Guide to Pompeu Fabra University

Newly recruited teaching and research staff & administrative and service staff
CONTENTS

INTRODUCTION TO UPF

RECTOR’S WELCOME 7
THE UPF MODEL 8
REGULATORY FRAMEWORK 8

BASIC INFORMATION

1. THE PEOPLE 10
   1. The Human Resources and Organization Area 10
   2. Occupational Hazards Prevention Plan 10
   3. The UPF Gender Equality Plan 11
   4. Inclusion Plan 11
   5. Representation and participation 12

2. INFORMATION AND COMMUNICATION 13
   1. Campus Global 13
   2. Your email 15
   3. The staff directory 15
   4. Postal mail 15
   5. Telephone service 15
   6. The UPF card 16

3. THE UPF CAMPUS 17
   1. Ciutadella campus 17
   2. Comunicació - Poblenou campus 18
   3. Mar campus 18
   4. Other buildings 19
   5. How to find an area 20
   6. Building opening hours 21
   7. The Self-protection Plan 21

4. SERVICES AND ACTIVITIES AT YOUR DISPOSAL 22
   1. Library/CRAI 22
   2. Institutional communication 22
   3. Computing 22
   4. Languages 23
   5. Culture and sports 23
   6. Solidarity 24

5. TEACHING, RESEARCH AND KNOWLEDGE TRANSFER AND ENTREPRENEURSHIP 25
   1. Teaching support 25
   2. Research 27
   3. Knowledge transfer and entrepreneurship 27

6. COMMERCIAL SERVICES 29
   Bookshop and stationer’s 29
   Cafeterias and restaurants 29
   Financial institutions 29
   Reprography centres (OCÉ) 29
   Commercial benefits 30

7. SUGGESTIONS, CLAIMS AND COMPLAINTS 31
This guide provides additional information to that given by your head and the Human Resources and Organization Area when you start working at UPF. In part one you will find the rector’s welcome to the University and an introduction to the main strategic actions and lines of work at UPF. In part two you will find basic information and recommendations to acquaint you with the services and resources the University offers.

Each section incorporates the University’s intranet —Campus Global — from which you can find additional details expanding on the information in this guide.

For further information, please send your remarks or suggestions to the Institutional Information and Promotion Unit at comunicacio.interna@upf.edu.

Last update: October 2013
INTRODUCTION TO UPF
RECTOR’S WELCOME

As rector of Pompeu Fabra University, I would like to offer you a very warm welcome to our university community.

Young, modern and unequivocally public, our university was founded in 1990 to offer training of the very highest quality in specific academic and professional areas. That new, different institution has seen its research activity increase substantially since then, an aspect we must reinforce and consolidate.

The result today is a specialized university that has interconnected a unique approach to teaching with cutting-edge research, revolving around three closely linked spheres of knowledge, namely social and human sciences (at the Ciutadella campus), information and communication sciences and technologies (at the Poblenou campus) and health and life sciences (at the Mar campus).

We must now once again look beyond our present situation and establish new goals to ensure that UPF becomes one of Europe’s finest universities. I envisage a university that is even more cohesive, boasts greater organizational flexibility, and builds on its original nature and its size to develop a project in which we are all participants. The pride that each of us takes in doing our work well is a cast-iron guarantee for the future. Simply making the effort, at the same time, to reflect upon whether that work is heading in the right direction and is an integral part of a collective idea guarantees a brighter future and a service moulded to the expectations arising from our environment.

I hope the stage of your career on which you are now embarking proves thoroughly satisfactory and successful, and remain at your disposal henceforth.

Jaume Casals
Rector
THE UPF MODEL

UPF is a public, cosmopolitan and urban university which organizes its studies around three main areas of knowledge closely related to humans:

- social and human sciences
- health sciences and life
- the sciences and technologies of information and communication

Created in 1990 by the Government of Catalonia, the UPF model is based on three core concepts: quality teaching, research excellence and a highly international profile. To meet them, the University has been divided into seven faculties, a polytechnic school, eight departments and three university institutes. In recent years it has also been involved in a number of institutions and centres specializing in teaching, research and knowledge transfer with their own legal status that make up the UPF Group.

In teaching, the University offers comprehensive training and proximity to the student, a model whose success is confirmed by indicators such as the high enrolment demand and the high rate of reported success, satisfaction and employment of both students and graduates. In terms of research, the model is made possible by the high competitiveness of the University’s lecturers and researchers, thanks to a policy of lecturer recruitment that is open to both national and international talent. This commitment has resulted in excellent indicators relating to the volume of revenue from competitive calls (especially at European level) and to the productivity of researchers.

In parallel, in order to boost the research and transfer activities conducted at the University and to give them greater international visibility, UPF is developing the UPF Research Park, which operates in the fields of social and human sciences, communication and information technologies, and which is coordinated with the Biomedical Research Park of Barcelona in the area of health and life sciences.

Finally, the strong international profile of the University is the result of a strategy focused on the establishment of a policy of alliances with a network of preferred partners and which, at the same time, also promotes experiences abroad, incorporates English in the teaching offer and is committed to building a multilingual campus with three working languages: Catalan, Spanish and English.

In addition to these three core concepts, the University is committed to its community – Catalonia and the city of Barcelona – and to society as a whole. This commitment is underpinned by the principles of cooperation, sustainability and equality of opportunities. At the same time, its open embrace of innovation and technology and its firm belief in continuous assessment and accountability make UPF a modern, socially-responsible university institution.

Lastly, I would like to remind you that your participation in activities is essential to the University’s success. For this reason, it is very important to be fully aware of the University’s master plan and the actions which strengthen its strategic direction. You can find all of this information at Campus Global > The University > Planning and management. Please also remember that you can get more involved in university life by joining an organization, participating in governing bodies or finding out about the activities and projects, objectives and values of the institution which, from today, is also yours.

REGULATORY FRAMEWORK

The University is governed by the applicable Spanish and Catalan regulatory frameworks and by the UPF By-Laws and regulations. The By-Laws were approved by Catalan Decree 209/2003, of 9 September, and modified by Catalan Government Agreement GOV/203/2010, of 9 November.

All of these regulations can be consulted via the Campus Global.
BASIC INFORMATION

...
1. THE PEOPLE

1. THE HUMAN RESOURCES AND ORGANIZATION AREA

This area is responsible for providing resources for organizing and developing professional teaching, research and management teams, according to the strategic guidelines set out by the University's governing bodies.

The values of commitment, transparency and communication, quality and professionalism are the benchmarks for the work done by the professionals at our university.

The Area provides its users with the following services:

- Information on employment record procedures.
- Information and advice on occupational hazards prevention.
- Information on recruitment selection processes.
- Information on the range of training offered.
- Information on salaries and payslips.
- Collection and dissemination of details of best practices in management.

It also provides the following services to individuals within the administrative and service staff (PAS) who are team managers:

- Advice on temporary replacements and on mobility within the same service, area or section.
- Updated information and details on work teams.
- Personalized training: Tools and resources for developing knowledge, skills and attitudes required by work teams.
- Recruitment of individuals.
- Information and advice on the PAS and research support staff (PSR) recruitment processes.
- Advice, methodological support and instruments for process map, catalogue and service charter production, as well as for procedure documentation and improvement.
- Guidance on improving processes and organizational analyses.

To help us carry out our functions as an area (organization, recruitment, development, etc.), we use the PAS professional competence system. An essential tool that we share with team managers and apply to the different activities we undertake as part of each of those functions, the system is intended to enable us to come up with the best possible match between a person's competences and the profile a job requires.

The PAS and teaching and research staff (PDI) websites are one of the tools that provides information for our users. Using this Campus Global option, you will find the catalogue of services, with their location, telephone number, e-mail addresses and information and a description of the procedures related to employment, as well as the opportunity to contact us about any doubts you may have.

The user is at the centre of our work, and our commitment to improvement is a benchmark as well as an ongoing challenge. That is why communication and the assessment and suggestions of the users to whom we provide the services are very important.

Campus Global | PAS
Campus Global | PDI

2. OCCUPATIONAL HAZARDS PREVENTION PLAN

Through the Technical Office for Occupational Hazards Prevention, the University provides various services in the different areas of occupational health in order to improve working conditions on an ongoing basis. It designs, implements and applies the Occupational Hazards Prevention Plan of Pompeu Fabra University.
What is the Occupational Hazards Prevention Plan?
The Plan establishes and formalizes prevention policy and determines the resources necessary to be able to implement preventive policy; it identifies dangers and undertakes consequent risk assessment; it develops the procedures required to implement and carry out the range of planned preventive activities, and establishes the system's control mechanisms.

A commitment by everyone makes an improvement in working conditions possible
The commitment to occupational hazards prevention and the responsibilities arising from them affect everyone: management, staff, team leaders and the Technical Office for Occupational Hazards Prevention.

The Office is there for you. Consult the website
- What do I have to do in an emergency? Where can I find this information?
- If I have an accident at work, what do I have to do and where do I have to go to receive attention?
- Who do I speak to if I think there is a risk in my working environment?
- If I’m pregnant, or breast-feeding, do I have a special care protocol?
- If I work in a laboratory, do I have equipment to protect me?
- If my workplace changes or if I have just joined the University, is the health examination compulsory?
- If I am sensitive to specific risks, what special protection do I have?
- What risks are there in my workplace?

Campus Global | Service and units | Technical Office for Occupational Hazards Prevention
(SPMRL UPF-FUPF)

3. THE UPF GENDER EQUALITY PLAN

On 15 December 2008, the Pompeu Fabra University Board of Governors approved the Isabel de Villena Gender Equality Plan (2008-2010). This plan has been produced based on the study “The gender structure at the UPF”, which was supported by our university's Board of Trustees, and which while it was being produced in 2008, led to a high level of participation by the entire university community in discussion groups and committees. The Gender Equality Plan is run by the Support to Special Programmes Unit, which includes an equality officer.

The Gender Equality Plan is a tool for effective compliance with the principle of equality of opportunity and the elimination of discriminatory conduct that hinders or prevents women from exercising their rights at our university. It is therefore with this in mind that the Plan is part of an ongoing process that will require improvement in the future, based on the results of its implementation and the application of the specific initiatives affecting all members of our university community, which are structured in the following core areas:

- Highlighting and raising awareness of gender inequalities.
- Communication.
- Access to work and promotion in professional careers.
- Balanced representation on governing, consultative and decision-making bodies.
- Balance between personal and work life.

Campus Global | The University | Social responsibility

4. INCLUSION PLAN

On 27 January 2010 the Pompeu Fabra University Board of Governors approved the UPF Inclusion Plan. The Inclusion Plan is the result of various actions, consultation exercises and studies, and meets the requirements of Organic Law 4/2007, of 12 April (LOMLOU), which amended Organic Law 6/2001, of 21 December (LOU - Organic Law on Universities) and places a duty on universities to formulate plans catering for the inclusion of people with special needs stemming from their disability, following consultation with organizations representing the various social sectors concerned. The UPF's Inclusion Plan for the Disabled is a legal requirement intended to serve as an efficient tool to make equal opportunities at the University a reality and to provide all the groups involved at the University with an instrument for participation and debate for which the entire university community takes responsibility.
The Inclusion Plan has the following aims:

- To promote a policy committed to the right to equal opportunities and ensuring the autonomy of people with special needs.
- To take the appropriate steps to eliminate all obstacles in order to ensure that people with special needs can enter, stay in and, if necessary, be evacuated from the University.
- To provide the university community with information, training and support to enable the effective implementation of policies pursuing equal opportunities, the autonomy of people with special needs and compliance with current legislation concerning the inclusion of people with special needs in all spheres of university life.
- To take steps to make available and adapt resources so that people with special needs have the means to achieve their academic, professional and employment goals.

5. REPRESENTATION AND PARTICIPATION

The Senate and other governing bodies: the Senate is the top representative body for university community members. PDI and PAS are represented herein and by other governing bodies of the University. Furthermore, as a UPF staff member you are entitled to participate in the voting processes that take place at UPF.

Employees’ representative bodies: lecturers and administrative and service staff have different representative bodies depending on their job category or their link to the University.

Information regarding these representative bodies and trade unions is available at:
2. INFORMATION AND COMMUNICATION

1. CAMPUS GLOBAL

Campus Global is the UPF intranet. It can be accessed from the home page of the University’s website: www.upf.edu.

When to access Campus Global
You can access Campus Global on the day following registration of your details through your department, if you are teaching and research staff, or through the PAS Service if you are administrative and service staff.

How to access Campus Global
You will need a personal code and a password in order to access Campus Global. You can find out your code by clicking on the Campus Global option on the home page of the University’s website (www.upf.edu) and following the instructions.

The password will be your date of birth as follows: ddmmyyyy. You will be required to change the password when you first access the system. Thereafter, you will be able to change your password at any time in the Options section on the top menu in Campus Global.

Campus Global is available in three languages: Catalan, Spanish and English. In the Options section you can choose the language you want your Campus Global to open with whenever you access it.

There are various sections within Campus Global:

- **If you are teaching and research staff:**
  - The PDI option, where you will find employment-related information, access to procedures and formalities, your payroll, and so on.
  - The Teaching section, from which you can access Aula Global and teaching support units (CQUID, USQUID, La Factoria) and manage your class groups and your student's grades.

- **If you are administrative and service staff:**
  - The PAS option, where you will find employment-related information, access to procedures and formalities, your payroll, a check on working hours, training courses, and so on.
  - The Direct access section, where you will find the sites of the various services and administrative units.
And lastly, the options Communication and Library and ICT, where you will find all the services and tools offered by UPF in these areas.

Notices are in the centre of the page. They are posted by the various units and services, and keep you up-to-date on the latest developments in the University.

The sections We highlight and Current affairs include other recent noteworthy matters related to UPF.

In the top menu you will find options for contacting University staff and services (CAU and mail boxes, Directory) as well as support and operation tools for Campus Global (Help, Options).

It is important for you to access Campus Global every day in order to keep up-to-date on everything that affects you, since most information you are interested in will only be posted on the intranet.

If you are unable to access Campus Global, click on the Help section and follow the instructions provided.

**Latest information on the University**

UPF provides various information channels on the latest news related to the University.

You will find the following information channels on the Campus Global main site:

» Notices. This section provides information on the latest news regarding organization, courses, services, academic activities, aids, awards, grants, and so on.

You should check the notices daily, since the disclosure of institutional information, the latest news, etc., is mainly carried out on this channel.

» We highlight. This section provides a range of the most relevant and latest issues related to the University.

» Current affairs. This section provides access to the University’s activity agenda for the week, press releases, *Breus UPF* (a fortnightly electronic bulletin on the latest organizational news addressed to PAS and PDI), and *E-notícies* (an electronic bulletin on the latest university information). You can subscribe to these publications and receive them at your e-mail address. At Current affairs you will also find UPF Ràdio, the UPF’s Internet radio station.

Moreover, the University publishes a biannual magazine, *UPF.EDU*. You can access the electronic version on Campus Global > E-notícies > Publicacions.

The University also has the Canal UPF, with video notice boards in all the buildings enabling you to find out the latest news and see what’s going on at the University.

Additionally, information is available from UPF’s social network accounts (YouTube, Facebook, Twitter, LinkedIn) and the version of the University’s website for mobiles (http://m.upf.edu).
2. YOUR EMAIL

UPF provides you with an email account which you will be able to access from the day after you have sent your request from your service or department.

How to access your email:

» From the Mail option in the left menu on the Campus Global.
» Or from webmail: http://correu.upf.edu.

3. THE STAFF DIRECTORY

The staff directory contains the telephone numbers, emails and contact addresses of all UPF lecturers and PAS. You can access this service from the home page (Contact) and from Campus Global (Directory). Each lecturer or PAS member can modify their contact details (telephone number, office). To do so, you must access the directory from Campus Global, search by name and modify the details.

In addition, there is a person in charge of the unit’s directory at every service, department or centre, who will be on hand should you have any queries.

4. POSTAL MAIL

Internal mail
The University has an internal mail and package service operating between UPF units and buildings. Staff in reception collect and deliver the mail according to an established schedule. Mail dispatch and arrival times for each building can be checked on Campus Global.

External mail
The University has signed an agreement with Correos by virtue of which external mail shall be postage paid. The envelopes to be used bear a rectangular box with the Correos anagram and the inscription “Franqueig pagat / Cartes”.

5. TELEPHONE SERVICE

The UPF telephone service is functionally structured into a private network connected to the public telephone network. Some functions must be programmed by the telephone service manager from IT Services; however, others can be activated directly by each user from their telephone.

Once you have been assigned a telephone number, you can incorporate it in the University telephone guide. To do so, you need to access the Directory through Campus Global and search for your name. You can modify your contact details in your records.

To make calls to an outside line, dial 0 (zero) before the telephone number. For internal calls, only the last fours numbers of the telephone number need to be keyed in.
6. THE UPF CARD

The processing of your UPF card, which identifies you as a member of the University, starts on the same day you join UPF. The card has a built-in encryption chip that contains the T-CAT digital certificate of the Catalan Certification Agency, which ensures identification and authentication so you can use electronic media and make transactions in complete security and with full legal validity.

The University card allows you to:

- use the Library services;
- access UPF areas equipped with a special electronic opening system;
- identify yourself and electronically sign paperwork adapted to e-administration;
- benefit from advantages and discounts with partner services, businesses and organizations.

If you lose your card:

- call 902 90 10 80. You need the digital certificate code number that will be given to you in the e-mail notifying your PIN and PUK;
- notify the User Support Centre (CAU) of the UPF’s Entitat de Registre de Certificació Digital (ERCD) of the loss.

For further information, see http://www.upf.edu/identitatdigital/
3. THE UPF CAMPUS

1. CIUTADELLA CAMPUS

Ramon Trias Fargas, 25-27
08005 Barcelona
Telephone: 93 542 20 00

» 10 Dipòsit de les Aigües building
Library/CRAI
Jaume Vicens i Vives Institute of History (IUHJVV)

» 13 Ramon Turró building
Classrooms
Computing Service

» 20 Jaume I building
Academic Management Service
Centre for Teaching Quality and Innovation (CQUID)
Computing Service
Department of Economics and Business
Department of Humanities
Department of Political and Social Sciences
Library/CRAI
Mobility and Reception Office (OMA)
Postgraduate and Doctoral Studies Office
Special Academic Activities Programme
Student Information Desk (PIE)
University Institute of Culture (IUC)
2. COMUNICACIÓ - POBLENOU CAMPUS

Roc Boronat, 138
08018 Barcelona
Telephone: 93 542 20 00

3. MAR CAMPUS

Doctor Aiguader, 80
08003 Barcelona
4. OTHER BUILDINGS

61 Dr. Aiguader building
Telephone: 93 316 35 01. Fax: 93 316 09 01
Computing Service
Faculty of Health and Life Sciences
Library/CRAI
Mar Nursing School
Student Information Desk (PIE)

62 PRBB building
Telephone: 93 316 09 00. Fax: 93 316 09 01
Barcelona Biomedical Research Park (PRBB)
Centre for Genomic Regulation (CRG)
Computing Service
Department of Experimental and Health Sciences
Mar campus Management Office
Municipal Institute of Medical Research (IMIM)

01 Balmes building
Barcelona School of Management
Consortium for Advanced Studies in Barcelona (CASB)
Institut d’Educació Continua (IDEC)

01 Balmes building
Balmes, 132
08008 Barcelona
Telephone: 93 542 18 00
Fax: 93 542 18 05
Metro
Tramvia
Autobús
Bicing
FGC
Rodalies Renfe

19 Born building
Business Programme
Professionals Career Service Promotion
Universitat Pompeu Fabra Foundation
UPF Alumni Programme

19 Born building
Passeig Pujades, 1
08003 Barcelona
Telephone: 93 542 20 00
Metro
Tramvia
Autobús
Bicing
FGC
Rodalies Renfe
All UPF areas are signposted with five-digit numbers: the first two, separated by a decimal point from the other three, correspond to the building code (check these codes on page 22 and 23 in this guide). Of the three others, the first corresponds to the floor on which the area is housed, and the other two refer to the area itself. At the halls of each building you will find the general directory of areas.

Example:
This sign is for classroom 20 on the ground floor (0) of the Tànger building (55)
6. BUILDING OPENING HOURS

Ciutadella Campus
Weekdays: from 8.00 a.m. to 1.00 a.m.; Saturdays and public holidays: Library/CRAI and Jaume I ground floor open from 10.00 a.m. to 9.00 p.m. (from 10.00 a.m. to 1.00 a.m. in examination periods).

Poblenou - Communication Campus
Weekdays: from 8.00 a.m. to 22.00 p.m. During examination periods, open on weekends and public holidays.

Mar Campus
Weekdays: from 8.00 a.m. to 9.00 p.m. (8.00 p.m. during the Christmas period and the summer); weekends and public holidays: closed.

França building
Weekdays: from 8.00 a.m. to 9.00 p.m.; weekends: closed.

Mercè building
Weekdays: from 8.00 a.m. to 9.00 p.m. (8.30 p.m. during the Christmas period and the summer); weekends and public holidays: closed.

There are five public holidays on which UPF closes each year, specifically 1 January, 1 May, 11 September and 25 and 26 December.

UPF also closes on certain dates outside term time. Due notification of such dates is provided via the usual communication channels.

7. THE SELF-PROTECTION PLAN

In a possible emergency situation (fire, risk of explosion, criminal activity, etc.), in order to prevent and/or minimize the effects of these situations on individuals, the University identifies the possible risk situations and provides basic instructions on what action to take in emergencies for all those working in the various University buildings. The Self-protection Plan includes all the guidelines for action during an emergency in a single document.

All the University buildings are equipped with protective measures against fires (alarm systems, extinguishers, etc.); with sufficient emergency exit routes and exits, all of which are duly signposted; as well as with information signs located in places visible to those passing them, with the instructions to be followed in the event of a fire and evacuation of the building.
4. SERVICES AND ACTIVITIES AT YOUR DISPOSAL

1. LIBRARY/CRAI

The UPF Library/CRAI is present in all the buildings where teaching takes place. It is open 360 days a year and has long opening hours seven days a week. It offers various areas and facilities for consultation and carrying out personal work. It remains closed only on 1 January, 1 May, 11 September, and 25 and 26 December. Its opening times can be found on its web page.

You only need your UPF card to enter and use the services. You can go to any of the UPF library venues, regardless of the building you work in.

You can consult the list of services offered by the Library/CRAI in Our services section on its web site. There you will find a long list of services, ranging from classical services, such as bibliographic information, loans and interlibrary loans, to innovative services, such as La Factoria — learning and teaching support services — and the Scientific Output Portal (PPC) for updating and managing teaching staff CVs.

Please send your enquiries to the User Service Centre (CAU), which you can access through the website and Campus Global.

The UPF's institutional repository (the e-repository) http://repositori.upf.edu/  
The institutional repository collects, disseminates and preserves the intellectual production in full-text digital format that is the result of the UPF's academic and research work, scientific journals and institutional publications. It contributes to increasing the impact of the research done at the UPF and to preserving its intellectual memory.

If you would like to deposit any document in the e-repository, please contact the Library at repositori@upf.edu.

Scientific Output Portal (Portal de Producció Científica)  
The PPC is a database that gathers information on the UPF's scientific output — research projects, publications (articles, books, book chapters, working papers, etc.), congresses, etc. — by the researchers whose CVs are kept so as to make them visible and more widely known. The Scientific Output Portal enables these CVs to be created, updated and printed out or downloaded.

To send either a full CV or any update or to solve any doubt, please e-mail the Library at produccio.cientifica@upf.edu.

2. INSTITUTIONAL COMMUNICATION

Services related to institutional communication, the announcement of activities, and promotion and marketing at UPF are comprehensively offered by the Rector's Office and by two of the units attached to said body: the Communication and External Relations Unit and the Institutional Information and Promotion Unit.

3. COMPUTING

IT Services assist with the University's administration, teaching and research by developing computer applications; coordinating the implementation of new tools and computing projects; and ensuring the applications remain operational.
You can send your enquiries, consultations, acquisition applications, etc., to the Computer Service User Service Centre (CAU), which you can access through the website and Campus Global.

4. LANGUAGES

Language support
The University's Language Office provides advice on language and terminology to help you make sure that the language of whatever you write in the course of your university work is of a sufficiently high standard. It will also help you to meet, either directly or by seeking outside help, any needs you have as regards proofreading or translating documents.

Language learning
If you would like to hone your Catalan language skills up to advanced level (level D), you can do so online and at your own pace by means of the Catalan Language Self-Training Service (SALC). If, alternatively, you would prefer a face-to-face or blended Catalan language course, contact UPF Languages, which offers a wide range of programmes spanning the beginner and advanced levels, as well as scope for obtaining official Catalan language certificates through three annual Interuniversity Commission for Catalan Language Training (CIFOLC) examination processes, which are recognized by the Catalan government. UPF Languages also runs general and specialized courses in ten different languages (English, French, Italian, German, Russian, Japanese, Chinese, Arabic, Catalan and Spanish) for UPF PAS and PDI (who enjoy reduced rates as members of the University's community), with the possibility of obtaining internationally recognized accreditation.

Language Volunteering programme
Language Volunteering is a programme that aims to raise awareness of the linguistic and cultural reality of Catalonia among international students and to promote internationalization and language learning among Catalan students. To achieve this dual objective, the Language Volunteering offers a programme of cultural visits in Barcelona and the rest of Catalonia and a language tandem programme, for linguistic and cultural exchange between international and Catalan students. The language tandem programme is also open to lecturers and administrative and service staff.

5. CULTURE AND SPORTS

The University Community Assistance Service (SACU) gives you the opportunity to participate in cultural activities including:

» The Scene Workshop: Choir, Chamber Orchestra and Theatre Workshop.
» Sant Jordi (competitions in various fields).
» Band Competition.
» Cultural promotion courses and workshops.
» Others, depending on the season (cultural and artistic shows with discounts).

You can take part in the sports activities organized by the SACU:

» Internal leagues: basketball, 7-a-side football and 5-a-side football, beach volleyball and beach football.
» Interuniversity team and individual competitions (see the Sport website for the sports allowing PAS and PDI participation).
Sports promotion courses and workshops (energetic yoga and pilates).
Sports training: supervised activities, the Juliol Esportiu programme and special prices with organizations with agreements with UPF.

The SACU also organizes the Sports Workshop, a programme of theory sessions, to provide the university community with a forum for debate on issues related to sport and physical activity.

You can find the complete programme of activities:

- On the Campus Global notices.
- On the Canal UPF screens.
- On the University noticeboards.
- On the Culture website.
- On the Sports website.
- On Facebook and Twitter.

6. SOLIDARITY

UPF Solidària
The aim of UPF Solidària is to raise awareness and commitment among the university community members with a view to encouraging community members to devote their free time to helping others in different ways. In order to achieve this, the different programmes we run seek to bring the NGO world into closer contact with the University by arranging activities such as exhibitions and talks, doing voluntary work and providing information on the campaigns carried out by these organizations.

Plataforma UPF Solidària is formed by a group of students, teaching staff and administrative and service staff who also promote solidarity and development cooperation activities in our university. To belong to it you must collaborate economically through a monthly deduction from your salary. You can download the collaboration form from the UPF Solidària website.

Here are some of the activities organized by UPF Solidària:

- An annual invitation for applications for grants for solidarity activity projects.
- UPF Solidària organization fair.
- Promoting voluntary work and training volunteers.
- Contact with organizations outside the University operating in this field.
- Participation in solidarity and development co-operation committees belonging to university networks.
- Collaboration and support for members of the university’s solidarity initiatives.

Further information on those and other activities is available from the UPF Solidària website. Details of specific activities carried out can be found:

- On the Campus Global notices.
- On the Canal UPF screens.
- On the University noticeboards.
- On the UPF Solidària website.
- On the Facebook and Twitter.
5. TEACHING, RESEARCH AND KNOWLEDGE TRANSFER AND ENTREPRENEURSHIP

1. TEACHING SUPPORT

Aula Global
To support face-to-face teaching, UPF has the virtual classroom known as Aula Global, which provides an online virtual classroom for each subject, that lecturers plan and add fresh content to.

Aula Global has used a course management system written in open source code, called Moodle, since the 2008–2009 academic year. This system is constantly being improved, as a result of both the new applications designed within Moodle itself and lecturers’ suggestions.

Campus Global provides access to a list of all Aula Global to which you are assigned.

Aula Global is the online space for each subject. As soon as a lecturer is assigned to teach a new course, they have access to the Aula Global for which they are responsible. This virtual classroom has various common preconfigured parts (step-by-step guidelines that can be seen only by the lecturer, direct access to a multilingual dictionary, direct access for requesting further bibliography) and a central part which each lecturer structures themself (by weeks or topics) and defines as they go along. Aula Global allows lecturers to include resources (links, attached documents in different formats, etc.) for students as well as activities (forums, chatrooms, wikis open to active student participation) and to use Turnitin, an application that detects similarities between documents.

From Aula Global you can access the Web 2.0 tools on the Internet, such as Google docs and other applications.

Centre for Teaching Quality and Innovation (CQUID)
In keeping with its mission of promoting the improvement and renewal of UPF’s teaching model, the Centre for Teaching Quality and Innovation (CQUID) assists lecturers and teams of teaching staff with issues related to quality, educational process improvement and teaching innovation, in particular in the following areas:

- Teacher training
  — Initial Training in University Teaching (FIDU). The FIDU programme, which features various educational tracks, is designed for lecturers with less than three years experience, including those new to the job who have just completed basic teacher training. It prepares them to follow new teaching paradigms, which lay the groundwork for improving their teaching and learning processes, innovation and professional quality.
  — Continuing education. Using new tools and resources to keep teaching staff abreast of the latest developments with a view to professional improvement in university teaching, through courses, workshops and talks. Subjects include: innovation, teaching skills, improving the teaching and learning process,
occupational risk prevention, best practices in teaching at UPF, and training related to languages –Catalan and English–, Aula Global–Moodle or tutorial activities at UPF. Also in the field of languages, it offers a tutorial on Catalan and English in the Virtual Classroom for Moodle.

— Bespoke training to support the demands of departments or academic units, to respond to training needs to improve some aspect of continuing education programmes, or to adapt to the technical requirements of specific departments or academic units. This field also includes training and support to UPF affiliated centres to improve their teaching quality and innovation, and advice to other institutions.

— Personalized advice on teaching.

» **Teaching innovation**

— Advice for individuals and/or teams of teaching staff on methodological approaches to subjects (activity inside and outside classrooms, student motivation, teaching materials, technology applied to subjects, continuous assessment of learning).

— Support geared to project design, implementation and assessment in relation to internal and external funding application processes, the Teaching Quality and Innovation Support Plan (PlaQUID), and projects involving innovation and improvements in teaching quality at Catalan, Spanish or European level.

— Dissemination of teaching-related best practices and innovation projects, through conferences, workshops and websites.

— Information and advice on participation in events and conferences related to innovation and quality in university teaching.

— Teaching Quality and Innovation Support (USQUID) units network for promoting and raising awareness of best practices in teaching, teacher training and each academic unit’s most outstanding teaching-related aspects.

— Coordination and development of resources for the educational design of courses through the course plan of the subject.

— Participation in interuniversity groups at both Catalan and Spanish level aimed at promoting the identification and development of teaching skills.

— Coordination and participation in international conferences and symposia in university teaching.

— Search and selection of teaching resources and bibliography related to educational innovation.

» **Education quality**

— Support for educational research and proposal of methodological improvements in teaching.

— Monitoring of the design and assessment of projects related to quality and improvements in teaching.

— Teaching-oriented advice on course-plan-based subject design, applying the new framework for assessing learning and UPF’s Tutor Action Plan.

— Collection and provision of information resources and details of best practices for improving teaching.

— Cooperation with degree programme teaching coordinators in monitoring the quality of new degrees and improving teaching and learning processes.

— Coordination, monitoring, support and assessment of tutorial planning in the faculties.

— Coordination of the Introduction to the University Course as part of the actions of institutional adaptation and transition to university for the students in the first year of degrees at UPF.

— Search and selection of teaching resources and bibliography related to educational quality.

» **Multilingualism**

— Plan of Action for Multilingualism (PAM). CQUID coordinates the management of multilingualism at UPF and promotes the development of strategic actions in language policy. The plan includes:

— Coordination of language diagnostic tests (PDL), certificate of language proficiency tests (PCCL), and the promotion of multilingualism award (PFM).

— Approval and monitoring of the Programme of Support to Multilingualism in Teaching, implementation of the decree on language knowledge by teaching staff, and management of national and international multilingual calls.

— Organization of conferences and participation in events and in European networks in the field of languages.

— Planning and implementation of actions to promote the use of languages, in collaboration with the Language Office and Languages UPF.

» **Degree planning and accreditation**

— Support to the planning and implementation of new study programmes in the framework of the European Higher Education Area.

— Advice on monitoring the quality of new degree courses.

— Monitoring of new curriculum changes and support to the accreditation process.
La Factoria
La Factoria is a Library/CRAI service supporting learning and teaching. The services it offers are:

**Creation of teaching and multimedia materials:**
- Access to the information and communication technologies (hardware and software) necessary for creating teaching materials, advice and personalised assistance.
- Digitalisation of documents.
- Production of teaching web sites, technology and information support.
- Production of other teaching materials for Aula Global.
- Support in integrating information resources in teaching materials.
- Support to the publication of teaching materials in repositories and on iTunes U.
- Copyright management to do with the protection of the intellectual property of teaching materials made available to users.

**Support in using Aula Global:**
- Assistance and advice for dealing with problems in using Aula Global and its IT environment.
- Personalised training in the use of Aula Global.

**Support in dealing with problems with Campus Global:**
- Assistance and advice concerning the use of Campus Global and help in dealing with access problems.

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2. RESEARCH

The Research Service is the University’s administrative unit which focuses mainly on promoting participation in research programmes, managing competitive grants related to scientific work and providing support for the production and implementation of the research policies endorsed by the vice-rector’s offices. It provides the following services:

- It attracts and disseminates financing opportunities by knowledge areas.
- It provides advice and support on the preparation and negotiation of proposals, especially with regard to the framework programme and public calls by major projects (CENIT, CONSOLIDER, etc.).
- Administrative and financial management of financing from grants.
- It implements the Plan of Action for Research Support.
- Management of the research bodies related to the UPG with groups and units (creation, maintenance, etc.).

The central offices of the Research Service are in the Mercè Rodoreda building on the Ciutadella Campus, and there is an office on the Communication Campus - Poblenou.

For more information: www.upf.edu/rdi/

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3. KNOWLEDGE TRANSFER AND ENTREPRENEURSHIP

The mission of the Innovation Unit - UPF Business Shuttle consists of promoting the transfer of the technologies and knowledge generated at the University, supporting researchers in their interaction with society and where the application of the results of their research is concerned, and fostering an entrepreneurial spirit among the university community.

The Innovation Unit - UPF Business Shuttle offers the following services:

- Identifying and managing UPF’s technologies and knowledge.
Advising on and managing industrial and intellectual property (software).
Advising on, negotiating and managing transfer contracts and licences.
Seeking and managing sources of funding for projects involving the application of results and technology-based companies.
Advising on the creation of technology-based companies that draw on UPF’s technology or knowledge.
Fostering the transfer of technology and knowledge from UPF to companies and organizations (promoting, raising awareness of and providing training on industrial property and the creation of technology-based companies).

Further information is available from www.upf.edu/innovacio

The Unit’s other functions include fostering an entrepreneurial spirit among the university community, identifying new business opportunities and managing the UPF Business Shuttle Incubation Areas. The Unit thus offers entrepreneurs a range of resources and services for successfully launching a company.
6. COMMERCIAL SERVICES

1. BOOKSHOP AND STATIONER’S

At the UPF there is a bookshop and stationer’s (Abacus) in the courtyard of the Roger de Llúria building, where you will find office materials, books and UPF merchandising articles. If you become a member, you will enjoy special prices, and if you wish to buy over the Internet, you can do so at www.abacus.coop.

Opening hours
Monday to Friday: from 10.00 a.m. to 2.30 p.m. and from 4.00 p.m. to 7.00 p.m.
July: from 10.00 a.m. to 3.00 p.m.
Closed for holidays in August and from 20 December to 7 January.

2. CAFETERIAS AND RESTAURANTS

Some UPF buildings have a bar and restaurant. In addition, all buildings have vending machines for purchasing food, and hot and cold drinks.

» Ciutadella Campus
   Jaume i building
   8.00 a.m. to 9.00 p.m.
   Self-service: from 1.00 to 4.00 p.m.
   Roger de llúria building
   8.00 a.m. to 6.30 p.m.
   Self-service: from 12.30 to 4.00 p.m.
   Closed on weekends.

During July and August one or the other cafeteria will be open, alternately, from 7.45 a.m. to 5.00 p.m. Due notice shall be given.

Note: During the weekends of exam periods, the Roger de Llúria cafeteria will be open from 10.00 a.m. till 7.00 p.m., offering full service. Notification of this service will be given nearer the time in the Jaume I and Roger de Llúria cafeterias and on Campus Global.

» Communication campus - Poblenou
   8.00 a.m. to 8.00 p.m.
   Self-service: 12.30 to 3.30 p.m.
   July: 8.00 a.m. to 5.00 p.m.
   August: closed
   Ground floor cafeteria (Gutenberg square):
   8.30 a.m. to 4.00 p.m.
   August: closed

3. FINANCIAL INSTITUTIONS

There is a branch of the Santander Bank in the Roger de Llúria building (next to reception). There are also CatalunyaCaixa automated teller machines on the UPF’s different campuses.

4. REPROGRAPHY (OCÉ CENTRES)

» Ciutadella Campus (Jaume I building)
   From Monday and Thursday: from 9.00 a.m. to 2.00 p.m. and from 4.00 p.m. to 6.00 p.m.
   Friday: from 9.00 a.m. to 3.00 p.m.
>> Communication Campus - Poblenou (Roc Boronat building)
   From Monday to Thursday: from 9.00 a.m. to 2.00 p.m. and from 3.00 p.m. to 6.00 p.m.
   Friday: from 9 a.m. to 3 p.m.

>> Mar Campus
   Monday, Wednesday and Friday: from 9.00 a.m. to 11.00 p.m.
   Tuesday and Thursday: from 9.00 a.m. to 11.00 a.m. and from 4.00 p.m. to 6.00 p.m.

Opening hours during Easter, the Christmas holidays and the summer are advertised in the reprography centres and on Campus Global at the appropriate time.

5. COMMERCIAL BENEFITS

In addition to the aforementioned establishments present in the University, there are others that have entered into agreements with UPF offering discounts to university community members on various products: training, travel, motors, aesthetics, clothing and footwear, sports, computing, and so on.

Campus Global | Activities and services | Commercial services
7. SUGGESTIONS, CLAIMS AND COMPLAINTS

In addition to the personal assistance your heads may offer you, there are various channels at UPF for putting forward complaints, suggestions or claims regarding the general operation of the University. These channels are as follows:

» Give your opinion mail box: send a message to the give your opinion mail box, which can be accessed from Campus Global. Your queries will be processed by the Rector’s office and they will send you a response.

Campus Global | CAU and mail boxes | Give your opinion

» Submit a complaint in writing to any body or service by means of the UPF registry (http://www.upf.edu/universitat/contacte/unitats/registre.html).

Campus Global | The University | Procedures

» Contact any of the representative bodies. Depending on your link to the University (civil servant, employee, etc.) contact the body representing you.

Campus Global | The University | Structure and management | University community representatives

» Ombuds office: this is the body in charge of defending the rights of all university community members and ensuring fulfilment of all the provisions of the University’s statutes.

Plaça de la Mercè, 10-12. 08002 Barcelona
Telephone: 93 542 20 71
E-mail: sindica@upf.edu
www.upf.edu/sindic/

Campus Global | CAU and mail boxes | Síndic de Greuges