



# Internal Regulation of the Academic Services



SGQ-REG-34 R0 - 04/23



## **Internal Regulations for Academic Services**

### **Chapter I** **General Provisions**

#### **Article 1** **Object and Scope**

These regulations establish the duties, competencies and operating rules of the Academic Services, hereinafter referred to as SA of ISTEC Lisbon – Higher Institute of Advanced Technologies of Lisbon, hereinafter referred to as ISTEC Lisbon.

### **Chapter II** **Nature and mission**

#### **Article 2** **Nature**

The main function of ISTEC Lisbon's SA is to manage matters of an academic nature, namely technical-administrative support, carrying out its activities in the fields of information, organization and monitoring of processes relating to applications, enrolment, attendance, student achievement and certification.

#### **Article 3** **Mission**

The SA's mission is to provide administrative support to students on the CTeSP's - Higher Professional Technical Courses, Bachelor's Degrees, Master's Degrees and Postgraduate Degrees, during their academic career by managing and organizing the files of interested parties, candidates, students and graduates. Her work includes all the processes, from application instruction, registration, registration renewal, grade entry and certification.

Throughout their academic career, students can quickly and easily obtain useful information on timetables, calendars, tuition fees, issuing statements, certificates, diplomas and other academic and administrative matters.

### **Chapter III** **Internal Organization**

#### **Article 4** **Objectives**

The objectives of ISTEC Lisboa's AS are:

- a. To process and keep updated and organized the files of candidates and students, both physical and digital files;
- b. To apply the processes in a simple and efficient manner, in order to reduce and eliminate redundancies;
- c. Continuous improvement, carrying out a self-assessment after the completion of each process in conjunction with internal audits and assessing strengths and weaknesses and defining ways to improve.

## **Article 5**

### Skills

1. ISTECLisboa's SA is organized into two functional areas, the Secretariat and the Admissions Centre.
2. The Admissions Office is responsible for customer service (interested parties, candidates, students and teachers).
3. The Secretariat
  - a. Student services (in person, by telephone and via email);
  - b. Managing and archiving each student's academic file, both physical and digital;
  - c. Preparation of the necessary emoluments (such as declarations, certificates and diplomas);
  - d. Developing agendas and term books;
  - e. Receiving applications;
  - f. Authentication of documents;
  - g. Requests from students and teachers that fall within their sphere of competence;
  - h. Academic and administrative management of all assessment periods;
  - i. Development of the exam map proposal;
  - j. Managing the registration, attendance and completion of isolated curricular units;
  - k. Managing registration renewals.
4. The Admissions Center ensures:
  - a. Specific assistance for applicants and candidates;
  - b. Drawing up proposals for calls for applications;
  - c. Receiving applications and registrations;
  - d. Instruction and administrative management of admission processes for all forms of access;
  - e. Administrative support in the selection of candidates in conjunction with the relevant bodies and structures;
  - f. Instruction of the academic process.

## **Article 6**

### Responsibilities

1. The SA has a director who is responsible for guiding, coordinating and evaluating all activities, based on the guidelines of the tutelage, annual activity plans and reports.
2. The SA is responsible for implementing and ensuring all academic management based on the regulations in force.
3. It is the responsibility of the SA to guarantee all support for students from the moment they apply to the moment they finish their course.

## **Article 7**

### Organization

1. The SA is organized under the supervision of the Secretary General of ISTECLisbon.
2. The AS is an organizational structure that takes the form of technical services to support the functions of ISTECLisbon and its bodies.

## **Article 8**

### Service Schedule

The Registrar's Office and the Admissions Center have office hours that must meet the needs of interested parties, applicants, students (including working students) and teachers. The SA management should be available for appointments.

**Chapter IV**  
**Final Provisions**

**Article 9**  
**Doubts and Omissions**

Any doubts or omissions arising from the interpretation of these Regulations will be resolved by order of the Secretary General of ISTECLisbon.

**Article 10**  
**Revision, amendment and validity**

1. These Regulations must be revised following any legal or statutory changes.
2. These Regulations shall enter into force on the day immediately following their publication in due form.

Lisbon, April 17th, 2023

ISTEC Lisbon's General-Secretary



(António Fidalgo)