
International Projects Office

Service charter

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2024 and by the UAB Quality Committee on 12
June 2024

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01

Presentation. Scope and organisational information

Presentation (1/2)

The International Projects Office (OPI), which depends on the Office of the Vice-Executive Manager for Research, promotes the participation of teaching and research staff (PDI) in research programmes and international calls. The OPI facilitates the raising of funding to carry out competitive research activity at an international level, mainly from 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 competences and currently offers specialist support in the comprehensive management of projects in certain research programs.

The commitment to thematic specialisation and the professionalisation of the staff that make up the OPI has contributed to making the Universitat Autònoma de Barcelona (UAB) a leading university in Spain in attracting international resources for research and innovation.

Presentation (2/2)

The purpose of this document is to inform users of the services we manage, the conditions under which we provide them and their rights in relation to these services. Our service charter reaffirms our desire to offer services that incorporate quality commitment and mechanisms for continuous improvement. For all these reasons, we are open to listening to the users of our services and taking into account 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](#).

A photograph of several light-colored wooden puzzle pieces scattered on a solid blue background. The pieces are arranged in a way that suggests they are part of a larger puzzle. The lighting is soft, creating subtle shadows and highlights on the wood's grain.

02

Mission and values

Mission

The **mission** of the UAB International Projects Office is to promote the participation of UAB teaching and research staff in international programmes and calls for applications that allow them to attract funding from research and innovation grants. The OPI also accompanies the research staff in the development and management of certain projects. The activity of the OPI is part of the university's strategy for attracting and retaining research talent.



Vision

The **vision** to which the OPI aspires is to position the UAB as an international benchmark in research, promoting the external projection of the Universitat Autònoma de Barcelona in Europe and internationally.



Values

The OPI promotes the **following values**:

- The promotion of teamwork and cooperation between the people who make up our office and of the people who use our services.
- Risk-taking, to promote a culture that makes it easier for both office users and team members to take the risk of innovating.
- Quality and continuous improvement in all the activities carried out by the OPI.
- Respect for the equal rights and opportunities of all the people who make up our office and of the people who use our services.



03

What do we offer?

What do we offer?

The activity of our office is framed in the management of **international subsidies for the educational research and innovation activity of the PDI**, mainly from the R&D+i framework programme of the EC and the Erasmus+ programme, but also from other European and international calls for projects.

The services we offer at the OPI are those that described below and are intended for the PDI of the Universitat Autònoma de Barcelona. You can also find them on [the OPI website](#).

Pre-award services

Lobbying activities

To represent the interests, priorities, values and policies of the UAB teaching and research community before the funding entities, mainly the EC.



Pre-award services

Information and promotion of calls for projects

- Identification of calls and complementary information on the European Commission's Framework Programme for Research and Innovation and the Erasmus+ Programme, as well as other international programmes, mainly within Europe.
- Dissemination of the calls detected in accordance with the different areas of knowledge and lines of research and work.
- Organisation of information sessions about the different programmes and news about them as it appears.
- Representation of UAB research groups at meetings of other international forums.



Pre-award services

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

- Identification and assessment of the eligibility of candidatures.
- Assessment of the project idea in accordance with the call.
- Management of document signatures, where necessary.
- Provision of institutional documentation, where necessary.
- Support in the preparation of the application, including the budget.
- Internal review of the proposal.



Pre-award services

Assessment, planning and support of proposals for individual calls for projects (for single beneficiary institutions) (2/2)

In the case of staff applying for ERC calls, in addition:

- Possibility of external review of the proposal.
- Where there is progression to the second stage of assessment, organisation of a mock ad hoc interview.



Pre-award services

Assessment, planning and support of proposals for calls for projects for which the UAB acts as a partner

- Management of the signing of documents and authorisations, where necessary.
- Provision of institutional documentation, where necessary.
- Support in the preparation of the application, including the budget.



Pre-award services

Assessment, planning and support of proposals for calls for projects for which the UAB acts as coordinator ^(1/2)

- Management of the signing of documents and authorisations, where necessary.
- Provision of administrative and institutional documentation, where necessary.
- Support in strategic aspects of the proposal (e.g. definition of key agents, search for partners).
- Establishment of a calendar for the process of preparing the proposal and assigning tasks.



Pre-award services

Assessment, planning and support of proposals for calls for projects for which the UAB acts as coordinator ^(2/2)

- Support during the drafting of the proposal, especially in the non-scientific and transversal parts.
- Preparation of the budget in accordance with the call and regulations of the UAB, taking into account the indications of the principal investigator (PI).
- Support in the management of the administrative data of the members.
- Internal review of the proposal.
- Possibility of an external review of the proposal.



Pre-award services

Guarantees

The services described are guaranteed when the research staff interested in submitting the proposals informs the OPI with at least fifteen days' notice before the closing of the call. If this is not done the only guarantee is that the administrative data will be confirmed, legal information will be provided and the budget will be reviewed.

Pre-award services

Negotiation and signing of documents

Support in 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 funding among partners.
- When necessary, management of the modifications required by the funding body.
- Management of the signing of the contract.
- Maintenance of grants to EGRETA (the UAB research data management system).



Pre-award services

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, for 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, 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 beneficiaries.
- Support in the drafting of agreements and agreements with other institutions that affect the execution of the project.
- Monitoring of the performance of milestones, project objectives and deliverables.
 - Monitoring 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 within the framework of the projects, provided for in Annex I of the *Grant Agreement*.
- Organisation and support in the consortium meetings.
- Support in the dissemination of activities organised within the framework of the project.
- 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 of the European Commission's results platforms.



Post-award services

Services offered for ERC projects (1/3)

For ERC projects, the following services are also offered:

Support in selection and hiring

- Advice and support in the management of the selection and hiring processes of team members.



Post-award services

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.
 - Detection of possible technical and financial deviations and proposal of corrective measures.
 - Advice on the preparation of internal financial reports of project consortia led by the UAB.
 - Support in the preparation of documentation in the financial justifications and audits required by the European Commission.
- Management of the registrations of the team members provided for in Annexe I of the Grant Agreement for seminars, congresses, workshops, etc.



Post-award services

Services offered for ERC projects (3/3)

- Monitoring of the administrative contracting procedure, according to the indications of the Administrative Contracting Unit, so that it is carried out within the established period and in the established manner.
- Management of the trips of the project team and collaborating and linked research staff.
- Support in the management of the stays of the research staff and the invited research staff within the framework of the projects.
- Management of the purchase of scientific equipment, products and services necessary for carrying out the project provided for in Annexe I of the Grant Agreement.





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Commitments and quality indicators

Commitment to information, training and dissemination

- We detect and evaluate potentially interesting calls for UAB teaching and research staff.
- We contact the UAB teaching and research staff to encourage them to participate in European and international research and educational projects.
- We contribute to the training and information of users interested in participating in European and international research and educational projects, maintaining an annual training and information offer.
- 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 the preparation and presentation of proposals (1/2)

- We prepare the necessary documentation for the submission of proposals.
- We establish a calendar for the process of preparing the proposal with the assignment of tasks.
- We provide support during the drafting of the proposal, especially in the non-scientific and transversal parts.
- We prepare the budget in accordance with the regulations of the call and the UAB.

Commitment to advising and providing technical support to teaching and research staff in the preparation and presentation of proposals (2/2)

- We carry out a comprehensive review of the proposal as long as it is sent with the advance required by the OPI in 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 carry out efficient administrative and technical follow-up within the established deadline, throughout the project, in the case of H2020/HE projects

- We support the coordination of project consortia led by the UAB.
- We manage and monitor the project budget in the 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 manage the expenditure of ERC projects, in accordance with the current regulations applicable to the programme, within the deadline and in the manner established

- We manage orders and invoices.
- We manage travel, 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 promptly informed of how the enquiry is progressing.

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
<p>1. Information and promotion of calls for projects</p>	<p>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.</p> <p>We disseminate the calls for major international educational and research programmes.</p> <p>We carry out dissemination days on programmes and calls with the aim of promoting the presentation of proposals as a coordinating entity.</p>	<p>IND1.1. 5% increase in the number of applications submitted in the total number of calls for applications published compared to the previous year.</p> <p>IND1.2. Organise a minimum of four days a year.</p> <p>IND1.3. Rating equal to or greater than 3.5, on a scale of 5, in the participant satisfaction survey,</p> <p>IND1.4. Number of proposals presented as coordinators after the conference: a minimum of one proposal per day.</p>

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 application 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 greater 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 greater than 3.5, on a scale of 5.

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](#).

In particular, you have the right to:

- Be able to clearly and quickly identify the service or unit that is competent for the provision of the required service.
- Receive general information efficiently and quickly, and specialised technical information by appointment.
- Use, in their exchanges with the OPI team, any of the following languages: Catalan, Spanish or English.
- Receive specialist advice by programmes, calls and areas of knowledge.
- Obtain information, by electronic means, of the procedures established for accessing the activities of the OPI and for exercising its rights.
- Guaranteed security and confidentiality of the data contained in the UAB's files, systems and applications.

You have a responsibility to...

- Inform the OPI when you submit an application to international calls managed by the Office.
- Provide the information and documentation required by the OPI staff, within the established period and in the manner established.
- Send the application to the convening entity within the established deadline.
- Comply with the deadlines, conditions and requirements established by current regulations and the contracts associated with the project.
- Act with due diligence, responsibility and respect for people, institutions and public goods.
- Use the channels set out in this letter to make your 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)

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 the presentation of a complaint or claim to our service represent an administrative claim or appeal nor does it affect the deadlines established in current regulations. No manner of complaints or claims affect the exercise of actions pending or the rights which, in compliance with the regulations for each procedure, may be exercised by those who are considered to be the interested party in the procedure.



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08

Appeals channels and corrective measures

Appeals channels

You can 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 analyse the causes and, where appropriate, will implement the necessary corrective actions to prevent it from happening again, taking into account the circumstances and the possibilities of competence.

The International Projects Office will send you, within a period of no more than fifteen days, a letter of explanation or apology in which it will also inform you of the measures taken to correct the deficiency in the service provided.

Failure to comply with service commitments does not entail the financial liability 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).

Annexe

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&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
PDI	Teaching and Research Staff
SA	Secondment agreement
SCT	UAB Scientific and Technical Services
UAB	Universitat Autònoma de Barcelona