

1. Control and Audit		
	<i>Process group/process</i>	<i>Process description</i>
1.1.	Handling external control	
1.1.1	Handling external control	Process starts with external directives for operations (e.g. appropriation directions), and describes how these are handled and implemented and reported to the mandator.
1.2	Handling internal control	
1.2.1	Drawing up and handling internal regulatory documents	Process involves developing, changing, if needed, and deciding on internal policy documents.
1.2.2	Designing and staffing the organisation	Process involves making decisions on establishing or changing organisational units/functions and how these should be staffed. Includes appointing vice-chancellor and members of decision-making bodies.
1.2.3	Administering meetings and making decisions	Process involves administering, implementing and documenting meetings in preparatory bodies such as boards, committees, councils and other internal groups.
1.3	Planning, following up and reporting operations	
1.3.1	Planning and budgeting	Process involves budget and operational planning and decisions on internal allocation of resources at Kau for next budget year.
1.3.2	Following up and reporting	Process involves following up and reporting on operations according to external or internal regulations.
1.4	Evaluating university operations	
1.4.1	Handling external control and audit	Process involves handling external audits and inspections by organisations and agencies who may review Karlstad University, for example, Higher Education Authority, Work Environment Agency, National Financial Management Authority, Discrimination Ombudsman, Chancellor of Justice. Also any audits of EU funding is included here.
1.4.2	Handling internal audit	Process involves annual internal audit, including risk analysis, establishing audit plans, conducting audits and reporting.
1.5	Developing operations	
1.5.1	Developing operations	Process involves conducting investigations and projects, regarding, for instance, operational development or investigating specific issues. Also included is the university's quality assurance.

1.6	Handling external circulations of reports	
1.6.1	Handling external circulations of reports	Process involves handling and answering incoming circulations from agencies and organisations.

2.	<i>Operational Support</i>	
2.1	Administering internal and external groups and networks	
2.1.1	Administering internal and external groups and networks	Process involves administering and participating in internal and external groups, networks and fora, e.g. administration network, registrar networks, EU networks
2.2	Handling staff issues and payroll processes	
2.2.1	Recruiting staff	Process involves handling recruitment of staff, including recruitment profile, expert reviews, employment decision and contract as well as appeals.
2.2.2	Administering employment	Process involves handling e.g. leaves of absence, notice and termination of employment, priority rights, NOR, BESTA, side-line occupation, application for promotion, distinctions, and individual agreements. Also other terms and benefits of employment.
2.2.3	Developing professional competence	Process involves handling staff appraisal, for instance, and offering internal further training, seminars and staff conferences.
2.2.4	Handling work adaptability and rehabilitation	Process involves head and employee issues, including rehabilitation plan, and any contact with agencies concerned during the course of rehabilitation.
2.2.5	Handling staff liability issues	Process involves investigating disciplinary measures, dismissal or termination for personal reasons and handling the procedures of the staff disciplinary committee.
2.2.6	Handling work environment and personal/social issues	Process involves health and safety committee efforts, health and safety inspections, action plans and handling of incidents. It also involves occupational health service, reports of occupational injury and incidents to the Work Environment Agency, including investigations of harassment and discrimination.
2.2.7	Cooperating with employee unions	Process involves negotiations between employer and employee unions. MBL-negotiations, redundancy negotiations, local agreements and

		salary revisions, including salary survey and job rating.
2.2.8	Calculating and paying out salary	Process involves handling and registering details, administering self-reporting, calculating, paying out, and tax deduction.
2.2.9	Handling pension and social insurance	Process involves handling retirement processes, including part-time pension, and other insurance matters concerning staff the university.
2.2.10	Handling career development	Process involves handling applications for promotion to 'docent' and for the title 'excellent teacher' .
2.2.11	Handling practical placement and work rehabilitation	Process involves handling persons with employment-like situations, such as interns or students working on degree projects, and also subsidised employees.
2.2.12	Handling international exchange of staff	Process involves handling staff exchanges for administrative technical staff as well as teaching staff.
2.3	Administering finances	
2.3.1	Handling incomes	Process involves handling information, drawing up invoices/requisitions etc, handling any claims and presenting accurate accounting.
2.3.2	Handling costs	Process involves receiving, coding, attesting and paying supplier invoices.
2.3.3	Accounting for finances	Process involves continuous handling and accounting of financial transactions.
2.3.4	Handling funds and foundations	Process involves preparing accounting, e.g. annual accounting, income declaration for foundations and funds.
2.3.5	Administering facilities	Process involves purchase, registration, depreciation, and maintenance of fixed access register.
2.4	Acquiring goods and services	
2.4.1	Handling procurement	Process involves choice of procurement procedure, including call-off from existing framework agreement where other competition for procurement shall take place in accordance with specifications in the purchase policy, the procurement procedure and any legal issues involved. Also included are follow up of agreements made by the university itself.
2.4.2	Handling purchase	Process involves making purchases and placing orders in accordance with the university's purchasing policy and receiving goods and services.

2.5	Providing and managing IT support and tele communications	
2.5.1	Managing and providing support for IT and IT systems	Process refers to the IT based systems and applications required for operations, involving control, management and development of systems and applications at Kau, including telephony, as well as the support required for IT support to work. Process defined by Kau's systems management model.
2.5.4	Managing technical infrastructures	Process refers to the technical infrastructure required for Kau's IT-based systems and applications to function, including server, net and telephony management.
2.6	Handling official documents	
2.6.1	Handling and accounting for official documents	Process involves registering, archival registering and investigations of handling official documents.
2.6.2	Handling and providing official documents	Process involves handling incoming request for official document, providing the document or deciding to deny the request and handling any appeals.
2.6.3	Handling personal data	Process involves handling personal data report, request for register excerpts and notification of personal data compliance officer.
2.7	Managing premises and safety	
2.7.1	Planning and managing premises	Process involves daily management such as room bookings, relocations, handling rental agreements between landlord and second-hand tenants, planning regarding design and inventory of premises, and renovation and conversion planning and orders for adapting premises and, if required, contact with appropriate authority.
2.7.2	Handling physical safety and shell protection	Process involves handling issues of physical safety such as alarm system and entrance, key handling, systematic fire protection, and person and property protection.
2.7.3	Handling crisis/disaster incidents	Process refers to Kau's crisis management efforts and includes prevention measures, actions in a crisis and the aftermath.
2.7.4	Handling insurances	Process involves continuous assessment of the need for insurance in reference to operations and handling residual value in case of fire etc.
2.7.5	Handling reports and applications for permissions	Process involves making reports and applications to supervisory authorities concerned.
2.7.6	Handling IT security	Process involves proactive efforts to protect data technology such as handling virus protection,

		fire walls and net analysis, handling IT incidences and reporting serious incidents to authorities concerned.
2.7.7	Handling data security	Process involves producing, updating and ensuring conformity to policy documents for data, IT and cyber security, and classifying and applying relevant protection of data assets as well as handling risks, deciding on and following up measures relating to data, IT and cyber security.
2.8	Communicating university activities	
2.8.1	Handling graphic profile and trademark	Process involves monitoring how the graphic profile is used, for what purposes, and contexts, registration, development issues, etc.
2.8.3	Handling internal and external communications channels	Process involves updating internal and external websites with current information, managing domains, web statistics, search words and analysis optimisation, and managing Kau's social media and developing communications plans and marketing in the various channels. Also included are contacts with media and regular PR responsibilities.
2.8.4	Producing publications, printed material and marketing material	Process involves publication products, course catalogue, brochures and other information about Karlstad University, for instance, banners and posters, and also digital material in the form of graphics, images, films and radio commercials.
2.9	Handling general inquiries, complaints and opinions	
2.9.1	Handling general inquiries, complaints and opinions	Process of receiving and answering inquiries, questionnaires, complaints, and opinions from students and the public.
2.10	Handling celebrations and events	
2.10.1	Organising celebrations and events	Process involves organising celebrations, e.g. academic celebration, presentation of awards and distinctions (e.g. honorary doctors), including invitation, booking of premises and documenting celebrations in various ways.
2.10.2	Participating in external arrangements	Process involves participation in external arrangements to represent the university, e.g. events and fairs.
2.11	Providing library services	
2.11.1	Providing literature and information resources	Process involves selecting, acquiring and providing literature and information resources in

		print and electronic formats, including handling loans and return of books, and loans and article requests/deliveries from other libraries.
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3.	Student and Doctoral Student Affairs	
3.1	Handling individual cases	
3.1.1	Providing study guidance	Process involves guiding and advising on the labour market situation, eligibility and admission regulations, study planning and study methods, degree requirements, future plans and career planning.
3.1.2	Providing support to students with disability	Process involves investigating and deciding on compensatory support measures to students with disabilities, including applying for and reporting national resources for educational support of students with disabilities.
3.1.3	Providing student health care	Process involves organising activities to promote students' physical and psychosocial health, thus strengthening their ability to study, personal development and future professional lives, through health promotion and ill health prevention measures, including life style issues. This is a complement to the community public health care.
3.1.4	Handling transfer of credits	Process involves handling transfer of credits, including application, decision and any appeals.
3.1.5	Handling individual cases during studies in progress	Process involves handling all types of matters (leave from study, non-completion of studies, exceptions, requests for new examiner, reconsideration of grades, requests for new supervisor/examiner etc) relating to an individual student/doctoral student and affecting their current studies.
3.2	Investigating reports	
3.2.1	Handling investigations of disciplinary measures	Process involves handling reports, conducting investigations and deciding on disciplinary matters concerning students and doctoral students, including handling appeals lodged against the disciplinary board's decision.
3.2.2	Handling investigations of discrimination, harassment and offensive treatment	Process involves report, investigation and decision in matters of discrimination, harassment and offensive treatment of student or doctoral student.
3.3	Administering international exchange	
3.3.1	Administering exchange programmes and international cooperation	Process involves applying for funding of exchange programmes, drawing up exchange

		agreements with foreign universities and documenting follow up and reports on results.
3.3.2	Handling outgoing student matters	Process involves allocating places on the basis of submitted applications, nominating students to host universities, drawing up a Learning Agreement for each outgoing student, and handling certificates and travel reports after the exchange period.
3.3.3	Handling incoming student matters	Process involves handling applications, admissions and informing incoming students, handling Learning Agreements, issuing certificates on completion and handling travel reports. Grades are recorded in Ladok.
3.4	Handling scholarships	
3.4.1	Handling scholarships	Process involves handling applications and decisions on scholarships.

4.	<i>First and second cycle education management</i>	
4.1	Handling first and second cycle education	
4.1.1	Designing and handling first and second cycle education	Process involves handling applications regarding authority to award qualifications, including rejection and efforts to develop a new application on the basis of the comments made in the rejection. The process also includes preparing documents from the departments and decisions on which courses and programmes to offer. This includes decisions on phasing out first and second cycle degree programmes, as well as developing and deciding on new first and second cycle programmes, curricula, syllabi and reading lists.
4.2	Handling admission of students	
4.2.1	Handling admission of students	Process involves handling applications submitted via the national university admission system, and applications for alternative selection to Karlstad University. This includes reviewing documents, assessing eligibility and deciding on admission, as well as applications for deferral of study, admission to later part of a programme, completing a programme etc.
4.3	Planning and implementing first and second cycle education	

4.3.1	Planning study programmes and courses for first and second cycle education	Process involves producing schedules and booking premises, and deciding on places available on courses and programmes.
4.3.2	Handling first and second cycle courses	Process involves registering students, implementing teaching, assessing students and reporting results.
4.3.3	Handling practical placement	Process involves handling practical placement, including agreements with municipalities, Region Värmland etc, applications for practical placement as part of employment, alternative placement, and also students' studies, including assessment, supervisor and student reports, etc.
4.3.5	Handling degree applications for first and second cycle education	Process involves handling degree applications investigating and assessing the claims and issuing degree certificates, including any appeals relating to the degree certificate..
4.3.6	Conducting contract education	Process involves planning and implementing contract education, initiated by inquiries from municipalities or Region Värmland, and handled via bids and client agreements. It also involves contacts and agreements with the department concerned, separate teaching agreements, developing course material and handling applications and information. Courses for which students can earn higher education credits are also registered as students in Ladok where results are recorded.
4.4	Evaluating first and second cycle education	
4.4.1	Evaluating first and second cycle education	Process involves evaluating courses and programmes.
4.5	Handling application for external resources within first and second cycle education	
4.5.1	Handling application for external resources within first and second cycle education	Process involves handling application for and decision on external resources within first and second cycle education.
4.6	Handling cooperation within first and second cycle education	
4.6.1	Handling cooperation within first and second cycle education	Process involves cooperation between the university and external partners on first and second cycle education

5.	<i>Third Cycle Management</i>
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5.1	Handling third cycle course offerings	
5.1.1	Designing and handling third cycle course offerings	Process involves developing, reviewing, revising and approving general programme plans, including basis for decision on new doctoral studies disciplines, and curriculum and syllabi. Also handled are phasing out of programmes and courses in third cycle education.
5.2	Handling admission and employment of third cycle students	
5.2.2	Handling admission and employment of third cycle students	Process involves preparing documentation for decisions on announcing doctoral student positions, advertising, handling applications, reviewing documents, assessing eligibility, considering supervisors' qualifications, and deciding on admission and employment.
5.3	Planning and implementing third cycle education	
5.3.2	Planning third cycle education	Process involves registering doctoral students and making annual follow-up (individual study plans) to check that thesis work and courses are progressing as planned and that plans are made for the next year.
5.3.3	Implementing third cycle education	Process involves receiving applications, assessing eligibility and admitting students, implementing teaching, assessing students, reporting results and issuing course certificates. Also included are preparing, documenting and arranging licentiate seminars and public defence of doctoral thesis.
5.3.5	Handling degree applications	Process involves handling applications for degrees, investigating and assessing the claim, and issuing degree certificates, including handling any appeals.
5.4	Evaluating third cycle education	
5.4.1	Evaluating third cycle education	Process refers to the evaluation of completed courses.

6.	Research	
6.1	Pursuing research	
6.1.1	Administering research project	Process involves administering research projects, including handling applications and decisions, and accounting and reporting to financiers.

6.1.3	Pursuing research	Process involves collecting/analysing data/information and compiling/authoring research publication.
6.1.5	Handling calls for external funding	Process involves receiving information of calls by external financiers and informing the organisation.
6.1.6	Administering contract research	Process involves receiving and responding to offers, entering into agreements and reporting research results to commissioners.
6.1.7	Disseminating research results	Process involves publishing research results, e.g. articles and giving lectures
6.2	Nominating researchers for distinctions and appointments	
6.2.1	Nominating researchers for distinctions and appointments	Process starts with external or internal call for nominations and then includes handling the nominations submitted until a decision has been made.
6.3	Handling research cooperation	
6.3.1	Handling research cooperation	Process involves handling agreements with research partners.
6.5	Handling investigation of suspicion of misconduct in research	
6.5.1	Handling investigation of suspicion of misconduct in research	Process involves handling and investigating suspicion of misconduct in research, artistic research and development work at Kau. During ongoing investigation, Kau may consult the expert group on misconduct in research. Decision on any measures are taken on the basis of investigation results.