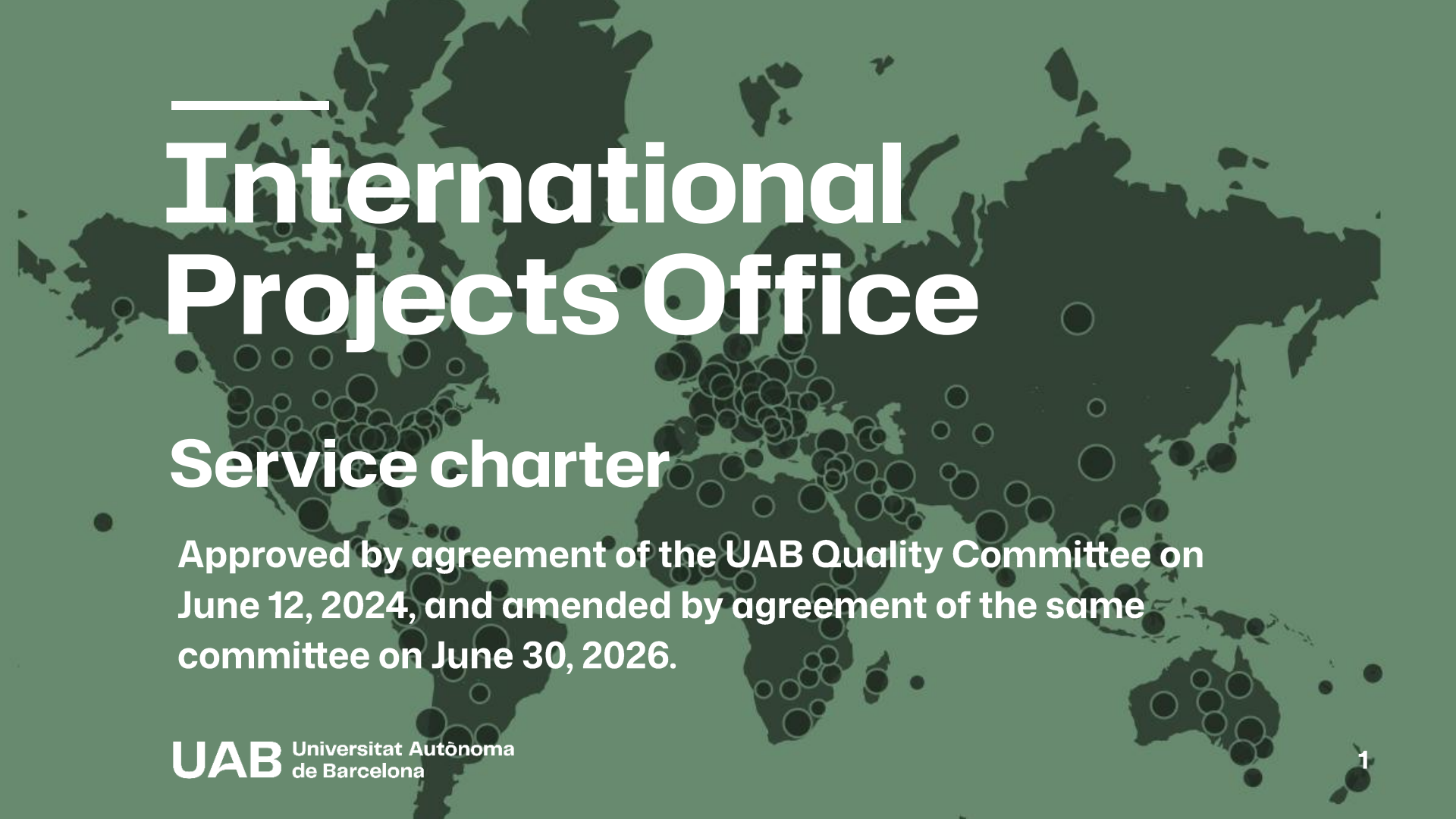


# International Projects Office

## Service charter

**Approved by agreement of the UAB Quality Committee on June 12, 2024, and amended by agreement of the same committee on June 30, 2026.**

UAB Universitat Autònoma de Barcelona

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# 01

# Presentation. Scope and organisational information

# Introduction (1/2)

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

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

# Introduction (2/2)

This document informs users about our available services, the conditions under which they are offered, and user rights regarding them. Our service charter underscores our commitment to delivering high-quality services backed by continuous improvement mechanisms. To this end, we welcome and value user feedback, suggestions, requests, and proposals for improvement.

Núria Claver López

**Director of the International Projects Office**

# Scope of action

The International Projects Office supports the UAB teaching and research staff and is structured around two units:

- **Project Promotion Unit**
  - Information and promotion
  - Assessment and planning
  - Support for proposals
  - Negotiation and signing of agreements
- **Project Management Unit**
  - 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.



# 02

# 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 supports research staff in developing and managing selected projects, aligning its activities with the university's strategy to attract and retain top research talent.

# Vision

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



# Values




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

- **Teamwork and Cooperation**: Encouraging collaboration among office members and with service users.
- **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 office members and service users.

# 03

# What do we offer?

# What do we offer?

The activity of our office is framed in the management of **international funding for research and innovation activities, including innovation in teaching.** Efforts are primarily directed toward the European Commission's Framework Programme for Research and Innovation 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.

## Services of the Project Promotion Unit

# Positioning activities

- Advocating for the interests, research lines, and priorities of the UAB teaching and research community at funding bodies, primarily the European Commission (EC).
- Promoting UAB participation in strategic European initiatives to improve the university's positioning and increase opportunities for the research community.



## Services of the Project Promotion Unit

# 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.

## Services of the Project Promotion Unit

# 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.

## Services of the Project Promotion Unit

# 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.

Services of the Project Promotion Unit

# 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.



# 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.



# 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.



## Services of the Project Promotion Unit

# 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.

# 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.

# Services of the Project Management Unit

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.

This service is co-funded by the projects awarded and managed by the unit.

# 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.

## Services of the Project Management Unit

# 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.
  - Drafting internal financial reports.
  - 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.
- Tracking project execution throughout its lifecycle and the required audit window



# 04

# 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.

# Committmend to delivering efficient technical and administrative support for EU R&I programmes

- 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. Services of the Project Promotion Unit (1/3)

| 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 to provide a service appropriate to their needs and to disseminate calls in accordance with their interests, to improve the response to the disseminations carried out. We disseminate the calls for major international educational and research programmes.<br><br>To achieve a response rate of 5 (average number of applications submitted relative to the number of disseminations carried out). | IND1.1. Response rate |

# Indicators. Services of the Project Promotion Unit (2/3)

| SERVICE | COMMITMENT | INDICATOR |
|---|---|---|
| 1. Information and promotion of calls for projects | We carry out dissemination days on programmes and calls with the aim of promoting the presentation of proposals as a coordinating entity.<br><br>The objective is:<br><br>• to organise a minimum of four sessions per year.<br><br>• that the evaluation of the sessions in the satisfaction survey is at least 3.5 on a scale of 5.<br><br>• that a minimum of one proposal is submitted as a coordinating entity (on average) for each session organised. | IND1.2. Number of information sessions organised<br><br>IND1.3. Participants' satisfaction level<br><br>IND1.4. Number of proposals submitted as a coordinating entity. |

# Indicators. Services of the Project Promotion Unit (3/3)

| 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 they meet the deadlines established in this charter.<br><br>Have a minimum overall success rate of 20%, meaning that the number of grants awarded relative to the applications submitted must be at least 20%. | IND2.1. Success rate. |
| 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 they meet the deadlines established in this charter.<br><br>Have a minimum success rate of 25%, meaning that the number of grants awarded relative to the applications submitted as a coordinating entity must be at least 25%. | IND3.1. Success rate as a coordinating entity |
| 4. Services prior to the award as a whole | Achieve an users 'overall satisfaction rate of 4 out of 5 with the project promotion unit, and a satisfaction rate of 3.5 out of 5 with the services provided by the project promotion unit. | IND4.1 Overall satisfaction level (UPP)<br><br>IND4.2 Satisfaction level with services (UPP) |

# Indicators. Services of the Project Management Unit (1/2)

| SERVICE | COMMITMENT | INDICATOR |
|---|---|---|
| 5. Management of projects under the EC Framework Programme for R&I | 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.<br><br>Ensure that, in any eventual cases of a project transferring to another institution, the justifying reason is not attributable to the quality of service, with the aim of maintaining a 100% project retention rate. | IND5.1. Retention of researchers with active ERC projects. |

# Indicators. Services of the Project Management Unit (2/2)

| SERVICE | COMMITMENT | INDICATOR |
|---|---|---|
| 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.<br><br>Achieve 100% budget execution relative to the forecast. | IND6.1. Percentage of executed budget |
| 7. Services of the Project Management Unit as a whole | Achieve an overall satisfaction rate of 4 out of 5 among teaching and research staff (PDI) with the project management unit, and a satisfaction rate of 3.5 out of 5 with the services of the project management unit. | IND7.1 Overall satisfaction level (UGP)<br><br>IND7.2 Satisfaction level with services (UGP) |



# 05

## Rights and responsibilities

# 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.

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.



# 06

# 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)

**Regional**

Law 9/2022, of December 21, on Science (in Catalan)

**UAB**

Regulations of the Universitat Autònoma de Barcelona regarding research and knowledge transfer (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)

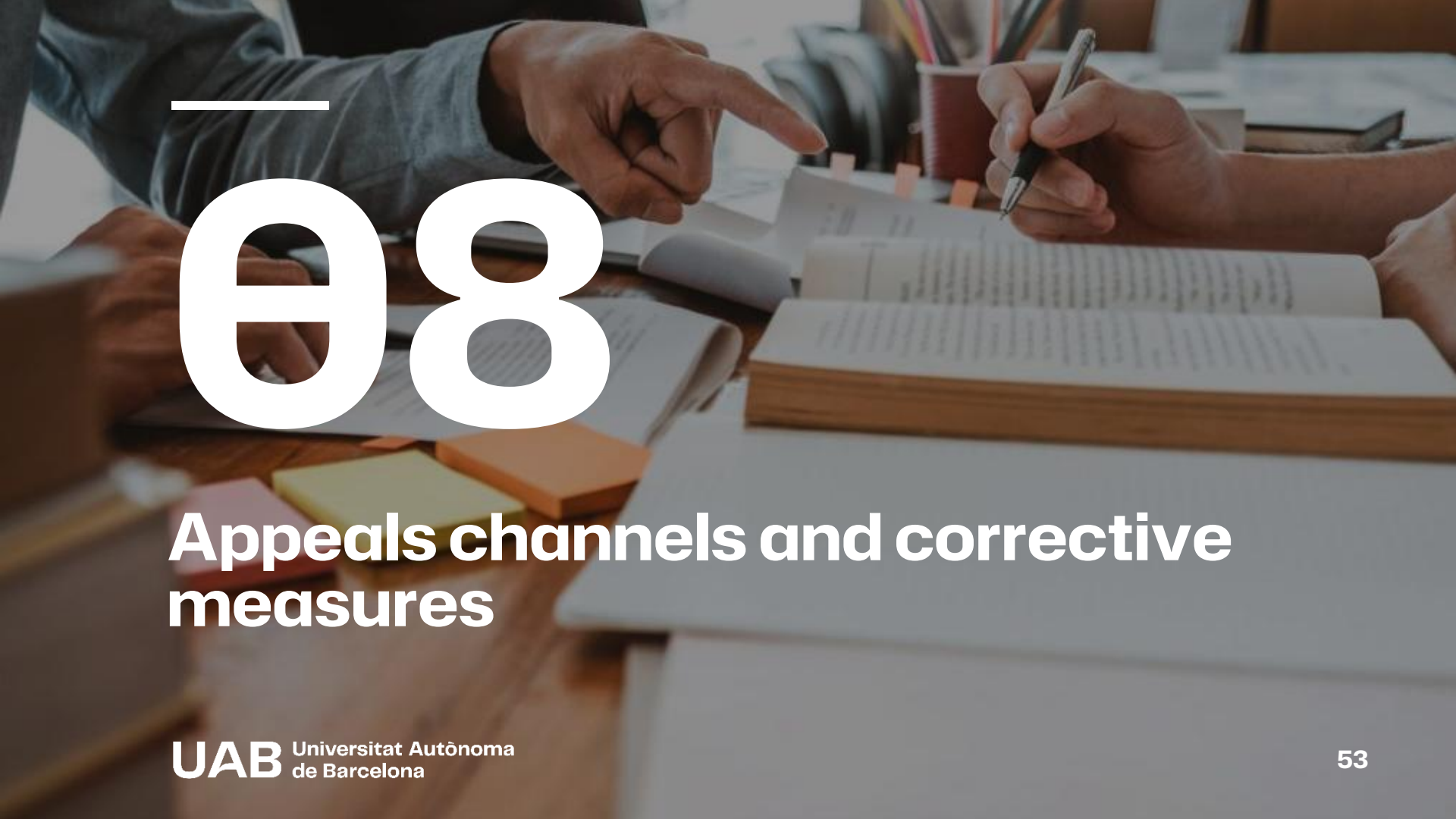
## You can participate by

- 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 amendment of this charter on June 30, 2026.

# 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

# 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&I funding for 2014-2020) |
| **HE** | Horizon Europe (framework programme for R&I funding for 2021-2027) |
| **IP** | Principal Investigator |
| **OPI** | International Projects Office |
| **PA** | Partnership agreement |
| **SA** | Secondment agreement |
| **SCT** | UAB Scientific and Technical Services |
| **UAB** | Universitat Autònoma de Barcelona |