

THE TIDES' Quality Assurance System (QAS)

INFORMATION FOR STUDENTS OF THE MASTER'S DEGREE TOURISM, TRANSPORT AND ENVIRONMENTAL ECONOMICS

The TIDES' **Quality Assurance System (QAS)** is the compound of procedures and standards to be followed by the Centre when planning the training programmes, both the evaluation and revision of its development, and decision making to improve training. During the planning process, we took into account the requirements of the ANECA (National Agency to Assess Quality and Certification) to certificate the official training.

The **basic objective** of the Centre's Quality Assurance System is to guarantee the quality of all the degrees that it is responsible of. To do so, all necessities and expectations of all its groups of interest must be assessed and informed, always updating the QAS. So we expect:

- To fulfil the commitment to satisfy all needs and expectations generated by the society.
- To offer the transparency demanded by the European Higher Education Area.
- To implement strategies to continuously improve.
- To arrange all the teaching initiatives in a systematic way so they effectively contribute to the quality assurance.
- To facilitate the accreditation process of the Centre's Degrees.

The **documentation of the Quality Assurance System** is available on the TIDES website (<http://tides.ulpgc.es/formacion/master.html>). It comprises, in general, the design and implementation documents, as defined below:

- The **design documents** are those integrated on the TIDES' Manual of System Quality Assurance. First, they consist in a series of chapters defining the system's general characteristics, its requirements and its scope and, in general, all the references to the documentation required for its development. Moreover, it also includes all the procedures that specify actions to ensure quality. Also, these procedures are differentiated by the agents responsible for their realization.
- The **implementation documents** are the result of the application of the Manual and they constitute the evidence of implementation. The most important ones are the Centre's Policies and Objectives and, therefore, their definition is a strategic process of the Centre.

You can help us to improve

In particular, the participation of students is requested in:

- Complete the **satisfaction surveys** at the end of each unit.
- Communicate the academic **incidences/complaints**: there is a form that can be downloaded in the section of the Tides web site "Help us to improve", which can be filled out and sent to victor.padron@ulpgc.es.