



QUALITY POLICY STATEMENT

ISCET – The Higher Institute of Business and Tourism Sciences affirms its institutional commitment to promoting a culture of quality, rigour, and accountability, reflecting its educational, scientific, cultural, and social mission.

The ISCET Quality Policy is founded on the following core principles:

1. Mission and Purpose

ISCET aims to educate highly qualified and socially responsible professionals, promoting access to knowledge, active citizenship, and employability, while contributing to national development through education, research, and social responsibility.

2. Structure and Accountability

ISCET's Internal Quality Assurance System (SIGQ) is integrated across all institutional domains and is managed in an inclusive and coordinated manner. Overall responsibility lies with the Board of Directors and is implemented by the Office for Evaluation, Accreditation, and Quality, in coordination with the founding entity, management bodies, academic coordinators, and support services.

3. Planning, Monitoring, and Continuous Improvement

Quality at ISCET is supported by:

- Systematic monitoring of teaching, research, and administrative processes;
- Analysis of measurable and comparable performance indicators;
- Regular self-assessments supported by actionable improvement plans;
- Responsiveness to internal audits and external evaluations (A3ES);
- Assessment of institutional impact at social, scientific, and economic levels.

4. Community Engagement and Stakeholder Involvement

The entire academic community – faculty, students, and staff – is actively engaged in shaping and enhancing quality. ISCET also ensures consultation with graduates,



employers, institutional partners, and civil society organizations, incorporating their input into institutional decision-making processes.

5. Transparency, Ethics, and Social Responsibility

ISCET is committed to the regular and accessible publication of:

Self-assessment reports and associated improvement plans;
Academic, scientific, and institutional performance indicators;
Outcomes of external evaluations and subsequent follow-up actions.

6. Policy Review and Update

This Quality Policy will be reviewed regularly considering recommendations from A3ES, applicable legal requirements, national and international best practices, and the evolution of ISCET's mission and strategic goals.

Its implementation will be supported by formal mechanisms for monitoring and continuous enhancement, ensuring its effectiveness and relevance.

The founding entity (Facultas SA), the higher education institution (ISCET), faculty, staff, and students all share responsibility for the ongoing improvement of the Internal Quality Assurance System through the active participation of all stakeholders in identifying and applying suitable and innovative solutions aligned with ISCET's institutional goals.

Porto, 30th January 2025.

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