

- Programa Intercultura: intercultural specialities in the different degrees, list of lecturers and students of, list of TFG, TFM and Doctorate (with their authors), academic results, etc.
- Programa Prácticas: Placement plan, academic results for Practicum 2 in Preschool Education and 1 in Primary Education.
- Programa Sin fronteras: list of foreign students in the Undergraduate Degrees, Master's Degrees and Doctorate Degrees, academic qualifications, degrees offered as distance programmes.
- Programa Movilidad: calls, list of destinations, academic qualifications, programmes of their own, list of places of origin, etc.
- Programa Investigación for UMU lecturers: list of research groups (main researchers and lecturers), list of destinations/lecturers who have participated in mobility programmes.
- Programa Investigación for incoming lecturers: list of students and institutions supporting them.
- Programa Acreditación: opportunities offered by the Faculty, list of teaching staff and PAS and levels completed by academic year.

#### B) Results analysis

In spite of having general results based upon the different *programas* (Programa Bilingüe, Especialistas, Prácticas...), we do not still have any specific data analysis on Internationalisation and Interculturality

#### C) Satisfaction

- Programa Bilingüe: lecturers and students' satisfaction survey, individual interviews, etc.
- Programa Especialistas: teaching staff and students satisfaction survey.
- Programa Prácticas: Satisfaction Survey of the Practicum 2 for Preschool Education and 1 for Primary Education.
- Programa Movilidad: Satisfaction survey.

#### D) Improvement Plans

- Programa Prácticas: Improvement Plan 2015-2016 (see <http://www.um.es/web/educacion/contenido/practicas>)

As it is shown, we have enough data (list of persons involved, academic results, calls, etc.) but we need to improve about the level of satisfaction (students, lecturers, PAS, administrators, employers, etc.) and obviously, on the basis of these reports, the establishment of improvement plans that boost our strengths and minimise our weaknesses.

## Standard 4: Enhancement

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### Criterion 4a: Internal quality assurance

*The institution's internal quality assurance system covers all internationalisation dimensions and activities.*

Quality assurance can be described as the systematic, structured and ongoing attention to quality in terms of its maintenance and improvement. In the framework of policies and training processes developed within the universities, quality assurance should allow these institutions to show that they care about quality in their programmes and degrees and that they are committed to put in place enough means to ensure and prove such quality.

In the regulations establishing the management of official university teaching (Royal Decree 1393/2007, of October 29, and Royal Decree 861/2010, of July 2) it is stated that all universities have to establish an Internal Quality Assurance System (SGIC) that can be developed at University, Centre or

Degree level. Subsequently, ANECA, AQU and ACSUG presented the Programa AUDIT which set out the guidelines and contents to be met by the quality assurance systems for its design to be approved by those Agencies (<http://www.aneca.es/Programas/AUDIT>). In fact, ANECA positively assessed the SGIC for the Faculty of Education of the UMU.

A map of the SGIC procedures at the UMU centres is shown below.

STRATEGIC PROCESSES (PE)	
<b>PE01:</b> Establishment, review and update of quality policies and objectives	<b>PE02:</b> Design, follow-up and accreditation of degrees

KEY PROCESSES (PC)	
<b>PC01:</b> Teaching planning and development. Learning Assessment.	<b>PC02:</b> Degree review and improvement.
<b>PC03:</b> Application, recruitment, selection and admission student profiles.	<b>PC04:</b> Student counselling and professional counselling.
<b>PC05:</b> Academic Results.	<b>PC06:</b> Mobility of students.
<b>PC07:</b> External placements.	<b>PC08:</b> Employment insertion.
<b>PC09:</b> Public information.	

SUPPORT PROCESSES (PA)	
<b>PA01:</b> Management of documents and evidences	<b>PA02:</b> Suspension of a degree
<b>PA03:</b> Satisfaction, Expectations and Needs,	<b>PA04:</b> Management of incidences (S-Q-R-F)
<b>PA05:</b> Management of academic, and administration and services staff	<b>PA06:</b> Management of material resources and services

PM01: MEASUREMENT, ANALYSIS AND IMPROVEMENT PROCESS
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There are four types of processes: strategic, key, support and measurement, and analysis and improvement. All of them have been defined and are supported by the Quality Unit of the University of Murcia (see <http://www.um.es/web/unica/>)

The SGIC includes the specific processes *PC06 (Students mobility)* and the *PC07 (External placements)* ensuring the development of quality assessment activities carried out with the support of the ORI (International Relations Office). However, there are other processes, common to other actions of the Faculty, which we are going to use in the Programmes of the Internationalisation and Interculturality Plan.

#### Criterion 4b: Approaches for enhancement

*The institution utilises internationalisation approaches as part of its regular quality assurance and enhancement activities.*

In brief, to implement the approach of the General Plan, the SGIC for the Faculty has the following procedures included in its Manual of Internal Quality Assurance System Processes (MPSGIC):

*PE01 Establishment, review and update of quality policies and objectives*

*PC05 Academic Results*

*PC09 Public Information*

*PA03 Satisfaction, expectations and needs*

*PA04 Management of incidences (S-Q-R-F)*

*PM01 Measurement, analysis and improvement: Analysis of results*

Besides, there are several actions that, in one way or another, affect the degrees offered (Programa Estudios Bilingües, Programa Especialistas, Programa Language, Programa Intercultura or Programa

Prácticas). The Faculty of Education ensures that its Undergraduate Degrees, Master's Degrees and Doctorate Degrees are in agreement with the reports verified by ANECA (and, thus, the specific actions of our Internationalisation and Interculturality Plan). The results are analysed and transformed into improved actions following the process of SGIC. The processes are:

*PE01 Establishment, review and update of quality policies and objectives*  
*PE02 Design, follow-up and accreditation of degrees*  
*PC01 Teaching planning and development. Learning Assessment.*  
*PC02 Degree review and improvement.*  
*PC03 Application, recruitment, selection and admission student profiles.*  
*PC05 Academic Results*  
*PC09 Public Information*  
*PA02 Suspension of a degree*  
*PA03 Satisfaction, expectations and needs*  
*PA04 Management of incidences (S-Q-R-F)*  
*PM01 Measurement, analysis and improvement*

Aware of the fact that students are its main interest group with regard to teaching-learning tasks, the Faculty performs actions that affect the degrees (as it has already been mentioned) but there are other actions aimed at improving the teaching and learning process of the students. To this end, there are procedures enabling to verify that the main purpose of the actions undertaken (Programa Movilidad, Programa de Prácticas Externas o Programa de Acreditación) is to expand the students' academic horizon. The processes are:

*PE02 Design, follow-up and accreditation of degrees*  
*PC01 Teaching planning and development. Learning Assessment.*  
*PC02 Degree review and improvement.*  
*PC03 Application, recruitment, selection and admission student profiles.*  
*PC04 Student counselling and professional counselling.*  
*PC05 Academic Results*  
*PC06 Student Mobility*  
*PC07 External placements*  
*PC08 Employment insertion*  
*PC09 Public Information*  
*PA03 Satisfaction, expectations and needs*  
*PA04 Management of incidences (S-Q-R-F)*  
*PM01 Measurement, analysis and improvement*

The policy concerning teaching and research staff and that concerning the administration and services staff depend on the Vice-Chancellorship Office and the University Governing Council; i.e., it goes beyond the competences of the Faculty of Education. Therefore, we will not get into detail. However, there are several actions (Programa Investigación, Programa Movilidad y Programa de Acreditación) on which we can have an influence, according to the SGIC:

*PE02 Design, follow-up and accreditation of degrees*  
*PC01 Teaching planning and development. Learning Assessment.*  
*PC09 Public Information*  
*PA03 Satisfaction, expectations and needs*  
*PA04 Management of incidences (S-Q-R-F)*  
*PA05 Management of academic staff, and of administration and services staff*  
*PM01 Measurement, analysis and improvement*

The Faculty analyses the training outcomes (Programa Sin Fronteras y Programa Formación). To this end, the Faculty is provided with procedures enabling it to ensure that outcomes related to learning, employment insertion and stakeholder satisfaction are measured, analysed and used in decision-making and teaching quality improvement.

*PE01 Establishment, review and update of quality policies and objectives*

*PE02 Design, follow-up and accreditation of degrees*

*PC01 Teaching planning and development. Learning Assessment.*

*PC02 Degree review and improvement.*

*PC05 Academic Results*

*PC09 Public Information*

*PC08 Employment insertion*

*PA03 Satisfaction, expectations and needs*

*PA04 Management of incidences (S-Q-R-F)*

*PM01 Measurement, analysis and improvement*

#### **Criterion 4c: Stakeholders involvement**

*The institution actively involves its internal and external stakeholders in its quality assurance and enhancement activities regarding internationalisation.*

We highlight all the groups participating in each Programme, which can be summarised as follows:

<b>Group</b>	<b>Objectives</b>	<b>Programmes</b>
Students	objectives a, b, e and c (partially)	Programa Estudios Bilingües, Programa Especialistas, Programa Language, Programa Intercultura, Programa Prácticas, Programa Movilidad, Programa Acreditación
Lecturers	objective f	Programa Investigación, Programa Acreditación
PAS	objective g	Programa Movilidad, Programa Acreditación
Graduates	objective d	Programa Formación
Administration and employers	objective d and a and b (indirectly)	Programa Formación, Programa Estudios Bilingües, Programa Especialistas, Programa Language, Programa Intercultura, Programa Prácticas
Other institutions	objective c	Programa Sin Fronteras

Therefore, these groups are going to be present in all SGIC processes since they are going to be participants to whom we need to keep informed, whose satisfaction has to be analysed as well as the fulfilment of their expectations, whose results have to be assessed and incidences managed.

Besides, as we could see in the Standard 3a, the integration of the CGC takes into account the participation of all stakeholders (students, degree coordinators, lecturers, PAS, members representatives of employers and of the Administration, etc.). This wide and diverse participation further supports the role that this Commission is going to play in the development of the Internationalisation and Interculturality Plan, together with the heads of each programme.

All the results, analyses and improvement proposals will be disseminated not only within the University but also among external stakeholders. There are easier and more diverse ways to inform internal stakeholders (teaching staff, students, administrative and services staff, etc.). However, the core information is that conveyed at the Faculty Boards (in all the calls for ordinary sessions there is an item on which the Dean's Team informs about the Programmes of Plan) and through the Faculty website (see <http://www.um.es/web/educacion/contenido/plan-actuacion> ).

For external stakeholders (employers, graduates, public administrations and society in general), the Faculty Management Team keeps the website updated with the most important information about

the Faculty and its degrees. In addition, if there is information that requires doing so, it will be directly submitted to them by means of the usual media (*PC09 Public information*).

## Standard 5: Governance

### Criterion 5a: Responsibilities

*The responsibilities regarding the institution's internationalisation (goals, plans, implementation and enhancement) are clearly defined and allocated.*

The current Dean's Team, in its Action Programme (see <http://www.um.es/web/educacion/contenido/plan-actuacion>), raised two objectives about internationalisation and interculturality:

- To promote internationalisation in the fields of teaching, research and management.
- To promote national and international cooperation agreements that will enable the exchange among and mutual enrichment of university centres and between the Faculty and social actors.

Besides, the Quality policy is based on five "axes" (see <http://www.um.es/documents/299436/319898/PE01+Desarrollo+Eje+5.pdf/6117b37c-3db1-4e08-b256-6c691b875cbb>). One of them says:

*"Internationalisation and interculturality*

*Internationalisation is an integral process that seeks to include the international and intercultural dimension in the mission and in the fundamental research, teaching and services functions of our institution. As a result, development of guidelines, structures and processes are valued as an integral part of the quality policy of the Faculty and enable the following:*

- *to efficiently manage and enhance the training mobility of the members of the university community;*
- *to support international and intercultural cooperation projects and the participation of researchers from the Faculty, particularly in national and international networks;*
- *to disseminate our lines of research, who our main researchers are and the results obtained;*
- *to respond to the language policy of the University in its promotion of bilingual training;*
- *and to support the international mobility of the educational community, through general programmes managed by the ORI of the University of Murcia and their own programmes of international curricular and extracurricular placements".*

That is to say, the Internationalisation and Interculturality Plan (2016-2018) is considered a strategic action of the Dean's Team of the Faculty. From this perspective, the structural, human organizational, economic, and material resources will be made available to carry out the specific objectives of the various programmes.

Therefore, the ultimate person responsible for it is the Dean of the Faculty (as personal body) and the Faculty Board (as collegiate body). Nevertheless, we deemed it convenient to appoint someone as head of each of the Programmes in order for their implementation to be more feasible.

Programme	Head
Programa Estudios Bilingüe	Vice Dean for Academic Organisation Vice Dean for Postgraduate Studies
Programa Especialistas	Degree Coordinators Master's Degree Coordinators
Programa Language	Degree Coordinators Master's Degree Coordinators