APPROVED
in the BIA Senate session on September 6, 2023
Protocol Nr.160

BALTIC INTERNATIONAL ACADEMY

Study quality assurance system

Riga, 2023

Introduction

Higher Educational Establishment of Applied Sciences "Baltic International Academy" (hereinafter - BIA or Academy) with strategic specialisation "Social Sciences". **BIA's mission**: to provide highly qualified, competitive training of specialists focused on continuous self-improvement, long-term and sustainable development of society, Latvia and the global economy, providing high-quality, internationally recognised higher education and educational services based on integration with the economic and educational communities of Latvia and the world, science and research.

Quality management in higher education is a priority set by both European standards and guidelines and practices in the European higher education space, as well as national documents. These documents emphasise the need to implement an internal quality management system in higher education institutions.
The BIA study quality assurance system is a central component of the Academy Management System (AMS). The general management system of the Academy includes:

- ✓ **quality policy** and other (privacy, personnel, internationalisation) **policies**, which are based on the long-term strategy of the Academy's operation and development, values and excellence approach defined in the internationally recognised British standard Investors in Excellence.
- ✓ **Management, educational management and resource management processes**.
- ✓ **Supporting documents and databases**.

The values of the Academy are:

- High quality
- Responsible attitude towards others and future generations
- Sustainability
- Internationalisation
- Excellence.

In the spring of 2023, at the BIA top management level, a decision was made that the Academy starts its path to the heights of excellence based on the guidelines of the internationally recognised British Investors in Excellence standard. Culture of excellence not only shows an immediate impact on organisational results, but is sustainable over the long term.
The characteristics of a culture of excellence are:

- Clear commitment and meaning (Organisational vision is communicated and understood)
- Focus on competencies related to goals and high achievements
- Openness (Resilience) in relation to changes and challenges
- High level of interaction in teams
- Pioneer and frontier mentality

How will we implement Excellence in our organisation? The answer lies in a unique three-phase approach:

- Think EXCELLENT
- Plan EXCELLENT
- Prove EXCELLENT

Collectively applied vision and shared understanding of purpose deliver EXCELLENT results.

The Academy **cannot** invent, develop or implement Excellence **by itself**. It is the PEOPLE of the Academy that largely determine the growth of the organisation's results.

The Investors in Excellence standard encompasses all of an organisation's activities and achievements and focuses on **achieving what matters most** to the organisation, its customers, the community and other stakeholders. The standard is based on the strengthening and continuous improvement of the four most important areas - **Leadership, Resource management, Service provision, Achievements,** or **positive results**.

The Academy is a member of the UN initiative Principles for Responsible Management Education (PRME). The UN initiative brings together higher education institutions that prepare people, specialists who, through their work with leaders and organisations, would serve society and defend our planet. By incorporating new seven basic principles proposed in May 2023, we inspire and create an opportunity for a better world.

Principle 1 | Purpose
We promote peace and prosperity in a healthy ecosystem through our responsible leadership education practices.

Principle 2 | Values
We place accountability and transparent accountability to society and the planet at the heart of what we do.

Principle 3 | Education
We develop teaching methods and curricula to promote a culture of awareness that supports responsible and transparent leaders and organisations.

Principle 4 | Research
We explore management and organisational systems to show the possibilities for prosperity and renewal in society and on the planet.

Principle 5 | Partnership
We lead a dialogue and cooperate with business, government and civil society to overcome our current difficulties and show the future we all wish for together.

Principle 6 | Practice
We apply the principles of responsible and transparent management in our own practices and operations.

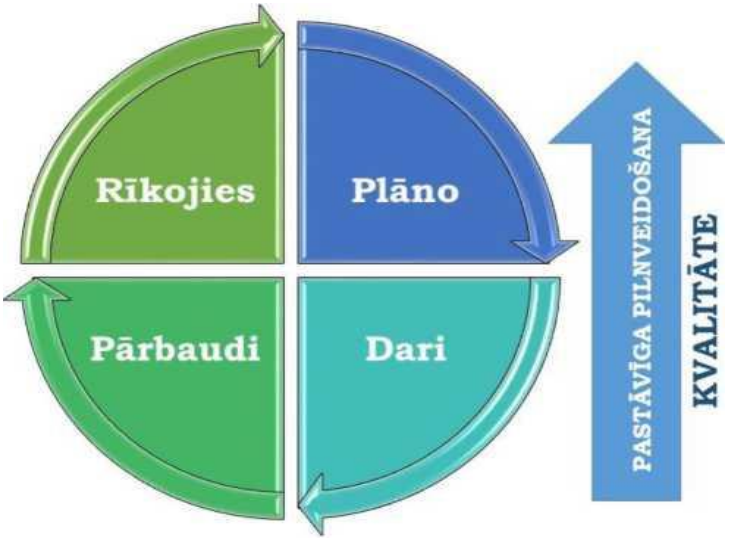
Principle 7 | Learning
We share our successes and failures to foster shared learning and live our shared values and mission.

Self-assessment as cyclical, comprehensive, systematic and regular process

The self-assessment method provides information on how study, scientific and academic work is organised in the Academy, it is an opportunity to evaluate sustainable development of the Academy, direction of studies and quality of program implementation in accordance with the Academy's strategy and to determine improvement steps.
The quality of education is ensured by the Academy's management system, which is based on a continuous improvement process based on the quality guru, the Edward Deming's cycle.

PLAN - DO - CHECK - ACT!

PLAN means setting goals, defining and predicting actions to be taken;
DO implement processes or implement changes in processes as planned;
CHECK measure, compare the compliance of operational results with the planned ones;
ACT means to analyse the causes of non-conformities, as well as to eliminate them in order to improve execution of processes.

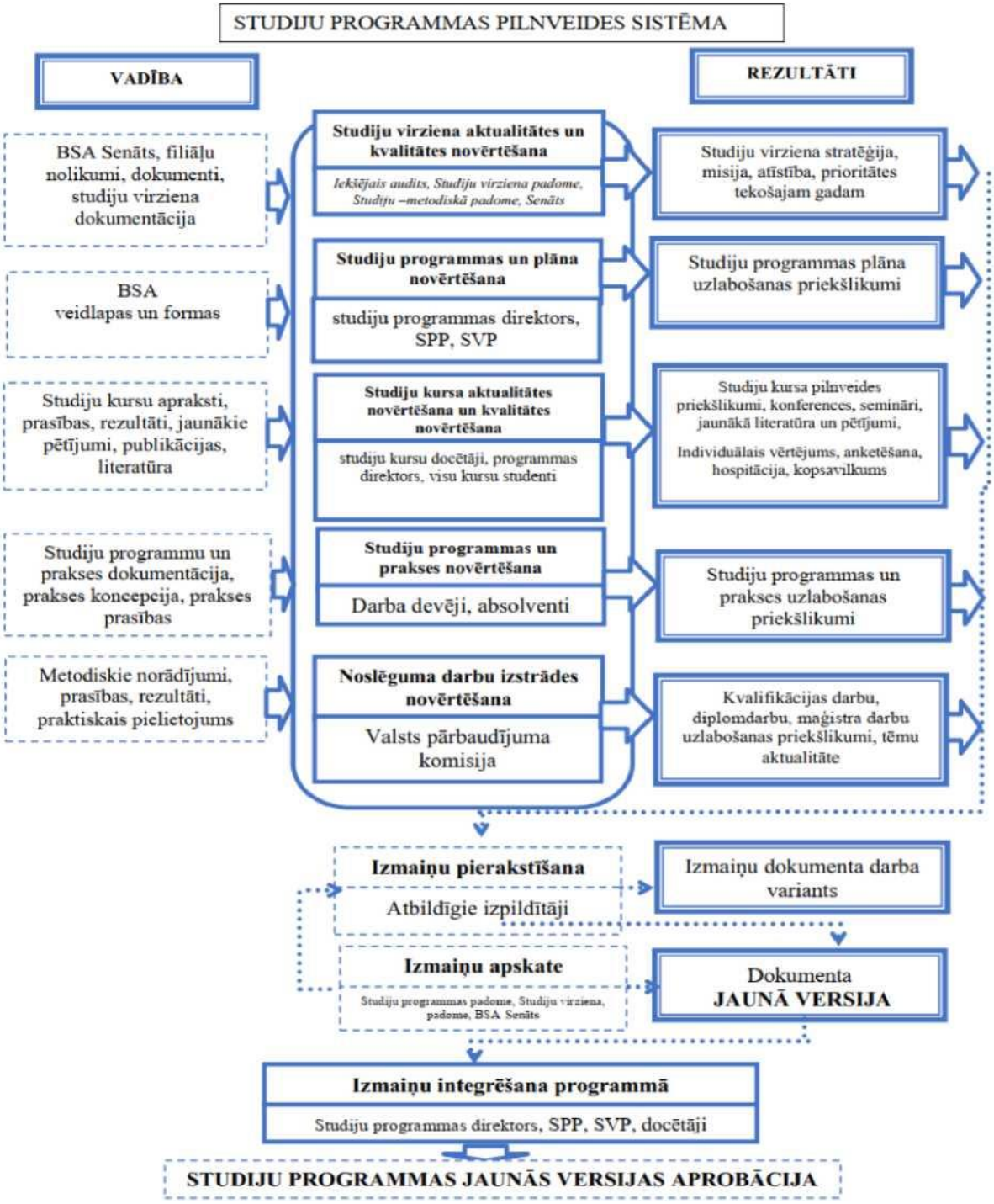


The documents regulating activity in the field of study, including self-evaluation process, are defined in the list of the main **external regulatory and internal regulatory documents** of the Academy. Internal regulatory documents of the direction have additionally been developed for certain study directions, for example, the Design study direction.

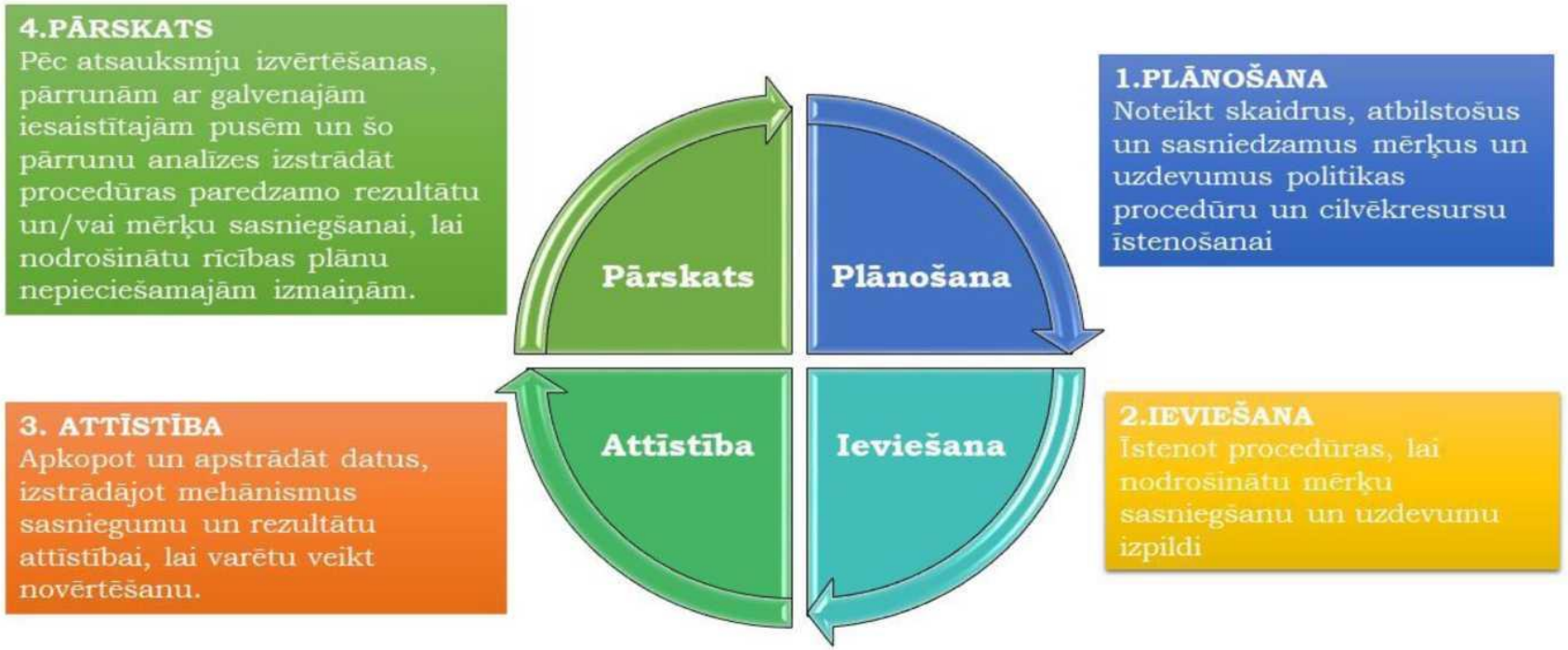
Quality of study directions and programs

- Clarity, reach and compliance of study program goals and tasks with BIA development strategy.
- Compliance of the study content with standards of education and professions of the Republic of Latvia, other regulatory enactments.
- Adherence to the principles of democracy in the management of the study program, in mutual relations between students and academic staff.
- Methodical (including study course programs and calendar thematic plans), informative and material technical support of the study program.
- Annual self-evaluation of study programs, discussion of weaknesses and strengths of study programs, changes, development opportunities and plans, improvement of programs.
- Contribution of the Director of Study program to the management of the study program.

For details, see core business processes 2.1. Development and improvement of study programs and 2.2. Study process Management.


STUDIJU PROGRAMMAS PILNVEIDES SISTĒMA
VADĪBA
REZULTĀTI
BSA Senāts, filiāļu nolikumi, dokumenti, studiju virziena dokumentācija
BSA veidlapas un formas
Studiju kursu apraksti, prasības, rezultāti, jaunākie pētījumi, publikācijas, literatūra
Studiju programmu un prakses dokumentācija, prakses koncepcija, prakses prasības
Metodiskie norādījumi, prasības, rezultāti, praktiskais pielietojums
Studiju virziena aktualitātes un kvalitātes novērtēšana
Iekšējais audits, Studiju virziena padome, Studiju –metodiskā padome, Senāts
Studiju programmas un plāna novērtēšana
studiju programmas direktors, SPP, SVP
Studiju kursa aktualitātes novērtēšana un kvalitātes novērtēšana
studiju kursu docētāji, programmas direktors, visu kursu studenti
Studiju programmas un prakses novērtēšana
Darba devēji, absolventi
Noslēguma darbu izstrādes novērtēšana
Valsts pārbaudījuma komisija
Studiju virziena stratēģija, misija, atīstība, prioritātes tekošajam gadam
Studiju programmas plāna uzlabošanas priekšlikumi
Studiju kursa pilnveides priekšlikumi, konferences, semināri, jaunākā literatūra un pētījumi,
Individuālais vērtējums, anketēšana, hospitācija, kopsavilkums
Studiju programmas un prakses uzlabošanas priekšlikumi
Kvalifikācijas darbu, diplomdarbu, maģistra darbu uzlabošanas priekšlikumi, tēmu aktualitāte
Izmaiņu pierakstīšana
Atbildīgie izpildītāji
Izmaiņu dokumenta darba variants
Izmaiņu apskate
Studiju programmas padome, Studiju virziena, padome, BSA Senāts
Dokumenta JAUNĀ VERSIJA
Izmaiņu integrēšana programmā
Studiju programmas direktors, SPP, SVP, docētāji
STUDIJU PROGRAMMAS JAUNĀS VERSIJAS APROBĀCIJA

EQAVET kvalitātes cikls



EQAVET - European Quality Assurance in Vocational Education and Training

During planning stage, the Academy's current achievements and future needs and opportunities are evaluated. Find out how it is planned to achieve what is intended by setting well-thought-out, precisely formulated and achievable goals. Using five principles for formulating specific goals for setting goals, that is, goals should be specific, measurable, attainable, significant and achievable in a certain time - SMART (Specific, Measurable, Attainable, Relevant, Timely).

In the implementation phase in order to achieve the goals, a high-quality study process is ensured, which includes development and constant improvement of study programs, study management and learning work, scientific research and internationalisation processes. Thus, the academy arrives at the study results, which are the totality of acquired knowledge, skills, competences, attitude, cultural values and personality traits of the student.

Development assessment phase is including data collection and analysis, based on facts and data obtained as widely as possible.

During the review or improvement stage, the Academy's management, based on the evaluation results, determines measures to improve operations in order to achieve planned results and continue to move towards Excellence.

BSA Quality Policy

Approved by the BIA Senate of 2019. On October 23, protocol No. 140
changes on 23.02.2023. protocol No. 156

1. The Quality Policy of the Baltic International Academy (hereinafter - BIA or the Academy) has been developed based on the Academy's long-term strategy, values and approach to excellence as defined in the internationally recognised UK standard Investors in Excellence.
2. The sustainable development of the Academy is based on the Excellence Approach, which ensures that processes are planned, implemented, tested, evaluated and further developed.
3. The Quality Policy of the Academy is aimed at continuous quality improvement, achievement of the vision, mission and strategic development goals, defining a set of quality-related principles and actions necessary for their achievement in higher education and scientific research, technology and innovation development, organisational visibility and cooperation with society.
4. The Academy's quality principles are:
   - active participation of BIA in the development of Latvian, Baltic and European higher education and science space and promotion of its competitiveness;
   - BIA's continued commitment to excellence in studies and research;
   - a responsible attitude oriented towards the development of the Latvian economy, environmental sustainability and the long-term interests of society at local, regional and global level;
   - ethical and equitable treatment through improved internal and external communication and cooperation;
   - generating and applying new theoretical and practical knowledge through a student-centred approach;
   - showing high added value, developing and improving export-oriented higher education and services;

- preserving Latvian cultural values and creativity, unlocking intellectual potential.

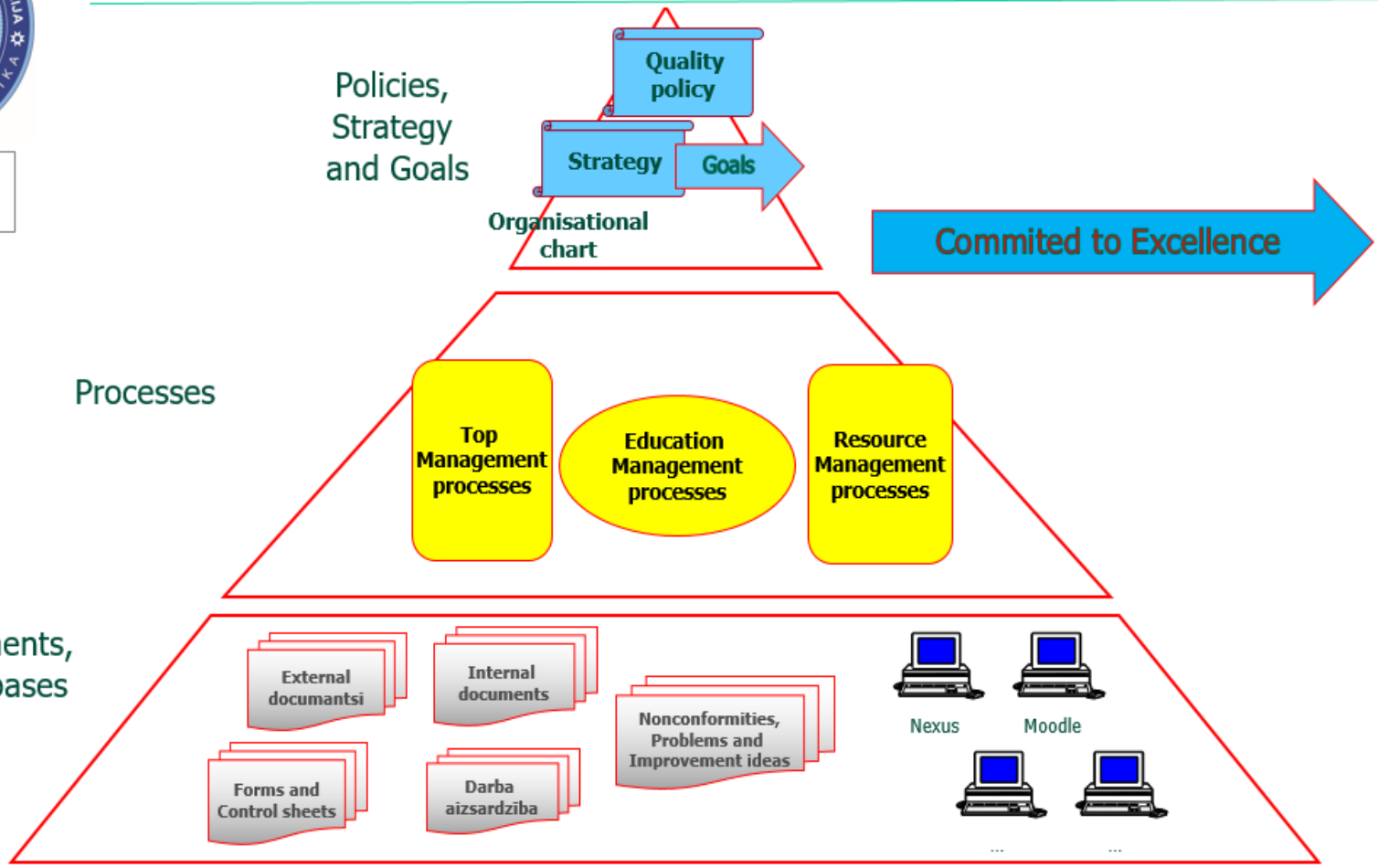
5. The BIA identifies and providesthe resources necessary for the establishment, implementation, maintenance and continuous improvement of the management system.
6. BIA uses a risk management approach to identify factors that may cause deviations from processes and planned performance. The Academy applies management tools and techniques to not only mitigate negative impacts, but also to take advantage of opportunities that arise.
7. The Quality Policy is implemented in all BIA entities, including branches

Note: BIA's quality policy is aligned with the European Association for Quality Assurance in Higher Education (ENQA) and the UK standard Investors in Excellence guidelines

Pārvaldības sistēma

Academy Management system

Visu procesu mijiedarbība | Pamatdarbības procesu mijiedarbība



Academy Management system

Visu procesu mijiedarbība

Pārvaldības sistēma

Top Management processes

- V1 Strategy development and monitoring
- V2 Human Resourse management
- V3 Finance management
- V4 Document management
- V5 Problēmu risināšana. Vadības sistēmas pilnveidošana
- V6 Internal audit of Management system

Essential Education Management processes

- **2.1 Study programmes development and improvement**
  - 1 Study directions development planning. Programme design and accreditation
  - 2 Study programme quality control and improvement SD & SP self-assessment
  - 3 Monitoring of Results. Students, Graduates, Employers satisfaction
- **2.2 Management of Study process**
  - 1 Students admission and document management
  - 2 Planning and management of study process
  - 3 Practice organisation and management
  - 4 Study process realization and monitoring
  - 5 Review of students applications and claims
  - 6 Study completion. Graduation
- **2.3 Doctor study process management**
- **2.4 Scientific and research processes**
  - 1 Publications (monographies) release
  - 2 Conference organization
- **2.5 Internacionalization process**
  - 1 ERASMUS Mobility programm
- **2.6 International and Scientific - research projects design and management**

Resource Management processes

- R1. Electronic information and IT resource management
- R2. Library management process
- R3 Ensuring material-and-technical resouces