• <a href="#">Regulation of IST's Teachers Assessment</a> ★ (<a href="#">RADIST</a>)</li> <li>• <a href="#">Start-up funds</a> for professor and researchers in trial period</li> </ul>
6.2. Mechanisms for articulation between teaching and research, namely on student contact with research and innovation activities from the first years;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Research and Innovation</a> (ID&amp;I)</li> <li>• <a href="#">IST-ID</a></li> <li>• Curricular Unit Laboratories</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> <li>• <a href="#">Education and Pedagogical IST Model Review Committee</a> (<a href="#">CAMEPP</a>)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Técnico Partner Network Programme</a></li> <li>• <a href="#">Report CAMEPP</a></li> <li>• <a href="#">Técnico Summer Internships</a></li> <li>• <a href="#">Research Grants</a></li> <li>• <a href="#">Scholarships for Scientific Initiation</a></li> <li>• <a href="#">Scholarships for Research Integration</a></li> <li>• <a href="#">Scholarships for Research Technicians</a></li> <li>• <a href="#">Scholarships for Management of Science and Technology</a></li> </ul> <p>Development and participation of students in scientific pedagogical projects grantees:</p> <ul style="list-style-type: none"> <li>• <a href="#">Basic and Secondary Schools' Activities – Science Protocol ^3</a></li> <li>• <a href="#">Quinta dos Remédios Activities</a> (Loures Town Hall)</li> <li>• <a href="#">Junior Engineering</a></li> <li>• <a href="#">Engineer Challenges</a></li> <li>• <a href="#">Técnico Engineering Challenge</a></li> <li>• <a href="#">Summer at ULISBOA</a></li> <li>• Scientific events participation (e. g. Chemistry Olympics)</li> </ul>

## Reference 6 – Research and development / targeted research and high level professional development:

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:

6.3. Mechanisms for economic valorisation of knowledge;

### Responsible Bodies or Services:

- [Research and Innovation](#) (ID&I)
- [ID&I Units](#)
- [Research Centers and Associated Research Centers](#)
- [IST-ID](#)
- [Technology Transfer Office](#) (TT)

### Documents and/or related activities:

- [Case studies: Science with impact](#)
- [Contests and Innovation & Entrepreneurship Initiatives \(e.g. Contest to Support the Development of Innovative Ideas - Tecinnov\)](#)
- [Intellectual Property Regulation](#)
- [Técnico Partner Network Programme](#)

6.4. 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.

### Responsible Bodies or Services:

- [Scientific Council](#) (CC)
- Research and Education Assessment Council (CAIE)
- [Coordinating Council of Teachers Assessment \(CCAD\)](#)
- [IST-ID](#)
- [Institutional Studies, Planning and Quality Area](#) (AEPQ)

### Documents and/or related activities:

- Report of the Research and Education Assessment Council (CAIE), period of coverage 2013-2016
- Report of the Research & Innovation Units Assessment Commissions
- Recommendations of the Research & Innovation Units Assessment Commission of the FCT [II. Procedures and Assessment of FCT](#)
- [Doctoral Programmes Assessment Commission of FCT](#)
- [Bibliometric Studies](#) (Restricted Access)
- ★ [RADIST](#): Regulation of IST's Teachers Assessment
- [Regulamento de Prémios de Mérito aos Alunos](#)
- (!) Survey to Curricular Units
- ★ [Shaping the future - Career Developing Programme for Teachers and Researchers](#)
- [Development and Training Programme: Planning, Designing, Giving Feedback](#)
- [Development and Training Programme: Planning, Designing, Giving Feedback](#)
- [Pedagogical Innovation Projects](#) (PIP)
- [Regulation of Assessment of Teachers in Trial Period](#)
- [Regulation of Assessment of Researchers in Trial Period](#)
- [Bibliometric Studies, Scientometrics, Scientific Performance and Productivity](#)



Reference 7 – External relations	
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	
<i>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:</i>	
7.1. Inter-institutional collaboration ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• IST <a href="#">Advisory Council</a></li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• Communication and Media Division (ACIM)</li> <li>• IST <i>Campi</i> Managers</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">Career Discovery@Técnico</a></li> <li>• <a href="#">Talents@Técnico</a></li> <li>• <a href="#">Técnico Partner Network</a></li> <li>• <a href="#">IST Protocol Management System</a></li> <li>• Communication and Media Division Activities</li> <li>• Networks and <a href="#">International Partnerships</a></li> <li>• <a href="#">Clusters</a></li> </ul>
7.2. Services to the community ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">Research Centers</a></li> <li>• <a href="#">Projects Division</a> (DP)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Research and Innovation</a> at IST</li> <li>• <a href="#">Technology Transfer</a></li> <li>• <a href="#">Técnico+</a></li> <li>• <a href="#">Corporate Partnerships</a>: there are several ways of collaboration between IST and companies, of which stand out: <ul style="list-style-type: none"> <li>• Joint Applications to Projects R&amp;D;</li> <li>• Hiring R&amp;D Services;</li> <li>• Technical Consultancy;</li> <li>• <a href="#">Técnico Partner Network</a> (Service Provision)</li> <li>• Contracting Services Provision</li> </ul> </li> <li>• <a href="#">Verification and safeguarding of Intellectual Property</a></li> </ul>
7.3. Cultural, sporting and artistic external action ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• Communication and Media Division (ACIM)</li> <li>• <a href="#">Archive Office</a> (Narq)</li> <li>• <a href="#">IST Students' Union</a> (AEIST)</li> <li>• <a href="#">IST Staff Association</a> (APIST)</li> <li>• <a href="#">IST Museums</a></li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Culture and Sports</a></li> <li>• <a href="#">Cultural and Educational Extension</a></li> <li>• Cultural, sports and artistic external activities,</li> <li>• <a href="#">IST Choir Group</a></li> <li>• Choir Groups (<a href="#">TFIST</a>, <a href="#">TUIST</a> e <a href="#">TMIST</a>).</li> <li>★ <a href="#">Social Responsibility Day – IST Taguspark campus</a></li> </ul>
7.4. Integration in national projects and partnerships ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Research Centers</a></li> <li>• <a href="#">Projects Division</a> (DP)</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Technology Transfer</a></li> <li>• <a href="#">Técnico Partner Network</a></li> <li>• <a href="#">IST Protocols and Agreements</a></li> <li>• <a href="#">Research and Innovation at IST</a></li> <li>• <a href="#">Sector Commission for Education and Training (Higher Education Quality Group – GT2) - IPQ</a></li> </ul>

Reference 7 – External relations	
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	
<i>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:</i>	
	<a href="#">★ Project “Watch and Learn”</a>
7.5. Contribution to regional and national development, in accordance with its institutional mission ;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">Research Centers</a></li> <li>• Communication and Media Division (ACIM)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Research and Innovation</a> at IST</li> <li>• <a href="#">Technology Transfer</a></li> <li>• <a href="#">Corporate Partnerships</a></li> <li>• <a href="#">Técnico Partner Network</a></li> <li>• <a href="#">Entrepreneurship Promotion</a></li> <li>• <a href="#">Summer at ULisboa</a></li> <li>• <a href="#">NAPE</a> (Disclosure/Recruiting activities, organizing study visits to IST and IST visits to secondary educational institutions aiming the recruitment of candidates for higher education levels, as well as participation in trade fairs and exhibitions of Science and Technology.)</li> <li>• <a href="#">★ Geology Meeting at IST</a></li> <li>• <a href="#">★ Social Responsibility Day – IST Taguspark campus</a></li> </ul>
7.6. Collection of own income, through the activities undertaken	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>• <a href="#">Research Centers</a></li> <li>• <a href="#">IST Academic Units</a> and Scientific Commissions of the Departments</li> <li>• Organic Units</li> <li>• <a href="#">LAIST</a></li> <li>• <a href="#">IST Press</a></li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Research and Innovation</a> at IST</li> <li>• <a href="#">Technology Transfer</a></li> <li>• <a href="#">Corporate Partnerships</a> (<a href="#">Link to Society</a> and <a href="#">Técnico Partner Network</a>)</li> <li>• Services Provision Projects</li> <li>• <a href="#">Technology Licencing</a>;</li> <li>• <a href="#">Intellectual Property Licencing</a>;</li> <li>• <a href="#">Técnico Partner Network</a>;</li> <li>• Tuition Fees, Fees and Charges</li> </ul>

## Reference 8 – Internationalisation:

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:*

8.1 Participation/coordination of international education and training activities;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">International Mobility Programmes Regulation</a></li> <li>• <a href="#">IST International Ambassadors Programme</a></li> <li>• <a href="#">International Partnerships</a></li> <li>• <a href="#">IST Protocols and Agreements</a></li> <li>• <a href="#">Study programmes</a> <ul style="list-style-type: none"> <li>• <a href="#">Erasmus Mundus – Joint Programmes (EMJD-DC, SEED, FUSION-DC, SELECT+, FUNMAT, GroundwatCH)</a></li> <li>• <a href="#">Erasmus Mundus (ICM, Mobility Programmes, etc)</a></li> <li>• <a href="#">Programmes: IPFL, MIT, AUSTIN, INNOENERGY</a></li> </ul> </li> <li>• <a href="#">International Day (I-Day)</a></li> <li>• <a href="#">International Staff Training Week</a></li> <li>• <a href="#">International Credit Mobility Programme</a></li> <li>• <a href="#">Welcome Sessions</a></li> <li>• <a href="#">Preparation for Higher Education in Engineering Special Programme</a> (Pre-Técnico)</li> <li>• <a href="#">★Workshops (Architecture) international exchange</a></li> <li>• <a href="#">★ATHENS Programme – Cultural Activities</a></li> <li>• <a href="#">★MOOC</a></li> <li>• The presence of the International Area at fairs and Digital Marketing events, contributes also to the participation/coordination promotion of international education and training activities.</li> </ul>
8.2. Participation/coordination of international research projects;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council (CC)</a></li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• <a href="#">Projects Division (DP) / Researcher and Project Technical Support Office (GATPI)/ International Projects Office (NPI)</a></li> <li>• <a href="#">Academic Services</a> (DA), Post-Graduation Academic Unit (APG)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">International Partnerships</a></li> <li>• <a href="#">Cotutelle Agreements</a></li> <li>• <a href="#">ERC Acceleration Program</a></li> <li>• <a href="#">Applications' Technical Support: Scholars and Researcher: includes Marie curie, H2020, Erasmus +, INNOENERGY</a></li> <li>• CORDIS Projects Analysis (the E&amp;P performs a biannual review of research projects, including: coordination analysis, income amounts, national and international benchmark partners, amongst others)</li> </ul>

## Reference 8 – Internationalisation:

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:*

8.3. The mobility of students, teaching and non-teaching staff.

### Responsible Bodies or Services:

- [IST International Affairs](#) (AAI)
- [IST Academic Units](#)
- [Research, Development and Innovation Units ID&I](#)
- [Academic Services](#) (DA)
- [Human Resources Division](#) (DRH)

### Documents and/or related activities:

- [International Student Guide](#) (*Student Support Guide*)
- [International Partnerships](#)
- [IST Protocols and Agreements](#)
- [International Mobility Programmes Regulation](#)
- [Mobility: Outgoing](#) and incoming
- [Technical Support: Scholars and Researchers](#)
- [Curricular and Professional Internships](#) (Ex: VULCANUS, IAEST, etc..)
- [International Staff Training Week](#)
- ★ [Mentoring Programme](#)
- ★ [MEGM Mentoring](#)
- [Survival Guide](#)
- [Orientation Week](#)
- [Regulation](#) and ★ [Ambassadors Programme](#) (International)
- [Mobility Coordinators](#) ([Regulation](#))
- [Regulation of Access and Admission of International Students 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> IST cycles](#)
- [International Credit Mobility Programme](#)
- (!) [Surveys: International Students or Mobility Students](#)
- [International Credit Mobility \(ICM\) /Erasmus+ – Staff Mobility for Training](#)

### 3. Quality assurance in the management of resources and support services

#### Reference 9 – Human resources:

The institution adopted fair and transparent mechanisms to ensure that the recruitment, management and training of its teaching and support staff is undertaken with the guarantee of the necessary qualifications and competence, in order that they may properly perform their functions.

*The role of teachers is essential for quality education that enables the acquisition of knowledge, skills and competences. The role of non-teaching staff is equally crucial in student-support services. Considering that the diversification of student bodies, together with a greater focus on learning outcomes, require a more student-centred learning and teaching approach, which also has repercussions on changes in the role of teachers, the institution provides its teachers with an environment conducive to effective performance in these new contexts, in particular as regards the following aspects*

<p>9.1. Adoption and implementation of clear, transparent and fair recruitment procedures and employment conditions that recognize the importance of teaching;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Human Resources Division</a> (DRH)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• Applicable Legislation (ECDU, LEIC and General Employment Law in Public Functions)</li> <li>• General Regulation of Public Recruitment of full professors, associates and assistants of the University of Lisbon <a href="#">Order no. 2307/2015</a></li> <li>• General Regulation of Public Recruitment of Scholars within a Special Contract of the University of Lisbon <a href="#">Order No. 14944/2013</a></li> <li>• General Regulation of Scholars Provision of Service at ULISBOA <a href="#">Order No. 14073/2015</a></li> <li>• Regulation on the Activity of Retired Scholars and Researchers of IST <a href="#">Order No. 6303/2018</a></li> <li>• <a href="#">Teachers and Researchers Career Development Programme</a> ★ <a href="#">Shaping the future - Career Developing Programme for Teachers and Researchers</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Regulation of Assessment of Teachers in Trial Period</a></li> <li>• <a href="#">Regulation of Assessment of Researchers in Trial Period</a></li> <li>• <a href="#">Code of Conduct and Best practices of ULisboa</a></li> <li>• <a href="#">Rights and Guarantees Charter of ULisboa</a></li> <li>• <a href="#">Integration Manual</a></li> </ul>
<p>9.2. Promotion and offer of professional development opportunities;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">Human Resources Division</a> (DRH)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Lifelong Training</a></li> <li>• <a href="#">Training for Teachers</a> (Training and <a href="#">Training Regulation NDA</a>)</li> <li>• <a href="#">Development and Training Programme for Teachers and Researchers</a></li> <li>• ★ <a href="#">Shaping the future - Career Developing Programme for Teachers and Researchers</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Scientific Council deliberation on Sabbatical Leaves Attribution</a></li> <li>• <a href="#">Regulation of Assessment of Teachers in Trial Period</a></li> <li>• <a href="#">Regulation of Assessment of Researchers in Trial Period</a></li> <li>• <a href="#">International Credit Mobility Programme (Teachers and Staff)</a></li> <li>• ★ <a href="#">Management Practices at AEP</a></li> </ul>

## Reference 9 – Human resources:

The institution adopted fair and transparent mechanisms to ensure that the recruitment, management and training of its teaching and support staff is undertaken with the guarantee of the necessary qualifications and competence, in order that they may properly perform their functions.

*The role of teachers is essential for quality education that enables the acquisition of knowledge, skills and competences. The role of non-teaching staff is equally crucial in student-support services. Considering that the diversification of student bodies, together with a greater focus on learning outcomes, require a more student-centred learning and teaching approach, which also has repercussions on changes in the role of teachers, the institution provides its teachers with an environment conducive to effective performance in these new contexts, in particular as regards the following aspects*

<p>9.3. Encourage scholarly activity to strengthen the link between education and research;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Research and Innovation at IST</a></li> <li>• <a href="#">Call for Developing Innovative Ideas Support</a> (Tecinov)</li> <li>★ <a href="#">D-DAY</a></li> </ul>
<p>9.4. Encouraging innovation in teaching methods and the use of new technologies.</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Human Resources Division</a> (DRH)</li> <li>• <a href="#">Education and Pedagogical IST Model Review Committee at IST</a> (CAMEPP)</li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogical Best Practices</a></li> <li>• <a href="#">Pedagogical Innovation Projects</a> (PIP)</li> <li>★ <a href="#">MOOC</a></li> <li>• <a href="#">Career Developing Programme for Teachers and Researchers</a></li> <li>★ <a href="#">Shaping the future - Career Developing Programme for Teachers and Researchers</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• <a href="#">Development and Training Programme: Planning, Designing, Giving Feedback</a></li> <li>• Workshops Training Teachers (NDA) Training for Teachers</li> </ul>

<b>Reference 9 – Human resources:</b>	
<p>The institution adopted fair and transparent mechanisms to ensure that the recruitment, management and training of its teaching and support staff is undertaken with the guarantee of the necessary qualifications and competence, in order that they may properly perform their functions.</p>	
<p><i>The institution is primarily responsible for the quality of the performance of its staff. In this sense, the institution:</i></p>	
<p>9.5. Adopted norms and procedures for collection and analysis of information relating to competences and results of the performance of the teaching and non-teaching staff, with a view to performance assessment, staff development and promotion and recognition of merit;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Coordinating Council for Teacher Evaluation</a> (Non-Statutory Body)</li> <li>• <a href="#">Evaluation Coordination Council of IST</a> (CCA)</li> <li>• <a href="#">Human Resources Division</a> (DRH)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★QUC) (Standing Committee)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">RADIST - Regulation of IST's Teachers Assessment</a></li> <li>• <a href="#">SIADAP</a> - Integrated management and evaluation system of the performance of Public Administration (SIADAP),</li> <li>• <a href="#">Regulation of Assessment of Teachers in Trial Period</a></li> <li>• <a href="#">Regulation of Assessment of Researchers in Trial Period</a></li> <li>★QUC – <a href="#">Course Unit Quality System of IST</a></li> <li>• <a href="#">Bibliometric Studies, Scientometrics, scientific performance and productivity</a></li> <li>• <a href="#">QUAR</a></li> <li>★ <a href="#">Management Practices at AEPQ</a></li> <li>(!) <a href="#">Survey: Training Needs Diagnosis</a></li> </ul>
<p>9.6. Adopted procedures to regulate and guarantee the corresponding decision-making, implementation and follow-up processes</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Coordinating Council for Teacher Evaluation</a> (Non-Statutory Body)</li> <li>• <a href="#">Evaluation Coordination Council of IST</a> (CCA)</li> <li>• <a href="#">Commission for Curricular Units Quality</a> (★QUC) (Standing Committee)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">RADIST</a> - Regulation of IST's Teachers Assessment</li> <li>• <a href="#">SIADAP</a> - Integrated management and evaluation system of the performance of Public Administration (SIADAP),</li> <li>• <a href="#">Regulation of Assessment of Teachers in Trial Period</a></li> <li>• <a href="#">Regulation of Assessment of Researchers in Trial Period</a></li> <li>★QUC - <a href="#">Course Unit Quality System of ISTT</a></li> <li>• <a href="#">Bibliometric Studies, Scientometrics, scientific performance and productivity</a></li> <li>• <a href="#">QUAR</a></li> <li>• <a href="#">Statistical and Management Human Resources Tools, as the Staff Map and the Social Balance Sheet</a></li> <li>(!) <a href="#">Survey Teachers, Researchers and Staff Satisfaction (DITA)</a></li> <li>• <a href="#">Plan and Risk Prevention Management Report, including Risks of Corruption and Infraction</a> (PPRCIC)</li> </ul>

## Reference 10 – Material resources and services:

The institution adopts mechanisms which enable it to plan, manage and enhance services and material resources with a view to appropriate development of student learning and other scientific and pedagogic activities.

*For this purpose, the institution:*

10.1. Provides a variety of resources to support learning, from physical resources (facilities, libraries, ICT resources, pedagogical and scientific equipment, ... including safety and environmental aspects, as well as the specific needs of students with disabilities) to mentoring, supervision and counselling support, promoting their publicity to students;

### Responsible Bodies or Services:

- [IT Services](#) (SI)
- [Technical Division](#) (DT)
- Area of [Libraries](#), [Archive](#) and [Congress Center](#) (ABCC)
- [Safety, Hygiene and Health Office](#) (NSHS)
- [Residential Unit](#) (NA)
- [Technology Transfer Office](#) (TT)
- [IST Press](#)
- [Academic Services](#) (DA)
- [The Student Support Unit](#) (NDA)
- [Pedagogical Organization Office](#) (GOP)
- [The Student Support Unit](#) (NAPE)
- [Health Services](#)

### Documents and/or related activities:

- [Academic Guide](#)
- [Forum Students Office](#) and its [regulation](#)
- Special Educational Needs (NEE) ([Regulation](#))
- Students' Club (in release)
- [Regulation of Organization and Functioning of Administrative Services and Technical Support](#)
- [Regulation of IST's Loures pole](#)
- [Regulation of IST's TAGUSPARK pole](#)

### Facilities

- [IST ARTLAB](#)
- [Information Technology Laboratories](#) (LTI)
- [IST Libraries](#) (Includes Digital Libraries)
- [ABCC Support Tutorials](#)
- [Training of IST Library Users](#)
- [Inter-Libraries Loan](#)
- [IST Librarian Home Loan, Reserve and Renovation](#)
- Resources [print](#) and [Data Bases](#)
- [Study Spaces](#):
  - Campus Alameda study spaces, open 24 hours/day, throughout the year.
  - Campus TagusPark study spaces and Space 24 Hours.
  - Technological and Nuclear Campus study spaces.
- [Institutional Repository](#):
- [Pedagogical Organization Office](#) (GOP)
- Audiovisual Equipment
- [IT Services](#) (SI)
- Software
- Data Bases
- Support IT Services
- VPN
- Videoconference
- Streaming
- [IST Press](#)
- ★ [Tutoring](#) (Programme)
- [Training Offer of the Academic Development Unit for Students](#)
- [Scholarships](#) Patron Agreements (EDP Solidarity, Solidarity Fund AAA, EASS, etc.)



<b>Reference 10 – Material resources and services:</b> The institution adopts mechanisms which enable it to plan, manage and enhance services and material resources with a view to appropriate development of student learning and other scientific and pedagogic activities.	
<i>For this purpose, the institution:</i>	
10.2. Takes into account the needs of specific groups, such as part-time or employed students, international students and students with disabilities;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Academic Development Unit</a>(NDA)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• <a href="#">Mobility and International Cooperation Office</a> (NMCI)</li> <li>• <a href="#">Residential Unit</a> (NA)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> <li>• <a href="#">Health Services</a></li> <li>• <a href="#">IT Services</a> (SI)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Student Support Guide</a></li> <li>• Information for New Incoming Students;</li> <li>• <a href="#">Orientation Week</a>;</li> <li>• <a href="#">Orientation week survival</a>;</li> <li>• <a href="#">Survival Guide</a></li> <li>★ <a href="#">PhD OPEN DAYS</a></li> <li>• <a href="#">International Day</a></li> <li>• <a href="#">Diversity and Gender Equity at IST</a></li> <li>★ <a href="#">Tutoring</a> (Programme)</li> <li>• Special Educational Needs (NEE) (<a href="#">Regulation</a>)</li> <li>★ <a href="#">CarPooling</a></li> </ul>
10.3. Has in place mechanisms for collection and analysis of information on maintenance, management and suitability of material resources and services, including students support services;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">IST Academic Units</a></li> <li>• <a href="#">Technical Division</a> (DT)             <ul style="list-style-type: none"> <li>• <a href="#">General Service Unit</a> (AAG)</li> <li>• <a href="#">Administration of Properties and Estates Services</a> (AAI)</li> <li>• <a href="#">Building and Facility Managers</a> (GE)</li> <li>• <a href="#">Area of Libraries, Archive and Congress Center</a> (ABACC)</li> </ul> </li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Pedagogical Organization Office</a> (GOP)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Technical Division Regulations</a> <ul style="list-style-type: none"> <li>• Rules on Execution of Works and/or Maintenance of the IST Premises</li> <li>• Rules on Temporary Spaces Rental and Outreach Activities in IST <i>Campi</i></li> <li>• General Service Unit: Rules on Scheduling of Transportation Services at IST</li> <li>• General Service Unit: Price List - Services of Transportation at IST.</li> <li>• General Service Unit: Rules for Scheduling and Usage of the Hall and Central Hall.</li> <li>• General Service Unit: Rules on Mail Use, Reception and Dispatch.</li> <li>• General Service Unit: Rules on Mail Reception and Distribution Central Building</li> <li>• Reprography Unit: Services and Price List.</li> <li>• Reprography Unit: Rules for Users.</li> </ul> </li> <li>(!) <a href="#">ASUS – Satisfaction Evaluation of Service Users</a> (ASUS)</li> <li>(!) <a href="#">Survey: Inter-Services Relations</a> (IRIS)</li> <li>(!) <a href="#">Survey: Educational Path</a></li> <li>(!) <a href="#">Surveys: International and Mobility Programmes Students</a></li> <li>(!) <a href="#">Surveys: Internal Satisfaction Evaluation</a></li> </ul>

## Reference 10 – Material resources and services:

The institution adopts mechanisms which enable it to plan, manage and enhance services and material resources with a view to appropriate development of student learning and other scientific and pedagogic activities.

*For this purpose, the institution:*

10.4. Adopted procedures to regulate and guarantee the corresponding decision-making, implementation and follow-up procedures.

### **Responsible Bodies or Services:**

- [IST Council for Quality Assurance](#) (CGQ)
- [Institutional Studies, Planning and Quality Area](#) (AEPQ)
- [Quality and Internal Audit](#) (AQAI)

### **Documents and/or related activities:**

- [IST Quality Plan](#)
- [IST Activity Plans and Reports](#)
- [QUAR](#)
- [SIQUIST Self-Assessment](#) (2017)
- [Internal Self-Assessment to Services /Procedures](#) (AQAI), Reports and Recommendations
- [Service Procedure IST Manuals](#)
- [Plan and Executive Report of the Plan for Risk Prevention Management, including Risks of Corruption and Infraction](#) (RE-PPRCIC)

## 4. Management and publication of information

### Reference 11 – Information management

The institution adopted mechanisms which allow it to guarantee the collection, analysis and use of the results and of other relevant information for the effective management of the study programmes and other *activities*.

*For the purpose, the institution :*

<p>11.1. Adopted mechanisms to gather information on the needs and expectations of different stakeholders, in relation to the quality of the educational offer and the services rendered ;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">The Student Support Unit (NDA)</a></li> <li>• <a href="#">Commission for Curricular Units Quality (★QUC)</a> (Standing Committee)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area (AEPQ)</a></li> <li>★ <a href="#">OEIST – Graduate Employability Observatory</a></li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">QUC</a> – Course Unit Quality System</li> <li>• Teachers and Courses Coordination Reports within ★ <a href="#">QUC</a></li> <li>• <a href="#">R3A</a> - Annual IST Courses Self-Assessment Reports</li> </ul> <p>Surveys:</p> <ul style="list-style-type: none"> <li>★ <a href="#">Regulation for Survey Appliance on IST</a></li> <li>(!) <a href="#">Survey/Study of IST Admission and Characterization of the Population</a></li> <li>(!) Surveys: Expectations of 1st Year Students</li> <li>(!) Surveys: IST Nuclear Activities Evaluation</li> <li>(!) External Surveys: IST Population</li> <li>(!) <a href="#">Monitoring system for IST Graduates Professional Status</a> (1<sup>st</sup> cycle, 2<sup>nd</sup> cycle,, newly graduates and 3<sup>rd</sup> cycle Graduates) and <a href="#">Survey: Educational Path (2<sup>nd</sup> Cycle Finalist Students) and Survey: IST graduates' employers</a></li> <li>(!) ASUS - <a href="#">Survey: Satisfaction Evaluation of Service Users</a> (ASUS)</li> <li>(!) <a href="#">Survey: Inter-Services Relations (IRIS)</a></li> <li>(!) <a href="#">Surveys: International and Mobility Programmes Students</a></li> </ul>
<p>11.2. Developed data collection systems on results and other relevant data and indicators, which cover, <i>inter alias</i> (cf. guidelines of standard 1.7 of the ESG):</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> and Services Divisions</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area (AEPQ)</a></li> <li>• <a href="#">Quality and Internal Audit (AQAI)</a></li> <li>• Observatories: ★ <a href="#">OEIST – IST Graduate Employability Observatory</a></li> <li>• <a href="#">ObservIST (OBSERVIST)</a> , <a href="#">IST Rankings Observatory</a></li> <li>• <a href="#">Human Resources Division (DRH)</a></li> <li>• <a href="#">IT Services (SI)</a></li> <li>• <a href="#">Academic Services (DA)</a></li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• FENIX</li> <li>• <a href="#">SAP System</a></li> <li>• <a href="#">DOT System</a> (acquisitions, Revolving Funds, Reimbursements, Missions)</li> <li>• Budget Management Module (MGO )           <ul style="list-style-type: none"> <li>• Projects Management Module (MGP)</li> </ul> </li> <li>• Indicators (Indicators and results Data Base)</li> <li>• <a href="#">IST Quality Plan (and annex)</a></li> <li>• <a href="#">IST Social Balance Sheet</a></li> <li>• <a href="#">RENATES</a></li> <li>• <a href="#">REBIDES</a></li> <li>• <a href="#">RAIDES</a></li> <li>★ <a href="#">Information Management System - FenixEdu – for Research Units</a></li> </ul>
<p>11.2.1 key performance indicators ;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">IST President</a></li> <li>• <a href="#">Governing Board (CG)</a></li> <li>• <a href="#">IST Council for Quality Assurance (CGQ)</a></li> <li>• <a href="#">Institutional Studies, Planning and Quality Area (AEPQ)</a></li> <li>• <a href="#">Commission for Curricular Units Quality (★QUC)</a> (Standing Committee)</li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>• IST <a href="#">Quality Manual</a></li> <li>• Indicators (Indicators and Results data Base, IST Activity Report</li> <li>★ <a href="#">QUC</a> – <a href="#">Course Unit Quality System</a></li> <li>• Teachers and Courses Coordination Reports within ★ <a href="#">QUC</a></li> </ul>

## Reference 11 – Information management

The institution adopted mechanisms which allow it to guarantee the collection, analysis and use of the results and of other relevant information for the effective management of the study programmes and other *activities*.

*For the purpose, the institution :*

	<ul style="list-style-type: none"> <li>★ <a href="#">RADIST</a></li> <li>• <a href="#">R3A</a> - Annual IST Courses Self-Assessment Reports</li> <li>• <a href="#">BRAC</a></li> <li>• <a href="#">Bibliometric Studies, Scientometrics, scientific performance and productivity</a></li> <li>• <a href="#">SIQuIST's Regulation</a></li> <li>• <a href="#">SIQuIST Self-Assessment (2017)</a></li> <li>• <a href="#">IST</a> and Annex</li> <li>• <a href="#">QUAR</a></li> <li>• Indicators (Indicators and Results Data Base)</li> </ul>
11.2.2 profile of the student population ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• FENIX</li> <li>(!) <a href="#">Survey/Study of IST Admission and Characterization of the Population</a></li> </ul>
11.2.3 student progression, success and drop-out rates ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Student Support Unit</a> (NDA)</li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">QUC – The IST Course Unit Quality System</a></li> <li>• Studies on the Educational Process <ul style="list-style-type: none"> <li>• Academic Performance</li> <li>• Bologna and Curriculum Organization</li> <li>• Benchmarking Exams</li> <li>• Other</li> </ul> </li> <li>• <a href="#">BRAC</a> – Academic Performance: Computer System which identifies students of low academic performance, developed in 2010 by the <a href="#">Pedagogic Council</a> (CP). Its objective is to identify and support IST first year students, whose academic performance is below the average.</li> <li>• <a href="#">DBE</a> – from Good to Excellent</li> <li>• <a href="#">R3A</a> - Annual IST Courses Self-Assessment Reports</li> <li>• <a href="#">DELTA</a> – Identifies Student's with sudden low academic performance.</li> </ul>
11.2.4 students' satisfaction with their programmes ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> <li>★ <a href="#">OEIST – IST Graduate Employability Observatory</a></li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">QUC</a>- The IST Course Unit Quality System covers the information process and consequent production of results, regarding format, statistical processing and statistical reliability as well as several topic studies.</li> <li>★ <a href="#">OEIST – IST Graduate Employability Observatory and Monitoring system for IST Graduates Professional Status</a> (1<sup>st</sup> cycle, 2<sup>nd</sup> cycle,, newly graduates and 3<sup>rd</sup> cycle Graduates) and <a href="#">Surveys: Educational Path. IST graduates' employers</a> includes: <ul style="list-style-type: none"> <li>(!) Survey: IST 1<sup>st</sup> Cycle Graduates who do not continue their studies, Professional Status</li> <li>(!) Survey: IST Newly 2<sup>nd</sup> Cycle Graduates, Professional Status 12 month after the course conclusion</li> <li>(!) Survey: IST 2<sup>nd</sup> Cycle Graduates, Professional Status 5 years after the course conclusion</li> <li>(!) Survey: IST 2<sup>nd</sup> Cycle Graduates, Professional Status 10 years after the course conclusion</li> <li>(!) Survey: IST 3<sup>rd</sup> Cycle Graduates Professional Status</li> <li>(!) Survey: Educational Path</li> </ul> </li> </ul> <p><a href="#">Técnico Alumni network</a> ★ <a href="#">Career Discovery@Técnico</a></p>
11.2.5 learning resources available and their costs ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> </ul>

## Reference 11 – Information management

The institution adopted mechanisms which allow it to guarantee the collection, analysis and use of the results and of other relevant information for the effective management of the study programmes and other *activities*.

*For the purpose, the institution :*

	<p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>(!) <a href="#">SURVEYS Evaluation of Satisfaction</a></li> <li>(!) Assessment of Activities</li> <li>(!) <a href="#">ASUS</a> – Survey: Satisfaction Evaluation of Service Users</li> <li>(!) IRIS - <a href="#">Survey: Inter-Services Relations</a></li> </ul>
11.2.6 employability and professional paths of graduates	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Institutional Studies, Planning and Quality Area (AEPQ)</a></li> <li>• <a href="#">Technology Transfer Office (TT)</a></li> <li>★ <a href="#">IST Graduate Employability Observatory (OEIST)</a></li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>★ <a href="#">OEIST – IST Graduate Employability Observatory</a> : The OEIST aims to ensure regular observation mechanisms of IST graduates in terms of employment and promote employability through systematization, analysis and dissemination of information, directly or indirectly related to the integration of graduates into professional life.</li> <li>• <a href="#">TT@IST</a> promotes several career development initiatives and employability (★ <a href="#">Career Discovery@Técnico</a>) : IST Career Sessions, IST Career Scholarships, IST Career Workshops, IST Career Weeks, Jobshop/AEIST, IST Summer Internships, Inside View/BEST Lisbon, IST Job Bank, <a href="#">Técnico Alumni network</a></li> </ul>
11.3. Defined procedures to regulate and ensure the processes of decision-making related to the utilisation of results, as well as action strategies for improvement of processes and results ;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• IST President</li> <li>• <a href="#">Governing Board (CG)</a></li> <li>• <a href="#">Pedagogic Council (CP)</a></li> <li>• <a href="#">Scientific Council (CC)</a></li> <li>• <a href="#">IST Council for Quality Assurance (CGQ)</a></li> <li>• <a href="#">Institutional Studies, Planning and Quality Area (AEPQ)</a></li> <li>• Assessment of Education and Research Activities Council</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Strategic Planning</a>: IST Strategic Planning Activities Results.</li> <li>• Quality Assessment: IST's Internal Quality Assessment activities results (Education, Research, Development and Innovation, Support Services and/or society connectivity.</li> <li>• <a href="#">SIQuIST's Regulation</a>.</li> <li>• <a href="#">SIQUIST Self-Assessment (2017)</a></li> <li>• <a href="#">IST Quality Plan</a></li> <li>• <a href="#">QUAR</a></li> <li>• Indicators (Indicators and Results data Base)</li> <li>★ <a href="#">QUC</a>- The IST Course Unit Quality System.</li> </ul>
11.4 Identified ways to involve stakeholders in the appreciation, analysis and improvement of results.	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">IST Council for Quality Assurance (CGQ)</a></li> <li>• <a href="#">School Assembly (CE)</a></li> <li>• <a href="#">Faculty Assembly (AE)</a></li> <li>• <a href="#">Advisory Council (CCons)</a></li> <li>• <a href="#">Scientific Council (CC)</a></li> <li>• <a href="#">Pedagogic Council (CP)</a></li> <li>• <a href="#">Technology Transfer Office (TT)</a></li> <li>• <a href="#">IST Students' Union (AEIST)</a></li> <li>• <a href="#">Institutional Studies, Planning and Quality Area (AEPQ)</a></li> <li>• <a href="#">Quality and Internal Audit (AQAI)</a></li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">ObservIST</a></li> <li>★ <a href="#">QUC</a></li> <li><a href="#">Regulations of the different institutional Bodies (IST Council for Quality Assurance (CGQ) , School Assembly (CE), Faculty Assembly (AE), Advisory Council (CCons), Scientific Council (CC), Pedagogic Council (CP)</a></li> </ul>



<b>Reference 12 – Public Information:</b> The institution adopted mechanisms which permit the publication of clear, accurate, objective, up-to-date, impartial and readily accessible information about the activities undertaken	
<i>For this purpose, the institution defined procedures for regular provision of public information on a pre-defined set of data and results. In accordance with the legal requirements established in article 162, 2, of the RJIES, in article 18, e), ii) of Law 38/2007 and in the guidelines of standard of the ESG, specify aspects in relation to which the institution should make available precise and sufficient information include:</i>	
12.1. The mission and objectives of the institution, and its statutes, regulations and basic units;	<b>Responsible Bodies or Services</b> <ul style="list-style-type: none"> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• Communication and Media Division (ACIM)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Documents and Legislation</a></li> <li>• <a href="#">Corporate Identity</a></li> <li>• <a href="#">IST Website</a> and Services</li> </ul>
12.2. Its educational offer;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Commissions</li> <li>• Communication and Media Division (ACIM)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Education/Courses Offer</a></li> <li>• <a href="#">IST Website</a></li> <li>• <a href="#">IST Programmes Website</a></li> <li>• <a href="#">Study at Técnico</a></li> <li>• Promotional Material (examples: Course Leaflets, Information leaflets, roll-ups)</li> </ul>
12.3. The intended learning outcomes, qualifications awarded and employment perspectives, in relation to each study programme;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Commissions</li> <li>• Course Cycle Coordinators</li> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">Technology Transfer Office</a> (TT)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Education/Courses Offer</a></li> <li>• <a href="#">IST Website</a></li> <li>• <a href="#">IST Academic Units and Programmes Website</a></li> <li>• <a href="#">Career Discovery@Técnico</a></li> <li>• <a href="#">OEIST – IST Graduate Employability Observatory</a></li> <li>• <a href="#">IST Rankings Observatory</a></li> </ul>
12.4. Qualifications of teaching staff and their type of contract;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">IST Academic Units</a> and Scientific Commissions and Research Centers and Associated Research Centers</li> <li>• <a href="#">Human Resources Division</a> (DRH)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• FENIX</li> <li>• <a href="#">Social Balance Sheet</a>: Decree-Law No. 190/96 of 9 October imposes the requirement for the Social balance sheet on 31 December of the previous year, to all bodies of Public Administration, central, regional and local levels.</li> <li>• <a href="#">IST Academic Units</a></li> <li>• <a href="#">Research Centers</a></li> </ul>

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<i>For this purpose, the institution defined procedures for regular provision of public information on a pre-defined set of data and results. In accordance with the legal requirements established in article 162, 2, of the RJIES, in article 18, e), ii) of Law 38/2007 and in the guidelines of standard of the ESG, specify aspects in relation to which the institution should make available precise and sufficient information include:</i>	
12.5. Policies for admission and for student guidance;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">IST Academic Units</a></li> <li>• <a href="#">The Student Support Unit</a> (NDA)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> <li>• <a href="#">IST International Affairs</a> (AAI)</li> <li>• <a href="#">Residential Unit</a> (NA)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">NAPE</a> main activities can be assessed in two specific fields of activity:               <ul style="list-style-type: none"> <li>a). Reception, Integration and Support (EXAMPLES: <a href="#">Reception Week</a>, <a href="#">Orientation Week</a>, <a href="#">Survival Guide</a>; Reception and support to candidates and students (in person, by telephone or email)</li> <li>b) Disclosure/Admission: <a href="#">Ambassadors Programme</a>; IST Study Visits and Visits to Secondary Education Institutions, events and exhibitions of science and technology.</li> </ul> </li> <li>• <a href="#">Academic Guide</a> (Admission Regulations 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Cycles).</li> <li>• <a href="#">Education/Courses Offer</a>/Admission Regulations (by Course)</li> <li>• <a href="#">IST Academic Units Websites</a></li> <li>• <a href="#">Study at Técnico</a></li> <li>• <a href="#">★ Mentoring Programme</a></li> <li>• <a href="#">★ MEGM Mentoring</a></li> </ul>
12.6. Planning of study programmes;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">IST Academic Units</a></li> <li>• Study Cycles Coordination</li> <li>• <a href="#">Academic Services</a> (DA)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Education/Courses Offer</a></li> <li>• <a href="#">IST Website</a></li> <li>• Study Cycles webpages</li> </ul>
12.7. Teaching and learning methodologies and student assessment methods	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">IST Academic Units</a></li> <li>• Study Cycles Coordination</li> <li>• <a href="#">Academic Services</a> (DA)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">Regulation of Evaluation of Knowledge and Skills</a></li> <li>• <a href="#">Academic Guide</a></li> <li>• <a href="#">IST Website</a></li> <li>• Study Cycles webpages</li> <li>• Curricular Units Webpages</li> </ul>
12.8. Opportunities for mobility;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">IST International Affairs</a> (AAI)</li> </ul> <b>Documents and/or related activities:</b> <ul style="list-style-type: none"> <li>• <a href="#">International Partnerships</a></li> <li>• <a href="#">International Mobility Programmes Regulation</a></li> <li>• Outgoing Mobility</li> <li>• <a href="#">Regulation of Access and Admission of International Students 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> IST cycles</a></li> <li>• <a href="#">IST Webpage</a></li> <li>• <a href="#">Study at Técnico</a></li> </ul>
12.9. Students' rights and duties;	<b>Responsible Bodies or Services:</b> <ul style="list-style-type: none"> <li>• <a href="#">Pedagogic Council</a> (CP)</li> </ul>



	<p><b>Reference 12 – Public Information:</b></p> <p>The institution adopted mechanisms which permit the publication of clear, accurate, objective, up-to-date, impartial and readily accessible information about the activities undertaken</p>
	<p><i>For this purpose, the institution defined procedures for regular provision of public information on a pre-defined set of data and results. In accordance with the legal requirements established in article 162, 2, of the RJIES, in article 18, e), ii) of Law 38/2007 and in the guidelines of standard of the ESG, specify aspects in relation to which the institution should make available precise and sufficient information include:</i></p>
	<ul style="list-style-type: none"> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Academic Development Unit</a> (NDA)</li> <li>• Communication and Media Division (ACIM)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Code of Conduct and Best practices of ULisboa</a></li> <li>• <a href="#">Rights and Guarantees Charter</a></li> <li>• <a href="#">Student Disciplinary Regulations</a></li> <li>• <a href="#">Students' Ethic</a> – NDA Course</li> <li>• <a href="#">Diversity and Gender Equality at IST</a> (activities /promotion actions)</li> <li>• <a href="#">Academic Guide</a></li> <li>• <a href="#">Student's Support Guide</a></li> <li>• <a href="#">Regulation for Students with Special Needs (NEE)</a></li> <li>• <a href="#">Regulation of Access and Admission of International Students 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> IST Cycles</a></li> <li>• <a href="#">IST Ethics Committee</a></li> <li>• <a href="#">IST Webpage</a></li> </ul>
<p>12.10. Student social support services;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Social Action Services (ULisboa)</a></li> <li>• <a href="#">Academic Services</a> (DA)</li> <li>• <a href="#">Academic Development Unit</a> (NDA)</li> <li>• Communication and Media Division (ACIM)</li> <li>• <a href="#">The Student Support Unit</a> (NAPE)</li> <li>• <a href="#">Residential Unit</a> (NA)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• SCHOLARSHIPS – student Support Unit</li> <li>• Regulation for Selecting Support Candidates aimed at Students who wish to keep studying at IST</li> <li>• Regulation for Selecting Support Candidates aimed at Students who wish to keep studying at IST (ACE-IST)</li> </ul> <p>In addition to the Social Action Higher Education scholarship there are several other scholarship programmes: Merit scholarships designed to recognize and reward students with high academic performance and also Support scholarships aimed at students with proven financial needs whose academic excellence is recognized.</p> <ul style="list-style-type: none"> <li>• <a href="#">Study at Técnico</a></li> <li>• <a href="#">Residential at ULisboa</a></li> <li>• <a href="#">Residential at IST</a></li> <li>• <a href="#">IST Webpage</a></li> </ul> <p>List of some of the existing scholarships:</p> <ul style="list-style-type: none"> <li>• <a href="#">Social Action Scholarships</a></li> <li>• <a href="#">Scholarships for Students who Wish to Continue Their Studies</a></li> <li>• <a href="#">Other Scholarships</a> (Study and Merit Scholarships)</li> </ul>
<p>12.11. Mechanisms to deal with complaints and suggestions;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Quality and Internal Audit</a> (AQAI)</li> <li>• <a href="#">Ulisboa Student Ombudsman</a></li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>• <a href="#">SugerIST</a></li> <li>• <a href="#">IST Webpage</a></li> </ul>

<b>Reference 12 – Public Information:</b> The institution adopted mechanisms which permit the publication of clear, accurate, objective, up-to-date, impartial and readily accessible information about the activities undertaken	
<i>For this purpose, the institution defined procedures for regular provision of public information on a pre-defined set of data and results. In accordance with the legal requirements established in article 162, 2, of the RJIES, in article 18, e), ii) of Law 38/2007 and in the guidelines of standard of the ESG, specify aspects in relation to which the institution should make available precise and sufficient information include:</i>	
12.12. Access to material resources and teaching support;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Technical Division</a> (DT)</li> <li>• <a href="#">Pedagogical Organization Office</a> (GOP)</li> <li>• <a href="#">IT Services</a> (SI)</li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Audiovisual Equipment (Resources)</a></li> <li>• <a href="#">Study at Técnico</a></li> <li>• <a href="#">Institutional Repository</a></li> <li>• <a href="#">IT Services</a> (Software and Others)</li> <li>• <a href="#">IST Webpage</a></li> <li>• <a href="#">Infrastructures and Services</a> (Food, Congress Center, copy center, Sports Complex, Study Spaces, parking, IST Press, kindergarten, gardens, Analytical Laboratory, shops, museums, banks, Shuttle, Técnico <i>Innovation Center</i>, etc.)</li> <li>• <a href="#">IST Libraries</a> (Includes Digital Libraries)</li> <li>• <a href="#">ABCC Support Tutorials</a></li> <li>• <a href="#">IST Library Users Training</a></li> <li>• <a href="#">Inter-Library Loan</a></li> <li>• <a href="#">ST Librarian Home Loan, Reserve and Renovation</a></li> <li>• Resources <a href="#">Print</a> and <a href="#">Data Bases</a></li> <li>• <a href="#">Study Spaces</a>:             <ul style="list-style-type: none"> <li>• Study Spaces and 24 Hour Space at Campus Alameda</li> <li>• Study Spaces and 24 hours Space at Campus Taguspark</li> <li>• Study Spaces at the Technological and Nuclear Campus</li> </ul> </li> </ul>
12.13. Teaching outcomes, expressed in the academic results, integration in the labour market and level of satisfaction of stakeholders;	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Institutional Studies, Planning and Quality Area</a> (AEPQ)</li> <li>• <a href="#">OEIST – IST Graduate Employability Observatory</a></li> <li>• <a href="#">IST Rankings Observatory</a></li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>• <a href="#">R3A – Annual IST Courses Self-Assessment Reports</a></li> <li>• <a href="#">IST Website</a></li> <li>• <a href="#">Monitoring System for IST Graduates Professional Status</a> (1<sup>st</sup> cycle, 2<sup>nd</sup> cycle, newly graduates and 3<sup>rd</sup> cycle Graduates) Educational Path Survey and IST Graduates Employers Survey</li> <li>• <a href="#">IST Rankings Observatory Website</a></li> </ul>
12.14. Internal quality assurance policies, accreditation certificates and results of evaluation of the institution and of its study programmes.	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> </ul> <p><b>Documents and/or related activities</b></p> <ul style="list-style-type: none"> <li>• IST <a href="#">Quality Manual</a></li> <li>• <a href="#">Assessment and Accreditation</a></li> <li>• <a href="#">Quality Assessment</a></li> <li>• <a href="#">IST Quality Plan (PQ)</a></li> <li>• <a href="#">IST Webpage</a></li> <li>• Study Cycles Webpages</li> </ul>

## 5. Periodical external assessment

### Reference 13 – Cyclical external quality assurance:

The institution undergoes external quality assurance on a cyclical basis, in line with the ESG.

*External quality assurance, besides offering validated information that assures the institution and the public in general of the quality of its activities, verifies the effectiveness of the internal quality assurance system, acts as a catalyst for improvement and can offer new perspectives to the institution. It should:*

<p>13.1. Take account of the requirements of the national legislative framework applicable to higher education and its evaluation;</p>	<p><b>Responsible Bodies or Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Faculty Assembly</a> (AE)</li> <li>• <a href="#">Advisory Council</a></li> <li>• <a href="#">IST President</a></li> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">ULisboa Quality Assurance Council</a></li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Strategic Plan Follow-up Committee</a> (CAPE)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• SIQuIST Accredited by A3ES</li> <li>• <a href="#">Guidelines for Quality Assurance and Assessment in Higher Education Institutions (ESG - European Standard Guidelines)</a></li> <li>• <a href="#">Evaluations/Reports of the Engineer Council</a> (Eur-Ace Seals)</li> <li>• Evaluations/External Evaluation Commissions Reports (CAE) of A3ES</li> </ul>
<p>13.2. Demonstrate and take into account the progress made since the previous external assessment.</p>	<p><b>Responsible Bodies or Services</b></p> <ul style="list-style-type: none"> <li>• <a href="#">School Assembly</a> (CE)</li> <li>• <a href="#">Faculty Assembly</a> (AE)</li> <li>• <a href="#">Advisory Council</a></li> <li>• <a href="#">IST President</a></li> <li>• <a href="#">Governing Board</a> (CG)</li> <li>• <a href="#">IST Council for Quality Assurance</a> (CGQ)</li> <li>• <a href="#">Scientific Council</a> (CC)</li> <li>• <a href="#">Pedagogic Council</a> (CP)</li> <li>• <a href="#">Strategic Plan Follow-up Committee</a> (CAPE)</li> </ul> <p><b>Documents and/or related activities:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">R2M2 – Improvement Actions and Recommendations Report</a></li> <li>• <a href="#">SIQuIST Self-Assessment (2017)</a></li> <li>• <a href="#">Follow-Up Reports SIQuIST</a></li> <li>• Self-Assessment <a href="#">ESG</a></li> <li>• Indicators (Data Base of Indicators and Results)</li> </ul>