

# Services Index

INS Thos i Codina  
Mataró

## 1.- Who are we?

Thos i Codina secondary school is a public school that offers Secondary and Higher Secondary Education.

Our goal focuses on the education of our students and their entrance in society with the best of chances.

## 2.- Meaningful data

**Centre code:** 08046748

**Address:** Riera de Cirera, 57. 08304 MATARÓ.

**Telephone:** (0034) 93 741 42 03

**FAX:** 93 757 44 15

**Website:** <http://www.iesthodicodina.cat>

**Email:** a8046748@xtec.cat

**Timetable:**

Mornings, from 8:00 to 14:30

Afternoons, from 15:15 to 21:35

(Fridays, from 15:15 to 20:35)

**The center owns the ISO 9001 : 2006 Certificate**

## 3.- What is the Services Index?

The Services Index of the Thos i Codina secondary school is a document including useful information for all its users, concerning the available services, our efficiency and quality commitments, and the participation performances from each entity of ours, aimed at the improvement of our services.

## 4.- What are we offering?

The center owns a varied and wide offer that allows our students to choose from different academic options, within Secondary/Higher Secondary Education and Professional Training Studies. Our school's staff has always pursued to meet the needs

of the students, introduce pedagogical changes when necessary, participate in projects aimed at the improvement of the center's life, and involve the families in the responsibility for educating their children.

## 5.- Which are our services?

<b>STUDIES</b>	<b>Morning Groups 8:00h to 14:30</b>	<b>Afternoon Groups 15:15h to 21.35h</b>	<b>DUAL PT Groups</b>	<b>2X3 Groups</b>
1st CSE grade	3	-	-	-
2nd CSE grade	4	-	-	-
3rd CSE grade	3	-	-	-
4th CSE grade	3	-	.	.
1st Higher Education grade	2	-	-	-
2nd Higher Education grade	2			
1st course of MPT in Trading	1	1	X	-
1st course of MPT in Trading and Fashion	1	1	X	
2nd course of MPT in Trading	1	-	X	-
1st course of MPT in Business Management	1	-	X	-
2nd course of MPT in Business Management	2	2	-	-
1st course of MPT in Microcomputer Systems and Networks	2	1	-	-
2nd course of MPT in Microcomputer Systems and Networks	1	-	X	-
1st course of MPT in Business Administration	-	1	X	-
2nd course of MPT in Business Administration	-	1	-	X
1st course of UPT in Multiplatform Application Development	-	1	-	X
2nd course of UPT in Multiplatform Application Development	-	1	-	X
1st course of UPT in Computer System and Network Management	-	1	X	-

<b>1st course of UPT in Trading and Marketing</b>	-	<b>1</b>	<b>X</b>	-
<b>2nd course of UPT in Trading and Marketing</b>				
<b>PCMPT Preparation Course to Medium Professional Training</b>	-	<b>1</b>	-	-
<b>PCUPT Preparation Course to Upper Professional Training</b>	-	<b>2</b>	-	-
<b>Initial Vocational Training in Sales Assistant, Office Automation, and Customer Care</b>	Morning and Afternoon		-	-

\*CSE: Compulsory Secondary Education

\*PT: Professional Training

\*MPT: Medium Professional Training

\*UPT: Upper or Higher Professional Training

\*PCMPT: Preparation Course to Medium Professional Training

\*PCUPT: Preparation Course to Upper or Higher Professional Training

## 6.- Other services

- Support and Convalidation Service
- Training Experiences Abroad (Erasmus +)
- Job Bank
- Moodle
- Library
- Service of academic and administrative management (scholarships, degrees...)
- Website
- Mediation Service
- Thos i Codina Sports Association

## 7.- Projects

- Quality and Improvement Project
- Erasmus +
- Educat 2x1
- Green School
- Unesco School
- Computing Plan
- Business Simulation
- Entrepreneurship
- Innova Project
- GEP - Multilingualism
- VBS - Vital Basic Support
- Academic guidance
- Professional guidance

## 8.- Commitments

1. Elaboration and updating of the strategic and organizational documents of the school: Educational Project, Headmaster Project, Organizational and Functioning Rules, Curricular Projects, School's General Programming, Strategic Plan, Management Documents: Manual on Quality Management, Interrelated Processes Map and Relation of processes and procedures.
2. Monitoring of each student through a personal tutor. Regular interviews with the students and their families.
3. Daily monitoring of the students (attendance and other observations) through Django program.
4. Delivery of information to the students on the organization and the functioning of the centre.
5. Attention towards the student's diversity to achieve academic success.

6. Information to the families on activities and services, and programming of the course.
7. Guaranteeing an equitable and transparent assessment on the students.
8. Commitment of using the ICT tools in the classrooms.
9. Raising awareness among the educational community members in terms of energy saving, respect for nature, and recycling.
10. Continuous teacher training.
11. Academic and professional guidance for the students.

## 9.- Assessment of the school

In order to assess the quality in our services, we use, among others, the following measures:

1. Global assessment of the centre (students, teachers, families and companies).
2. Compliance rate of the annual goals established in the Strategic Plan.
3. Compliance rate of the goals established in the School's General Programming.
4. Satisfaction from the companies and from the students in the Dual PT as well as in their training in workplaces.
5. Valuation on the Reception Plan of new teachers and students.
6. Different training activities for teachers are carried out in the centre.

## 10.- Compliance Guarantee

1. The centre, in accordance with its continuous plan of improvement, keeps the monitoring and controlling of its commitments.

2. In case of not attaining the goals, the centre owns a system of assessment and improvement.

## 11.- Rights of the school's educational services users

The school guarantees the following rights to the students and families:

1. Obtaining, in a clear, useful and reliable way, information about the school's activities and about the management of procedures and services.
2. Education according to the goals established by law.
3. Knowing the employees' identity as well as that of the people in charge of the services.
4. Receiving a respectful and considerate treatment.
5. Participating in the school's representative bodies and in the school's life.
6. Being heard in respect to the decisions taken in the academic life.
7. Being given a fair assessment on their behaviour and their academic results.
8. Issuing suggestions and complaints to the tutor, or to the head teaching body.
9. Confidentiality in the personal data and information. The citizens are entitled to have their rights respected, according to the Llei Orgànica 15/1999, 13th December, on personal data protection.

## 12.- Participating organisms

- School Committee .
- Delegates Committee.
- AMPA.
- Student Monitoring System.
- Satisfaction Surveys: where opinions about the educational members can be written.

## 13.- Suggestions and complaints system

The procedure to be followed is chosen according to these means:



### Through the website:

On the school's website <http://www.iesthoscodina.cat/>, there is a link through which complaints and suggestions can be expressed. In order to take them into account, it is vital the identification with name, surname, and also email, of the user. These data are processed through the school's email address. Then, they are sent from the secretary's office to the direction body.

### Through sheets:

In the secretary's office, there are sheets for everybody to issue complaints and suggestions. From the secretary's office, they are sent to the direction body.

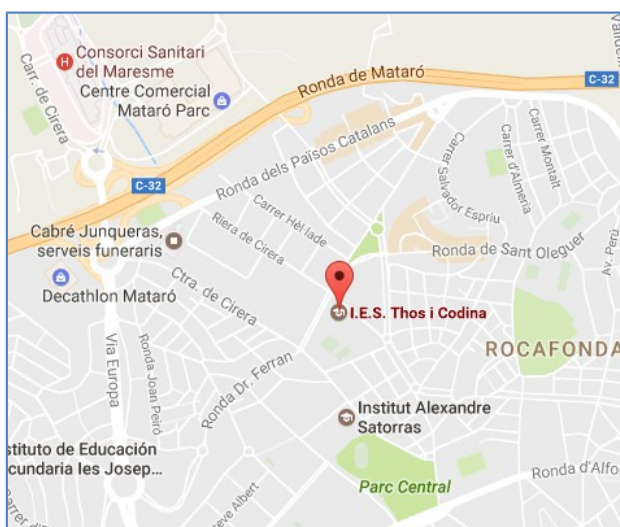
### Through the school's committees, direction, and coordinators of the school:

Those complaints and suggestions expressed in the meetings held by the school's body members (School's Committee, Teachers, Delegates) are also taken into account. The secretary is the one in charge of sending them to the direction body.

The Quality Coordinator is in charge of keeping track of the nonconformities, and of the complaints and suggestions, until they are all over.

At least, once a year, the Quality Programme issues surveys to assess and improve the service provided.

## 14.- How to reach the school?



0101RG163CNTR000 Carta de serveis

[Google maps](#)

INS THOS I CODINA  
Riera de Cirera, 57  
08304-Mataró

## Bus Lines: Lines: 1, 2, 3, 4 i 6

