International Projects Office

Service charter

Approved by the Joint Committee on 23 May 2024 and
by the UAB Quality Committee on 12 June 2024

UAB Universitat Autònoma
de Barcelona

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Presentation. Scope and organisational information

UAB Universitat Autònoma de Barcelona

Presentation (1/2)

The International Projects Office (OPI), operating under the Office of the Vice-Executive Manager for Research, promotes the participation research staff in international programmes and calls. The OPI facilitates access to funding for conducting competitive research activity at an international level, primarily through the European Commission's Framework Programme for Research and Innovation, as well as to develop educational innovation activities funded by the Erasmus+ programme.

Over time, the OPI has expanded its scope and currently provides specialised support in the comprehensive management of projects within certain research programs.

to the OPI's focus on thematic specialisation and the professional development of its staff has played a pivotal role in establishing the Universitat Autònoma de Barcelona (UAB) as a leading university in Spain for securing international resources for research and innovation.

Presentation (2/2)

The purpose of this document is to inform users of the services we provide, the conditions under which these services are offered, and the rights of users in relation to them. Our service charter underscores our commitment to deliver high-quality services supported by mechanisms for continuous improvement. To this end, we welcome feedback from our users and value their suggestions, requests and proposals for improvement.

Núria Claver López

Head of the International Projects Office

Scope of action

The International Projects Office supports the UAB teaching and research staff and is structured around two main lines of activity:

- Advice on projects before obtaining the award
    - Information and promotion
    - Assessment and planning
    - Support for proposals
    - Negotiation and signing of agreements
- Project management after obtaining the award
    - Management of coordinated projects of the European Commission's (EC) Framework Programme for Research and Innovation
    - Comprehensive economic management for European Research Council (ERC) projects

Organizational information

Find us in the OPI Staff Directory.

Send us an email to opi@uab.cat.

Further information on the OPI website.

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Mission and values

Mission

The **mission** of the UAB International Projects Office is to foster the participation of UAB teaching and research staff in international programmes and calls for funding, enabling them to secure research and innovation grants. Additionally, the OPI provides support to research staff in the development and management of selected projects. The activity aligns with the university's strategy for attracting and retaining top research talent.

Vision

The **vision** to which the OPI aspires is to establish the UAB as a global leader in research, enhancing the university's international profile and positioning it as a benchmark institution in Europe and beyond.

Values

The OPI is guided by **following core values**:

- **Teamwork and Cooperation**: Encouraging collaboration among office members and with those who use our services.

- **Risk-Taking**: Cultivating a culture that empowers both team members and service users to embrace risk in innovation.

- **Quality and Continuous Improvement**: Striving for excellence in all activities undertaken by the OPI.

- **Equality and Respect**: Upholding the principles of equal rights and opportunities for all members of our office and service users.

03

What do we offer?

UAB **Universitat Autònoma de Barcelona**

What do we offer?

The activity of our office is framed in the management of **international funding for the educational, research and innovation activity of UAB teaching and research staff** Efforts are primarily directed toward the European Commission's R&D+i framework programme and the Erasmus+ programme but also extend to other European and international calls for projects.

The services offered by the OPI, detailed below, are designed to support the researcher of the Universitat Autònoma de Barcelona. Further information can be found on the OPI website.

Lobbying activities

Representing the interests, priorities, values, and policies of the UAB teaching and research community before funding entities, primarily the European Commission (EC).

Pre-award services

Information and promotion of calls for projects

- Identifying relevant calls and providing complementary information about the European Commission's Framework Programme for Research and Innovation, the Erasmus+ Programme, and other international initiatives, particularly in Europe

- Disseminating identified calls aligned with specific areas of knowledge and research priorities.

- Organizing information sessions on various programmes and sharing updates as they arise.

- Representing UAB research groups in international forums and meetings.

Pre-award services

Assessment, planning and support of proposals for project proposals (for single beneficiary institutions) (1/2)

- Identifying and assessing the eligibility of candidates.

- Assessing the project idea's alignment with the call's objectives.

- Managing the signing of necessary documents.

- Providing institutional documentation where required.

- Supporting the preparation of the application, including budget development.

- Conducting and internal review of the proposal.

Pre-award services

Assessment, planning and support of proposals for project proposals (for single beneficiary institutions) (2/2)

- For staff applying to ERC calls, additional support includes: the option for an external review of the proposal.

- For proposals advancing to the second evaluation stage: organization of a mock interview.

Assessment, planning and support for proposals in calls where the UAB acts as a partner

- Managing the signing of required documents and authorizations.
- Providing institutional documentation, as needed.
- Assisting with the preparation of the application, including the development of the budget.

Pre-award services

Assessment, planning and support for proposals in calls where the UAB acts as coordinator (1/2)

- Managing the signing of required documents and authorizations.

- Providing administrative and institutional documentation, as needed.

- Offering support in strategic aspects of the proposal, such as defining key stakeholders and identifying partners.

- Establishing a timeline for proposal preparation and assigning tasks.

Pre-award services

Assessment, planning and support for proposals in calls where the UAB acts as coordinator(2/2)

- Assisting with the drafting of the proposal, focusing on non-scientific and cross-cutting sections..

- Preparing the budget in alignment with the call requirements and UAB regulations, incorporating input from the Principal Investigator (PI).

- Supporting the management of administrative data for team members.

- Conducting an internal review of the proposal.

- Offering the option for an external review of the proposal.

Pre-award services
Guarantees

The described services are guaranteed when research staff notify the OPI at least fifteen days before the call's deadline. If this advance notice is not provided, the only guaranteed services are the confirmation of administrative data, provision of legal information, and budget review.

Pre-award services

Negotiation and signing of documents

Support during the negotiation and signing phase of projects.

- Preparation of the Grant Agreement (GA) and other agreements with the funding bodies.

- Negotiation of agreements and contracts with partners: Consortium Agreement (CA), Partnership Agreement (PA), Secondment Agreement (SA), among others.

- Negotiation of the budget and distribution of funds among partners.

- Management of required modifications requested by the funding body, when applicable.

- Oversight of contract signing.

- Maintenance of grant information in EGRETA (UAB's research data management system).

Organisation of the start-of-project meeting

- Organisation of the start-of-project project meeting and transfer of information to departments or institutes.

Post-award services

The services listed below are offered in the current **Horizon Europe** (HE) programme period (2021-2027), for projects with specific funding from the following sub-programmes:

Pillar 1. Projects of the main modalities of the ERC: Starting Grant, Consolidator Grant, Advanced Grant and Synergy Grant.

Pillar 2. Projects coordinated by the UAB that belong to one of the six [clusters](#).

Pillar 3. Projects coordinated by the UAB of the European Innovation Council (EIC) calls.

Post-award services require funding of 25% of the project manager's remuneration cost for ERC projects and 50% in other cases.

Post-award services

Management of Pillars 1 and 2 projects coordinated by the UAB

- Preparation of the project manual (summary guide of the main regulations and organisational aspects of the consortium).

- Specific support for the coordination of consortia.

  - Establishment of internal communication channels with project coordinators and partners.

  - Organisation of the consortium meetings within the framework of the projects.

  - Establishment of communication between the funding body and the project beneficiaries.

- Support in drafting agreements with other institutions that affect the execution of the project.

- Monitoring of the achievement of milestones, project objectives and deliverables.

  - Tracking and updating the status of projects on the European Commission's Funding & Tenders Portal platform.

Post-award services
Cross-cutting aspects

- Support in the organisation of seminars, congresses and conferences outlined in Annex I of the *Grant Agreement*.

- Organisation and facilitation of consortium meetings.

- Assistance in disseminating project activities Guidance and support in the implementation of open science policies.

- Facilitation of dialogue between the UAB Research Ethics Committee (CERec) and the PI.

- Advice for publication on the European Commission's results platforms.

Services offered for ERC projects (1/3)

For ERC projects, the following services are also offered:

Support in selection and hiring

- Guidance and support in managing the selection and hiring processes of team members.

Services offered for ERC projects (2/3)

Economic management of expenditure

- Monitoring and management of the project budget to ensure compliance with applicable internal and external regulations.

  - Identifying potential technical and financial deviations and proposing corrective measures.

  - Providing advice on preparing internal financial reports for project consortia led by UAB

  - Assisting with documentation for financial justifications and audits required by the European Commission.

- Management of team member registrations for seminars, conferences, workshops, etc., as outlined in Annex I of the Grant Agreement.

Services offered for ERC projects (3/3)

- Monitoring the administrative contracting procedure, ensuring it is carried out within the established timelines and in accordance with the Administrative Contracting Unit's guidelines.

- Managing project team travel, as well as the travel of collaborating and linked research staff.

- Supporting the management of stays for research staff and invited researchers within the scope of the projects.

- Managing the procurement of scientific equipment, products, and services necessary for project execution as specified in Annex I of the Grant Agreement.

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Commitments and quality indicators

Commitment to information, training and dissemination

- We identify and assess funding opportunities of interest to UAB teaching and research staff.

- We engage with UAB teaching and research staff to encourage participation in European and international research and educational projects.

- We support the training and education of users interested in participating in these projects by offering a structured annual program of training and informational sessions.

- We represent UAB research groups at technology transfer meetings, technology platforms and other international forums.

Commitment to advising and providing technical support to teaching and research staff in proposal preparation and submission (1/2)

- We prepare the necessary documentation for the submission of proposals.

- We establish a timeline for the process of preparing the proposal with clearly assigned tasks.

- We provide support in drafting the proposal, with particular focus on non-scientific and cross-cutting sections.

- We prepare the budget in in compliance with the requirements of the call and UAB regulations.

Commitment to advising and providing technical support to teaching and research staff in proposal preparation and submission (2/2)

- We conduct a comprehensive review of the proposal, provided it is submitted with sufficient lead time as stipulated by the OPI for each call.

- We review and prepare the necessary documentation to formalise and manage the signatures of the projects awarded.

- We register the project in EGRETA and organise the start-of-project meeting.

Commitment to efficient and timely administrative and technical follow-up for H2020/HE projects

- We support the coordination of project consortia led by the UAB.

- We manage and monitor the project budget for ERC projects.

- We monitor the fulfilment of the project planning (milestones, objectives and deliverables).

- We provide support for the economic justification of the projects within the deadlines established by the coordinator and by the call for projects.

Commitment to managing expenditure for ERC projects, in compliance with the applicable regulations of the programme, within the deadline and in the established manner

- We manage orders and invoices.

- We manage travel arrangements, provide support in the management of stays and manage registrations for conferences and training activities.

- We support the administrative contracting procedure and monitor it.

- We support the staff recruitment procedure and monitor it.

General commitments

- We will respond within 24 working hours to enquiries made to opi@uab.cat, unless they need to be referred to other parties, in which case we will inform you of this situation and you will be updated on your enquiry's progress accordingly.

The OPI is committed to providing an efficient and quality service as long as users:

- Collaborate in what the technical staff of the OPI requires.

- Inform them well in advance of their participation in projects or the activities they wish to carry out within the framework of a project.

- Provide documentation or information within the deadlines indicated in the planning, so that the OPI can execute its processes in the time it needs.

Indicators. Pre-Award services (1/2)

SERVICE	COMMITMENT	INDICATOR
1. Information and promotion of calls for projects	We want to have a broad knowledge of the lines of research carried out by the UAB research community in order to provide a service appropriate to their needs and to disseminate calls in accordance with their interests, in order to improve the response to the disseminations carried out. We disseminate the calls for major international educational and research programmes. We carry out dissemination days on programmes and calls with the aim of promoting the presentation of proposals as a coordinating entity.	IND1.1. 5% increase in the number of applications submitted in the total number of calls for applications published compared to the previous year. IND1.2. Organise a minimum of four information sessions per year. IND1.3. Rating equal to or greater than 3.5, on a scale of 5, in the participant satisfaction survey, IND1.4. Number of proposals presented as coordinators after the information session: a minimum of one proposal per information session.

Indicators. Pre-Award services (2/2)

SERVICE	COMMITMENT	INDICATOR
2. Valorisation, planning and support of proposals for individual calls for projects	We support the research staff in the preparation and presentation of individual proposals, provided that they meet the deadlines established in this letter.	IND2.1. Increase of 5% per year in the success rate, i.e. the number of awards per applications submitted.
3. Valorisation, planning and support of proposals for calls that are presented in consortium and in which the UAB acts as coordinator	We support research staff in the preparation and presentation of consortium proposals (with the UAB as coordinator), provided that they meet the deadlines established in this charter.	IND3.1. Increase of 5% per year in the success rate as coordinators, i.e. in the number of grants as coordinators for applications submitted as coordinators.
4. Services prior to the award as a whole	Increase the satisfaction of the teaching and research staff with the pre-award services offered by the Office.	IND4.1 Degree of satisfaction with the services prior to the award: assessment equal to or higher than 3.5, on a scale of 5.

Indicators. Post-Award services

SERVICE	COMMITMENT	INDICATOR
5. Management of H2020/HE programme projects	We provide support in the coordination of project consortia led by the UAB and carry out an efficient administrative and technical follow-up within the established deadline, throughout the execution of the project, to guarantee compliance with the planning (milestones, objectives, deliverables and justifications), with the aim of improving the percentage of compliance with respect to the previous year.	IND5.1. Minimum of 95% compliance with the established deadlines of a minimum of 95%.
6. Economic management of ERC project spending	We manage the expenditure associated with ERC projects in accordance with the current regulations applicable according to the programme and in coordination with the rest of the areas, ensuring that they are submitted in the form and within the established deadline.	IND6.1. Minimum of 95% compliance with the established deadlines of a minimum of 95%.
7. Post-award services as a whole	To increase the satisfaction of the teaching and research staff with the post-award services offered by the Office.	IND7.1 Degree of satisfaction with post-award services: rating equal to or higher than 3.5, on a scale of 5.

05

Rights and responsibilities

UAB **Universitat Autònoma de Barcelona**

You have the right to…

Users of our services have the rights recognised in Article 13 of Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations.

In particular, you are entitled to:

- Be able to clearly and quickly identify the service or unit responsible for providing the required service.
- Receive general information efficiently and quickly, and access specialised technical information by appointment.
- Communicate with the OPI team in any of the following languages: Catalan, Spanish or English.
- Receive expert advice tailored to specific programmes, calls and areas of knowledge.
- Access information electronically regarding the procedures for engaging with OPI activities and exercising your rights.
- Be assured of the security and confidentiality of data contained in UAB's files, systems, and applications.

You have a responsibility to...

- Notify the OPI when submitting applications to international calls managed by the Office.

- Provide the necessary information and documentation requested by OPI staff within the established deadlines and in the specified format.

- Submit applications to the convening entity by the designated deadline.

- Adhere to the timelines, conditions, and requirements stipulated by current regulations and project-related contracts.

- Act with due diligence, responsibility and respect for people, institutions and public resources.

- Use the channels outlined in this charter for submitting requests, complaints and suggestions.

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Applicable regulations

Research regulations

European Community

Framework on State aid for research, development and innovation (Horizon Europe)

State

Law 14/2011, of 1 June, on Science, Technology and Innovation (in Spanish)

UAB

Regulations of the Universitat Autònoma de Barcelona on research (consolidated text) (in Catalan)

UAB Code of Good Practice in Research

University regulations (1/2)

Statutes

Statutes of the UAB (in Catalan)

Universities and public administrations

Organic Law 2/2023, of 22 March, on the University System (in Spanish)

Law 1/2003, of 19 February, on Universities in Catalonia (in Catalan)

Transparency

Code of Conduct for UAB Senior Officials (in Catalan)

Decree 8/2021, of 9 February, on transparency and the right of access to public information (in Catalan)

Law 19/2014, of 29 December, on transparency, access to public information and good governance (in Catalan)

UAB Service Charter Regulations (in Catalan)

University regulations (2/2)

Data protection

[Regulations for the processing of personal data at the Universitat Autònoma de Barcelona](#) (in Catalan)

You can consult the rest of the [regulations and legislation](#) relating to universities, research, legal regime and administrative procedure, electronic administration, data protection, gender equality, intellectual property, economics or administrative contracting, among others.

07

Participation mechanisms

Participation mechanisms (1/2)

You can participate by

- Sending your questions, suggestions, complaints, thanks or congratulations in the following ways:

  - In person, making an appointment with the Head of the Office or the technician you have as a reference.

  - In writing via Microsoft Teams, email (opi@uab.cat) or social media.

  - Through the Opina UAB service.

- Responding to the periodic surveys that we send out.

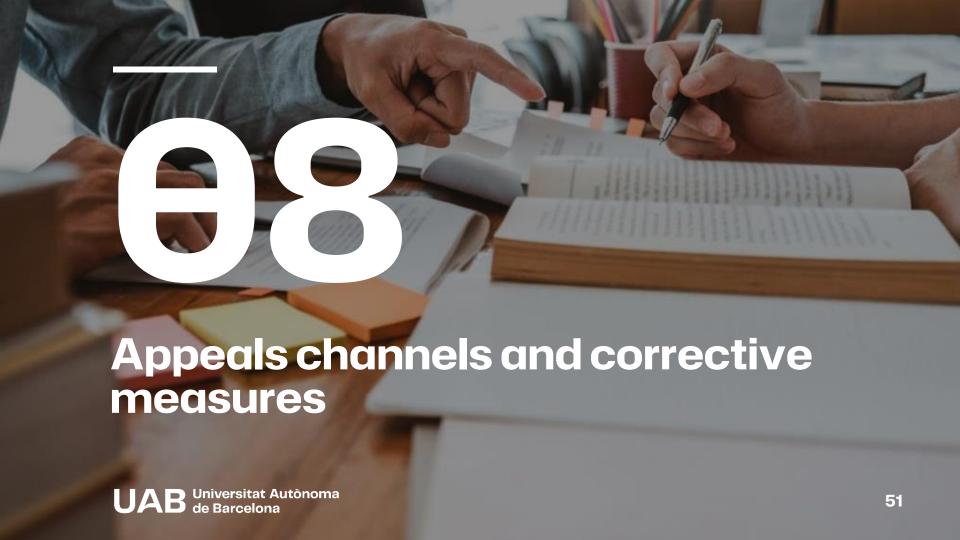- Participating in qualitative evaluation processes.

Participation mechanisms (2/2)

Once we have received your suggestion or complaint, we will send you an acknowledgement using the means you have indicated. We will respond to suggestions, complaints and claims within a maximum period of fifteen working days, which will be suspended in the event that additional clarifications are required to carry out the procedure.

Under no circumstances does filing a complaint or claim to our service constitute an administrative appeal or affect the deadlines established by current regulations. Complaints or claims do not interfere with the exercise of pending actions or the rights that, in accordance with the regulations governing each procedure, may be exercised by individuals deemed to be interested parties in the procedure.

08

Appeals channels and corrective measures

Appeals channels

You may submit claims for non-compliance with the commitments assumed in the service charter, through the following channels:

- In person, by making an appointment with the Head of the Office or the technician you have as a reference.
- Via Microsoft Teams or email (opi@uab.cat).
- Through the Opina UAB service.

Corrective measures

When any of the commitments assumed in this service charter are breached, the Head of the International Projects Office will review the causes and, where appropriate, implement the necessary corrective actions to prevent recurrence, considering the circumstances and Office's scope of competence

Within a maximum of fifteen days, the International Projects Office will provide you with a written explanation or apology, detailing the measures taken to address the issue and improve the service.

Non-compliance with service commitments does not constitute grounds for financial liability on the part of the University.

09

Validation, approval and updating of the charter

Validation and approval of the charter

This service charter has been reviewed and validated by a joint committee made up of representatives of the International Projects Office, users of the service and staff of the Area of Digital Transformation and Organisation.

The UAB Quality Committee, by delegation of the Governing Council, definitively approved the charter on 12 June 2024.
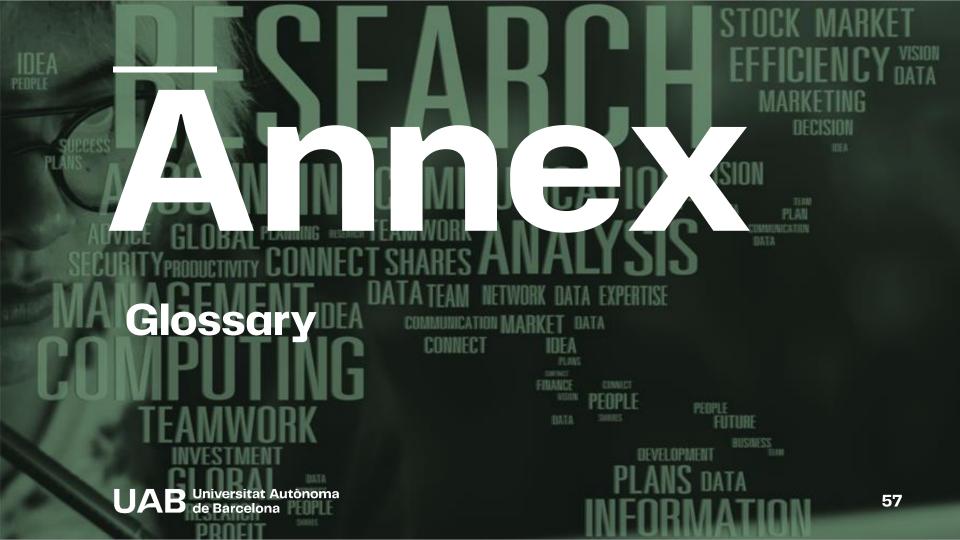
Updating of the charter

This charter must be updated at least every two years, or whenever there are changes in the services provided or other substantial modifications. The procedure followed for updating is the same as that for approval.

Internally, the OPI continuously monitors the degree of compliance with the commitments and presents a report on the results to the UAB Quality Committee at least every two years.

The results of this monitoring of the degree of compliance with the commitments are shared on the OPI website and on the UAB transparency website (in Catalan and Spanish).

Annex

Glossary

UAB **Universitat Autònoma de Barcelona**

Glossary

CA	Consortium Agreement
CE	European Commission
CERec	UAB Committee for Research Ethics
EGRETA	The UAB research data management System
EIC	European Innovation Council
ERC	European Research Council
GA	Grant Agreement
H2020	Horizon 2020 (framework programme for R&D+i funding for 2014-2020)
HE	Horizon Europe (framework programme for R&D+i funding for 2021-2027)
IP	Principal Investigator
OPI	International Projectes Office
PA	Partnership agreement
SA	Secondment agreement
SCT	UAB Scientific and Technical Services
UAB	Universitat Autònoma de Barcelona