

# UNIVERSIDADE DE LISBOA

## Reitoria

### Order No. 2677/2026

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Summary: Amendment and republication of the Regulation of the Integrated Quality Assurance System of the University of Lisbon

### **Amendment and republication of the Regulation of the Integrated Quality Assurance System of the University of Lisbon**

Considering that the Regulations on the Integrated Quality Assurance System of the University of Lisbon (ULisboa) was approved by the Rector through Order No. 15622/2015, of December 29, amended and republished by Order No. 10167/2022, of August 18.

Considering that, according to Article 5 of the Statutes of the University of Lisbon, published as an annex to Normative Order No. 5-A/2013, of April 19, amended by: Normative Order No. 1-A/2016, of March 1; Normative Order No. 14/2019, of May 10; Normative Order No. 8/2020, of August 4; Normative Order No. 7/2024, of March 21; Normative Order No. 7/2025, of 8 May, the University of Lisbon ensures that its activities, departments and services are subject to ongoing evaluation, in accordance with the law, in conjunction with the relevant evaluation and accreditation bodies, and also through its own institutional mechanisms, in compliance with internationally recognised quality principles and criteria;

Considering the legal provisions set out in the Legal Regime for the Evaluation of the Quality of Higher Education, published by Law No. 38/2007, of August 16, amended by Law No. 94/2019, of September 4, and the creation of the Agency for Assessment and Accreditation of Higher Education (A3ES), by Decree-Law No. 369/2007, of November 5;

Considering the guiding principles of the Standards and Guidelines for Quality Assurance in the European Higher Education Area, developed by the European Association for Quality Assurance in Higher Education (ENQA);

Considering the benchmarks defined by A3ES, through the Manual for the Audit Process of Internal Quality Assurance Systems in Higher Education Institutions;

Considering the integration process of the Lisbon School of Nursing into ULisboa, carried out through Decree-Law No. 83/2024, of October 31, and the need to ensure the representation of all Organic Units of ULisboa in the Quality Assurance Council (CGQ-ULisboa);

Considering the importance of the instruments already foreseen, as well as the Regulatory Compliance Programme, to guarantee a culture of accountability and continuous improvement of ULisboa's activities;

Considering that, according to points l) and p), of paragraph 1, of article 26 of the Statutes of ULisboa, it is the Rector's responsibility to approve the regulations concerning the University's self-assessment processes;

I approve this amendment to the Regulation of the Integrated Quality Assurance System of the University of Lisbon (SIGQ-ULisboa), published as an annex to this order, which forms an integral part thereof.

February 18, 2026 - The Rector, Professor Luís Manuel dos Anjos Ferreira.

## ANNEX

### **Amendment and republication of the Regulation of the Integrated Quality Assurance System of the University of Lisbon**

#### Article 1

##### **Scope**

These Regulation aims to establish the foundations of the Integrated Quality Assurance System of the University of Lisbon (SIGQ-ULisboa), defining its objectives, organization and instruments of action.

#### Article 2

##### **Integrated Quality Assurance System**

1 - The SIGQ-ULisboa aims at the continuous improvement of the quality of the University of Lisbon (ULisboa), evaluating the degree of fulfilment of its mission, through the application of criteria and performance indicators.

2 - The SIGQ-ULisboa includes the integrated quality management and assurance systems of the Schools, the Central Services (SC-ULisboa) and the Social Action Services (SAS-ULisboa).

3 - The SIGQ-ULisboa guarantees moments of periodic self-assessment and external evaluation of the University, which are monitored by the Quality Assurance and Assessment Area (AAGQ) of the Rectorate, through permanent quality management procedures, in accordance with the attributions foreseen in the SC-ULisboa Operating Regulations.

#### Article 3

##### **Principles**

The SIGQ-ULisboa established the following principles upon its creation:

- a) To address the diverse, complex, and multidimensional reality of the University;
- b) To guarantee the integration of the different Quality Assurance Systems of the Schools within the SIGQ-ULisboa, respecting the diversity and autonomy of the Schools;
- c) To encourage the participation of all stakeholders – professors, researchers, students, administrative and technical staff;
- d) To be characterized by simplicity, coherence, stability, and predictability, without prejudice to innovation and administrative modernization of the system's management;
- e) To guarantee transparency and accountability;
- f) To promote the development of a culture of quality in the various fields of activity of the University.

#### Article 4

##### **Instruments**

1 - The operation of the SIGQ-ULisboa is based on the following instruments:

- a) Medium-term strategic plan and action plan for the four-year term of the Rector;
- b) Annual activity plan;
- c) Quality Manual;
- d) Quality Plan;
- e) Procedure Manuals;
- f) Regulatory Compliance Programme:
  - i. Plan for the Prevention of Corruption Risks and Related Offenses;

- ii. Code of Conduct;
- iii. Training Programme;
- iv. Whistleblowing Channel.

2 - The medium-term strategic plan, the four-year action plan, and the annual activity plan are approved by the General Council of ULisboa, upon proposal of the Rector, in accordance with subparagraphs a) and d) of paragraph 2 of article 19 of the ULisboa Statutes.

3 - The Quality Manual defines the quality policy of ULisboa and establishes the organization of quality management processes.

4 - The Quality Plan defines the processes and indicators necessary to evaluate and manage the quality of activities, as well as to verify compliance with the objectives defined in the medium-term strategic plan and the four-year action plan.

5 - It is the responsibility of the Rector, upon proposal of the CGQ-ULisboa, and after consulting the University Coordination Council, the Senate Scientific Affairs Committee, and the Senate Pedagogical and Student Affairs Committee, to approve the Quality Manual and the Quality Plan of ULisboa.

6 - The approval of the Procedure Manuals, as well as the measures for implementing the Regulatory Compliance Programme, falls to the statutorily competent bodies of ULisboa.

#### Article 5

##### **Organization**

1 - The SIGQ-ULisboa brings together the instruments and processes of the University that contribute to the management and quality assurance of the activities developed and to the fulfilment of its mission.

2 - The Rector is responsible for the implementation and management of the SIGQ-ULisboa.

3 - To assist the Rector in the scope of the competences defined in the previous paragraph, the CGQ-ULisboa is hereby created.

#### Article 6

##### **Quality Assurance Council of ULisboa**

1 - The CGQ-ULisboa is appointed by the Rector and has advisory functions.

2 - The CGQ-ULisboa carries out its activity under the direct supervision of the Rector, or the member of the rectoral team designated for this purpose, who presides over it.

3 - The responsibilities of the CGQ-ULisboa are:

- a) To promote the development of a quality culture at ULisboa;
- b) To present proposals for the management and monitoring of the SIGQ-ULisboa;
- c) To monitor the activities of the AAGQ of ULisboa;
- d) To monitor the internal and external evaluation processes;
- e) To prepare and update the ULisboa Quality Manual and Plan and propose its approval to the competent bodies;
- f) To prepare manuals of good practices and propose their approval to the competent bodies;
- g) To propose the revision of this regulation.

4 - The CGQ-ULisboa is composed of the following members, appointed by the Rector:

- a) Nineteen professors or researchers, each proposed by their respective School;

- b) One representative from SC-ULisboa;
- c) One representative from SAS-ULisboa;
- d) Two representatives of the administrative and technical staff;
- e) The Coordinator of AAGQ, who acts as secretary;
- f) Six students, proposed by the student members of the Senate Pedagogical and Student Affairs Committee.

5 - The President of the CGQ-ULisboa may appoint an Executive Committee, composed of a maximum of 7 members, whose responsibility is to ensure the day-to-day management of the powers attributed to the CGQ-ULisboa.

6 - External members of the Council, especially individuals from within and outside the University, may be invited to participate in the meetings of the CGQ-ULisboa whenever the matters to be discussed justify it.

#### Article 7

##### **Integrated Quality Assurance Systems of Schools, SC-ULisboa and SAS-ULisboa**

1 - The regulations that define the structure and instruments necessary for the development of the SIGQ of the Schools, SC-ULisboa and SAS-ULisboa are approved by the statutorily competent bodies for this purpose.

2 - These regulations must provide for the structures responsible for the implementation and development of the respective SIGQ, which carry out their activity in conjunction with the CGQ-ULisboa.

3 - Within the scope of the SIGQ of the Schools, the SC-ULisboa and the SAS-ULisboa, the following documents must exist, approved by the statutorily competent bodies:

a) Medium-term Strategic Plan and action plan for the term of office of the Director or President, in the case of the Schools, and for the term of office of the Rector in the case of SC-ULisboa and SAS-ULisboa;

b) Annual activity plan;

c) Quality Manual;

d) Quality Plan;

e) Procedure Manuals;

f) Regulatory Compliance Programme:

i. Plan for the Prevention of Corruption Risks and Related Offenses;

ii. Code of Conduct;

iii. Training Programme;

iv. Whistleblowing Channel.

4 - The Schools, the SC-ULisboa and the SAS-ULisboa promote, through their own mechanisms, self-assessment and data collection strategies, with a view to the continuous improvement of the institution and the services provided to the community, which must be aligned with those defined for the University.

5 - The information collected by the Schools, the SC-ULisboa and the SAS-ULisboa, within the scope of quality assurance and management activities, is integrated into the SIGQ-ULisboa.

#### Article 8

##### **Entry into Force**

This Regulation enters into force on the day following its publication in the Official Gazette.