

Approved by the BIA Senate
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QUALITY POLICY

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.

6. The BIA identifies and provides the resources necessary for the establishment, implementation, maintenance and continuous improvement of the management system.

7. 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.

8. 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