

# BALTIC INTERNATIONAL ACADEMY



## **Study Direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"** **SELF-ASSESSMENT REPORT**

for a period of 6 (six) years  
2016/2017 academic year  
2022/2023 academic year

<b>6th level</b>	<b>Professional Bachelor Study Programme</b> "Tourism and Hospitality Management" code: 42812
<b>7th level</b>	<b>Master's study programme in second-level professional higher education</b> " Management of Communication in the Leisure and Entertainment Industry" code: 47 812

**Riga, 2023**

## TABLE OF CONTENTS

<b>II. DESCRIPTION OF THE STUDY DIRECTION</b>		<b>3</b>
2.1.	Management of the Study Direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"	3
2.2.	Effectiveness of the Internal Quality Assurance System	20
2.3.	Resources and Facilities of the Study direction	32
2.4.	Scientific Research and Artistic Creation	54
2.5.	Cooperation and Internationalisation	71
2.6.	Implementation of Recommendations Received during Previous Assessment Procedures	83
<b>ANNEXES</b>		<b>91</b>
2.1.	<b>Comparison of the main directions of the development strategy of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" with the strategic goals and objectives of BIA</b>	<b>92</b>
2.2.	<b>Statistics on outgoing and incoming student mobility</b>	<b>95</b>
2.3.	<b>Statistics on foreign students and teaching staff</b>	<b>105</b>
2.4.	<b>Statistics on outgoing and incoming mobility of teaching staff</b>	<b>107</b>
2.5.	<b>Number of all publications of academic staff of the direction</b>	<b>113</b>

## **II. Characteristics of the Study Direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"**

### **2.1. Management of the Study Direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"**

**2.1.1. Objectives of the study direction and their relevance to the scope of activity of the higher education institution/college, strategic development directions, development needs of society and the economy. Assessment of the interrelationship between the study direction and the study programmes included in it.**

The study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" at the Baltic International Academy received a licence for the professional bachelor study programme "**Tourism and Hospitality Management**" with the professional qualification - Manager of Tourism and Hospitality Enterprises" from 2008.

For further development of the study direction and to create an opportunity for bachelor level students to continue their studies at the Baltic International Academy, in November 2011 the professional master study programme "**Management of Communication in the Leisure and Entertainment Industry**" with the professional qualification - Manager of Enterprises in the Entertainment and Recreation Industry - was licensed.

In 2017, the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" with its study programmes was accredited for six years.

The strategy and objectives of the study direction have been developed in line with the mission, vision, values, strategy and goals of the Academy, while the objectives of the study programmes have been developed in line with the objectives of the study direction.

**The strategic objective of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" is to prepare highly qualified, competent and competitive professionals in the field of communication, recreation and entertainment, according to the requirements of the labour market, who would be competitive in the Latvian and international labour markets, to improve research skills and competences, as well as to ensure personal development and motivation of students for further education.**

The strategic objective of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is defined as follows:

- on the basis of the Long-Term Strategy for the Operation and Development of the Baltic International Academy for 2022-2025<sup>1</sup>, which has been developed in compliance with the laws and other regulatory enactments of the Republic of Latvia and the Constitution of the Baltic International Academy;
- based on the strategic planning documents of the EU and Latvia - the National Development Plan of Latvia 2020-2027 (draft NDP 2027), the Sustainable Development Strategy of Latvia 2030 (Latvia 2030), the "EUROPEAN Programme for the Modernisation of Higher Education Systems", the Lisbon Strategy, the main Bologna principles, and other strategic planning documents in consultation with students, employers, professional organisations;

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<sup>1</sup> [https://bsa.edu.lv/docs/nolikums/strategija\\_2022\\_en.pdf](https://bsa.edu.lv/docs/nolikums/strategija_2022_en.pdf)

The development strategy of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" includes the improvement of the basic elements of development and defines the main **objectives of the study direction**:

1. Implementation and continuous improvement of study programmes that are in demand and competitive in the modern market, providing students of the direction with different levels of education and readiness to work in both national and international environment after graduation, attracting foreign lecturers and students, conducting classes in foreign languages, providing the opportunity to acquire professional and general competences;
2. Motivating students to participate in the research work of the Academy's teaching staff and to initiate their own research, ensuring their personal development and the development of the Academy's research potential;
3. Providing the graduate with theoretical and practical readiness in researching, analysing and decision-making on various problems, solving specific economic policy issues, developing students' high professional ethics and social skills in applied and intercultural communication, independent and team work;
4. Continuous academic, research, professional and pedagogical development of the study direction's teaching staff;
5. Enhancement of the professionalism of the study programmes of the study direction by ensuring a modern study environment, compliance of the study content and forms with the European and world trends of information technologies development.

The strategic objective of the direction is also in line with the **objectives of its programmes**:

- Professional Bachelor study programme "**Tourism and Hospitality Management**" - to provide up-to-date knowledge in the fields of tourism and hospitality relevant to the requirements of the modern market, maintaining the quality of studies in compliance with European education standards, to prepare students for future professional activity capable of strategically and analytically solving business management problems, to develop students' personality and provide the opportunity to obtain professional qualifications with the right to continue studies at the master's level.
- Professional Master's study programme "**Management of Communication in the Leisure and Entertainment Industry**" - to prepare critically thinking and qualified managers in the entertainment and recreation industry, whose modern knowledge, leadership skills and competences would enable them to manage and develop private sector companies, state institutions, municipalities, non-governmental organisations, ensuring their development and change.

The definition of the objectives of the study programme took into account the priorities of the following national documents:

1. *National Development Plan 2021-2027 - first version (hereinafter - NDP2027draft):*

- The National Development Plan 2021-2027 (NDP2027) is the main national medium-term development planning document in Latvia. It has been developed in the context of the implementation of Latvia's Sustainable Development Strategy 2030 (Latvia2030) and the UN Sustainable Development Goals. The NDP2027 aims for a knowledge society, as "knowledge, quality and modern education are the foundation of a strong country. Latvia's education system at all levels not only meets today's requirements, but is also open to the future, preparing people who are critical thinkers, emotionally intelligent and skilled in their profession". The study direction and its study programmes are implemented in line with today's challenges and market requirements.
- The study direction is based on the objectives of the NDP2027 action line "Science for the development of society, economic growth and security" - Attraction of research human resources and capacity building, allocating financial resources for increasing the number of PhD students, attracting foreign researchers, broader involvement in international cooperation...

The active involvement of the Academy's lecturers in the scientific process, encouragement and support, both in preparing scientific publications and in writing and defending doctoral theses, is a direct contribution to the realisation of the objective.

- The study direction is based on the objectives of the NDP2027 action line "Qualitative, accessible, inclusive education" - Implementation of adult education for the acquisition of skills necessary for the development of the economy, including in higher education institutions (development of flexible learning offer, including modular education, e-learning and work-based learning, acquisition of lifelong learning competences; recognition of competences acquired outside formal education).

## 2. *Latvia's Sustainable Development Strategy 2030 (Latvia 2030):*

Latvia 2030 sets out Latvia's long-term development vision. It is the country's supreme long-term development document and the main planning document that defines the spatial development perspective - outlining an integrated vision for the balanced and sustainable development of the country's territory. Strategy directions:

- Quality and accessible education for life. Thanks to the technical and human resources provided by the Academy, students have the opportunity to receive quality and accessible education from anywhere in the world and at any time that suits them. Currently, students studying in this study direction come not only from Latvia, but also from Russia, Uzbekistan, Azerbaijan, Cameroon, India, Ukraine, Nepal and other countries.
- "Latvia's education policy is still not inclusive enough for orphans and people with functional disabilities". Through e-learning, BIA students have the opportunity to receive quality higher education without having to visit the higher education institution.
- "An innovative economy requires new skills and competences. Technological competence, the ability to integrate skills and competences from different fields, creative skills, people and risk management skills, as well as openness to international and intercultural cooperation are becoming increasingly important." In addition to the e-learning priorities already mentioned, the Academy hosts students from different nationalities and cultures and organises joint events to build intercultural cooperation.
- "Latvia's competitiveness will increasingly depend on the education system's connection to labour market changes and its ability to prepare people for a lifetime of work in changing conditions." The study programmes offer a variety of opportunities for lifelong learning for working people, whether they choose to study on Saturdays or e-learning, for high school and college graduates to improve their education, or for people with higher education to develop their competences.

The objectives of the study direction have been defined through brainstorming and SWOT analysis involving stakeholders. A SWOT analysis was carried out with the participation of internal stakeholders (students, lecturers, administration) and employers interested in the development of the study direction.

The implementation of the study programmes will enable the realisation of Latvia's mission of regional development and education, which will ensure competitive, internationally recognised and diversified studies, develop innovative research, guarantee sustainable development and education of society at various levels. Ensuring modern studies through quality implementation of higher professional education programmes will enable the implementation of a process in national and English languages, using scientific achievements and modern technological capabilities, provide competitive, internationally recognised diverse studies, develop innovative research, guarantee sustainable development of society, knowledge in the processes of economic formation in Latvia and international labour markets.

The study programmes "**Tourism and Hospitality Management**" and "**Management of Communication in the Leisure and Entertainment Industry**" in the study direction not only provide theoretical knowledge and practical skills in the business management of the tourism and hospitality industry,

but also provide knowledge about their interaction with each other. Study programmes form a succession in their interval: bachelor's and master's level:

**Table 2.3**

**Linking and succession of study programmes in the direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"**

EQF level 7	<i>Professional master's study programme Management of Communication in the Leisure and Entertainment Industry</i>
EQF level 6	<i>Professional bachelor's study programme Tourism and Hospitality Management</i>

**2.1.2. SWOT analysis of the study direction in relation to the objectives, including explanations of how the higher education institution/college plans to address/improve weaknesses, avoid threats, seize opportunities, and other assessment of the development plan for the study direction for the next six years and the process of elaboration of the development plan. If no development plan has been created or if the goals/objectives have been set for a shorter period, provide information on the elaboration of a development plan for the next period.**

In order to identify the opportunities for further development of the study direction, the Programme Directors, together with the Administration, the Direction council, the Student Council, employers and graduates, carried out a SWOT analysis. The analysis of strengths, weaknesses, opportunities and threats of the study direction is presented in Table 2.4:

**Table 2.4**

**SWOT analysis of the BIA study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"**

<b>SWOT analysis of the Baltic International Academy study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"</b>	
<b>Strengths</b>	<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>• Correspondence of the study programmes within the study direction to the goal and strategy of BIA.</li> <li>• A balance of courses across the curriculum to ensure that young professionals have the knowledge and skills they need;</li> <li>• Good methodological support for the teaching of the programmes in the BIA's MOODLE system;</li> <li>• Dynamic implementation of changes in study programmes in accordance with the requirements of the modern tourism and hospitality sphere;</li> <li>• Possibility to implement multi-learning disciplines;</li> <li>• Continuous functioning of the internal quality assurance system;</li> </ul>	<ul style="list-style-type: none"> <li>• Passive attitude of some students towards scientific research work;</li> <li>• Significant costs for students at their own expense.</li> <li>• Insufficient activity in attracting external funding;</li> <li>• Low independence in planning the programme budget, which does not allow to realise the</li> </ul>

<ul style="list-style-type: none"> <li>• Favourable study environment and successful interaction between lecturers and students is maintained in the study process and individual approach is ensured;</li> <li>• Teaching staff with extensive practical, pedagogical and academic experience and a high level of professional training;</li> <li>• Active participation of academic staff in methodological and scientific work and regular participate in international and Latvian scientific conferences, symposia and congresses;</li> <li>• Addition of new PhDs to the teaching staff;</li> <li>• Participation of the study direction in international (WTO) and Latvian tourism and hospitality professional organisations;</li> <li>• It is possible to study in two languages (Latvian and English).</li> <li>• Increased number of guest lecturers from Germany, Great Britain, Poland, Turkey, Russia giving lectures and conducting seminars;</li> <li>• Well-developed extra-curricular work with students - student conferences, guest lectures, creative workshops, and similar development-oriented international cooperation;</li> <li>• Participation in the Erasmus+ exchange programme;</li> <li>• Increase in the number of guest students not only within the Erasmus programme, but also from Kazakhstan, Uzbekistan, Germany, Finland, Ukraine;</li> <li>• Variety of student internships available, opportunities for internships abroad;</li> <li>• Regular business contacts with employers, which enable around 70% of graduates to secure a job;</li> <li>• Employers are involved as placement supervisors;</li> <li>• Close cooperation with professionals in the field contributes to organising the development of the study direction in line with labour market requirements;</li> <li>• Good formal relations between lecturers and students;</li> <li>• Respect for the principles of openness, transparency and democracy at the higher education institution;</li> <li>• Regular use of new computer technologies in the teaching process;</li> <li>• Information, material and technical support for the study process and a good study material and technical base.</li> </ul>	<p style="text-align: right;">motivational function of the management;</p> <ul style="list-style-type: none"> <li>• Insufficient mobility and international exchange of academic staff and students, especially at Master's level (unfortunately, they are not satisfied with the duration of mobility - it is too long);</li> <li>• No public funding for training;</li> <li>• The remuneration of the teaching staff is not sufficiently motivating and makes them look for additional income opportunities.</li> </ul>
<b>Opportunities</b>	<b>Threats</b>
<ul style="list-style-type: none"> <li>• Motivating lecturers to prepare scientific articles for publication in internationally cited journals;</li> </ul>	<ul style="list-style-type: none"> <li>• Competition with public universities in the context of</li> </ul>

<ul style="list-style-type: none"> <li>• Continuing education and professional development of lecturers, motivating them to study for doctoral degrees;</li> <li>• Attracting foreign guest lecturers and lecturers to the study process;</li> <li>• Improvement of technical equipment, which will allow the use of modern methods in the study process;</li> <li>• Expansion of the network of cooperation partners;</li> <li>• Further development of e-learning;</li> <li>• Enhancement of the library's stock of literature in foreign languages;</li> <li>• Opportunities to benefit from EU Structural Funds, as well as to attract public funding;</li> <li>• Motivating students to use scholarships from other countries;</li> <li>• Involvement in international associations;</li> <li>• Cooperation with employers;</li> <li>• Cooperation with universities in Latvia (University of Daugavpils, University of Latvia) and abroad.</li> <li>• Creative use of new IT technologies, providing different study forms and innovative methods, making didactic materials available and various types of communication possible.</li> <li>• Organisation of interdisciplinary research, cooperation with other faculties;</li> <li>• Expanding student and faculty exchanges.</li> </ul>	<p>the current education funding system;</p> <ul style="list-style-type: none"> <li>• Consequences of the global economic crisis;</li> <li>• Low priority of social sciences in the distribution of research funding in Latvia;</li> <li>• Possible decrease in the number of students due to the demographic situation and emigration from the country;</li> <li>• Desire of secondary school graduates to study at foreign universities;</li> <li>• Decreasing demand for private higher education due to low income levels of the population;</li> <li>• Increasing competition in the range of study programmes;</li> <li>• Changes in the laws and regulations governing higher education.</li> </ul>
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*The most important weaknesses of the study direction and a plan to prevent/improve them*

Strategic options require the use of strong parties to reduce weaknesses, take advantage of opportunities and flexibly adapt to the challenges created by external circumstances. Effective studies with thoughtfully individual approach and purposefully involved industry participation, topicality, integrating digital needs, sustainability, economic competitiveness with effective solutions.

The weaknesses related to the relatively small number of students and their solvency can be seen in the general economy and social context of Latvia. The BIA has developed a flexible tuition discount system, including social discounts, as well as the ability to offer status budget places from the BIA Board budget<sup>2</sup>. But the situation can be fundamentally resolved by changing the state funding system.

In order to prevent the lack of student mobility directly at the Master's degree level, several international treaties are concluded at the moment, as a result of the Master's students have the opportunity to go through international companies.

Overall, in recent years, mobility of the teaching staff has increased. In order to prevent the aging trends in academic staff, Master students are gradually involved in the study process, who graduated from the BSA's professional Master's study program "Management of Communication in the Entertainment and Leisure Industry" and other Master's study programs have also completed the BSA's doctoral student "Regional Economy and Economic Policy". The lack of motivation for lecturers is partially eliminated by the use of

<sup>2</sup> <https://bsa.edu.lv/index.php/en/tuition-fee/tuition-fee-discounts.html>



directional strong parties - the ability to focus on research, a favorable direction of internal microclimate and mutual relationships and support, and diverse growth opportunities in the industry and university.

*Major threats and a plan to deal with them*

Professional promotion measures will be taken in order to prevent a reduction in high school graduates. The threat to diminish the competence of high school students in the field of tourism, the directional lecturers are diminishing with guest lectures in different secondary schools, providing an insight into the tourism profession, in the field of tourism.

In order to prevent increasing competition with similar study programs in other universities, it is planned to systematically take care of the quality and modernity of your study programs in the international sense. In order to improve competition in the labor market, students are provided with high quality studies, which are also useful when working in other professions.

*Essential opportunities and the plan of using them*

In order to ensure cooperation with Latvian and foreign higher education institutions, it is planned to continue to enter into cooperation agreements with guest lecturers, guest professors, and also promotes international cooperation with other countries to the Erasmus+ programs. In order to expand the teaching staff and student exchange, lecturers are more actively informed about the opportunities to go lectures on foreign universities, which has concluded cooperation agreements on the study field "Hotel and Restaurant Service, Tourism and Recreation Organisation".

In order to organize interdisciplinary studies in cooperation with other BIA faculties (such as psychologists), it is planned to participate in funding projects both in Latvia and abroad. It is also planned to raise funds to provide the study process with the latest technical equipment.

In order to implement the strategic objectives and goals, as well as to mitigate the impact of the weaknesses and avoid threats by using the strengths and external opportunities of the Academy, a development plan for the study programme "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" from 2023 to 2028 has been developed, which includes the following sections:

- Development of study programmes of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" in line with labour market requirements;
- Development of academic staff by providing academic knowledge, international and practical experience;
- Development of academic staff and students' research capacities;
- Cooperation with cooperation partners;
- Cooperation with employers;
- Improvement and development of the study environment.

The study development plan can be found in the appendix.

**Conclusions:**

Summarising the above, it can be concluded that the implementation of the study programme is in full compliance with the national and European guidelines in the field of higher education. The study direction has many advantages that other higher education institutions do not have. E.g. the possibilities for the development of e-learning are practically unlimited. There are no territorial boundaries, no numerical limitation of the audience, no need for space, which reduces the costs of the direction. After obtaining a Bachelor's degree, students have the possibility to continue their studies for a Master's degree. The programmes of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" cover all strategic issues of national importance, students' research work addresses issues of importance for specific enterprises, national development and the country as a whole, and students have access to high-quality internships. According to the document "Information Report on Medium and Long-

term Labour Market Forecasts"<sup>3</sup> developed by the Ministry of the Economy, the increase in demand for the higher qualification profession "senior specialists" compared to 2021 is planned by 10.1% in 2030 and by 19.1% in 2040, the increase in demand for the higher qualification profession "specialists" compared to 2021 is planned by 14.3% in 2030 and by 25.3% in 2040, therefore the study programmes are assessed as promising. Within the programmes of the study direction, significant scientific and research work is carried out, targeted international cooperation takes place, programmes can also be implemented in the form of e-studies, the Moodle environment is used in all programmes, professional development of lecturers is regularly promoted (internships, doctoral studies, scientific research, etc.), which confirms that the study direction is fully integrated into the overall Strategy of the Academy.

### **2.1.3. The management (governance) structure of the study direction and its corresponding study programmes, analysis and evaluation of its effectiveness, including the role of the head of the study direction and study programme leaders, responsibilities and cooperation with other study programme leaders, evaluation of the support provided by the administrative and technical staff of the higher education institution/college within the study direction**

The study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is a part of BIA and its work is coordinated by the Direction council, which develops the development strategy, mission, vision, goals and objectives of the study direction, controls their implementation, plans study and methodological work. The members of the Council are elected by BIA Senate for three years. The members of the Direction council include directors of the study direction or programmes, senior academic staff, student representatives and representatives of employers or professional associations. Experts, including members of the Promotion Board of the relevant scientific field, experts in the field of practical activity, etc., may be involved in the work of the Direction council. The Direction council is a collegial management body which supervises the implementation of the direction and programmes and whose aim is to facilitate the implementation of the study programmes, to formulate and monitor the fulfilment of the objectives and goals, and to contribute to the improvement of the quality of the study programmes of the direction. The decisions taken by the Programme Council on the main development issues are approved by BIA Senate.

Methodological work is controlled and corrected by BIA Studies Methodological Council. The results of the work (self-assessment) are approved by the Council of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" and BIA Senate.

The success of study programmes depends on close cooperation between the different bodies of the Academy.

**Table 2.5**

#### **Information on the departments involved in the implementation of the study programme and the necessary support staff**

No.	Position	Tasks
1.	Head of Study Department	Recording of lecturers planned and actual workload. Processing, compilation and record-keeping of documents in accordance with BIA internal regulations and record-keeping requirements
2.	Study Methodologist	Planning, coordination of the study process, coordination of field trips

<sup>3</sup> <https://www.em.gov.lv/lv/media/14720/download?attachment> (LV only)

3.	Student Information Centre Operator	Communication with students and academic staff, provision of information on the study process, reception of applications
3.	Secretary of the Dean's Office	Keeping track of students' documentation and study results, preparing information documents, communicating with group elders, organising programme documentation
5.	Librarian	Working with the resources of the library collection (books, periodicals, databases) and their accessibility for students
6.	IT Specialist	Computer user support

Each structure is very important for the quality implementation of the programmes. Support staff for the implementation of the study programme can be divided into three groups:

**Group 1** - the structures that deliver the learning process. These are: Admissions Committee, which ensures the admission of students, the processing of documents, cooperation with schools, organisation of open days; Teaching Department, which ensures the implementation of teaching processes; Accounting Department, which is responsible for financial matters; Library, which provides students with teaching and periodical literature and access to databases; Analytical Department, which maintains and improves the database and processes research results; IT Department, which maintains the website and computer systems; Bookstall staff provide students with access to teaching literature and stationery.

**Group 2** - Structures that ensure interaction between students and lecturers, promote international relations and provide students with additional opportunities for study outside their degree programme. These are the Student Parliament, the Erasmus Unit and the Foreign Language Centres.

**Group 3** - related to the implementation of study programmes in the direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**". This group includes: the Assistant Programme Director; the Direction council, which includes lecturers, employers, students and postgraduates.

The Programme Director has the function of operational management and control of the study process and the scientific activities of students and lecturers. The Programme Director draws up semester work plans, coordinates work with other departments: BIA Rector and Vice-Rectors, BIA Study Department, Accounting, Information, Technological and Analytical Unit, prepares annual reports. The Programme Director is supervised by the Rector and Vice-Rectors of BIA.

The Programme Secretary: prepares documentation, controls the preparation and implementation of the study timetable, organises archival material, ensures the circulation of information between BIA departments, communicates information to students in person, via e-mail or group e-mail, and uses the website and Facebook for communication.

The Rector prescribes the consultation hours and the working hours of the Programme Director. The Programme Director controls the activities of the Programme Secretary. Students' participation in the programme management is ensured by participation in the Programme Council, Senior Student Meetings, Student Parliament, BIA's decision-making bodies - Constitution, Senate, which ensures effective achievement of the objectives of the study direction and the study programmes, respecting the principles of democracy and mutual trust. Students' suggestions and recommendations to improve the study process are obtained through a questionnaire (2 times a year). The results of the questionnaire are distributed by the analytical department and discussed in the Direction council and the BIA Senate.

The quality of studies is monitored through open lectures, student questionnaires and the competitive election of lecturers.

Control of students' knowledge: Analytical reviews of the results of examinations, tests, coursework defences and internship reports are carried out twice a year.

Student participation in the governance of the programme is ensured by participation in the Direction council, Senior Student Meetings, Student Parliament, BIA Senate.

Methodological work is controlled and corrected by BIA Studies Methodological Council. The results of the work (self-assessments) are discussed by the Direction council and approved by BIA Senate.

In the structure of the management processes of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is an integral part of the BIA management system, which, as a whole, the processes that are necessary for the use of the quality management system were defined. The annex presents the structure of the management processes of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**", which reflects the interrelationship of the processes and the corresponding performers.

According to the BSA Study Quality Assurance System (approved at the BSA Senate meeting on April 27, 2023), processes of the study direction management system fall into three groups:

**1) Top management processes (V):**

- Strategy development and monitoring (V1),
- Human resources management (V2),
- Finance management (V3),
- Document management (V4),
- Cooperation with interested parties (V5),
- Internal audit of the management system (V6).

**2) Essential education management processes:**

2.1. Development and improvement of study programmes:

- Planning the development of study directions. Development and improvement of programs;
- Quality control of study programs. DS and SP self-assessment;
- Results monitoring. Satisfaction of students, graduates, job titles.

2.2. Study process management:

- Admission of students and management of their documents;
- Study process planning and management;
- Practice organization and management;
- Implementation and monitoring of the study process;
- Examination of student submissions and complaints;
- End of studies. Graduation.

2.3. Doctor study process management

2.4. Scientific and research processes:

- Development and management of scientific research projects;
- Organization of conferences;
- Preparation of editions. Publication of magazines.

2.5. Internationalization processes:

- Mobility programme

**3) Resource management processes (R):**

- Electronic information and IT resource management (R1);
- Library management process (R2),
- Ensuring material and technical resources (R3).

The close cooperation between the administrative and technical support staff in the implementation of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is also important. Both the Study department, Student Information center and BIA support departments (Accounting Office, Central Scientific Library, Computer Center, Human Resources, and Study Quality Management Center) are closely involved in the implementation and development of the study process, cooperating on a daily basis. Cooperation with departments takes place in a coordinated manner through the Head of the Department), and staff teachers, for example, in drawing up the study plans in BIA system, the development and approval of study course descriptions, the creation of the e-learning environment, the

organization of training seminars for lecturers, and many other aspects of day-to-day work and development. Cooperation can be assessed as successful; it is clearly and transparently regulated and fully integrated in the implementation and management of the study process at BIA as a whole. When evaluating the management efficiency of the study direction “**Hotel and Restaurant Service, Tourism and Recreation Organisation**”, it can be concluded that its content and organization is of high quality and well organised.

**2.1.4. Characterisation and assessment of the student admission requirements and system, indicating, inter alia, who determines the procedures and requirements for the admission of students. Assess the possibilities of recognition of the study period, professional experience, previously acquired formal and non-formal education within the framework of the study direction, give specific examples of the application of procedures**

Upon commencement of studies, students have the appropriate knowledge, skills and competences to achieve the planned study results. Admission of applicants to the Academy takes place in accordance with Cabinet Regulation No. 846 of 10 October 2006 "Regulations Regarding the Requirements, Criteria and Procedures for Admission to Study Programmes", and with the regulations approved by the BIA Senate – "BIA Admission Rules and Matriculation Procedure".<sup>4</sup> In order to organise the admission of students to the Academy, Admissions Committee is established by order of the Rector of BIA for the current year of study. The starting terms for the admission of students to full-time study programmes in the first year after graduation from secondary school is determined by the Cabinet of Ministers of the Republic of Latvia. Taking into account the regulations of the Cabinet of Ministers of the Republic of Latvia, the Rector issues an order regarding the specific start and end terms of admission of applicants to the Academy in full-time and part-time programmes for the first semester of studies. Information about the contracts concluded in the Admissions Committee is transferred electronically to the Accounting and Study Department of the Academy. After checking the fulfilment of the terms of payment in each contract, Accounting transfers the data of each completed case to the Study Department. The Study Department on the basis of this information draws up an order on matriculation and transfers it for signature to the Rector of the Academy.

The recognition of professional experience, previously acquired formal and non-formal education of students who wish to continue their studies at the Academy in later stages of studies takes place in accordance with Cabinet Regulation No. 932 of 16 November 2004 "Procedures for the Commencement of Studies in Later Stages of Studies", Cabinet Regulation No. 505 of 14 August 2018 "Rules for the Recognition of Competences Acquired Outside Formal Education or Acquired through Professional Experience and Study Results Achieved in Previous Education" and regulations approved by the BIA Senate – "BIA Admission Rules and Matriculation Procedure" and BIA "Regulations on Procedures for the Recognition of Competences Acquired Outside Formal Education or Acquired through Professional Experience and Study Results Achieved in Previous Education at the Baltic International Academy"<sup>5</sup>

A person who wishes to have the results of his/her previous education or professional experience recognised submits to BIA documents certifying the results of the study results achieved in previous education or professional experience. The application must be accompanied by documents certifying the results of the previous education or professional experience. The decision on the recognition of the study results achieved in the previous education or professional experience is taken by a committee. The committee examines the application within one month of receipt and takes a decision on the recognition of the study results achieved in previous education or professional experience or on the refusal to recognise the study results achieved. The decision is sent to the applicant. The committee has the right to verify the conformity

<sup>4</sup> [https://bsa.edu.lv/docs/admission/uznemsanas\\_noteikumi\\_BSA\\_2022\\_23.pdf](https://bsa.edu.lv/docs/admission/uznemsanas_noteikumi_BSA_2022_23.pdf) (LV only)

<sup>5</sup> [https://bsa.edu.lv/docs/nolikums/regulation\\_procedures\\_formal\\_education\\_ENG.pdf](https://bsa.edu.lv/docs/nolikums/regulation_procedures_formal_education_ENG.pdf)

of the information and data provided with the factual circumstances. If necessary, the committee may impose examinations to assess the study results obtained in previous education or professional experience.

Table 2.6 shows the statistics of the frequency of recognition of previously obtained formal education for the field of study “Hotel and Restaurant Service, Tourism and Recreation Organisation” in the period from 2017/2018 to 2022/2023 academic year. The results show that every year several students have been given recognition of the learning outcomes achieved in their previous education. Students who already have a higher education are most often equated with general courses and foreign languages, but who have education in the tourism industry - professional courses. If a student comes from a similar program from another university, the courses that have already been completed at the previous university are equated with a similar name and content as the BSA study courses.

Table 2.6

**Frequency of recognition of previously obtained formal education for the field of study  
“Hotel and Restaurant Service, Tourism and Recreation Organisation”**

Nr.	Study year, study program	The number matriculated students	with a crediting folding form	Relative frequency
2019./2020. study year				
1.	Bachelor's study program	73	1	1.4
2021./2022. study year				
2.	Bachelor's study program	51	1	2.7

The majority of foreigners who study in English at BIA are admitted to BIA in accordance with Article 83 of the Law on Higher Education Institutions. The admission of foreigners is organised by the External Relations Department of BIA and the Admissions Committee of BIA. Foreigners are admitted on the basis of the following criteria:

- All requirements of the Ministry of Foreign Affairs of Latvia, the Office of Citizenship and Migration Affairs and other institutions of the Republic of Latvia related to the entry and stay of foreign students in Latvia have been met.
- The External Relations Department has received an expert opinion of the Academic Information Centre in accordance with Article 85 of the Law on Higher Education Institutions and the requirements of the BIA Admissions Regulations for the relevant study programme have been met.
- Foreigners wishing to study in English must submit to the External Relations Department proof of English language proficiency issued by an international testing institution within the last five years. Language proficiency must be at least at level B2 of the CEFR. This document must not be submitted by foreigners who have completed their secondary education in the language of the programme of study.
- Foreigners who wish to study in Latvian must submit a certificate of proficiency in the national language issued by the National Language Proficiency Testing Board to the External Relations Department. Language proficiency must be at least B2.
- When registering for studies, the applicant must fill in and send to the External Relations Department an application form for foreign students, a copy of his/her passport, copies of educational documents confirming the previous education required to start studies. The original documents must be submitted to BIA upon arrival or sent to BIA by post for legalisation. More detailed information on the admission process for foreigners is available on the BIA website.<sup>6</sup>

<sup>6</sup> <https://bsa.edu.lv/index.php/en/admission/admission-process.html>

- Upon completion of the admission process, the External Relations Department will forward the foreigner's admission file to the Admissions Committee of BIA for matriculation.
- The decisions of the Admissions Committee may be appealed against in writing within one month of the date of the decision by submitting a reasoned application to the BIA Governing Board. The decision may be appealed to the court in accordance with the procedure laid down in the Administrative Procedure Law.
- BIA has the right to terminate a person's participation in the admission process if he/she fails to comply with the requirements of the laws and regulations governing admission.

### **Specific examples of application of the procedures**

#### **1. a specific example of recognition:**

During the summer admission period in the academic year 2019/2020, candidate K.S. applied to the BIA Admissions Committee to enrol in the II level professional higher education study programme "Tourism and Hospitality Management". Upon enrolment, the candidate filled in an application form indicating the chosen study programme and information about herself, and submitted to the BIA Admissions Committee all the documents referred to in Clause 46 of these Regulations.

Admission of candidates to full-time and part-time programmes of undergraduate studies is based on the results of the centralised examinations through an open and equal competition procedure. Candidate K.S. has completed her secondary education in the Republic of Latvia, she submitted her secondary school certificate and a certificate of centralised examinations in three subjects. In accordance with the BIA Admissions Regulations, the centralised examination levels (in at least 2 subjects) must be between A and E (inclusive), or as of 2013, a percentage grade corresponding to the current level boundaries for each specific subject. The level of the centralised examinations was sufficient for candidate K.S.

The Admissions Committee, having examined the documents submitted, decided to admit the candidate to the 1st semester of the 1st year of the study programme "Tourism and Hospitality Management" at level II of professional higher education, which was notified to the candidate. On the basis of the Committee's decision, a study contract was concluded with K.S.

#### **2. a specific example of recognition:**

In the academic year 2021/2022, student K.S.B. applied to the BIA Admissions Committee for admission to the later stage of the study programme "Tourism and Hospitality Management" at level 2 of professional higher education. Since the candidate submitted an academic certificate from the previous place of study (LLU), a copy of it was provided to the study Programme Director who, after studying the academic certificate and comparing the subjects indicated therein with the subjects in the study plan of the study programme "Tourism and Hospitality Management" by title and credit points, prepared a draft transfer form and reported the results of the comparison to the Recognition Committee. The Committee, having heard the Programme Director and having noted the documents submitted, took a decision on the recognition of the results of the previous studies and the admission of the candidate to the 3rd semester of the 2nd year of the study programme "Tourism and Hospitality Management", which was notified to the candidate. The decision of the Committee was based on a transfer form signed by the Programme Director and on which the study contract with K.S.B. was based.

**2.1.5. Evaluation of the methods and procedures used to assess student achievement, the principles on which they are chosen, and the analysis of the relevance of assessment methods and procedures to the achievement of the objectives of the study programmes and the needs of the students**

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The process of training qualified specialists in the field of tourism and hospitality management, as well as entertainment and recreation management, is not possible without extensive and rigorous monitoring of the knowledge and skills acquired by students. The object of monitoring is not only the knowledge acquired in the block disciplines. It also assesses the ability and skills to justify one's views in public speaking, the ability to find and analyse information independently.

The monitoring process assesses the ability to work with library catalogues, to find the necessary information on the Internet.

The main elements of the monitoring of the knowledge acquired by the students are the tests and examinations. Examinations and tests will be oral and written, and a combination of these forms is possible. Coursework, project work, bachelor's and master's theses will be assessed by a committee.

The completion of the study course is evaluated on a 10-point scale in accordance with Cabinet Regulation of the Republic of Latvia No.305 "Regulations on the State Standard of Professional Higher Education" (effective from 21.06.2023) and the regulations approved by BIA Senate - "Regulations on Evaluation of Study Results at the Baltic International Academy",<sup>7</sup> "Regulations on State and Final Examinations at the Baltic International Academy (BIA)"<sup>8</sup> based on the following criteria: amount and quality of acquired knowledge; acquired skills; acquired competence in accordance with planned study results.

The professional knowledge, skills and attitudes and competences set out in each study course are evaluated by different tests, following the principles of student-centered education, which is:

- Academic staff knows the methods that are most appropriate for the examination and examination of the examination;
- Students are informed of the evaluation criteria and methods at the start of a relevant study course;
- The evaluation is consistent, fair and suitable for all students and is implemented by BIA approved procedures;
- The evaluation gives students the opportunity to show the extent to which they have achieved expected learning results. Students receive feedback and tips in the study process.

The procedure for organising examinations and assessing the competence of students applies to full-time students registered in study programmes at all levels. The completion of a study course is assessed in accordance with the content, assessment criteria and requirements specified in the course description. The following *basic principles* are observed when assessing the acquisition of the study programme content:

- openness of assessment of knowledge and skills - a set of requirements for positive assessment of educational achievements is defined in accordance with the stated objectives and goals of the programme as well as the objectives and goals of the study courses;

- the principle of compulsory assessment: a pass mark is required in Part A, Part B, internship and national examinations in the study courses specified in the study plan.

- *principle of variety of methods used to determine the assessment* - the assessment of study achievements is based on written, oral, practical and combined tests, individual and group achievement assessments, and a variety of test works - control works, presentations, defences, assignments, project work, examinations, group work, case studies, etc. The mastering of a course of study is successful if the requirements set in the program are fulfilled by the end of the examination period, except in cases where an extension of the examination period has been granted.

- *the principle of assessment compliance* – the final thesis gives students the opportunity to demonstrate their knowledge, skills and abilities in tasks, questions, examples and study situations appropriate to all levels of assessment. The organisation of the final thesis ensures adequate and objective assessment.

- *the principle of the possibility of revision of the assessment* - the Academy shall determine the procedure for reviewing the marks obtained. The BIA Study Regulations, which are approved by the Senate, state

<sup>7</sup> [https://bsa.edu.lv/docs/nolikums/BSA\\_studiju\\_rezultatu\\_novertejums\\_09072020.pdf](https://bsa.edu.lv/docs/nolikums/BSA_studiju_rezultatu_novertejums_09072020.pdf)

<sup>8</sup> [https://bsa.edu.lv/docs/nolikums/Nolikums\\_valsts\\_galaparbaudijumiem.pdf](https://bsa.edu.lv/docs/nolikums/Nolikums_valsts_galaparbaudijumiem.pdf)



that if a student wishes to improve his/her final grade, he/she must agree with the relevant academic staff and the study program director on the time, obtain from the secretary of the relevant study program a referral in a certain form in accordance with the price list for additional fee-paying services.

BIA's methods of assessing study and knowledge are objective and consistently followed. The scope of each assessment is consistent with the content of the course program and the skills and knowledge requirements of the Professional Standards.

The studies are based on the student's independence, while being guided and supported by academic staff. The description of each course of study specifies the scope and content of students' independent work and the methods of its assessment. The BIA e-environment publishes the assessment requirements, criteria and methods for giving grades for each course of study, as well as an explanation of the grades.

Students can be made aware of the criteria, conditions, and binding procedures for the assessment of student outcomes at the Baltic International Academy in the Learning Outcomes Assessment Regulations (documents are available in Latvian and English).

To ensure the conformity of student performance assessment methods, procedures, and principles with the achievement of study programme goals and students' needs, regular monitoring of the quality of study courses takes place as part of study assessment, involving both course lecturers and BSA study process support units: BSA Study Quality Assurance System and “**Hotel and Restaurant Service, Tourism and Recreation Organisation**” Study Field Council, which examines and approves study course descriptions. Within the framework of this cooperation and information exchange, both the hosting of study courses and the mapping of study programmes are organised, during which special attention is paid to the close connection of the outcomes of study courses with the outcomes of study programmes. Accordingly, the assessment methods used in the study courses are discussed between the lecturers and the students, evaluating the direct relevance of the methods to the goals of the study programmes. At the same time, study course assessment methods are reviewed, considering the results of the study course assessment questionnaire, in which a special section is devoted to assessment methods.

Creative, research, practical works are assessed according to the goals of each study course and course assessment criteria, which the lecturer introduces to the students at the beginning of the course. The criteria for research papers are available in the methodological instructions for research papers both for students of the Bachelor Study Programme, for example, methodological instructions for term papers and bachelor's theses, and for master's students (methodical instructions for the development of master's theses).

Internship is a specific form of testing the skills of future specialists. Internship reports will be thoroughly analysed and evaluated in accordance with the BIA "Regulations on Internships at the Baltic International Academy".<sup>9</sup>

An important element of student examination is the pre-defence and defence of the final thesis. The procedure for the assessment of final theses was approved in the BIA "Regulations on the Development and Defence of Final Theses at the Baltic International Academy".<sup>10</sup>

The content of the examination, examination requirements, assessment criteria and methods are determined by the course description, and the procedure for each examination is determined by the course lecturer or the Chair of the Examination Committee.

In the light of the above, it can be concluded that the BIA operated strict monitoring over the implementation of study programmes. The monitoring system applied allows to ensure the training of qualified specialists in the field of economics and business. Students not only acquire the necessary knowledge, but also learn to expand their knowledge independently.

<sup>9</sup> [https://bsa.edu.lv/docs/2020/BSA\\_Prakses\\_nolikums\\_en.pdf](https://bsa.edu.lv/docs/2020/BSA_Prakses_nolikums_en.pdf)

<sup>10</sup> [https://bsa.edu.lv/docs/2020/BSA\\_diplomdarbu\\_nolikums\\_ENG.pdf](https://bsa.edu.lv/docs/2020/BSA_diplomdarbu_nolikums_ENG.pdf)

**2.1.6. Description and assessment of the principles of academic integrity and the mechanisms for their implementation, as well as the ways in which they are communicated to stakeholders. Indicate the anti-plagiarism tools used, giving examples of the application of tools and mechanisms**

Academic integrity is a principle of conduct between BIA staff, students and researchers. The guidelines on dealing with breaches of academic integrity and types of plagiarism are developed in accordance with the approved Baltic International Academy "Code of Academic Integrity and Ethics"<sup>11</sup> and the Baltic International Academy "Regulations on Plagiarism Control"<sup>12</sup>. They are intended for use by students, academic and general staff. The principles of academic integrity are objectivity, responsibility, mutual respect and trust, and they exclude deception and fraud. Plagiarism is one of the most typical forms of breach of academic integrity.

Actions aimed at linking the study process to the principles of academic integrity:

- Students fill in evaluation questionnaires at the end of each study course, which are analysed and taken into account when planning future study work in order to improve the quality of lecturers' work;
- In lectures, where it is difficult to organise frontal examinations and this gives unscrupulous students the opportunity to "cheat", the number of students in lecture rooms is optimised or reduced;
- The final grade of a course consists of several parts: attendance, activity in class, independent work, mid-term examinations; the examination mark accounts for only 70-80 % of the final grade;
- The deadlines for submission of written work are strictly observed and no work is accepted after the deadline;
- BIA regulations are in place on the requirements, procedures, display of results and appeal options for the assessment of students' competences.

When submitting research papers (bachelor's and master's), students must certify by their signature that the work is not forged or plagiarised. The supervisor of the thesis must also certify this with his/her signature.

The academic staff is consulted on the matter in the meetings of the collegiate bodies. The introduction of technical means and procedures to prevent plagiarism by students and staff was found to be ineffective and uneconomical as a result of discussions and in-depth evaluation, due to the limited number of professionals and students, as well as the high level of expertise that can be provided by BIA experts in collaboration with their counterparts in other countries.

Violations of the principles of academic integrity can be of different nature and more or less detrimental to academic work. They may be committed deliberately or through ignorance. In order to facilitate the assessment of violations, violations of academic integrity can be categorised as:

- poor academic practice;
- plagiarism;
- gross academic misconduct.

The classification of academic violations is a practice-based conclusion of the Academy, as the teaching staff frequently encountered cases of students making such mistakes when writing reports, coursework or final papers:

- The student has retained the essence of the authentic source, but has slightly paraphrased it and modified key words;
- The student paraphrases passages from other authors' works so that the individual passages fit together instead of writing the original text;

<sup>11</sup> [https://bsa.edu.lv/docs/2020/BSA\\_Akademiska\\_godiguma\\_etikas\\_KODEKSS\\_2019\\_ENG.pdf](https://bsa.edu.lv/docs/2020/BSA_Akademiska_godiguma_etikas_KODEKSS_2019_ENG.pdf)

<sup>12</sup> [https://bsa.edu.lv/docs/nolikums/nolikums\\_plagiata\\_kontrolle\\_ENG.pdf](https://bsa.edu.lv/docs/nolikums/nolikums_plagiata_kontrolle_ENG.pdf)

- The student mentions the name of the quoted author but does not provide specific details of the quoted source (e.g. title, publisher, etc.), so the reference cannot be found and it is not possible to verify that the referenced work exists;
- The student gives an exact reference to the source but does not format the passage as a quotation if the passage is copied or paraphrased very close to the text, creating misconceptions and claiming to present the information in an original way;
- The student copies large passages (one or more paragraphs or parts of paragraphs) from another text without paraphrasing them;
- In some places, the student makes precise references to the sources cited, while in other places he/she paraphrases text from other sources without reference, etc.

Often, the reasons for the violations of content originality are not based on deliberate cheating, but on a lack of knowledge and understanding of how to correctly and responsibly integrate content developed by other authors into one's own work. In most cases, students plagiarise their work not out of malice, but because they do not have a sufficient understanding of the use of references or the meaning of intellectual property - this is particularly the case for first-year students, who tend to use papers already available online or to rewrite already published papers without citing references. This is why BIA helps students learn the basics of research, including the correct use of references.

The sanctions to be applied to students can also be varied according to the seriousness of the violation, to ensure that they are aimed at improving the quality of studies, proportionate and disciplinary.

In the case of poor academic practice due to ignorance, the student is usually reprimanded and their work is assessed accordingly, sometimes requiring them to completely re-write their paper, but in the case of more serious misconduct, the staff member must complete a report on the student's academic integrity, in which case, in cases of gross academic misconduct, the student may be given a warning of expulsion or may even be expelled.

As the final thesis is the main study result of the state examination, and according to the BIA "Regulations on the Development and Defence of Final Theses at the Baltic International Academy" students must submit their final thesis also in electronic form, the BIA has signed an agreement with the University of Latvia to join the plagiarism control system as the main anti-plagiarism tool in the fight against violations of academic integrity.

#### **A concrete example of the application of anti-plagiarism tools and mechanisms in the fight against violations of academic integrity**

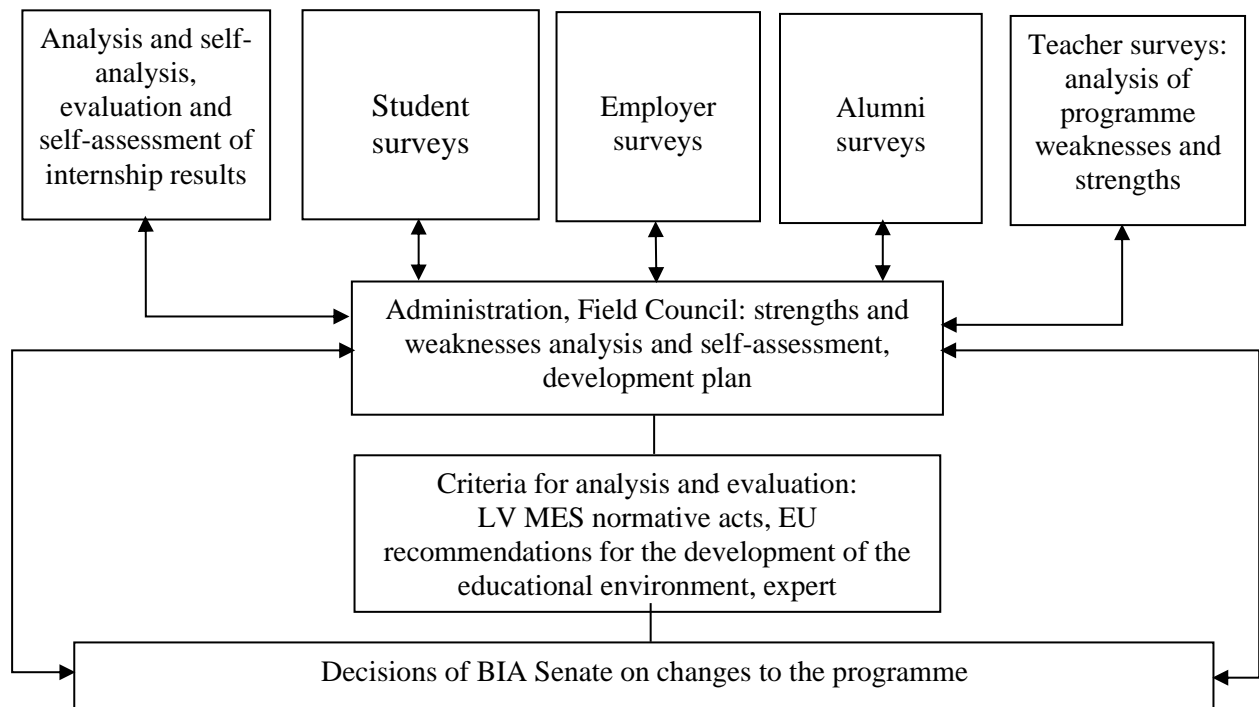
On 31.05.2023 BIA received information from the State Police about the application of I.K., a student of the study programme "Tourism and Hospitality Management", to the Criminal Police Headquarters of the State Police, in which the student confessed that she had ordered a diploma thesis on ss.com and, after paying the money, did not receive the order - a finished diploma thesis. After reviewing the information, the Programme Director decided not to allow the student to defend her thesis, to request an explanation from the student and to address the Academic Integrity and Ethics Committee of the Baltic International Academy with a request to evaluate the student's actions. The members of the Ethics Committee heard a statement by the Chairperson of the Committee on the report of the Programme Director on I.K., a student of the BIA Bachelor study programme "Tourism and Hospitality Management", who had commissioned the writing of her diploma thesis for a fee; the student was invited to the meeting of the Committee and gave her explanations, answering the questions of the Committee members. The Ethics Committee decided to warn the student I.K. for expulsion due to the violation of Clauses 1.1.7 and 2.1.4 of the Code of Academic Integrity and Ethics Committee Of BIA and instructed to prepare a new diploma thesis in the autumn semester 2023 with a different topic and a different supervisor, as well as to register the violation in I.K.'s personal file. The decision was notified to the student

## 2.2. Effectiveness of the Internal Quality Assurance System

### 2.1.1. Assessment of the effectiveness of the internal quality assurance system within the study direction, providing examples of concrete actions that ensure the achievement of the objectives and results of the study programmes, the continuous improvement, development and operational efficiency of the study direction and its corresponding study programmes

In order to ensure the quality of the Academy's activities, the management has taken a number of measures, contributing to the development of a common quality policy for the Academy as well as to the development of more relevant policies and objectives for individual processes. The normative acts of the BIA external quality assurance system, such as the BIA "Quality Policy"<sup>13</sup>, "BIA Study Quality Assurance System"<sup>14</sup>, which formulate both the policy objectives and quality assurance principles, as well as internal quality assurance measures and their description, have been developed and duly approved. Quality management is ensured by the Rector of BIA. The Rector approves the Quality Manager who is responsible for the implementation of quality. The Quality Manager identifies and documents processes in cooperation with the Heads of Units.

The internal quality management system within the study programmes of the study direction is illustrated in the diagram below:



**Figure 2.1. Internal education quality management system**

<sup>13</sup> [https://bsa.edu.lv/docs/nolikums/quality\\_policy.pdf](https://bsa.edu.lv/docs/nolikums/quality_policy.pdf)

<sup>14</sup> [https://bsa.edu.lv/docs/nolikums/BSA\\_Studiju\\_kval\\_nodros\\_sist\\_eng.pdf](https://bsa.edu.lv/docs/nolikums/BSA_Studiju_kval_nodros_sist_eng.pdf)

Ensuring the relevance and continuous improvement of the implemented study programmes, as well as the development of new study programmes, is carried out taking into account the interests of all stakeholders, systematically exploring and evaluating the following aspects:

- needs of prospective students and graduates;
- expectations of existing students and their level of satisfaction;
- requirements of employers;
- economic trends in Latvia, Europe and the world;
- examples of good practice in training highly qualified professionals.

To ensure the quality policy, BIA:

- provides the study process with highly qualified Latvian and foreign lecturers;
- improves the processes of the management system, promoting the involvement of the academic staff in the continuous improvement of the study and administrative processes;
- promotes the continuing education and professional development of academic and general staff;
- regularly assesses progress towards the achievement of the Academy's strategic objectives;
- plans and provides the financial, personnel and material resources necessary for the study and operation of the Academy;
- purposefully cooperates with students, graduates, employers, educational institutions, state and professional non-governmental organisations, foreign universities and other institutions;
- facilitates the implementation of exchange and cooperation programmes for students and lecturers with foreign higher education institutions.

The quality management system includes the implementation of the necessary stages of quality assurance:

- planning of the Academy's activities, covering academic, scientific, administrative and economic activities;
- implementation of action plans: in order to achieve the desired results, available resources are used and new ones are attracted, and new forms of cooperation with other academic institutions, public administration bodies, private institutions and other cooperation partners are established;
- evaluation of the results obtained, based on the provision of a permanent link between the Academy's management and the specific Academy staff involved in the process of achieving the desired results;
- Based on the assessment, decisions are taken on the necessary changes in the Academy's operational process with the aim of ensuring continuous quality that meets the high academic, scientific, administrative and economic management requirements of the institution.

The evaluation of the effectiveness of the internal quality assurance system includes the following assurance and control methods and procedures:

**Expert evaluation:** expertise is provided by BIA (internal experts) or by other organisations (external experts). The expertise methods are applied to ensure quality control:

1. Study, methodological and scientific work;
2. BIA Senate carries out the procedure for the election (re-election) of academic staff;
3. State examination of students - in Bachelor's, Master's and Doctoral programmes during the pre-defence and defence of diploma theses;

In the preparation and publication of scientific and methodological publications, both internal and external reviewers are used;

In the preparation of professional programmes and courses of study in accordance with the study direction, their compliance with the requirements of professional and educational standards is assessed.

Questionnaire method: used to obtain information to assess the following parameters:

1. Quality of marketing campaigns;
2. The effectiveness of the work of the admissions committees;

3. Efficiency of academic staff.

**Registration method:** calculation of specific events, objects, expenses, etc. It is used to assess the following parameters:

Quality of the planned study work sessions;

1. For determining the quantity of lectures and class transfers;
2. Class attendance;
3. For determining students' financial discipline.

**Calculation method:** method of establishing and using causal relationships and empirical dependencies between specific parameters. Used for quality assurance and control:

1. For planning the study process;
2. Controlling the attendance rate of students;
3. Checking staff discipline;
4. Calculating salaries of lecturers and staff.

External (social) audits of the quality of BIA higher education are carried out in the form of national and public evaluations. State audit - the licensing and accreditation of study directions, academies. Public evaluation - in the form of ratings by various state bodies and mass media.

**Feedback from students.** Student feedback is important for ensuring the quality of education. Information on quality and student evaluation is obtained via:

1. direct contact with students in class and outside class;
2. semesterly student surveys, which are used to rate lecturers and in which students have the opportunity to freely express their opinion about the Academy as a whole, the study programme, the study infrastructure and each lecturer who has worked with them in a given semester;
3. student representatives in the Academy's decision-making bodies;
4. the Student Parliament.

Students' recommendations are always considered and respected as far as possible (as, for example, in the planning of the timetable and session schedule). The lecture list is prepared taking into account the wishes of the PhD students, the list is posted on the BIA website and sent to the PhD students by e-mail, as well as changes to the lecture list, invitations to conferences, etc.

BIA actively cooperates with a number of companies, and regular **cooperation at different levels with employers** is of particular importance:

- in the design of new programmes, in the clarification of labour market requirements and in the assessment of demand;
- participation in the development of study directions and study programmes;
- providing internships;
- participation in commissioned and joint projects, research activities and other activities;
- organising guest lectures and workshops;
- participation in thesis, bachelor's and master's thesis defence committees.

BIA's previous experience with internships provides real feedback that informs about gaps in the intern's theoretical preparation, if any, as well as allows for monitoring the level of practical competences of the programme's lecturers and the content of the taught subjects, adjusting them if necessary to include issues relevant to the internship.

The Direction council plays a crucial role in ensuring the quality of the study programme by evaluating the experience of the previous academic year, planning the work for the next academic year, monitoring the integration of the study process and research work, and carrying out strategic planning of the study process.

The quality system of internal control complies with the "Standards and Guidelines for Quality Assurance in the European Higher Education Area". It ensures compliance with the principles of democratic governance, ensures that graduates are trained in accordance with national higher education and professional standards, directives and international treaties of the European Union.

Quality is identified as a key core value in the implementation of the study direction.

The realisation of quality depends to a large extent on the way in which work is carried out at all levels of the Academy to ensure that there is a clear and unambiguous outcome to the study programmes, that lecturers are ready and able to deliver the objectives set for the course of study, that students are motivated to achieve, and that there is full, timely and real recognition of staff members who show particular excellence, skill and commitment.

BIA is continuously working to improve its quality system in line with European quality assurance guidelines and standards in order to develop and build a structured quality management system geared towards the effectiveness of the Academy. Currently, the organisational structure of BIA has been revised and improved, which transparently and efficiently performs the goals of attracting and supporting international students, and is able to operate in a strategic and coordinated manner, including the development of an internal procedure for the organisation of the attraction of international students in the higher education institution. Efforts are being made to ensure that the higher education institution's website provides easily accessible, visible and up-to-date information in English on the study offer and research opportunities at the higher education institution, as well as on the possibilities of residence in Latvia, the higher education institution within easy reach, etc.

Internal Quality Assurance System compliance with EU standards, quality assurance and improvement as a whole permeates all BIA strategic priorities. BIA's quality management aims to ensure the transparency of internal processes and the performance of activities in compliance with the regulatory requirements of the Republic of Latvia and the EU. The implementation of the Quality Management System aims to meet the requirements of the quality criteria, to ensure the monitoring of these criteria and to implement a process of continuous improvement to ensure that services fully meet the requirements of customers, legislators and supervisory authorities.

The following mechanisms have been identified for the implementation of the BIA's Quality Assurance System and demonstrate its effectiveness:

- Monitoring of the Quality Management System;
- measurement (questionnaires) and analysis of student satisfaction;
- measuring and monitoring the quality of staff performance (annual performance interviews, student surveys, class observation);
- measurement (questionnaires) and analysis of graduate satisfaction;
- internal quality audits (procedures and documentation);
- annual self-evaluation of study programmes/trajectories;
- annual performance reviews of lecturers;
- assessment and analysis of student performance.

The most important performance criteria are student satisfaction, employer feedback, graduate profile - competitiveness in the labour market (application of knowledge and skills in professional activities), accreditation; enrolment rates. Students are involved in the quality assurance process through feedback (questionnaires, meetings, etc.), participation in the work of the Direction council, as well as through the Student Parliament. The BIA study process includes regular student surveys on both study content and teaching staff. The survey is conducted at the end of each semester. The respondents are students of the direction (study programmes). The surveys provide direct feedback on the quality of the course, the assessment of the teaching staff, student attitudes, satisfaction, the sufficiency and relevance of the study materials to the topic, as well as students' suggestions in free form on how to improve the teaching process of the course. Students' recommendations for programme changes, suggestions for adding new courses, complaints about course content, if any, are discussed by the Direction council. Along with the clearly defined quality assurance principles of BIA, the internal quality of the study direction is also implemented according to this quality assurance system.

**2.2.2. Analysis and evaluation of the study programme development and review system and processes, providing examples of the study programme review process, objectives, regularity and the stakeholders involved and their responsibilities. If new study programmes have been developed in the study direction of during the reporting period, describe the process of their development (including the approval process)**

Study programmes at the Academy are developed and revised in accordance with educational and professional standards, providing students with professional knowledge, skills and competences in order to fully prepare students for the labour market in line with current industry trends.

The study programmes are also developed taking into account the Constitution of the Baltic International Academy of Applied Sciences<sup>15</sup>, as well as the Regulations “Development, approval and amendment of the study programmes at the Baltic International Academy”<sup>16</sup> (Approved at BSA Senate meeting on 09.07.2020, Minutes No. 143) which define the BIA procedure as a whole:

- Development of the study programmes;
- Development of the study plans;
- Development of the basic documents for study courses;
- Maintaining the basic study documents.

The draft of the new study programme is prepared by a person appointed by the BIA Senate after the decision on the establishment of the programme has been taken, in accordance with the provisions of the regulatory enactments. Accordingly, a draft programme is prepared, discussed at the Methodological Council for Studies, the Direction council and approved by the Senate. In accordance with the Senate's approval, the course descriptions are drawn up by the supervising specialists and approved by the Direction council.

Study programmes are designed in accordance with the requirements of the standards - the proportion of compulsory and optional study courses and their ECTS volume. Study programmes at all levels are designed in such a way as to create continuity.

In order to make the process transparent, regulated and deliberative, BIA has established a Direction council for the study direction. The functions of the Council are to coordinate and supervise the development of the relevant study programme in accordance with the modern requirements of the specific field of science, the formalisation of the programme and its preparation for licensing, accreditation and re-accreditation in accordance with the requirements laid down by law. Both new study programmes and their amendments are approved by the BIA Senate. The Council of a study direction is composed of at least 12 members, including directors of the study direction or programmes, senior academic staff, student representatives and representatives of employers or professional associations. Student representatives are delegated by the Student Parliament. The composition of the Direction council is approved by the BIA Senate. The forms of work of the Direction council are meetings, which include consideration of agenda items, exchange of views and voting. The meetings of the Direction council are chaired by the head of the direction. The meetings of the Direction council are held at least twice a semester. The Direction council decides on changes in the implementation plan of the study programme (e.g. the number of contact hours, the proportional distribution of study subjects within a study course, changes in the study programme, replacement of study subjects in Part A with new study subjects, as well as the offer of new study subjects in Part C).

The objectives of the review of the study programmes:

1. To ensure quality study content of higher education that complies with the laws and regulations of the Republic of Latvia;

<sup>15</sup> [https://bsa.edu.lv/docs/nolikums/Bsa\\_Satversme\\_eng.pdf](https://bsa.edu.lv/docs/nolikums/Bsa_Satversme_eng.pdf)

<sup>16</sup> [https://bsa.edu.lv/docs/nolikums/Development\\_approval\\_new\\_study\\_programme\\_09072020.pdf](https://bsa.edu.lv/docs/nolikums/Development_approval_new_study_programme_09072020.pdf)



2. To provide students and teaching staff with a convenient, comprehensible and accessible learning process;
3. To improve the pedagogical competences of teaching staff for successful work, including in e-environment;
4. To contribute to the long-term financial sustainability of the programme.

As a result of the recently adopted new professional standard "Tourism Service Manager", as well as the new professional standard "Organisation Manager", the Direction council decided to modify the content and organisation of the professional bachelor's and master's study programmes in line with the current regulatory framework, labour market requirements and scientific trends. In order to achieve this, the Direction council developed a project on the necessity of changes in the study programmes of the study direction - bachelor's and master's. The Direction council drafted the changes to the study programmes of the study direction. The draft was submitted to the BIA Senate for discussion and approved at the Senate meeting on 12.07.2023.

The revision of the study programme takes place throughout the academic year, but the final changes for the next academic year are approved by the end of the academic year. The objectives, regularity, decisions taken in the context of the analysis of the results of the surveys submitted by the parties involved in the study programme review process and their responsibilities (students and employers). Programme reviews are carried out on the basis of recommendations from BIA students and staff, international and national experts, employers and professional organisations, always taking into account the current needs of the sector. Study programme directors cooperate with employers in the sector, as well as with Latvian and foreign universities/colleges, on coordination of study programme content and exchange of experience. Surveys of employers in the sector are regularly carried out to find out what are the essential skills and competences that BIA should teach its students.

The content of study programmes, assessment criteria, forms and types of examinations are systematically reviewed, updated and implemented, but the changes apply mainly only to newly enrolled students; other students study the study programmes in accordance with the requirements that were in force when they started study programmes.

**2.2.3. Description of the procedure and/or system (other than student surveys) for submitting student complaints and proposals. Indicate whether and how students have access to information on how to submit complaints and proposals, how the results of complaints and proposals are communicated and improvements made in the direction of study or in the relevant study programmes; give examples**

BIA has developed and approved by the BIA Senate a document "Procedure for submission and consideration of student applications, proposals and complaints"<sup>17</sup> (hereinafter - the Procedure), which sets out the process by which BIA students may submit proposals and complaints (hereinafter referred to as the Application) concerning the study process and other matters. A student may submit an Application in person at the BIA Student Information Centre. The Application must state:

- name, surname and student ID number of the applicant;
- the e-mail address to which the reply is to be sent;
- the nature of the case and the specific facts (time, persons involved, etc., if any).

Upon receipt of a written Application, a member of staff at the BIA Student Information Centre will identify the respondent by subject, register the Application, scan it and forward it to the responsible unit for response. Responses to students' proposals and complaints are provided within twenty working days of receipt of the Application. The time limit for consideration of an Application may be extended if objective necessity

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<sup>17</sup>

so requires, but shall not exceed one month from the date of receipt of the Application. A staff member at the BIA Student Information Centre monitors the deadline for the processing of the Application and compiles the Application statistics once a year after the end of the academic year and submits them to the BIA Management and the Quality Management Department. The Quality Management Department analyses the Application statistics and evaluates the progress of the Application process based on the applicants' assessment of the process.

**Table 2.6**

**Units responsible for handling student proposals and complaints**

<b>Topic</b>	<b>Responsible Unit</b>
Study process	Vice-Rector for Studies, Head of the Study direction, Programme Director of the Study direction
Research process	Vice-Rector for Science
Student mobility	Erasmus Centre, Vice-Rector for International Relations
Library	BIA Scientific Library
Matters related to international students	Vice-Rector for International Relations
IT issues	IT Department BIA Analytical Centre
Tuition fees	BIA Governing Board
Economic affairs, student dormitory	BIA Head of Economic Affairs
Sports, culture	BIA Rector, BIA Student Council

Students can obtain information on how to lodge a complaint or proposal not only from the Student Information Centre but also from the Programme Director during consultation hours. Depending on the content and form of the complaint or proposal (oral or written), the results of the review of the proposal or complaint are also communicated to the student both orally (in person during the reception or on-line in the BIA MOODLE system) and in written form.

**Specific examples of complaints and proposals that students most frequently submit to the BIA Administration:**

- a petition to the BIA Governing Board requesting admission to a session with financial debts;
- a petition to the Programme Director complaining that a lecturer has not given an examination mark in a written examination for a long time;
- an application to the Programme Director to allow repeated training if the student has 6 or more academic arrears.

**For example,**

1. In the study year 2022/2023, a complaint was received from a bachelor's student stating that one of the lecturers did not provide clear information on the rules for the independent work assignment of the course - the preparation and submission of the internship report. The student was interviewed by the lecturer and it was found that everything was explained to the student, but he decided not to follow the instructions of the internship supervisor, but rather to complain to the programme supervisor that he did not understand anything. In this case the student was called to the programme supervisor, where he was explained how to solve the raised problem.
2. In the study year 2023/2024, two first-year students of the Master's programme approached the Programme Director with an application to start their studies from the new semester due to the fact that they received the permit for entry and stay in Latvia late and could not manage to study all the planned courses in the current semester. In order to solve this problem, the following measures were taken

Discussions were held with the lecturers involved in this group of students, asking them to work individually with these students, giving them the opportunity to study the material that had already been read, and to extend the deadline for the completion of some subjects. The students were informed at the time of the reception that the problem had been addressed.

**2.2.4. Information on the statistical data collection mechanism established by the higher education institution/college, indicating what data are collected and how regularly, how the information is used for the improvement of the study direction. Indicate the mechanism for obtaining and providing feedback, including to students, alumni and employers**

The Baltic International Academy (BIA) operates a unified system for collecting and analysing statistical data, which is an important tool for assessing and improving the educational activities of the Academy. It is aimed at ensuring the quality of education and the efficiency of educational process management. The system allows for data analysis at various levels: from the entire Academy to individual study fields, programmes, training courses and structural units.

The statistical data produced by BIA are regularly collected according to the needs of the study process (preparation and development of self-evaluation of study directions and study programmes, preparation of the Rector's report, preparation of financial documents, etc.), as well as statistical data for external institutions and internal services.

The following information is provided annually to the various institutions:

**Table 2.7**

**Types of BIA statistics, deadlines and institutions**

<b>Type of information</b>	<b>Institution</b>	<b>Deadlines</b>
Number of students enrolled	Ministry of Education and Science Central Statistical Bureau	annually as at 05.09
Information on BIA student status	National Education Information System	monthly
Higher education institution, college report	Ministry of Education and Science Central Statistical Bureau	annually at the beginning of the academic year - 15.10
Report on the circulation of diplomas and diploma forms	Ministry of Education and Science	annually as at 01.01
Information on BIA's international relations	Ministry of Education and Science	by 15 October of the current year
CSB statistical report and information on international relations of the Baltic International Academy in the current academic year	Ministry of Education and Science Central Statistical Bureau	by 15 October of the current academic year
Information on foreign students studying at BIA	State Security Service	annually in October

Number of foreign students at BIA in the current academic year, incl. (higher education institution, college report)	Ministry of Education and Science Central Statistical Bureau	by 15 October of the current academic year
Academy students studying at foreign universities in the current academic year in the form of an exchange (higher education institution, college report)	Ministry of Education and Science Central Statistical Bureau	by 15 October of the current academic year
Number of mobile students at the Academy in the current academic year (higher education institution, college report)	Ministry of Education and Science Central Statistical Bureau	by 15 October of the current academic year
Data on the study mobility of graduates of the current academic year	Ministry of Education and Science	until 31 August of the current academic year
Information about individuals and agencies that attract international students to study at the Baltic International Academy	State Security Service	until 1 November of the current academic year
Information about citizens of "third" countries studying at the Baltic International Academy	State Border Guard	on request
Information on international cooperation with different countries (incl. number of students, number of mobile students, partners and projects)	Ministry of Foreign Affairs of the Republic of Latvia Ministry of Education and Science	on request
Communication on Cooperation (Sustainable Development Goals) - Communication On Engagement (Sustainable Development Goals)	United Nations Global Compact	every other year from 2013
Progress report (Sharing Information on Progress (SIP))	Principles for Responsible Management Education	every other year from 2018
In the current academic year, the final report on the partners of the Baltic International Academy, the duration of the project, the project participants (including the project participant reports) and budget spent	Mobility tool Information System of the Life-Long Learning Project Erasmus+	by 30 October of the current academic year
Interim reports on the partners of the Baltic International Academy, the duration of the project, the project participants (including the project participant reports) and budget spent	Mobility tool Information System of the Life-Long Learning Project Erasmus+	until January 10 of the current academic year
In the current year, report and update of data on the activities of the Baltic International Academy	The European Parliament's Transparency Register	every year by 30 March from 2017
Information on internationalization, monitoring and development of internationalization at the Baltic International Academy	European Association for International	every fourth year from 2017

	Education (The EAIE Barometer survey)	
Information certifying that the scientific institute has international cooperation in the field of science	Central Statistical Bureau	annually on the date of 30.03
Information certifying that scientists from a scientific institute publish scientific articles or patent inventions or develop technologies	Central Statistical Bureau	annually on the date of 30.03
Report on the scientific work of the higher education institution, the scientific institution under its supervision (1- Research)	Central Statistical Bureau	annually on the date of 30.03
Number of doctoral thesis defences	Ministry of Education and Science	every year
Information on the revenue and expenditure of the previous year of the institution in accordance with Cabinet Regulation No. 348 of 2 May 2006 "Procedures by which a Higher Education Institution and College shall Submit Information regarding its Activities to the Ministry of Education and Science"	Ministry of Education and Science	before 1 April of the current year
Dynamics of the number of BIA students, incl. students, on academic leave, arriving and leaving for the period, deducted from academic leave	Internal reports - Governing Board of the Baltic International Academy, Rector	monthly
Annual surveys of students	Governing Board of the Baltic International Academy, Analytical Centre	twice each academic year (fall and spring)

The information is collected by the following BIA structures:

- BIA Study Department
- Analytical Centre
- Admissions Committee
- Vice-Rector for Science
- Vice-Rector for International Relations
- Accounting
- BIA branches

By submitting statistical data on BIA activities to external institutions (MES, CSB, NEIS, SSS, etc.), the Academy has the opportunity to obtain statistical data on the higher education system as a whole and its development trends in dynamics after the data has been collected and analysed by these external institutions, and first of all by MES and CSB.

As regards the analysis of internal information and statistical data, this information, including student, alumni and employer questionnaires, is processed and analysed by the BIA Computer Centre, which then presents the results of its analysis to the BIA Governing Board, the BIA management, the heads of study directions and study programmes at operational meetings or by sending them to interested parties (heads of BIA departments). For the improvement of the study direction, the main statistical data used are the number

of students, i.e. enrolled students, withdrawn students, analysing separately each item of withdrawal, e.g. tuition fee arrears, non-completion of the study programme, voluntary withdrawals, etc. Receiving information on the number of students in study programmes, enrolment dynamics, material and technical base of the programme and library stocks, results of student, alumni and employer surveys, study direction and programme managers analyse the information provided, prepare self-evaluations for the academic year, revise and adjust annual plans and take other measures to improve the quality of studies. (English translation available)

Table 2.8 shows how feedback from stakeholders involved in the review and development of the programme is provided and the mechanism, i.e. methods and tools, as well as the frequency with which this feedback is provided:

**Table 2.8**

**The mechanism for obtaining and providing feedback**

<b>Involved party</b>	<b>Methods and tools for the implementation of feedback</b>	<b>Frequency of implementation of feedback</b>
Work with students	<ul style="list-style-type: none"> <li>• Student Council meetings/minutes</li> <li>• Student representatives in the decision-making bodies of the Academy</li> <li>• Results of student surveys - survey</li> <li>• Assessment of students during the study course for realisation in the Moodle environment - survey</li> <li>• Assessment by qualification paper and defence of internships - discussions</li> <li>• Daily e-communication with the studio programme coordinator - correspondence</li> <li>• Assessment of learning performance in classes and outside of classes in communication</li> <li>• Evaluation of research activity</li> </ul>	<ul style="list-style-type: none"> <li>• At least twice a year</li> <li>• According to BIA annual work plans</li> <li>• Once a semester</li> <li>• After the realisation of each study course</li> <li>• Once a semester</li> <li>• Every day</li> <li>• According to the training process</li> </ul>
Work with employers	<ul style="list-style-type: none"> <li>• Cooperation with employers about the implementation of student internships, recommendations on improvement of internship regulations, necessity of the acquired competences, subjects of qualification papers, contracts and work in the implementation of internships;</li> <li>• Survey of employers - results;</li> <li>• Work of employers' representatives in the Direction council and in the expertise and development of study programmes, creation of new programmes, recommendations in the engagement of new teaching staff - minutes of meetings;</li> <li>• Representation of employers in the defence committees of final theses - new topics;</li> <li>• Organisation of guest lectures and creative workshops.</li> </ul>	<ul style="list-style-type: none"> <li>• Once a semester</li> <li>• Once a year</li> <li>• At least twice a year</li> <li>• Once a year</li> <li>• According to the training process</li> </ul>

Work with graduates	<ul style="list-style-type: none"> <li>• Cooperation with graduates about the implementation of student internships - contracts and work in the implementation of internships</li> <li>• Alumni survey - results;</li> <li>• Representation of the best graduates in the defence committees of final theses - new topics;</li> <li>• Continuation of studies at a higher stage of studies;</li> <li>• Organisation of guest lectures and creative workshops.</li> </ul>	<ul style="list-style-type: none"> <li>• Once a semester</li> <li>• Once a year</li> <li>• Once a year</li> <li>• As needed</li> <li>• According to the training process</li> </ul>
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### **Analysis of feedback from students, graduates and employers**

The need for feedback from three key groups of participants in the educational process, i.e. students, graduates and employers, is spelled out in the BIA Study Quality Assurance System when describing the stages of development and improvement of educational programmes:

- 1) Planning of the study field development, programme development and accreditation;
- 2) Curriculum quality control and improvement, SV & SP self-assessment;
- 3) Monitoring<sup>18</sup> of results, satisfaction of students, graduates and employers

To assess satisfaction with the educational process, learning outcomes, conditions and educational resources of students and graduates, and the opinions of employers, as well as to take the necessary measures to improve educational programmes, BIA annually conducts the following surveys:

- Survey of student satisfaction with the educational process. It is aimed at obtaining a comprehensive assessment of the educational programme and overall educational experience with the subsequent goal of improving the training programme, improving the quality of education, and creating a more comfortable learning environment. Based on the survey results, recommendations are developed, and corrective measures are taken.
- Survey of BIA graduates' opinion on the educational programme. It is aimed at finding out the opinions of graduates about the curriculum, as well as assessing the compliance of the acquired knowledge, skills, and competencies with the requirements of professional activity. In addition, the survey reveals graduates' plans to continue their studies.
- Survey of employers' opinion on the level of training of BIA graduates. It is aimed at finding out how employers assess the level of knowledge, skills, and competencies of graduates in accordance with the requirements of the modern labour market. In addition, the survey explores the employability of BIA graduates and identifies employers' expectations and requirements for today's workforce.

Survey results are analysed and compiled by the BIA Computer Centre. Integrated analysis of data from all three groups provides a holistic understanding of the educational process. The results obtained are then used to develop recommendations aimed at improving training programmes, adapting students to the demands of the labour market, and maintaining a high level of education quality.

After this, the information is transmitted to BIA management and structural divisions, as well as Heads of study fields and programmes.

<sup>18</sup> [https://bsa.edu.lv/docs/nolikums/BSA\\_Studiju\\_kval\\_nodros\\_sist\\_eng.pdf](https://bsa.edu.lv/docs/nolikums/BSA_Studiju_kval_nodros_sist_eng.pdf)

The data obtained is reviewed at operational meetings of Heads of Departments and in the Study Field Council. They are also reflected in the materials of the annual self-assessment of educational programmes and study fields.

Survey results are used by:

- Lecturers - to assess their own professional qualifications and improve their training courses.
- Directors of programmes and study fields - to improve the content of educational programmes, compile annual self-assessment reports for programmes and develop programme development plans.
- Academic office - to assess the organisation of the educational process, including the preparation and optimisation of the class timetables.
- Student self-government - to formulate proposals for improving student life, including various aspects of the educational process. It is also used for dialogue with the BIA administration to jointly improve learning conditions.
- Vice-rectors and Heads of Departments - to assess the work of lecturers and plan activities to improve the qualifications of academic staff.
- Rector - to determine the remuneration of lecturers and improve the quality of training throughout the BIA.

In general, the survey results provide the ground for making informed decisions regarding changes in the educational process, adjusting the content of training courses, improving study fields and programmes, determining the tuition fee, and resolving other important issues.

After the surveys, students receive information about the results and decisions made, as well as planned activities.

Feedback from students and graduates and employers' opinions confirm that the organisation of the educational process meets the requirements of the modern labour market and the expectations of students.

See Appendix Analysis and evaluation of the results of student, graduate and employer surveys (LV only)

**2.2.5. Indicate the websites where information on the direction of study and the corresponding study programmes is published (in all languages in which the study programmes are implemented), indicate the persons responsible for ensuring that the information available on the website corresponds to the information available in the official registers (NEIS and e-platform)**

All information on the study direction and the corresponding study programmes (including self-assessments) is published on BIA website <https://www.bsa.edu.lv/index.php/en/> .

The Acting Rector of BIA is responsible for the compliance of the information available on the BIA website with the information available in the official registers and is responsible for the functioning of the quality management system at BIA.

## **2.3. Resources and Facilities of the Study direction**

**2.1.3. Provide information on the higher education institution/college system for determining and reallocating the financial resources necessary for the implementation of the study direction and the**



**corresponding study programmes. Provide data on the funding available for research and/or artistic creation, its sources and its use for the development of the study direction and its corresponding study programmes**

BIA is a higher education institution funded by its founders. In accordance with Article 77 of the Law on Higher Education of the Republic of Latvia, the founder shall provide the financial resources necessary for the continued operation of the higher education institution, including the performance of the tasks set by the founder, and control over their use.

BIA has a single budget. The principles of budgeting and the overall allocation of funding for the performance of the functions of the Academy are approved by the founders of BIA. The Rector reports annually to the Senate or to the founders of the Academy on the implementation of the budget. The BIA budget contributes to:

- the development of the Academy as a single institution, the cooperation between the departments and the accountability for the results of academic work;
- the development of an optimal structure of study programmes (lectures, seminars, practical classes, group or individual lessons);
- a harmonious distribution of work tasks among staff, in which the methodological, research and organisational work of study is represented in certain proportions.

The Academy's financial strategy aims to ensure the stability of its financial system, to adapt it to changing market conditions and to organise the training of high-quality specialists in line with the requirements of international programmes.

As at 30 June 2022, the total assets of BIA amounted to EUR 6,356 thousand. The total assets of BIA amounted to EUR 6.36 thousand, including cash of EUR 2.36 thousand. This allows the founders to deal with the financing of study programmes and study directions in a timely manner, as well as in small groups within the framework of strategic specialisations. The financial situation of the Academy is very stable, characterised by high liquidity, solvency and profitability ratios (see Annex "BIA Financial Stability Indicators").

The analysis shows that the main source of financing of the BIA study process is tuition fees (85,17 % - 90,57 %) (see Annex "BIA Revenues"). Since the establishment of BIA, tuition fees have been the main source of funding for the study process. Tuition fees are covered from the funds of natural and/or legal persons, namely:

- the student's personal funds;
- the student's employer's funds;
- a study loan with a guarantee provided on behalf of the State;
- commercial credit;
- other means.

The Academy transfers the financial resources allocated by natural and legal persons to the financing of individual targeted programmes and measures directly to the department, natural or legal person implementing the programme or measure.

The budget of the BIA study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is formed in a dialogue between the founders, the management of BIA and the study direction. The relevant representatives of the administration are personally responsible for the implementation of the budget and the tasks planned therein.

The revenue of the BIA study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" consists of the following main sources of financing:

- **revenue for studies** (student tuition fees and other services related to the learning process);
- **revenue for scientific activities** (financing of projects from the state budget, revenue from scientific works, resources from EU structural funds and other revenue);

- **other revenue** (funds from Latvian and international projects, revenue from renting, sale of books, organisation of various courses, etc.).

The amount of the tuition fee and the payment procedure for each academic year is determined by the Governing Board and approved by the Senate. Until the commencement of studies, an individual study contract is concluded with each matriculator, which is valid for the entire period of studies. As an important positive point, it should be noted, BIA did not increase the tariffs for tuition fees and maintained the policy of social support for students through the discount system.

The types of discounts and the sorting system are specified in the "Regulations on Studies at the Baltic International Academy".<sup>19</sup> The main goal is to create a system of support and motivation for students. BIA provides the opportunity to apply for a study and student loan. Each year of study, by order of the Rector, the number of budget places financed by BIA is determined in full-time studies; competition for budget places is governed by the "Regulation on Competition for Budget Places".

SWOT analysis of the BIA study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**":

**Table 2.9**

**Revenue from tuition fees of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"**

No	Year of study	Study programme		Study direction
		Tourism and Hospitality Management	Management of Communication in the Leisure and Entertainment Industry	Hotel and Restaurant Service, Tourism and Recreation Organisation
1.	<b>2016/2017:</b>			
	Tariff	322294.71	45830.00	<b>368124.71</b>
	Discount	32579.63	4845.00	<b>37424.63</b>
2.	<b>2017/2018:</b>			
	Tariff	263329.90	39630.00	<b>302959.90</b>
	Discount	25393.60	3981.25	<b>29374.85</b>
3.	<b>2018/2019:</b>			
	Tariff	251210.16	56050.00	<b>307260.16</b>
	Discount	28298.63	9667.53	<b>37966.16</b>
4.	<b>2019/2020:</b>			
	Tariff	278821.07	49120.00	<b>327941.07</b>
	Discount	44491.05	7982.74	<b>52473.79</b>
5.	<b>2020/2021:</b>			
	Tariff	302290.02	55652.50	<b>357942.52</b>
	Discount	53476.07	14030.75	<b>67506.82</b>
6.	<b>2021/2022:</b>			
	Tariff	268461.41	56130.00	<b>324591.41</b>

<sup>19</sup> [https://bsa.edu.lv/docs/nolikums/Stud\\_nolikums\\_eng.pdf](https://bsa.edu.lv/docs/nolikums/Stud_nolikums_eng.pdf)

	Discount	42166.50	10423.21	<b>52589.71</b>
<b>Total:</b>				
	Tariff	<b>1686407.27</b>	<b>302412.50</b>	<b>1988819.77</b>
	Discount	<b>226405.48</b>	<b>50930.48</b>	<b>277335.96</b>

BIA's budget priorities in the field of academic core activity are:

- support for the development and optimization of the structure of study programmes, the creation of the necessary infrastructure for these processes;
- increasing the effectiveness of master's studies;
- support and updating of academic staff (training in master's and doctoral studies);
- support for scientific research.

The main directions of use of financial resources of BIA are reflected in the Annex "BIA Expenses". The classification of BIA expenses is shown in Table 2.10.

**Table 2.10**

### Classification of expenses of the Baltic International Academy

Veids	Panta nosaukums	Atšifrējums
Darba samaksa	Darba apmaksas izdevumi	Akadēmiskā personāla darba samaksa; administratīvā personāla darba samaksa, vispārējā personālā darba samaksa; pabalsti, veselības apdrošināšana, honorāri autoriem
Darba devēja valsts sociālās apdrošināšanas obligātās iemaksas, sociāla rakstura pabalsti un kompensācijas	Sociālās apdrošināšanas iemaksas un valsts riska nodeva	Obligātās sociālās iemaksas pēc LR likumdošanas noteiktajām normām
Preces un pakalpojumi	Izdevumi, kas saistīti ar mācību procesa organizēšanu	Mācību izdevumi; literatūras iepirkšana un bibliotēkas fonda formēšana; izdevumi, kas saistīti ar izdevniecības darbību; izdevumi, kas saistīti ar orģtehnikas remontu un apkalpošanu; semināri un apmācība; pārējie izdevumi (biedru nauda, atļaujas un citi); ārēju organizāciju pakalpojumi; komandējuma izdevumi, izdevumi, kas saistīti ar izstādes, vasaras skolu, konferenču organizēšanu, pētniecības izdevumi, studējošo pašpārvaldes izdevumi
	Mācību telpu, dienesta dzīvokļu uzturēšana	Komunālie maksājumi; Īpašuma un ēku apdrošināšana, nomas maksa; saimnieciskie izdevumi, izdevumi, kas saistīti ar ēku remontu, transporta pakalpojumi, pārējie saimnieciskie izdevumi
	Reklāmas izdevumi	Reklāmas izdevumi, reklāmas bukletu izgatavošana, reklāma masu informācijas līdzekļos, sociālajos tīklos utt.
	Administratīvas izmaksas	Pasta un sakaru pakalpojumu apmaksa, kancelejas preču izmaksas, dažādu grāmatvedības veidlapu un pārskatu izmaksas. Juridiskie pakalpojumi, kas ir saistīti ar gada pārskatā sastādīšanu un revīziju, kā arī bankas, transportēšanas un apsardzes izmaksas
Pamatkapitāla veidošana	Pamatlīdzekļu nolietojums un inventāra norakstīšanas izmaksas	Nemateriālo ieguldījumu un pamatlīdzekļu nolietojuma izmaksas, inventāra norakstīšanas izmaksas
Pārējie izdevumi un pakalpojumi	Izdevumi, kas nav saistīti ar pamatdarbību	Reprezentācijas izdevumi, personāla saliedēšanās pasākumi
	Mērķfinansējums	Izdevumi projektu ietvaros

Funding for science consists mainly of its own resources and from the EU's structural funds. Expenses include remuneration of scientific staff, professors and associate professors, as well as expenses that include

the organisation of conferences, travel expenses and participation fees for participation in international conferences, publications of the publishing and editorial board of the journals "Administrative and Criminal Justice" and "Baltic Journal of Legal and Social Sciences", and others.

The Student Council is financed from centralised funds in accordance with Article 53 of the Law on Higher Education Institutions and includes 1/200 part of the BIA budget.

**Table 2.11**

**BIA expenses for the performance of scientific activities, thsd. EUR**

	2019	2020	2021	2022
Revenue from the national budget and financing from EU structural funds	30.6	17.6	26.6	13.8
Own funding	394.6	395.8	372.7	392.3
<b>Total BIA</b>	<b>425.2</b>	<b>413.4</b>	<b>399.3</b>	<b>406.1</b>
<i>incl. direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"</i>	102.0	102.2	86.8	86.7

BIA's budget priorities outside of academic core activities are:

- co-financing of EU-supported projects, as these projects make a significant contribution to the implementation of the common objectives of BIA;
- increasing safety (health insurance of personnel, safety of work and the environment);
- strengthening interaction with social partners and society;
- formation of a social support network for BIA personnel;
- creating an image of BIA.

**Conclusion:** The costs of the study direction and study programmes are appropriate to the needs and conditions for the implementation of study programmes, the sources of financing of the study direction have been identified, and financial resources ensure the implementation of study programmes for the achievement of study results.

**2.3.2. Provide information regarding the infrastructure and material and technical provision necessary for the implementation of the study direction and study programmes corresponding thereto, indicate whether the necessary provision is at the disposal of the Academy, its availability to students and teaching staff**

BIA annually continues to develop the material and technical support provision for studies.

**Table 2.12**

**Provision of premises of the Baltic International Academy**

Address	Justification	Total area of BIA branches (m <sup>2</sup> )
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		Riga	Daugavpils	Liepaja
Area of study and scientific work premises – total		7135	2146	1110
4 Lomonosova Street, Riga	Property of SIA BSA	3408		
¼ Lomonosova Street, Riga	Property of SIA BSA	3727		
4b Skolas Street, Ozolnieki, Ozolnieki Parish	Property of SIA BSA	2625		
3 Dzelzcelu Street, Daugavpils	Property of SIA BSA		2146	
3 Liedaga Street, Liepaja	Property of SIA BSA			1110
Area of dormitories	Property of SIA BSA	70.4	193.6	57.1

In Riga and in the branches there are enough rooms of different area both for carrying out the study process (auditoriums, computer facilities, halls and cultural centres, where classes are also held) and for ensuring the quality of the study process (libraries and reading rooms, lecturers' room and other administrative premises):

**Table 2.13**

**Types of premises and number of places (workplaces) in Riga and branches**

Type of premises	Area of premises (sq.m.)			Number of places (workplaces)	Total
	Up to 30	From 30 to 60	Over 60		
<i>Riga, 4 Lomonosova Street</i>					
Audience	3	9	3	370	15
Computer classes		5		95	5
Halls (conference, discussion)	1		2	332	3
Laboratory, resource centre	1	1		20	2
Administrative premises	24	7		42	31
<b>Total</b>	29	22	5	859	56
<i>Riga, 1/4 Lomonosova Street</i>					
Audience	1	12	1		14
Computer classes		1		24	1
Halls (conferences, consultations, acts)			3	320	3
Cultural centres			7	190	7

Library and reading room, Ancient book depository, Book kiosk	1	1	1	42	3
Student Parliament, Hall	1		1		2
Administrative premises	6			8	6
<b>Total</b>	9	14	13	584	36
<i>Daugavpils, 3 Dzelzcelu Street</i>					
Audience	7	15		545	22
Computer classes	1	2		48	3
Halls (conference, discussion), large gathering hall		1	2	295	3
Library Reading room, Book kiosk	2	1		14	3
Administrative premises	3			4	3
Auxiliary premises (lecturer room, server room, archive)	3			11	3
Service apartment		1	2	12	3
<b>Total</b>	16	20	4	929	40
<i>Liepaja, 3 Liedaga Street</i>					
Audience		4	3	392	7
Computer classes		3		52	3
Conference hall		1		16	1
Library and reading room		1			1
Administrative premises	4	1			5
<b>Total</b>	4	10	3	460	1

The full description of the BIA premises in Riga and branches is reflected in the Annex.

In the development of the material base of the study direction, the following basic directions were distinguished:

- purchase of teaching and scientific literature and periodicals;
- purchase and modernisation of computer equipment, creation of a new computer class;
- expansion of the possibility for students to use the Internet;
- repair and equipping of study rooms.

New equipment and hardware for the needs of the programme is purchased as part of the BIA technical development plan. At the moment, the study process in the programmes is provided in well-maintained and technically equipped auditoriums. The study process in sufficient quantity is provided with:

- xerocopying equipment;
- visual presentation equipment (multimedia video projectors; DVD/VHS equipment);
- hardware;
- TV equipment that provides teleconferencing.

Students and BIA's academic staff have a constant opportunity to work on the Internet, use electronic mail.

**The main directions of development of the material base of the direction "Hotel and Restaurant Service, Tourism and Recreation Organisation":**

- Purchase of teaching and scientific literature and periodicals.
- Purchase and modernisation of computer equipment, creation of a new computer class.
- Expansion of the possibility for students to use the Internet.
- Repair and equipping of study rooms.

**Table 2.14**

**Description of BIA computer systems as of 01.10.2022**

Name	Total:	Including:		
		Riga	Daugavpils	Liepaja
Computers (total)	374	256	64	54
-student	277	173	55	49
-administration	97	83	9	5
Printers, copying machines, scanners	67	51	12	4
Multimedia projectors, TVs	55	39	6	10

A full description of BIA's computer systems by audience in Riga and branches is presented in the Annex.

**2.3.3. Provide information on the system and procedures applied for the improvement and purchase of methodological and informational provision. Characterisation and assessment of the availability of the library and databases for students (incl. in the digital environment) and compliance with the needs of the study direction, including information on the suitability of the library's working time for the needs of students, the number/area of premises, suitability for permanent study and research work, the services offered by the library, the available literature for the implementation of the study direction, databases available to students in the relevant direction, statistics of their use, library collection replenishment procedure and database subscription procedure and options**

The Scientific Library of the Baltic International Academy (since January 15, 2004 in the Library Register of the Ministry of Culture of the Republic of Latvia No. BLB0530, Annex) is a member of the Association of Academic Libraries of Latvia (LATABA), which provides opportunities to use the library funds of **all 25 LATABA members** (see the list of participants here: LATABA - [Association of Academic Libraries of Latvia](#)<sup>20</sup>).

BIA SB cooperates with the Library of the European Union Information Agency (ESIA - EU House<sup>21</sup>).

The operation of the Library is governed by the Library Law<sup>22</sup>.

At the beginning of the 2022/2023 academic year, the Scientific Library of the Baltic International Academy consists of the Central Library in Riga *and 5 Information and Service Points (ISP) (libraries)*: Daugavpils, Liepaja, Jelgava, Smiltene, Jekabpils, until 2022/2023 academic year ISP was also in Rezekne and Ventspils. Each ISP (library) contains literature, periodicals, electronic databases, as well as other resources necessary for students and academic staff. The entire collection of the BIA Library is included in the electronic catalogue.

Also, at any of the information points, you can order a scan of books or necessary chapters from it or the necessary article from a scientific journal from the Central Library.

<sup>20</sup> <https://www.lataba.lv/> (LV only)

<sup>21</sup> <https://esmaja.lv/en>

<sup>22</sup> Library Law (adopted: 21.05.1998, entry into force: 23.06.1998.) <https://likumi.lv/ta/en/en/id/48567-library-law>

Information and Service Points (ISP) have been established to facilitate access to information for BIA students living far away and are also available to students of other LATABA member universities.

BIA Central Library is located in Riga, 1/4 Lomonosova Street, SB ISP is located according to the addresses of branches.

The library is open **55.5** hours a week, including Saturdays, with extended hours during the session. CL working hours: Monday from 11.00 to 18.00; Tuesday, Wednesday, Thursday from 9:00 a.m. to 6:30 p.m.; on Friday from 9.00 to 20.00; on Saturday from 9.00 a.m. to 5.00 p.m.

Users have the opportunity to contact the library and any IAP by phone and e-mail, order books to branches, use any of the 10 reading rooms, use a "quiet" reading room, work with libraries or a personal computer, use the free Internet and Vi-Fi, copy, print, scan the necessary document.

The Library has the opportunity to prepare literature on request according to the topic of the course, bachelor's or master's thesis.

Library staff work with EACH student individually, help to find the necessary source of information both in the electronic catalogue, on the shelf, and in databases.

Library staff actively participate in events that promote professional qualification: take methodological courses, follow changes in the library sector, participate in professional scientific conferences, visit libraries of other universities both in Latvia and abroad, using the offers of the Erasmus programme, follow the publication of new books, about which both students and teaching staff are informed.

The Library also has 5 Information and Culture Centres (ICC) within its scope:

- Centre of the Language and Culture of German-speaking Countries
- Centre of Russian Culture, Literature and Language
- Information Centre for Latvian Culture and Latvian Language
- Information Centre of the European Union
- Nordic Information Centre

(more information on the Library's website<sup>23</sup>)

ALL Library facilities are accessible to people with reduced mobility.

### **Evaluation of information resources (library and available databases)**

The **aim** of the Library's activities is to provide the study and research process with the necessary information resources, improving and enhancing the availability of library services and using information technologies to achieve the aim.

The Baltic International Academy has an appropriate material base, a modern library, which contains literature, periodicals, electronic databases, as well as other resources necessary for students and academic staff.

BIA always followed the rapid pace of development of information technologies by modernising computer classes (in Riga – 6, in branches – 8), libraries, auditoriums. BIA was the first higher education institution to establish a TV bridge system between Riga and branches.

The years of the COVID-19 pandemic contributed to an even greater digitisation of the process and a rapid reorientation of the work of the Academy as a whole, including in libraries.

The Library provides the study and reference literature necessary for the study process, access to databases and press publications, offers services to the students and academic staff of the Academy – computerised workplaces in the daily study process, copying, printing, and similar services. The Library offers students, teachers, academy staff advice on the use of e-services, trainings for improving information search skills, provides bibliographic references, creates lists of diploma and master's theses, and stores the most notable ones.

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<sup>23</sup> <https://bsa.edu.lv/index.php/en/library.html>



At the beginning of the BIA study period, new students have practical classes that introduce the Library's collection, the possibilities of using electronic resources, the rules for using the Library. Since such an introductory course of study is mandatory for all enrolled students, it is equated with student's research activity (scientific practice).

The Library offers Interlibrary Subscription Services, which are actively used both within the framework of the BIA library system and with state libraries.

In total, in the academic year 2021/2022 there were 25,131 visits to the libraries: 12 183 users (in Riga), 3,596 (in Daugavpils), 2,956 (in Liepaja), 3,498 (in Jelgava), 855 (in Smiltene), 1,247 (in Jekabpils), 564 (in Rezekne), 232 (in Ventspils).

BIA website<sup>24</sup> contains information about the Library, a link to its electronic catalogue and terms of use, as well as information about the Library's latest acquisitions.

### Methodological and information provision

**The library fund is formed in accordance with the study programmes existing at the Academy.** The successful course of the study process is facilitated by an extensive collection of methodological and scientific sources of information, which is regularly updated with the latest literature.

Thematically corresponding editions in Latvian are purchased in full both at the Central Library and at all information and service points in proportion to the number of students. Fundamental classical textbooks in English by reputable authors are purchased, necessarily in the Central Library and, if possible, in the ISP. To a lesser extent, the collection is replenished with valuable publications in Russian.

The **collection** of the BIA Library is compiled in close cooperation with the directors and lecturers of study programmes, studying the mandatory literature lists of the teaching staff and the supply and demand of books in the market. The number of books purchased is proportional to the number of students.

Donations from other universities and private individuals also become an integral part of the collection.

Recently, the collection of educational literature has been significantly modernised. The number of books in English was significantly replenished, publications that have become obsolete are excluded from the stock.

As of 2018, 1,637 copies of books have been purchased (in Riga and branches) for a total amount of EUR 24,933.02.

During the reporting period, a total of 785 book titles were received in donations according to the study programmes, of which 207 in Latvian and 298 in English.

**Table 2.15**

### Capacity of BIA library premises and fund assessment

Branch	Area	Number of workplaces	Computers	Number of employees
<b>Riga + (campus in</b>	Reading rooms - 5 <b>379</b> sq.m	For students - <b>82</b> For employees - <b>6</b>	For students - <b>24</b> For employees - <b>6</b>	<b>5</b>

<sup>24</sup> <https://bsa.edu.lv/index.php/en/library.html>

<b>Ozolnieki (Jelgava) + Smiltene)</b>	Cultural centres - 6 <b>358.3</b> sq.m	In cultural centres - <b>152</b>		
<b>Daugavpils</b>	Reading rooms - 3 <b>136</b> sq.m	For students – <b>24</b> For employees – <b>3</b>	For students - <b>14</b> For employees - <b>2</b>	<b>1</b>
<b>Liepaja</b>	Reading rooms - 2 <b>64</b> sq.m	For students – <b>25</b> For employees – <b>1</b>	For students - <b>4</b> For employees - <b>1</b>	<b>1</b>
<b>Total</b>	Reading rooms - 10 <b>579</b> sq.m Cultural centres - 6 <b>358.3</b> sq.m	<b>141</b>	<b>51</b>	<b>7</b>

Table 2.16

### Dynamics of the library collection, books, copies, by language, Riga + ISP

<i>year</i> <i>language</i>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
<b>Latvian</b>	30,888	31,123	31,340	31,624	31,712	31,698
<b>English</b>	3,952	3,996	4,049	4,229	4,609	4,997

For students and faculty for research and studies, the subscribed databases are available:

Table 2.17

### BIA electronic databases

<b>Database</b>	<b>Description</b>	<b>Source of financing</b>
EBSCO <a href="http://search.ebscohost.com">http://search.ebscohost.com</a>	multidisciplinary database, several full-text and review databases in the humanities, social sciences and STEM	<i>BIA funding</i>
LNB Digital Library <a href="http://gramatas.lndb.lv/">http://gramatas.lndb.lv/</a>	the digital library contains collections of digitised newspapers, maps, books, sheet music and sound recordings	<i>Cooperation agreement</i>
SCOPUS <a href="http://www.scopus.com">http://www.scopus.com</a>	a database of bibliographic and citation information for multidisciplinary scientific publications, containing nearly 20,000 journals from approximately 5,000 publishers and 4.6 million conference materials	<i>Funding of the ERDF project "Creation of a Unified Latvian Academic Core Network of National Significance for the Provision of Scientific Activity"</i>

ScienceDirect <a href="http://www.sciencedirect.com">www.sciencedirect.com</a>	publishing house Elsevier database in natural and technical sciences, medicine, humanities and social sciences	<i>Funding of the ERDF project "Creation of a Unified Latvian Academic Core Network of National Significance for the Provision of Scientific Activity "</i>
Latvijas Vēstnesis <a href="http://www.lv.lv">http://www.lv.lv</a>	electronic version of the official newspaper of the Republic of Latvia "Latvijas Vēstnesis" (archive since 1993)	<i>BIA funding</i>
iRights <a href="https://itiesibas.lv/">https://itiesibas.lv/</a>	electronic journal on current legal issues	<i>BIA funding</i>
iFinance <a href="https://ifinances.lv/">https://ifinances.lv/</a>	electronic magazine for financiers, accountants, bank specialists on current topics	<i>BIA funding</i>
iBizness <a href="https://ibizness.lv/">https://ibizness.lv/</a>	electronic journal on current issues in the field of business	<i>BIA funding</i>
Letonika <a href="http://www.letonika.lv">www.letonika.lv</a>	service and encyclopedic resources about Latvia. The most important reference data in Latvian are compiled in one place	<i>BIA funding</i>
LURSOFT <a href="http://www.lursoft.lv">www.lursoft.lv</a>	a large collection of Latvian newspapers, publications and news agency BNS on the Internet	<i>BIA funding</i>

Subscription to the Database takes place at the Cultural Information Systems Centre, Business Information Office and is provided through participation in EU Projects offering subscriptions to DB SCOPUS and Science Direct.

In turn, the databases and electronic platforms subscribed by the National Library of Latvia are available to all LATABA members for use at work and at home\*

(\* It is necessary to fill out a questionnaire and receive an individual username and password for LNL<sup>25</sup>).

BIA management follows the development of new information technologies, innovative processes in higher education, finances their implementation at the Academy as far as possible, continuing to purchase books in traditional paper format.

During the reporting period, books were purchased for the programme "**Tourism and Hospitality Management**" for a total amount of 1,463.41 euros, as well as for the library collection on topics related to the programme "Tourism and Hospitality Management", books were purchased in the amount of 693.48 euros.

As donations from students and lecturers, 32 book titles were accepted.

<sup>25</sup> <https://www.lnb.lv/lv/tiessaistes-abonetas-datubazes/datubazu-izmantosana-arpus-lnb-telpam> (LV only)

Table 2.18

**Summary-analysis of the collection "Tourism and Hospitality Management"**

(Number of titles)

<b>UDK</b>	<b>Chapter</b>	<b>Total</b>	<b>EN</b>	<b>ENG</b>	<b>other languages</b>
338.48	Tourism. General matters	36	8	13	15
338.48	Tourism Management	10	1	3	6
338.48(B)	Tourism business	4	1	1	2
338.48(S)	International tourism. Tourism geography	10	1	1	8
338.48(Mr)	Tourism marketing	7	-	-	7
338.48(V)	Hospitality business. Hotel. Restaurant	29	5	7	17
338.48(T)	Types of tourism	29	2	21	6
338.48(D)	Territory marketing and management. Destinies.	11	3	6	2
338.91 91	Economic geography. Physical geography	41	19	9	13
<b>TOTAL</b>		<b>177</b>	<b>40</b>	<b>61</b>	<b>76</b>

**Related chapters (number of titles):**

<b>UDK</b>	<b>Chapter</b>	<b>Total</b>	<b>LV</b>	<b>ENG</b>	<b>other languages</b>
330.1	Macroeconomics.	62	23	24	15
330.0	Market structure of the industry	5	1	1	3
331.87	Organisation of work	68	28	22	18
332.1	Regional economy	26	8	15	3
338.2	Management	113	35	51	27
338.21	Theory of organisations	30	7	15	8
338.2	Business management	71	38	19	14
339.1	Marketing. Services	82	34	26	22
301	Sociology	80	25	37	18
301(K)	Business communications. Cross-cultural communications.	47	14	21	12
<b>TOTAL</b>		<b>584</b>	<b>213</b>	<b>231</b>	<b>140</b>

In the Library it is possible to get acquainted with better samples of bachelor's and master's theses, as well as have the opportunity to get acquainted with the scientific publications of the teaching staff and students, including the cited scientific periodicals.

**2.3.4. Provide a description and assessment of the information and communication technology solutions used in the study process (for example, MOODLE). If the study programmes**

**corresponding to the study direction are implemented in distance learning, the tools specially suited for this form of study must also be indicated**

Within the framework of various programmes of the study direction, *the TV bridge system of the Baltic International Academies is actively used*. Media Tilts is additionally equipped with multimedia technical means (projectors, video cameras, etc.) and has a large audience in Riga (200 seats). *The dota system allows lectures to be delivered in Riga to be broadcast in real time to BIA branches*.

The system is designed to expand the possibilities of the best lecturers to communicate with the largest possible audience and to provide an opportunity to communicate during classes with the distanced audience in two directions: lecturer - audience; audience - lecturer. There is an opportunity to hold seminars, scientific conferences, councils, etc. with video and audio signal transmission in real-time. *TV bridge is also often used by foreign visiting professors, public and political figures in lectures. Students of Riga branches receive individual consultations with lecturers from Riga branches via the Internet* (Skype or BigBlueButton).

Features of the *BigBlueButton* complex:

- unlimited connection of camcorders (up to 256 cameras at one point) with a relatively high resolution of 768x576 (PAL);
- conversion of multiple video signals - PAL, NTSC, SECAM;
- audio and video signal recording option, including with high accuracy: by timer signal;
- high recording speed (up to 400fps);
- maintenance of communication protocols TCP/IP, ISDN, X-25;
- two-level system of self-control;
- tuning multifunctional system;
- different image modes, incl. user defined

New equipment and hardware for the needs of the programme is purchased as part of the BIA technical development plan. At the moment, the study process in the programmes is provided in well-maintained and technically equipped auditoriums. The study process in sufficient quantity is provided with:

1. copying equipment;
2. visual presentation equipment (multimedia video projectors; DVD/VHS equipment);
3. hardware;
4. TV equipment that provides teleconferencing.

BIA students and academic staff have a constant opportunity to work on the Internet, use electronic mail.

WEB Meetings or teleconferences are the most important element in the blended system. The TV bridge system consists of audio and video signal-receiving and transmitting hardware, to which several video cameras are connected, multimedia projectors that allow real-time transmission (lectures) over the Internet network with the participation of one lecturer and audiences located far from each other. The system allows to record controlled TV bridges and burn to CDs when converting. The speed of operation of the Internet connection in the connected branches of TV bridges satisfies the requirements and does not cause interference in the operation of TV bridges. As a result of operation, high image resolution and sound synchronization are achieved in the system.

The teleconferencing system is provided with specially designed training methodological complexes, which include training materials and tests (both paper and electronic), as well as presentation materials in Power Point format via the BIA website. The first experience of TV bridges

proves the need and effectiveness of multimedia laboratories that provide centralised preparation of electronic versions of slides and educational materials.

**Provision of programmes to be used:**

Operational systems: Microsoft Windows 2000/XP.

Office software: Microsoft Office 2000/XP/2003/2007, Microsoft Office Viewers with Compatibility Pack, OpenOffice 3.0-3.3, Proofing Tools, Adobe Acrobat Reader 9/10, DJView, Cognitive Technologies Cunei Form 12, CD Burner XP Pro 4, 7zip 9, Mozilla Thunderbird 3.1, Microsoft Outlook Express, Skype 3.5-5.1.

Browsers: Mozilla FireFox 3.6, Opera 10, Google Chrome, Microsoft Internet Explorer.

Multimedia attachments: VLC, WinAMP, Windows MediaPlayer, Ffdshow, Qtime, Macromedia Flash Player, Macromedia ShockWave player.

Graphic attachments: Microsoft Paint.NET, Gimp, Inkscape.

Other programmes: KAV 6, RealVNC, Java RE etc.

**Additional programme provision to be used in Riga:**

Operating systems: Windows Vista/7/Server 2003/Server2008, Unix FreeBSD, CentOS, MacOS

Office programmes: Abby FineReader, Nero.

Browsers: Safari.

Graphic attachments: Adobe Creative Suite, Corel DRAW, Macromedia Studio, Final Cut, Adobe Premiere.

Attachments for design: Autodesk 3DMAX, Autodesk AutoCAD, BCAD, ArhiCAD.

Other software: Audacity, NVU, Tilde Jumis, Trados, Amadeus, iScala, Parallel Desktop, FoxPro, Virtual PC, GNU C++ compiler, Lazarus, Polinom, Octave, MASM, Xilinx WebPack.

**2.3.5. Provide information on the recruitment and/ or employment processes of teaching staff (incl. announcement of vacancies, recruitment, election procedure, etc.), assess their openness**

The mission of BIA is ensured by the highest qualified academic staff, which consists of the core - professors and associate professors, as well as other qualified teaching staff and scientists (docents, lecturers). Administrative staff, as well as technical and service personnel, serve to achieve academic objectives.

The *aim* of the BIA Staff Policy is to provide highly qualified and competent personnel, to establish the basic composition of the academic staff, to provide the staff with opportunities for the realisation of creative potential and raising their qualifications. BIA uses the elected academic staff in the implementation of the study direction, as well as attracts teaching staff - practitioners who are specialists in the field.

The quality of higher professional education largely depends on the organisation of the entire study process, in which the teaching staff plays an extremely important role. Since all professional education programmes are focused on the requirements of the labour market, the teaching staff must have modern knowledge of the development in a particular industry and practical work experience in the relevant field. Inviting guest lecturers with knowledge and skills recognized in professional circles to conduct seminars is widely used.

The optimal structure of the BIA staff follows from the operational goals of the Academy and may be different by study direction. By operating in the market of educational services of free competition, BIA promotes a flexible and attractive recruitment policy. The work of experienced practitioners not having a scientific degree is also used. In order to improve and diversify the study process, first of all for the teaching of applied knowledge, the use of teaching staff and guest lecturers on short-term contracts is supported. The attracted academic staff can act in the BIA on a contractual

basis as representatives of the public or social partners. BIA uses opportunities to attract foreign specialists.

Uniform, special approach criteria have been put forward for the election of academic staff, which are reflected in the regulation: "Staff Policy",<sup>26</sup> "Regulations on Academic Positions of the Baltic International Academy" and "<sup>27</sup>Regulations on the Scientific Advisory Board of BIA and Elections of Professors and Associate Professors at the Baltic International Academy".<sup>28</sup> Election to academic positions take place on the basis of an open competition, taking into account the requirements for the academic qualification and professional competence of a person. In the election of academic staff, uniform criteria are set, the most significant of which are the achievements of scientific and pedagogical activity, as well as the coherence of the corresponding direction with the mission of the BIA. With the elected person, the Rector of BIA enters into an employment contract with such remuneration that corresponds to the academic position of the person.

An open competition is announced for vacant places in accordance with regulatory enactments. The documents submitted by the applicants are evaluated in accordance with the "Regulations on Academic Positions of the Baltic International Academy" and "Regulations on the Scientific Advisory Board of BIA and Elections of Professors and Associate Professors at the Baltic International Academy".

The qualitative and quantitative criteria for the selection of the teaching staff involved in the implementation of the study programme have been set out in the selection process in accordance with the "Regulations on academic positions of the Baltic International Academy" and "Regulations on the Scientific Advisory Board of BIA and Elections of Professors and Associate Professors at the Baltic International Academy". The Senate (academic staff, administrative staff, students) Scientific Advisory Board, Direction Council and students participate in the recruitment process.

After evaluating the scientific biographies of the academic staff, the minutes of the Direction council, the self-assessment reports of the academic staff, the results of student work and student feedback, the Senate recognizes that the qualification of the academic staff corresponds to the implementation of the goals and objectives of the study direction and study programme.

The academic staff of the BIA study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is effectively selected and used to implement study programmes. The structure of the academic staff of the programmes complies with all the requirements necessary in Latvia regarding the composition of academic staff in higher educational institutions - academies: in the master's programme not less than 50% of the academic staff of the programme are doctors of science.

Academic staff (elected persons), as well as guest teaching staff participate in the implementation of the study programmes. The teaching staff is obliged to comply with the conditions of study programme implementation and the requirements of laws and regulations, including qualifications, higher education, language skills, pedagogical and practical work experience.

The number of academic staff is approved by the Senate. If the relevant position is vacant or temporarily vacant, the Head of the Study Field, if necessary, proposes to involve guest teaching staff in the study process; upon receiving the approval of the Board or the Rector, the relevant guest teaching staff is included in the study programme plan with an indication of the qualification of the lecturer of the relevant study course. The plan is available to every student.

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<sup>26</sup> [https://bsa.edu.lv/docs/nolikums/Privacy\\_Policy.pdf](https://bsa.edu.lv/docs/nolikums/Privacy_Policy.pdf)

<sup>27</sup> [https://bsa.edu.lv/docs/nolikums/Regulations\\_Academic\\_Positions.pdf](https://bsa.edu.lv/docs/nolikums/Regulations_Academic_Positions.pdf)

<sup>28</sup> [https://bsa.edu.lv/docs/science/prof\\_nolik.pdf](https://bsa.edu.lv/docs/science/prof_nolik.pdf) (LV only)

Differences between elected teaching staff (academic staff) and guest teaching staff see Table 2.19.

**Table 2.19.**

**Differences between elected teaching staff (academic staff) and guest teaching staff**

<b>Nr.</b>	<b>Academic staff</b>	<b>Guest lecturers</b>
1.	Recommendation of the Study Direction Council	Without competitive tendering
2.	Announcement of the recruitment competition in the Latvijas Vēstnesis (Latvian), CV market, BIA website	
3.	The results of the competition are approved by the Senate (up to and including the post of Assistant Professor) or by the Sectoral Council of Professors (for Professors and Associate Professors)	Selection of the head of the field of study, in accordance with the decision of the Council of the field of study
4.	Approved persons are given a contract of employment for a period of 6 years	Employment contract for a maximum of 2 years (per semester, per study course volume)
5.	Vacation leave (8 calendar weeks)	Proportionate to hours worked
6.	May participate in elections to and be elected to the representative and governing bodies of the BIA	Unable to participate
7.	Work only in an elected position (including as a Principal Researcher or Research Fellow)	Can work as a guest lecturer in various educational institutions
8.	Registration in the list of academic staff (VIIS register)	Without registration in the list of university academic staff (VIIS register)

In general, the involvement of academic staff is very positive. Within the framework of the direction changes in the structure of positions, there is control and systematic improvement of personnel.

**2.3.6. Indicate whether uniform procedures have been established for ensuring the qualification and quality of work of academic staff and provide an assessment thereof. Indicate the opportunities offered by the improvement of qualification for all teaching staff (including information on the involvement of teaching staff in activities, motivation for the involvement of teaching staff, etc.), provide examples and indicate how the added value of the opportunities used for the implementation of the study process and the quality of studies is assessed**

The qualification of the academic staff of BIA has the most direct impact on the quality of studies and scientific work and covers the activities of the Academy as a whole: ensuring the necessary infrastructure, the development of international cooperation, the study direction and study programme, the vision for the development of scientific activity, etc. Raising the qualification of academic staff is both a means of increasing the quality of studies and research activities, and a process that covers both the determination of the necessary competences of the academic staff and the organisation of raising of qualification, motivation of academic staff and assessment of activities.



BIA supports the participation of academic staff in:

- refresher courses;
- seminars, conferences, trainings, projects and research work organised by BIA and other higher education institutions;
- seminars and conferences organised by various professional associations;
- international conferences;
- exchange of experience between lecturers of Latvian and foreign higher education institutions;
- provision of research activities by academic staff;
- continuation of scientific work in doctoral studies.

BIA's academic staff policy includes measures to improve qualifications at least once a year,

e.g.:

- participation in scientific conferences, scientific research, methodological seminars;
- development of methodological materials,
- experience exchange activities in Latvia and abroad.

The qualifications of BIA's academic staff are monitored on the basis of the academic staff policy developed at the higher education institution.<sup>29</sup> It provides for careful selection of personnel, regular training and upskilling. The following policy for the formation of academic staff has been developed and implemented by BIA:

- ensure that all study courses are taught by qualified, scientifically and methodologically prepared lecturers with well-developed skills of an educator and organiser, who use modern training methods in their work;
- academic staff consists of highly qualified teaching staff in terms of scientific and professional competences, most of the teaching staff have obtained a doctorate (the strategic objective of BIA is to reach 65%);
- attract foreign specialists and teachers of other higher education institutions in accordance with the specifics of the programme/direction;
- attract representatives of the field, expert specialists (in the particular study programme) in accordance with the specifics of the programmes/directions;
- teaching staff can work in an international environment, communicating and giving lectures in different languages;
- teaching staff are experts in the field in Latvia and also in the international environment;
- the Academy has a favourable and creative atmosphere for the professional development of lecturers.

In order to ensure the use of modern, interactive teaching methods in the study work, the Academy regularly organises seminars, trainings, as well as once a month a methodological seminar is held, in which the most attention is paid to innovative teaching methods. Within the framework of the academic staff policy, BIA encourages teaching staff to deepen their knowledge in various trainings or to improve their qualifications while studying for doctoral studies. The higher education institution provides financial support to doctoral students, covering the expenses of the participation fee at scientific conferences, as well as by supporting the inclusion of scientific works in internationally recognized and cited publications.

In order to promote the improvement of the qualification of teaching staff, BIA also holds elections for academic positions of teaching staff, evaluating the results of scientific research work, pedagogical and organisational achievements of the teaching staff in accordance with the requirements

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<sup>29</sup> [https://bsa.edu.lv/docs/nolikums/Privacy\\_Policy.pdf](https://bsa.edu.lv/docs/nolikums/Privacy_Policy.pdf)

of regulatory enactments. Faculty members are elected to an academic position for a term of six years. The election greatly motivates academic staff to maintain high performance. In turn, for the management of the Academy, it is an opportunity to carry out the assessment, improvement and renewal of the quality of the academic staff, opening up new prospects for development. The developed criteria for evaluating the quality of work are taken into account as the basis for the selection of academic staff.

The main objectives of the assessment of the performance of the work of lecturers:

- evaluate the performance of the work of lecturers within half a year, and how this activity is related to the objectives of the higher education institution and the particular structural unit;
- be the basis for motivation to work responsibly and well - for determining a bonus or some other stimulating factor;
- identify weaknesses and strengths of lecturers (i.e. increasing the necessary competence or specific training).

The work of lecturers is evaluated according to the level of knowledge and skills acquired by students. Student surveys find out students' opinion about the teacher's work, the content and implementation of the study course.

BIA promotes the growth of its teaching staff in several ways:

1. by participating in the annual inter-university methodological seminars "Methodology of Socio-Humanitarian Cognition and Operation" organised by the Academy, which are conducted by both Latvian and foreign experts. In the 2019/2020 academic year, several seminars were held at the Academy and the teaching staff attended:

- methodological seminar "Innovations in Higher Education Pedagogy: Organisation, Didactics, Technologies" on 25 September 2019, which was led by Professor A. Vorobjevs of Daugavpils University (DU);
- methodological seminar "Organisation and Specifics of the Educational Process of MGIMO. Innovations in Higher Education of the Russian Federation" on 5 November 2019, where Professor M. Lebedeva of the Moscow State Institute for International Relations (MGIMO) gave a presentation. The seminar covered issues such as defining and evaluating learning goals and outcomes; quality of a distance learning course and the criteria for its evaluation; technical capabilities of the Moodle platform;
- methodological seminar "The Role of Social Sciences and Humanities in the Modern World" on 28 January 2020, which was led by Professor V. Menshikov of Daugavpils University (DU);
- methodological seminar "Problems of Development of Risk Management of an Organisation" on 25 February 2020, which was conducted by BIA Professor A. Masharsky;
- methodological seminar "Problems of Values in Law and Higher Education" on 24 March 2020, which was conducted by Assistant Professor of BIA A. Baikov;

2. by participating in the academic staff refresher courses "Innovations in Higher Education" organised by DU in 2019/2020, which were led by leading pedagogical and psychology scientists of DU remotely using e-environment;

3. by participating in guest lectures by foreign lecturers organised by the Academy (information is regularly published on the BIA website);

4. by participating in scientific and applied conferences organised by the Academy (the BIA conference plan is posted on the BIA website)<sup>30</sup>;

5. by increasing knowledge of foreign languages by attending English courses organised at the Academy;

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<sup>30</sup> <https://bsa.edu.lv/index.php/en/conferences/plan-of-conferences.html>

6. by improving digital skills by attending training courses organised by the Academy for working in the BIA MOODLE system;
7. by participating in the development and implementation of research projects;
8. by participating in experience exchange activities, including under the Erasmus mobility programme.

In order to promote the professional development of teaching staff, the following support is envisaged:

- 50% co-financing for the acquisition of DU qualification courses;
- attending free inter-university methodological seminars and training courses for work in the BIA MOODLE system;
- co-financing of attendance at English language courses;
- co-financing of participation in scientific and applied conferences organised by the Academy, as well as conferences organised by other universities;
- co-financing of the publication of scientific articles in internationally recognised databases in scientific journals;
- attracting financial resources for the mobility of teaching staff and participation in international visits, taking advantage of hitherto little or untapped financial opportunities.

This offered opportunity has already brought its added value to the implementation of the study process and the quality of studies: the number of internationally recognized publications, including in the WOS and Skopus databases, the number of academic staff lecturing in English increased, practically all teaching staff work remotely using the e-environment: BIA MOODLE system and BigBlueButton (BBB) system.

### **2.3.7. Provide information on the number of teaching staff involved in the implementation of study programmes corresponding to the study direction, analysis and assessment of academic, administrative (if applicable) and research load of teaching staff**

In the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**", studies are provided by 44 lecturers, of which 20 (45.6%) people are not elected to the BIA; doctors of science 27 (61%), masters – 17 (39%). Academic staff have academic degrees and positions that correspond to the realisation of the goals and objectives of the study programmes of the direction:

**Table 2.17**

#### **Number of lecturers and scientific degrees of the study programmes corresponding to the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"**

Place of implementation of programmes	Number of lecturers involved in the programmes	Including in the main activity					
		Number	%	PhD	%	Mast	%
Riga	44	24	54.5%	17	71%	7	29%

The academic staff involved in the study direction is highly qualified and competent, and ensures the acquisition of the necessary research skills, theoretical knowledge, abilities and competences for students. Analysis of the adequacy of the qualifications of academic staff shows that the requirement is implemented at all places of implementation of the programme that not less than 50% of the lecturers employed in the implementation of the programme must have a doctoral degree.

*The list of teaching staff involved in the implementation of the study programmes of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" was indicated in Part III, Chapter 4 under the corresponding study programme.*

The analysis of the academic and research load of BIA teaching staff takes place both in the planning of the study process, in the development of self-assessments of study directions and study programmes, and in evaluating the lecturer's self-assessment questionnaire before being elected to an academic position. The procedure for determining the remuneration of BIA academic staff, the amount of remuneration and the amount of workload are stipulated by the "Regulations on the Organisation of Work Remuneration and Types of Pedagogical Workload for Academic Staff and Visiting Lecturers at the Baltic International Academy" (protocol No. 127) with amendments (Attached), approved by the BIA Senate on 25.08.2016. Payment for the work of academic staff is made at the hourly rate of €/academic hour.

The work remuneration of the academic staff of BIA depends on the types of pedagogical load: audience load (lectures, seminars, consultations, semester and final examinations) and non-audience load (participation in various events, organisation and management of conferences; publications; writing, editing and reviewing materials of a scientific, teaching and methodological nature). Load size - 1000 academic hours a year. The methodological and scientific work of BIA academic staff (Assistants, Lecturers, Docents, Associate Professors, Professors) up to 75 academic hours per academic year is included in the annual workload. It is the responsibility of the Study Department and the Vice-Rector of Studies to monitor and control that the teaching load is reasonable and to provide timely information to the Rector and the BIA Board for decision-making and reallocation of the teaching load, as a disproportionate teaching load may affect the quality of teaching of the course. If the academic staff is simultaneously involved in administrative work (rector, vice-rectors), the size of their load is limited to 50% or 70% (heads of study directions and study programmes, directors of branches and other employees of the administrative staff).

The remuneration of the academic staff of BIA corresponds to Cabinet Regulation of 05.07.2016 No. 445 "Terms of Remuneration of Teachers"<sup>31</sup>.

The implementation of study programmes in the direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is carried out in Latvian, English and Russian (until the end of 2022) languages. The foreign language proficiency of the teaching forces involved in the programme is attested by a higher education document with the acquired specialty and the qualification awarded, as well as a self-assessment of teachers in the Europass document at the European level, regardless of whether the language was acquired in formal education or outside it, determining the level of proficiency in accordance with the Common European Framework of Reference for Languages.

Foreign language proficiency certification is carried out by the BIA Foreign Language Learning and ECL Certification Centre, which is part of the European Certification Consortium for the Level of Modern Language Skills (ECL...). The Centre implements certification of English, German, Spanish and Russian. Cabinet Regulation of 20.12.2022 No. 795 determines the international foreign language testing institutions, among them ECL (English, German, Spanish and Russian).

**3.7. Assessment of the support available to students, including support in the study process, career and psychological support, especially indicating the support intended for specific groups of students (for example, students from abroad, part-time students, students in the form of distance learning, students with special needs, etc.)**

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<sup>31</sup> <https://likumi.lv/ta/en/en/id/283667-regulations-regarding-remuneration-of-teachers>

Every BIA student is a personality whose development and growth is taken care of by all academy staff, incl. faculty, technical staff and administration. Employees of the Academy take into account the individual features, characteristics, skills and abilities of students in their daily work, as well as take care of the diverse development of students, contribute to the formation of personal growth and tolerance.

The support system available to students at BIA is being developed in several directions.

BIA starts working with applicants before choosing a programme to start their studies, organising open days at the Academy or providing various types of individual consultations to applicants.

Much attention is paid by the BIA administration and lecturers to students with various problems in studies and communication. The student contingent is very diverse. Students with different levels of knowledge from different regions of Latvia, as well as from abroad, different nationalities and knowledge of the Latvian language, as well as various health, social and material problems enter and study at BIA.

For first-year students in September, familiarisation with the study process at BIA begins during the freshman's week, where meetings with the BIA and study programme administration, testing in Latvian, foreign languages and informatics are planned in order to find out the level of knowledge of students, offering then studies in different groups, acquaintance with the resources of the BIA Library and culture centres, etc. One of the most important tasks for the heads of study directions and programmes is the formation of a common understanding of students about career development issues, therefore, in the freshman's week, new students are introduced to the opportunities and topicalities of their career growth. In a similar way, lectures are organised for schoolchildren in the format of studies of the BIA Small Academy on the choice of future studies and the most suitable field of employment. First-year students are expected to communicate with the staff of the BIA Admissions Committee on all issues related to the commencement of the study process at the Academy. In this case, the employees of the BIA Admissions Committee perform functions of curators of first-year students.

At the same time, each study course identifies the needs of students who have difficulties in their studies or who have not attended an educational institution for a long time. Lecturers work individually with these students and, to the extent possible, provide advice to help them in the learning process. Teachers, if necessary, offer individual consultations, tasks for completion at home, the use of additional literature and study materials, attracting another student who helps to deal with a certain topic or task. Since the number of students dismissed due to failure has increased significantly in recent years, BIA has developed a set of measures that includes a student-centred individual approach, exploring the knowledge deficits of a particular student and providing individual support to reduce these deficits. BIA provides studies according to individual schedules in order to promote the participation of students in the research work of the Academy; enable students to continue their studies in cases where studies in normal mode are not possible due to family reasons; enable students to continue their studies if their academic group has become too small to organise their studies in normal mode.

BIA has a Student Information Centre, the purpose of which is to provide advisory assistance to students in all issues related to the organisation of the study process, communication with the administration and the formation of lecturers.

The guidance system is one of the tools to promote the development of individuals by supporting the transition from one level of education to the next, starting a career, adults to decide on their employment, as well as addressing social inclusion issues. In order to achieve the objectives set, it is necessary to ensure a systemic approach to the implementation of services in accordance with the needs of the target group, ensure accessibility and appropriate quality of service. The Academy first identifies the range of services that are provided to students and other target groups. Most of the service

providers prioritise the organisation of various types of internships and assistance in the provision of internships. These activities are implemented by integrating student support coordinated by the heads of study directions and study programmes. The availability of information depends only on the activity of graduates and their interest in providing information when the Academy organises Internet surveys.

An important section is cooperation with employers, as a result of which various activities are organised in which students can attend employers' lectures, prove their knowledge and skills, for example, by preparing papers and reports at BIA's annual scientific-practical conferences of students.

BIA always strives to take care not only of good educational opportunities for students, but also of social needs and psychological support, supports students as much as possible in various life situations, especially in problem situations. The primary student support is the programme managers, who can be approached in any life situation and solve current issues.

BIA has a Student Council, which consists of group assets. They are led by the president of the Student Parliament. The Student Council decides and helps to organise student events, develops proposals for improving the study work and environment, helps to organise various events, carries out other activities related to the improvement of the work and environment of BIA or the performance of various activities at the Academy.

Extracurricular activities are regularly organised, strengthening the student's sense of statehood, promoting civic participation and initiative, loyalty and patriotism.

Both BIA students and visiting students are provided with a place of residence during the Erasmus+ study mobility programme, as BIA has cooperation agreements with the State Technical School, RTU and TSI on the use of dormitory services for BIA students. In cooperation with the BIA Student Council, visiting students are also involved in extracurricular activities of BIA students (e.g., presentations of Erasmus+ national universities at dinners, excursions, Christmas and other events organised by the Student Council, etc.).

One of BIA's priorities is the implementation of Erasmus+ projects. Erasmus+ programmes are a good opportunity to support students, to find a chance for them to gain new professional and life experience through mobility abroad. As a rule, student groups involve different students, both the best and the problematic, as well as students with different social problems, so that by communicating and socialising they have the opportunity to feel and become more fulfilling.

BIA does not have a separate educational programme available to learners with special needs. All enrolled learners are integrated into higher professional education programmes. The Academy is accordingly equipped and suitable for the admission of such students. In order for students with reduced mobility to move around the premises of the Academy, elevators are available and easy to use. The premises are all suitable and conveniently accessible to people with special needs. BIA has the necessary setting for the qualitative provision of special needs of students.

## **2.4. Scientific Research and Artistic Creation**

**2.1.4. Characterisation and assessment of the scientific and/ or applied research and/or artistic creation areas of the study direction, conformity with the objectives of the higher education institution/college and study direction and the level of development of science and/ or artistic creation (describe separately the significance of doctoral study programmes, if applicable)**

Scientific activity is an integral part of the activities of BIA, with both academic staff and students participating in it. Scientific research activity is based on the requirements of the Law on Higher Education Institutions and the Law on Scientific Activity at the Baltic International Academy. The research activities of the academic staff are one of the main directions of BIA's activities. To

ensure a successful research process, BIA has a Scientific Methodological Council, a Scientific Research Institute of Social and Humanitarian Issues, a Promotion Board.

The research process at BIA is coordinated by the Vice-Rector for Science, who heads the BIA Scientific Advisory Board and is responsible for the strategy of the scientific research work of the Academy, the implementation of the set objectives and the quality of the results achieved. The academic staff of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" has the ability to conduct research at the BIA Scientific Research Institute of Social and Humanitarian Issues, where such branches of OECD sciences as social sciences and humanities are represented.

The tasks of scientific activity at BIA are:

- ensure science, research and innovation in accordance with the research directions defined in the BIA operational and development strategy;
- develop scientific research capacity;
- increase the number of people employed in science by restoring and developing human resources in science, technology and innovation, promoting international excellence and quality;
- maintain and improve the scientific infrastructure. The ethics of research work is defined as the main basic principles of BIA's scientific activity;
- indivisibility of pedagogical and research work;
- knowledge transfer;
- cooperation, interdisciplinarity, integrity.

A total of 44 teaching staff were involved in the implementation of the study direction, of which 24 teaching staff have an elected academic position at BIA and include 2 professors, 4 associate professors, 3 leading researchers, 13 assistant professors, and 2 lecturers. Since a total of 44 teaching staff are involved in the implementation of the study process, this means that 54.5% of the teaching staff are elected by BIA, which testifies to the high academic capacity of the BIA academic staff. It should also be noted that during the reporting period, foreign teaching staff from Estonia, Germany, Ukraine were attracted to the study programmes of the direction.

**Table 2.18**

**List of professors and associate professors of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" (as of 01.04.2023)**

<b>No.</b>	<b>Last Name</b>	<b>First Name</b>	<b>Position</b>	<b>Scientific degree</b>	<b>Branch of science</b>
1.	Caurkubule	Zhanna	professor	Dr.sc.ing.	Social sciences - Economics and Entrepreneurship
2.	Gunare	Marina	asoc.prof.	Dr.sc.pol.	Social sciences - Economics and Entrepreneurship
3.	Jurkevicha	Tatyana	asoc.prof.	Dr.iur.	Social sciences - Law
4.	Novozhilova	Nadezhda	assoc.prof.	Dr.sc.ing.	Social sciences - Economics and Entrepreneurship
5.	Plotka	Irina	professor	Dr. psych.	Social sciences - Psychology
6.	Volkov	Vladislav	assoc.prof.	Dr. sc. soc.	Social sciences - Sociology and Social Work

**Table 2.19**

**List of leading researchers and researchers of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" (as of 01.04.2023)**

<b>No.</b>	<b>Last Name</b>	<b>Firs Name</b>	<b>Position</b>	<b>Branch of science</b>
1.	Kachan	Vsevolod	Lead. researcher	philosophy
2.	Nikiforov	Oleg	Lead. researcher	Psychology
3.	Sannikova	Aija	Lead. researcher	Mathematics

**Table 2.20**

**List of LCS experts of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"**

<b>No.</b>	<b>Name, surname</b>	<b>Branch(es) of science</b>	<b>Expiry date of the expert rights of the Latvian Council of Science</b>
1.	Zhanna Caurkubule	Social sciences - Economics and Entrepreneurship	06.07.2025
2.	Irina Plotka	Social sciences - Economics and Entrepreneurship	02.11.2025
3.	Marina Gunare	Social sciences - Law	30.06.2024
4.	Vladislav Volkov	Social sciences - Economics and Entrepreneurship	02.02.2025
5.	Aija Sannikova	Social Sciences - Psychology	03.09.2023

In accordance with the Long-Term Strategy for the Operation and Development of BIA for 2022-2025,<sup>32</sup> the main directions of scientific research activities of BIA are as follows:

- promote the development of commonly used scientific infrastructure (development of scientific research laboratories, psychological assistance centre, etc.);
- promote the research activities of teachers and students within the framework of strategic specialisation of BIA, especially in those directions that are important for the further growth of the Latvian economy and culture;
- cooperate with business entities in the development of applied research and projects;
- develop and expand scientific and methodological cooperation with Latvian and foreign higher education institutions for the performance of joint scientific research;
- attract EU structural and social funding, BIA academic staff for scientific research.

<sup>32</sup> [https://bsa.edu.lv/docs/nolikums/strategija\\_2022\\_en.pdf](https://bsa.edu.lv/docs/nolikums/strategija_2022_en.pdf)



BIA's priority research directions are clarified and reviewed every three years taking into account:

- compliance with the priority research areas defined by the Republic of Latvia;
- research lines supported by European Union programmes;
- the need to provide top-level studies.

According to its priority research directions and the possibilities of their commercialisation, BIA:

- promotes the development of applied market-oriented and company-commissioned research by attracting investments for these studies;
- ensures the development of new research carried out by its own staff or with their participation;
- prepares the publication of the internationally recognised collection of scientific works and journals (Erich Plus).

Scientific topics are mainly related to regional development, research in the tourism and hospitality industry and correspond to the goals of the Academy and the study direction. The research base is primarily related to the economic development of Latvia. For staff representing another study direction and conducting study courses in the relevant field of science, the topics correspond to the objectives and tasks of the activities of the relevant direction.

The main directions of scientific activity of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" are reflected in the table "Scientific research directions of BIA study directions 2017-2023":

**Table 2.21**

**Scientific research directions of BIA study directions 2017-2023**

No	Scientific direction	Partners	Heads of scientific directions
<b>Direction - Economic and Financial Affairs</b>			
1.	Transformation of the economic policy of the Baltic Sea region countries	BIA, Siedlce University of Natural Sciences and Humanities (Poland)	Assoc. Prof. S. Buka, Prof. I. Stecenko, Prof. J. Zielinsky
2.	Management of financial and banking systems (at the macro- and micro level)	BIA, Kharkiv Institute of Banking (Kharkov, Ukraine)	Prof. L. Verovska, Prof. G. Reshina, Prof. A. Masharsky
3.	Economics, finance, accounting and management: analysis of modern development trends and prospects	BIA, Kharkiv Institute of Banking Affairs (Ukraine), Sikkivkar State University (Russia)	Prof.L.Verovska, BIA Prof.Z.Caurkubule, BIA Prof.G.Azarenkova (Ukraine)A.Miroshnik S.Shubina Prof.J.Badokina (Russia) Prof.I.Shvecova (Russia)
<b>Direction - Management, Administration and Real Estate Management</b>			

4.	Studying the problems of small business development in the Baltic States	BIA Business Problem Research Laboratory (Riga, Latvia)	Doc. I. Ratanova Assoc.Prof. V.Morohin
5.	Monitoring of social development models in the Baltic region	BIA, St. Petersburg State University of Economics (St. Petersburg, Russia) Belarusian State Economic University <i>BSEU</i> (Minsk, Belarus)	Doc. B. Heimanis, Prof. Z.Caurkubule Prof. I. Akulich (Belarus)
6.	Research on the implementation of problems of information business technologies in the activities of small and medium-sized businesses	BIA, St. Petersburg State University of Economics (Russia), Belarusian State Economic University (Belarus), firm BAGUA	Prof.V.Strelchonok, BIA Prof.Myachin (Russia) Prof.I.Akulich (Belarus) Mag.A.Shedishchev
<b>Direction - Hotel and Restaurant Service, Tourism and Recreation Organisation</b>			
7.	Development of intercultural communication, cultural heritage of tourism territories	BIA, Kharkiv National University (Ukraine), Academic Library of Latvia (Latvia)	Doc.M.Gunare, BIA Doc.I.Markina, BIA V. Kocere (University of Latvia) I.Zhuravlyova (KhNU)
8.	Tourism as a factor in the development of small cities	BIA, municipal tourism information centres, Financial University of the Government of the Russian Federation (Moscow)	Doc.M.Gunare, BIA Doc.J.Voznjuka, BIA Researcher J.Popova, BIA Doc.J.Shchegolkov (FU)
<b>Direction - Information and Communication Sciences</b>			
9.	Analysis of higher education problems and study of development trends	BIA, Moscow State Institute for International Relations MGIMO (Moscow, Russia)	Hab. Dr. V. Nikiforov, Assoc. Prof. V. Kachan, Prof. M. Lebedeva, Prof. P. Shchedrovicky
10.	Problems and prospects of the use of public relations and integrated marketing communications in the territory marketing system	BIA, St. Petersburg State University (Russia)	As.Prof.V.Kachan, BIA Doc.J.Taranova, S.-Pb.VU
11.	Culture of business communication in post-socialist countries	BIA, St. Petersburg State University (Russia)	As.Prof.V.Kachan, BIA Prof.D.Gavra, S.-Pb.VU
<b>Direction - Legal science</b>			
12.	Modern trends in the development and transformation of private law	Baltic Law Journal (BIA)	Prof.V.Reingolds, BIA Doc.A.Gabrielan, BIA
13.	Transformation of criminal procedure and its differentiation in Latvia	BIA Journal "Criminal and Administrative Justice"	As.Prof.D.Mezulis, BIA As.Prof.M.Sumbarova, BIA

14.	Legal safeguards for the European Union's integrated maritime policy	BIA	Doc.A.Ovlashchenko, BIA Vis.prof.H.Shimkova
<b>Direction - Art</b>			
15.	Design education trends and technologies in the context of the Bologna Process	BIA, Kaunas College (Lithuania), Euro Academy (Estonia), Šiauliai State University (Lithuania), State Academy of Arts (Belarus)	Prof.M.Kopeikin, BIA
<b>Direction - Translation</b>			
16.	Foreign language education, translation and intercultural communication	BIA, University of Pécs (Hungary), University of Rzeszów (Poland)	Prof.E.Arkhangel'sk, BIA Prof.L.Ignatjeva, BIA doc. V.Vegvari (Hungary), adjunct G.Zienthala (Poland)
<b>Direction - European Studies</b>			
17.	Ethnopolitical conflicts in the countries of the European Union	BIA, Tallinn University of Technology (Estonia), Higher School of Economics (Moscow), St. Petersburg State University (Russia)	M.Rodins, BIA, Prof. A.Kirh (Estonia) Prof. V.Achkasov Prof.A.Duka
<b>Direction - Psychology</b>			
18.	Experimental studies of implicit attitudes	BIA, Norwegian University of Science and Technology, (assoc. prof. Timo Lajunen). Cooperation with doctoral students of the doctoral programme "Psychology" of Daugavpils University	Prof. I.Plotka, BIA As.Prof. N. Blumenau, BIA dr.psych. D. Igonin, Doc. M. Bambulaka, Doc. J. Shaplavskaya, researcher L. Shemane-Vigante.
<b>Direction – Social Welfare</b>			
19.	Social work in Latvia and the world	BIA, Association "Society of Social Workers"	Doc.A.Mite, BIA Doc. L.Aboltina, BIA Prof. I.Chamane BIA

The research work of lecturers carried out within the framework of studies corresponds to the objectives of the study direction. Taking into account the specifics of the economic sector, the involvement of academic staff is mostly carried out in projects related to economics, finance and business, in the implementation of which students are also involved.

#### **2.4.2. Linkage of scientific and/ or applied research and/or artistic creation with the study process, including characterisation and assessment of the use of results in the study process**

During the reporting period, the following general objectives and detailed objectives were set for linking scientific research with the study process to the BIA Scientific Council:

General **objectives:**

- To coordinate scientific research work at BIA and its integration into the study process and programme acquisition (respons. Vice-Rector for Scientific Work of BIA, heads of study directions and study programmes);
- To develop and coordinate the research activities of BIA students (resp. heads of study directions and study programmes).

**Detailed objectives:**

- To regularly participate in the approval of master's and bachelor's thesis topics and managers of master's and bachelor's degree programmes. (Direction Council). (executed).
- To participate in the evaluation of the process of developing final theses, pre-defence of master's and bachelor's theses, directing the thesis to the defence, reviewing them. (study programme managers, faculty lecturers). (executed).
- To participate in the development of BIA research directions and strategy for the development of the Academy. (direction management). (executed).
- To participate in the organisation and provision of the BIA student scientific conference, to participate in the conference as experts. (study programme managers, lecturers of the study direction). (executed).
- To find out the opinion of external and internal stakeholders on the activities of BIA Scientific Board by conducting surveys (oral or written) (analytical part of BIA). (executed).

Scientific research activity is an integral part of the study process. Research work carried out by academic staff is used in the preparation of study course programmes and in the training of students, and it has a direct impact on the study work. The research activities of the academic staff have a direct and positive effect on the study work. Participation in conferences and project development offers an opportunity to provide an insight into the latest research directions, current problems of scientific and practical work and their solution in the study work. All leading lecturers of the directional programme, who actively participate in scientific research, widely apply the obtained scientific results in the study process: preparing for classes, developing a practical example teaching methodology, seminar classes, project works, and topics of final theses. The improvement of the content of study courses is also directly related to the research work and scientific activities of the lecturer. Students are actively involved in various research activities, acquiring the skills, abilities and competences necessary for carrying out research work. Students of all levels actively participate in both Latvian and international conferences with reports. For master's and doctoral students, participation in conferences is a mandatory condition.

The linkage of scientific research with the study process is realised in several ways:

- Students are involved in research work, during the development of term papers, bachelor's theses, master's theses, as well as by providing an opportunity to work in research projects in case of availability of appropriate funding. In each study programme, students are offered topical research directions from which students can draw inspiration for their research. In cooperation with employers, students have the opportunity to study and develop research that is important and useful for the industry. The model topics of the final papers are developed by the lecturers of the relevant study programme, and by 1 December they are approved by the Direction Council. The directors of study programmes review and approve or ask for clarification of each application for the topics of the final thesis.
- In cooperation with the supervisor, students acquire the skills to plan and conduct research; to learn or develop research methodologies for the appropriate topic of work. Also, in cooperation with the supervisor, students are attracted to the process of developing a scientific article, as a result of which students develop a culture of scientific research work. Students systematically participate in scientific conferences where they present their research.

- Students (especially students of the professional master's study programme "**Management of Communication in the Leisure and Entertainment Industry**") have the opportunity to participate in the research conducted by the academic staff of the direction both as research participants and voluntarily, thus getting to know the research process better. In the research work, master's students are involved throughout the studies, except for the preparatory semester, the following measures are implemented: conversations and consultations with students on the choice of the theme of the master's thesis are started already from the introductory week.
- Lecturers of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" use the results of both their own and colleagues' research and insights in teaching courses, referring to them in parallel and in addition to the description of research and insights carried out elsewhere in the world.

The research work carried out by the teaching staff is used in the preparation of study courses of the professional bachelor's study programme "**Tourism and Hospitality Management**" and the professional master's study programme "**Management of Communication in the Leisure and Entertainment Industry**" and in the training of students, and it has a direct impact on the study work. For example, the research results obtained in the research direction "Development of Intercultural Communication, Cultural Heritage of Tourism Territories" are applied in the study courses "History and Culture of Latvia and the Baltics", "Intercultural Communication" and "Communication Research Methods and Presentation". The research results obtained in the research direction "Tourism as a Factor in the Development of Small Cities" are applied in the study courses "Tourism Geography" and "Sustainable Development in the Field of Tourism and Recreation".

The linkage of scientific research with the study process corresponds to the practice accepted in the world of business education and is assessed as corresponding to the strategic goal of the development of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" - "prepare highly qualified, competent and competitive professionals in the field of communication, recreation and entertainment, according to the requirements of the labour market, who would be competitive in the Latvian and international labour markets, to improve research skills and competences, as well as to ensure personal development and motivation of students for further education".

#### **2.4.3. Characterisation and evaluation of international cooperation in scientific and/or applied research and/or artistic creation, indicating also joint projects, studies, etc. Indicate the study programmes obtained from this cooperation. Indicate further plans for the development of international cooperation in scientific research and/or artistic creation**

BIA has a wide-ranging international cooperation that has developed at several levels, which is based on the participation of both study directions and study programmes in internationally funded educational or scientific projects, including student exchange projects, as well as on the personal scientific contacts of teachers involved in study programmes and scientific cooperation, in which students are also successfully involved.

An important part of the scientific activity of teachers is participation in projects. BIA is actively involved in the implementation of various projects, both as project submitters and as partners, which contributes to the generation of new ideas, expands the opportunities for students, the Academy's faculty and staff.

Lecturers of the direction regularly participate in various projects of international scale. Being aware of the importance of the internship gained in the course of such projects, the lecturers involve academy students from different programmes in the implementation of projects. BIA has successfully

implemented EU fund projects, which has developed experience in the implementation of funds, as well as skills to advise learners and provide information to the general public.

**Table 2.22**

**International R&D contract work**

<b>Programme</b>	<b>Year</b>	<b>Project Identification or Contact Number</b>	<b>Applicant/Beneficiary Name</b>
Erasmus +	2015-2016	Programme agr. No. 2015-1-LV01-KA103-013175-LV - Students and teaching staff mobility, Organisation of Mobility - <b>State Education Development Agency</b>	Baltic International Academy
Erasmus +	2015-2016	Programme agr. No. STA-OUT-13- Staff Mobility for teaching between programme and partner countries Eastern Partnership programme	Baltic International Academy
Erasmus +	2015-2017	Programme agr. No. 2015-1-LV01-KA107-013261-Students and teaching staff mobility, Organisation of Mobility - <b>State Education Development Agency</b>	Baltic International Academy
Erasmus +	2015-2018	Programme agr. No. 2015-1-LV01-KA107-013261-Higher Education - International Capacity Building Project No.561832-EPP-1-2015-1-LV-EPPKA2-CBHE-SP (2015-3285/001-001) - European Dimension in Qualifications for the Tourist Sector - The Education, Audio-visual and Culture Executive Agency, European Commission	Baltic International Academy
LAS and Czech Academy of Sciences	2016-2018	Programme agr. No. LZA-16-02; " <b>National Minorities and Ethnic Groups: Past and Present Experience in the Czech Republic and Latvia</b> "	Project manager (on the Latvian side) – Nadezhda Pazuhina
Erasmus +	2018-2022	<b>Enhancing Green Economy in 3 countries of Asia (EGEA)</b> Project number:598470-EPP-1-2018-1-DE-EPPK2-CBHE-JP	Baltic International Academy Project Manager - Marina Gunare
European Erasmus + programme with the support of the European Commission	2020-2022	Programme agr. No. 2020-1-CZ01-KA202-078343; ERASMUS+ KA2 Cooperation for Innovation and the exchange of good practices, KA202 Strategic Partnerships for vocational education and training " <b>Innovation and Continuing Education in Destination</b> "	Baltic International Academy
Erasmus +	2020-2023	Programme agr. No. 2020-1-LV01-KA107-077347; ERASMUS+ KA1 (Core Activity), KA107 Higher Education Students and Staff Mobility between Programme and Partner Countries	Baltic International Academy
Association Europe 4 Youth	2021	Programme agr. No. 2019-2-PL01-KA105-066160; Training Course " <b>Trolls and Elves in the land of</b>	Ind. participation in the project - Ekaterina Voznyuk

(Stowarzyszenie Europe 4 Youth)		<b>the digital youth work "</b> (Erasmus+ KA1 project, 2019-2-PL01-KA105-066160)	
Latvia-Russia cross-border cooperation programme	2021	Programme agr. No LV-RU-018; Latvia-Russia cross-border cooperation programme, " <b>Craftsmanship without Borders</b> " - seminar leader	Ind. participation in the project - Ekaterina Voznyuk
European Erasmus + programme with the support of the European Commission	2021	Programme agr. Nr 2019-3-FR02-KA105-016664; training course GREEN ECONOMY- CRISIS KO (Erasmus+ KA1, 2019-3-FR02-KA105-016664)	Ind. participation in the project - Ekaterina Voznyuk

A number of teachers are involved in projects related to their field of scientific interest. Detailed information on the research work of lecturers in projects is provided in the Annex. *The curriculum vitae (CV) of academic staff* (Collections of scientific articles with scientific articles by teachers and students are located in the BIA Library. Information on scientific activities, publication and participation in conferences and projects is presented in the Annex.)

For 12 years, the Academy has been organising the annual international scientific-practical conference of young researchers and students "Time of Challenges and Opportunities: Problems, Solutions, Prospects", one of the tasks of which is to draw students to scientific activities. The co-organisers of the conference in 2023 are V.N. Karazin Kharkiv National University (Ukraine), Uniwersytet Przyrodniczo-Humanistyczny w Siedlcach (Poland), Šiauliai State College (Lithuania), College of Accounting and Finance (Latvia), formerly Akademie STING (Czech Republic), SHEI "Banking University" (Ukraine), International University «MITSO» (Belarus), St. Petersburg State University of Economics (Russia). The conference is also attended by students from other higher education institutions of Latvia and other countries. Conferences are usually organised in May, i.e. at the end of the study year, so they have the opportunity to present research that has been created during the entire study year.

For the twelfth year, the annual international scientific-practical conference "Transformation of Society in the Field of Social Sciences and Humanities" is organised (until 2019, within the framework of the conference, the name of the conference was "The Process of Transformation in Law, Regional Economy and Economic Policy: Current Problems of Economically Political and Legal Relations". The co-organisers of the conference are Daugavpils University (Latvia), College of Accounting and Finance (Latvia), V.N. Karazin Kharkiv National University (Ukraine), Kyiv National University of Technologies and Design (Ukraine), Research Centre of Industrial Problems of Development of NAS of Ukraine, Simon Kuznets Kharkiv National University of Economics (Ukraine), Panevezys University of Applied Sciences (Lithuania), Lithuanian Sports University, University of Oradea (Romania) and Uniwersytet Przyrodniczo-Humanistyczny w Siedlcach (Poland).

The work of these conferences resulted in the publication on the Academy's website.<sup>33</sup> BIA prepares and publishes the scientific journal "Baltic Journal of Legal and Social Sciences", which publishes scientific and analytical articles on current issues of social science and practice both in the Baltic region and beyond.<sup>34</sup>

Cooperation within the framework of the ERASMUS programme: academic staff of the study direction undergo internships in foreign universities and other institutions in order to objectively

<sup>33</sup> <https://bsa.edu.lv/index.php/en/con-ferences/main-publications.html>

<sup>34</sup> <https://bsa.edu.lv/index.php/en/journals.html>

understand student exchange trips and study opportunities, opportunities for exchange of lecturers and a new form of cooperation, as well as signing new cooperation agreements.

In accordance with the "Long-term Strategy for the Operation and Development of the Baltic International Academy for 2022-2025"<sup>35</sup>, in the development of international relations, BIA promotes:

- mobility of students and teaching staff with the aim of improving the quality of studies and improving the qualifications of staff;
- participation in international academic and professional organisations (incl. associations, e.g. World Tourism Organisation (master's study programme "Management of Communication in the Leisure and Entertainment Industry");
- attracting foreign students by increasing the proportion of courses taught in foreign languages;
- active participation in international scientific and educational exhibitions, conferences, seminars, refresher courses and other events;
- summer schools and International Week programmes with the creation and implementation of international study course offerings;
- development of transnational higher education study programmes;
- participation in international education and research programmes and projects.

BIA's future plans for international cooperation in scientific research will be developed in the following directions:

- Participation in scientific projects at both national and international level, including management of international projects;
- Preparation and implementation of joint scientific research and innovative contract projects;
- Management of or participation in the activities of the Commission of the Organisation of International Conferences;
- Participation in annual scientific conferences and seminars of international partner universities;
- Management of or participation in the activities of the Editorial Board of International Scientific Publications;
- Increase of the number of scientific papers of BIA faculty members in internationally cited journals;
- Preparation of joint scientific publications with foreign universities;
- Development of academic mobility through student exchanges, organising lectures of BIA teaching staff in foreign universities and inviting teaching staff from partner universities to teach classes at BIA, etc.

International cooperation in scientific research has the most direct impact on the study programmes of the relevant study direction. It allows to enrich the lectures of the teachers with foreign experience, as well as provides opportunities for students to meet directly and listen to guest lecturers from different countries, incl. on the results of their research.

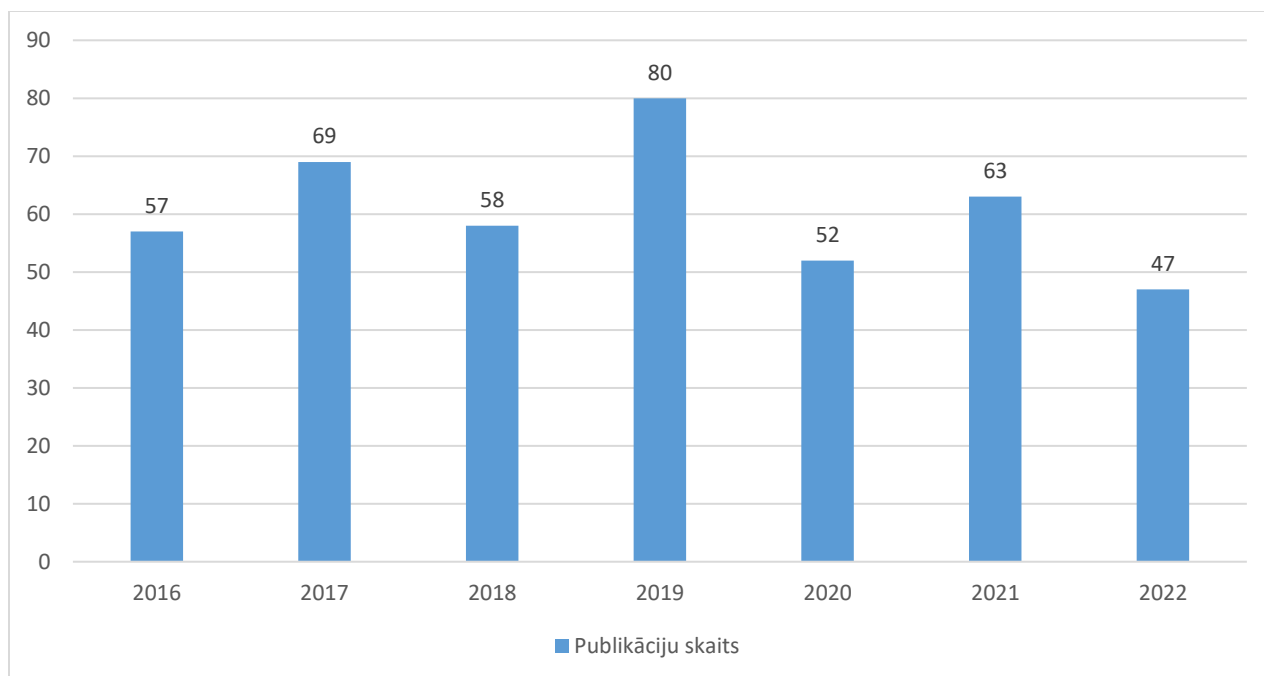
#### **2.4.4. Indicate how the involvement of teaching staff in scientific and/ or applied research and/or artistic creation is ensured and promoted. Characteristics and assessment of academic staff in the field of scientific and/ or applied research and/or artistic creation study direction with examples**

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<sup>35</sup> [https://bsa.edu.lv/docs/nolikums/strategija\\_2022\\_en.pdf](https://bsa.edu.lv/docs/nolikums/strategija_2022_en.pdf)



The staff involved in the implementation of the BIA study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" ensures sufficient scientific capacity to carry out scientific activity in the science of tourism and hospitality, the lecturers involved in the direction have written books and published the results of their research in various journals and collections of articles.



**Figure 2.2. Number of publications of academic staff of the direction in the academic years 2016/2017-2022/2023**

Every year, the Academy organises international scientific research conferences, in which both academic staff and students of the Academy actively participate. The full list of planned BIA conferences can be found on the BIA website, in the section "Conferences".<sup>36</sup>

BIA academic staff publishes research results in scientific publications and scientific journals of Latvian and foreign universities included in WEB OF SCIENCE, SCOPUS, EBSCO and other databases:

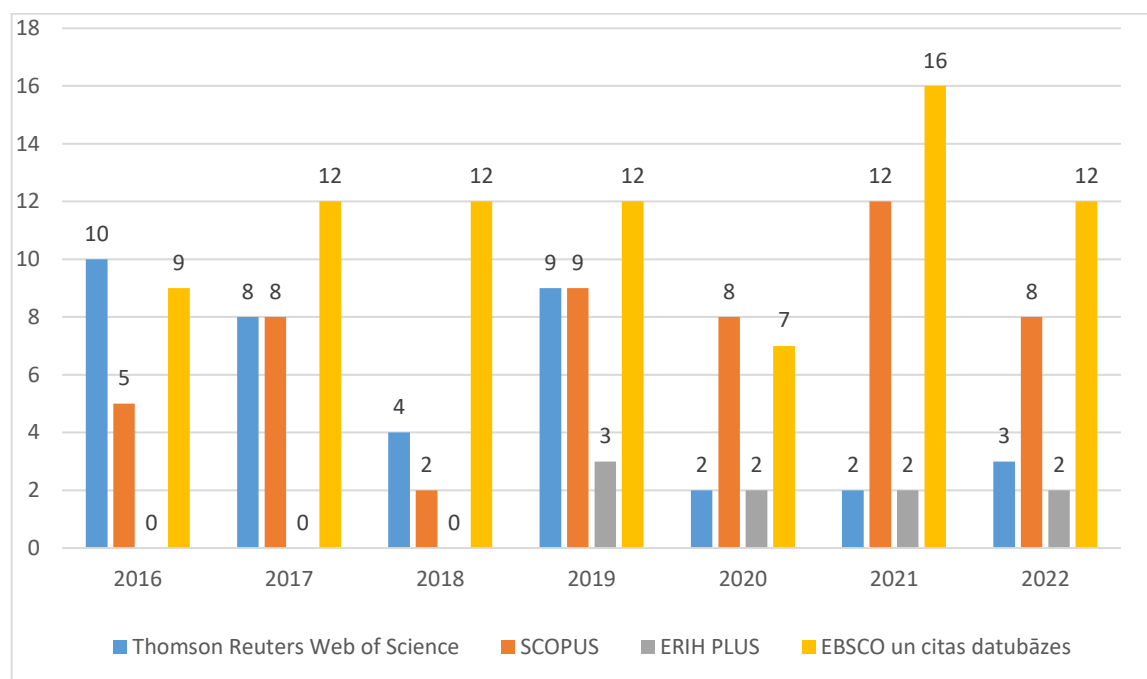
**Table 2.23**

**Publications of the academic staff of the direction, which are included in international databases**

Year	Thomson Reuters Web of Science	SCOPUS	ERIH PLUS	EBSCO and other databases	Total number of publications
2016/2017	10	5	0	9	57
2017/2018	8	8	0	12	69

<sup>36</sup> <https://bsa.edu.lv/index.php/en/conferences/plan-of-conferences.html>

2018/2019	4	2	0	12	58
2019/2020	9	9	3	12	80
2020/2021	2	8	2	7	52
2021/2022	2	12	2	16	63
2022/2023	3	8	2	12	47
Total:	<b>38</b>	<b>52</b>	<b>9</b>	<b>60</b>	426



**Figure 2.3. Publications of the academic staff of the direction, which are included in Thomson Reuters Web of Science, SCOPUS, ERIH+, etc. databases**

The main scientific publication of the academic staff involved in the implementation of the study direction and a list of the training literature prepared during the reference period is shown in the **Annex**. In conclusion, not all lecturers reported their scientific activity in the reporting period: among the lecturers there are practitioners, or professionals in the field (e.g. Ž.Jeļiseeva, J.Serebrjakova, A.Rogale-Homika) who consider their practical activity as a priority rather than theoretical research. Elita Donska did not show her scientific activity among lecturers.

The academic staff involved in the study direction regularly presents the results of their research to the scientific community by participating in scientific conferences, symposia, congresses in Latvia and abroad, as well as publishing their research and monographs, and participating in projects. Lecturers of the direction publish and participate in the organisation of the international scientific-practical conference "Transformation of Society in the Field of Social Sciences and Humanities". It is planned to continue the tradition of the "round table" together with the internet magazine "The Baltic Course" and the Employers' Confederation of Latvia. The list of participation of academic staff involved in the implementation of the study direction in conferences and projects during the reporting period is presented in the Annex.

Also, the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" promotes not only the involvement of permanent faculty members, but also the involvement of external faculty members (including foreign ones) in the preparation of scientific publications, for example in the publications of the BIA journal "Baltic Journal of Legal and Social Sciences", where scientific and analytical articles on current issues of social science and practice are published both within and outside the Baltic region<sup>37</sup>.

To encourage the involvement of elected members of staff in scientific or applied research, the Baltic International Academy has developed a system for stimulating and supporting the scientific activities of academic staff, doctoral students and other students<sup>38</sup>. This system corresponds to the main objectives of scientific activity, which are reflected in the Law on Scientific Activity: «to strengthen ... taking care of science as a particularly important factor in the development of society» (Article 2 of the Law on Scientific Activity), promotes the motivation of teaching staff to write publications and raises their level of qualification, also increasing the quality and academic depth of the content of classes.

The system of stimulation and support of scientific activity includes several tasks:

- strengthening the interests of scientific and academic staff, doctoral students and other students in the development of their scientific potential, the effectiveness of scientific activity, which is associated with the priority publication of the results of scientific research in scientific publications, indexed Scopus, Web of Science, ERICH + databases;
- motivational support of scientific and academic staff to develop the interaction between scientific activity, the content, methods of study disciplines, scientific and study communication with doctoral students and other students, in the formation and development of BIA's scientific directions and scientific schools;
- strengthening of scientific communication of academic staff, doctoral students and other students both at the BIA and between the Academy and other universities and higher education institutions of Latvia and the world by organising joint scientific conferences, participating in scientific conferences in Latvian universities and abroad, preparing scientific projects, entering into agreements on cooperation in the scientific field and study programmes with other universities;
- development of scientific research infrastructure (scientific laboratories, research institutes, BIA Library foundation, audio and video collections of scientific works, etc.);
- development of a set of BIA scientific journals (Administrative and Criminal Justice; Baltic Journal of Legal and Social Sciences);
- popularisation of information about the scientific research of the Academy, achievements of the study process, results of BIA's scientific research in the Latvian mass media. The rules of the system for stimulating and supporting scientific activity are differentiated according to the scientific degrees and positions of the scientific and academic staff of BIA. At the same time, this system contributes to the professional development of scientific and academic staff, doctoral students and other students.

In accordance with the "Regulations on the Organisation of Work Remuneration and Types of Pedagogical Workload for Academic Staff and Visiting Lecturers at the Baltic International Academy", stimulation of scientific activity includes:

- Organisation and management of international conferences
- Publication of scientific papers in Web of Science, SCOPUS and ERIH+ databases.

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<sup>37</sup> <https://bsa.edu.lv/index.php/en/bjls-en.html>

<sup>38</sup> <https://bsa.edu.lv/index.php/en/system-of-promotion-of-scientific-activity.html>

- Writing, editing and reviewing scientific, teaching and methodological materials from 2 to 5 academic hours (taken into account when determining the load of teaching carried out).
- Stimulation of scientific activity of BIA's academic staff also includes:
  - ✓ *the opportunity to use the Erasmus Programme resource to lecture in European countries at universities;*
  - ✓ *BIA financial resources to handle the costs of participation in international scientific conferences.*
- Stimulation of scientific activity of bachelor's, master's and doctoral students includes:
  - ✓ *BIA grants graduate and doctoral students incentives for participation in BIA scientific conferences;*
  - ✓ *bachelor's, master's and doctoral students are covered by Erasmus+ financial resources in order to increase their scientific preparedness at European universities and the introduction of scientific communication with scientists from foreign countries.*

The system of stimulation and support of scientific activity is open to suggestions for improvement for academic staff, doctoral students and other students of the Baltic International Academy.

**2.4.5. Indicate how the involvement of students in scientific and/ or applied research and/ or artistic creation is ensured and promoted. Assess and characterise the involvement of students of each level of the study programme, which is implemented in the study direction, in scientific and/ or applied research, and/ or artistic creation, providing examples of opportunities offered and used by students**

The study research work, both in content and organisationally, is planned in accordance with the requirements of the study programme and purposefully directed so that the future specialists gradually acquire the necessary knowledge and skills. The bachelor's study programme provides for the development and defence of 3 study papers and a thesis, and for master's students – the development and defence of a master's thesis.

Within the framework of the programme, special attention is paid to the conduct of research work. The research activity of students is related to the implementation of various projects both within the framework of BIA activities and outside it. In the course of various study courses, research or creative projects are implemented that contribute to strengthening the competitiveness of students. Students must independently conduct micro-studies in relation to the problems to be studied in the course, developing skills of both empirical and theoretical work. By collecting, compiling and analysing all the information to be learned on a particular issue, students form an experience of empirical work, while interpreting the material in accordance with the theoretical knowledge of specialists in the field and presenting their conclusions in a paper, report, article, they develop the skills of scientific work.

The research work of students carried out within the framework of studies corresponds to the objectives of the study direction. The final (bachelor's, master's) work in the study programmes of the direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" is a project independently developed and implemented by the student with a practical implementation part in the problem chosen by the student. The project is independently developed, implemented and presented. In order to successfully qualify, it is necessary to acquire competences in one's professional and research work, to be able to justify and realise creative idea, to understand and be able to apply various knowledge, skills and competences related to the future profession. Throughout the study process, these competences are integrated and promoted, starting with small creative tasks, and later - practical projects and scientifically based research. Students acquire basic knowledge of research in the study course "Theory and Methodologies of Scientific Work" and their involvement in scientific activity

basically takes place within the framework of the study process, theoretical knowledge is tested in practical works and creative projects, developing term papers and final (bachelor's, master's) theses.

Writing course and final (bachelor's, master's) papers is considered to be the most significant contribution to the improvement of students' research-creative activity. The development and defence of the final thesis is a confirmation of the student's professional competence in order to be able to obtain the appropriate qualification. Other forms of research work of students are reports, research within the framework of specific study courses. Students present the results of their research at conferences and actively participate in both Latvian and international conferences with reports. Graduate students also actively participate in scientific conferences, since participation in conferences and publications of scientific articles is part of the practical training that is included in the master's study programme.

Attracting students to scientific research has improved compared to the previous reporting period and more students are engaged, but despite this increase, the majority of students are not motivated to participate in scientific research. Students are provided with the opportunity to develop scientific papers, both competent supervisors and partially sufficient equipment are available.

The teaching staff of the BIA study direction has extensive experience in involving young scientists (students of bachelor's and master's programmes) in scientific work, conducting research within the framework of projects, conducting individual research within the framework of term papers, bachelor's and master's theses, preparing scientific articles, presenting research results at scientific conferences. The study process organised within the framework of the direction provides for a comprehensive approach, supporting the research initiated by students and involving the most successful students also in scientific projects. By involving students in scientific research, international student scientific conferences are also organised annually. Students participate in scientific research conferences and publish their articles. For example, during the reporting period students of the programmes "Tourism and Hospitality Management" and "Management of Communication in the Leisure and Entertainment Industry" participated in several international and scientific-practical conferences of students organised by BIA. For example, in 2022, on May 13-14, BIA's annual XII International Scientific-Practical Conference of Young Scientists and Students "Time of Challenges and Opportunities: Problems, Solutions, Prospects", was held, where more than 20 students of the direction, both master's and bachelor's level students, submitted their scientific papers. On 10 December 2022, the annual BIA XI International Scientific-Practical Conference "Transformation of Society in the Field of Social Sciences and Humanities" was held, where master's students of the study direction participated. On May 12-13, 2023, BIA's annual XIII International Scientific-Practical Conference "**Time of Challenges and Opportunities: Problems, Solutions, Prospects**" was held, where students of 21 directions - both master's programmes and bachelor's level students - presented their papers. The best papers presented at the conference were recommended for publication together with the scientific supervisors of the student papers. These publications are used by students in preparation for seminars, writing papers and developing their final theses.

Students of the direction also participate in scientific conferences of foreign universities – for example, on 26.04.2023 O. N., a 3rd year student of the bachelor's study programme "**Tourism and Hospitality Management**", and A.A., a 2nd year master's student of the master's study programme "Management of Communication in the Leisure and Entertainment Industry", participated in the scientific conference "Contemporary Tourism: Trends&Challenges" at the Warsaw University of Natural Sciences.

**2.4.6. Brief description and assessment of the forms of innovation applied in the activities of the higher education institution/college, mainly in the study direction to be assessed, (for example,**

**product innovations, process innovations, marketing innovations, organisational innovations), providing examples and assessing their impact on the study process**

BIA has developed and brought into the study process the Academy's e-learning platform BIA MOODLE and Big Blu Button (BBB) platform, which provided an opportunity to improve the quality of the content of study programmes, providing students with a better opportunity to increase their competences and skills. Work continued on the improvement of the BIA database by introducing the NEXUS programme, which made it possible to interconnect an integrated e-solutions platform with the processes of study programme content, personnel and student file management, financial resources and document flows. By improving the organisational structure of BIA and performing the support available to students in the study process, the Student Information Centre was created, where students and academic staff can receive informational support. BIA continues to optimise its management by organising the Study Quality Management Centre in order to improve the quality of studies and provide the Latvian economy with a competitive workforce, moving closer to the current demand of the labour market.

The Laboratory of Neurocognitive Implicit Processes established by BIA provides an opportunity to attract students and lecturers for the acquisition of various programmes – future psychologists, entrepreneurs, business managers, lawyers, economists, marketing specialists, for prospective and current research directions. The Academy's opportunities to cooperate with Latvian and European researchers and to participate in joint international, scientific and research programmes will increase significantly. A real opportunity has arisen to conduct fundamental studies of the cognitive mechanisms of implicit social cognition, as well as modern applied research aimed at the study of implicit attitudes in various fields of professional activity.

The purpose of the establishment of the Laboratory is to provide a scientific and technical basis for the conduct of scientific research for students of master's, bachelor's, doctoral study programmes. The Laboratory performs the following functions:

1. Scientific – methodological and hardware provision for the development of internships, bachelor's, master's theses;
2. Scientific – methodological and hardware provision for teachers engaged in scientific - research work in implicit social cognition.
3. Conducting applied research (in the field of the market) on the orders of enterprises and organisations (transport, communications, industry, trade, advertising, marketing, etc.);
4. Content development and improvement of master's study courses.

In order to perform the above functions, the Laboratory is equipped with hardware and software that enables the conduct of group classes; practices in psychology and provide opportunities to deal with all four functions of the Laboratory.

**Laboratory equipment:**

The Laboratory is equipped with hardware and software provision, which includes the electroencephalograph NVX-52 (EEG NVX-52) (48 channels) and the hardware methodology E-Prime 2, which serves as the main base for performing implicit measurements. For many years, work has been carried out using the hardware methodology E-Prime-2 together with EEG, which provides a qualitatively new level for conducting scientific research.

1. Encephalograph NVX-52 hardware with 48 channels for making EEG recording. Encephalograph NVX-52 with a high sampling frequency (2000 Hz, ADC - 24 bit), which is necessary to make high-frequency oscillation recordings, while the existence of 48 channels makes it possible to apply a modern mathematical apparatus to calculate the summoned potentials and determine the structures responsible for wave generation (brain structures).

2. Two computers, where one of the computers is used to detect external audio and visual stimuli; a second computer is used to record the EEG signal during the experiment. Both computers are equipped with ports (serial COM and parallel LPT) for stimulus-trigger signal conjugation during EEG recording.
3. For the generation of stimulus material, the programmes E-PRIME and the open-source programme PSYCHOTOOLBOX, which work in the MATLAB environment, are used;
4. To compute the data obtained during the experiment, a powerful workstation with two monitors and open source programmes EEGLAB and BRAINSTORM, which work in the MATLAB environment, are used. The use of the given programmes makes it possible to perform calculations of the spectral power of the EEG signal on different EEG waves; calculate the parameters of the summoned potentials, as well as carry out visualisation of running processes in the cerebellar cortex.

Electroencephalography - one of the most widely used methods for studying the electrical activity of the human brain. The given method is especially used in medicine and neurocognitive research. In addition, electroencephalography is also successfully utilised in the field of applied research, such as engineering psychology, occupational psychology, ergonomics, as well as in other branches of psychological science.

Electroencephalography is increasingly being applied not only in medicine, but also in neurocognitive science, which includes modern psychology and its most recent scientific fields, such as neurocognitive economics and management. In this area, special attention is paid to the study of neuromarketing, the study of decision-making by company managers, as well as other promising directions that study human behaviour in the management aspect.

Students are offered the opportunity to get acquainted with experimental methods, which can be used to extend their knowledge by writing a theoretical summary of the research methodology in their final thesis, as well as by carrying out experimental studies with laboratory equipment. For example, consultations on research methods were provided to students of the bachelor study programme who defended their theses on "Territory branding in the development of Zemgale as a tourism destination" (2017/2018), "Ways of improving the psychosocial working environment in the hospitality sector at the Island Hotel" (2020/2021), "Latent aggression factors in restaurant employees at the Island Hotel" (2020/2021), "Psychosocial work environment in the hospitality sector at the Island Hotel" (2020/2021). /2021), "Territory branding and the development of tourism attractiveness of the small town of Aukštaitija (2020/2021)", as well as the Master's students who defended their works on the topics "Emotional marketing as a form of communication in territory promotion" (2017/2018), "Branding in the integrated marketing communication model of the congress bureau" (2017/2018). In the future, it is planned to offer joint research in the Master's degree programmes "Psychology" and "Management of Communication in the Leisure and Entertainment Industry" in the form of final theses.

## **2.5. Cooperation and Internationalisation**

**2.1.5. Assess how the cooperation implemented within the framework of the study direction with various Latvian institutions (higher education institutions/colleges, employers, employers' organisations, local governments, non-governmental organisations, scientific institutes, etc.) ensures the achievement of the objectives of the direction and study results. Indicate according to which criteria the cooperation partners corresponding to the study direction and study programmes are selected, describe the ways of cooperation, how cooperation is organised, additionally indicating the mechanism for attracting partners**

In order to ensure the quality of education, the goal of cooperation and internationalisation of BIA primarily includes promoting the sustainability of study directions. The BIA recognises that Latvian higher education must be international and must be able to implement the basic principles of a unified European higher education space. In order to achieve the goals of the direction and study results, BIA cooperates with several organisations in Latvia: companies, governmental and non-governmental organisations, professional associations, higher education institutions, colleges, secondary schools, etc., which meet the following criteria: (a) the institution is ready to cooperate: in the field of research, practice provision; (b) the work profile of the institution relates to the field of work and organizational psychology.

Cooperation in the study direction is subordinated to the achievement of the strategic goals and results of the direction. The main criteria for initiating a collaboration are:

- positioning the field of study in the higher education market;
  - opportunities for improving the content and organisation of study programmes to ensure competitiveness;
  - opportunities to develop and increase the capacity of scientific research in the field of study; opportunities for student involvement in research;
  - expanding the network of cooperation partners at national level;
  - deepening cooperation with the region's business and public sectors in improving study content, assessing students' professional competences and introducing innovative solutions in the field.
- *joint projects*: In 2020, the researchers of the University of Latvia started cooperation with representatives of other higher education institutions to implement the project “Assessment of the competencies of students in higher education and their development dynamics during the study period”, which in the future will make a significant contribution to the quality assurance system of Latvian higher education. At the beginning of 2023, BIA representatives, including Study Field “Hotel and Restaurant Service, Tourism and Recreation Organisation” joined this project. In the project, researchers want to understand what each of the 6 competencies (research, innovation, entrepreneurship, digital and global, and civic competence) means; how students learn them; how higher education institutions measure them; and how they are expressed through study outcomes. The project results make a great contribution to the education system of Latvia, as within its framework a tool will be developed and approved for a broad assessment of the quality of higher education programmes. As part of the research, a continuing education course will be developed so that representatives of other higher education institutions can also learn the cross-cutting competence assessment tool and how to incorporate these competences into study outcomes (<https://www.lu.lv/en/about-us/ul-media/news/single/t/76330/>) ("LV only").
  - *internships and guest lectures*: the study area offers local partners the opportunity to participate in internships or give guest lectures to students. Our partners host students in their organisations and companies and give them practical work experience. Guest lectures from guest lecturers and industry experts from other universities give students a new perspective and understanding of the tourism industry.
  - *study visits and conferences*: the field of study organises study visits to local partner organisations or tourist attractions. Such visits allow students to get to know the partners' activities and infrastructure. In addition, the BIA organises conferences or seminars where local partners can participate as participants, sharing their experience and knowledge.

Focus on cooperation with different partners in the tourism industry is the biggest competitive advantage in relation to other study programmes. Direct participation and influence in the



industry creates relevant content in the courses and at the same time helps to find practical links between students and employers.

Analysing the dynamics of cooperation with various Latvian institutions during the reporting period, it can be concluded that the cooperation with various Latvian institutions within the study direction has been fully strengthened and directed towards the achievement of the strategic goals and study results in education, research, knowledge transfer and thought leadership, providing internationally competitive higher professional education in tourism, hospitality, leisure and recreation in the country (list of cooperation agreements is attached as an **Appendix**).

Cooperation is implemented with many Latvian higher education institutions:

- Graduate School of Information Systems Management (ISMA);
- Transport and Telecommunication Institute (TSI);
- Higher School of Economics and Culture (ESA);
- Riga Stradins University (RSU);
- Higher School of Business, Arts and Technology "RISEBA";
- Daugavpils University;
- Turība Business School (BAT).

Communication with the programmes of other higher education institutions is thanks to lecturers (academic staff), because specialists from Riga Technical University, the University of Latvia, the Transport and Telecommunication Institute and other higher education institutions teach at the Baltic International Academy. The Academy's lecturers also teach at these higher institutions.

Partnerships with colleges are also maintained. College graduates are invited to continue their studies at BIA and take advantage of this opportunity. Cooperation in Latvia is currently developing and is continuing at the level of colleges and universities that train specialists in a similar or related direction. Curricula (composition of study courses and credits) have been agreed with the colleges in order to allow students to continue their education in the bachelor's programmes of the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**".

The training of modern specialists in accordance with the requirements of the market requires close cooperation between various organisations in Latvia and abroad. First of all, this is cooperation with employers, specialists in the hotel and restaurant industry, several associations, eg. Association of Hotels and Restaurants of Latvia, Confederation of Small and Medium-sized Enterprises of Latvia, Employers' Confederation of Latvia, Association of Private Higher Education Institutions, etc.

At BIA, most of the programmes implemented are professional higher education study programmes, therefore, regular cooperation at various levels with employers is of particular importance.

Cooperation with employers and professional organisations was formed in the following directions:

- participation in the improvement of study directions and study programmes - inviting professionals to work in the Direction Council;
- participation in the implementation of study programmes as opinion holders by teaching one or more study courses or a part thereof;
- participation in scientific, research and creative activities;
- provision and management of internship sites;
- organising guest lectures and workshops;
- development, discussion and approval of the topics of term papers and final theses;
- management and review of final works;
- participation in commissions for the defence of final works and reviews of internships.

Employers participate in conferences organised by BIA, as well as give students the opportunity to participate in the organisation of various events (exhibitions, Nikos Travel, Poetika, Tourism Forum, EM TN, etc.).

BIA is a member of the Association of Hotels and Restaurants of Latvia (AHRL), the Association of Travel Agents and Operators of Latvia (ALTA), the Rural Tourism Association of Latvia "Rural Traveller" (LLTA) and the Employers' Confederation of Latvia (LDDK). Thanks to membership in associations, there is an opportunity to find out all the most important news of the industry. Associations offer opportunities to attend conferences, training seminars, discussions on the development of the industry. BIA students and lecturers take advantage of these opportunities.

The accreditation of the master's study programme "**Management of Communication in the Leisure and Entertainment Industry**" was launched by the prestigious UN World Tourism Organisation (UNWTO) TedQual. Following previous accreditation commissions, an application for UNWTO (World Tourism Organisation) accreditation was submitted. Following the pandemic COVID19 a certification procedure was initiated, which resulted in the BIA receiving the UNWTO TedQual accreditation on 11 September 2023 for the period until 2026 (UNWTO TedQual certificate attached).

The accreditation process evaluated six processes:

Process 1. Employers: public, private sector and civil society

Process 2: Students

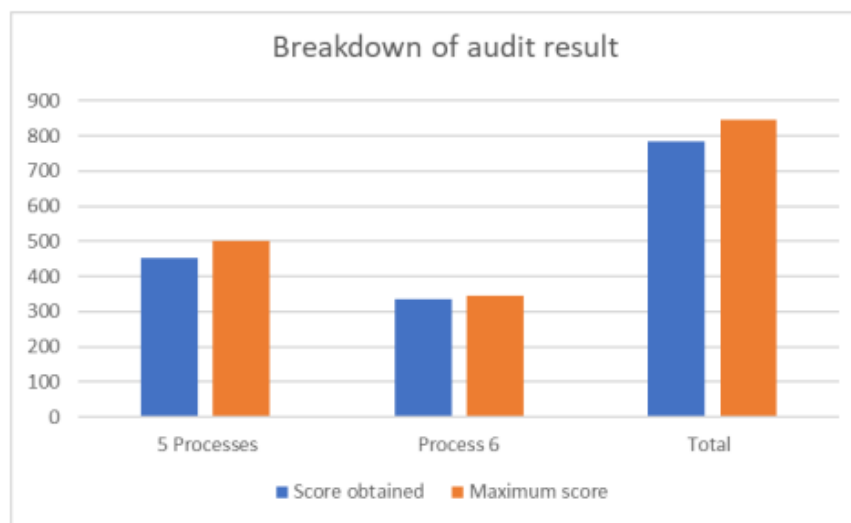
Process 3: Curriculum and pedagogical system

Process 4. Faculty

Process 5. Management

Process 6: Implementation of the Global Code of Ethics for Tourism

With the exception of process 6, each process has a maximum score of 100 points. Process 6 has a maximum score of 345 points.



**Figure 2.4. Results of the UNWTO TedQual accreditation process**

The overall maximum score for the whole audit is therefore 845 points.

To obtain the UNWTO TedQual certificate, the programme must have an achievement level of 75%. During the accreditation process, the maximum score of 845 points was 785 points or 92.9%:

Table 2.24

### UNWTO TedQual assessment

Processes	Score obtained	Maximum score	%
5 Processes	453	500	93
Process 6	334	345	95,36
<b>Total</b>	<b>785</b>	<b>845</b>	<b>92,90</b>

The Baltic International Academy is open for cooperation and is represented in:

- *Rectors' Council* (all higher education institutions accredited in Latvia participate),
- *Association of Private Higher Education Institutions* (all higher education institutions founded by legal entities participate),
- *Association of Colleges* (higher education institutions founded by the State and legal entities participate),

and BIA also maintains partnerships with associations, unions and confederations.

**2.5.2. Assess how the cooperation implemented within the framework of the study direction with various foreign institutions (higher education institutions/colleges, employers, employers' organisations, non-governmental organisations, scientific institutes, etc.) ensures the achievement of the objectives of the direction and study results. Indicate according to which criteria foreign cooperation partners corresponding to the study direction and study programmes are selected, describe the ways of cooperation, how cooperation is organised, additionally indicating the mechanism for attracting partners**

International cooperation must be one of the building blocks of institutional strategy. BIA's international cooperation activities are mainly focused on the EU and the Baltic Sea region.

In accordance with the long-term strategy of operation and development of BIA, the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" continues its work on strengthening and expanding international cooperation. The cooperation policy includes: cooperation of BIA academic staff with partner universities, academic activities of visiting lecturers in BIA, cooperation of academic staff in scientific projects, as well as student exchanges within the framework of ERASMUS and increasing the number of foreign students.

For the realisation of BIA's vision for the future, in order to ensure competitiveness at the international level, the strengthening and development of the international dimension of BIA is an extremely important *task*. By the international dimension within the meaning of this strategy, BIA means cooperation with foreign universities, scientific institutes, participation in international organisations, implementation of joint research projects, and attraction of international students. The recognition of BIA at the Baltic, European and global level depends on the international cooperation of BIA. BIA is actively engaged in attracting foreign students. It is planned to increase the number of foreign students by 2025 to 25% of the total share of students.

The main *objective* of BIA in internationalisation is to increase the international competitiveness of the Academy by promoting the international mobility of students and lecturers,

strengthening international cooperation and ensuring its sustainability, attracting foreign teaching staff and supporting the integration of foreign students into the Academy, thus promoting the international recognition of BIA and creating a high-quality multicultural educational environment.

Cooperation in the field of study is subordinated to the achievement of the strategic goals and results of the direction of study. The main criteria for initiating a collaboration are:

- Positioning BIA and the field of study in the foreign higher education market;
- attracting foreign students;
- acquiring international experience;
- Opportunities to develop international cooperation and scientific research and to increase the capacity of the programme;
- expanding the network of partners at international level;
- Establishing a solid network of internships abroad.

Key mechanisms for attracting foreign partners:

- *Cooperation agreements*: international cooperation agreements were concluded within the BIA to formalise cooperation in different areas of cooperation.
- *Study visits and guest lectures*: the BIA organises study visits to foreign universities within the framework of the study field, including the Erasmus+ academic staff exchange programme, and hosts delegations and lecturers from foreign universities to give guest lectures to BIA students. Such visits allow lecturers and the administration of the field to get acquainted with the activities of partner universities and the infrastructure of the field in foreign universities. Lectures and lectures by guest lecturers from foreign universities provide students with a new perspective and understanding of current developments in the global tourism industry.
- *Providing internships*: in cooperation with foreign employers, the field of study offers students the opportunity to participate in internships abroad. Our partners host students in their organisations and companies and give them practical work experience.
- *Scientific and practical conferences*: the BIA organises conferences or seminars with the active participation of scientists from foreign universities, as well as BIA lecturers, researchers and students presenting the results of their research.

Analysing the dynamics of cooperation with various foreign institutions ( higher education institutions, employers) during the reporting period, it can be concluded that the cooperation with various foreign institutions within the field of study has significantly expanded, the number of foreign partners has increased, and the demand for our students from foreign internship providers and employers is growing.

Cooperation is ensured on the basis of mutually concluded cooperation agreements, as well as on the basis of collegial and friendly relations established in the long term. In the last 6 years, BIA has been actively developing cooperation with foreign higher education institutions, concluding more than 80 cooperation agreements (the list of cooperation agreements is in the Annex).

On the other hand, cooperation with foreign and EU universities within the ERASMUS programme allows not only to implement a student exchange programme, but also an exchange with lecturers. Lectures, open seminars, international conferences are what strengthened BIA's place in the European Higher Education Area. The higher education institution has successfully entered the ERASMUS programme, which is confirmed by more than 130 cooperation agreements, of which more than 30 cooperation agreements were concluded directly in the direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" (the list of ERASMUS+ cooperation agreements is in the Annex). Cooperation is used by students, academic staff and BIA's administration. With each passing year, the international cooperation of the Academy is expanding, recognisable traditions have already formed in this field. Extensive cooperation with existing cooperation partners is being

implemented, as well as new cooperation partners are being sought and new forms of cooperation are being created. Within the framework of international cooperation, delegations of foreign related higher education institutions and other institutions regularly visit the higher education institution, who share their work experience and are interested in getting acquainted with the achievements of the higher education institution. During the discussions, insights are gained that allow to improve the work of the Academy.

**Tasks** of BIA in the field of international cooperation in accordance with the "Long-Term Strategy for the Operation and Development of the Baltic International Academy for 2022-2025":

- Participation of entrepreneurs in the improvement and provision of the study process by including their representatives in examination and thesis defence committees and in the development of topics for final thesis in bachelor's and master's study programmes.
- Implementation of study programmes in foreign languages (from 10 to 12 programmes until 2025)
- Development of cooperation with foreign universities, so-called establishment of joint study programmes with foreign universities.
- Participation in international educational exhibitions and marketing abroad for attracting foreign students;
- Involvement of BIA's academic staff in international circulation;
- Organisation of international summer schools for students.
- Participation in the ERASMUS+ programme (more than 120 partner universities until 2024).

The **types** of international cooperation of BIA are the exchange of personnel and students within the framework of mobility programmes and projects, international projects, international scientific conferences and seminars, international academic weeks, participation in international associations.

In the next strategic period, BIA will continue to develop international cooperation in the following **directions**: attraction of foreign teaching staff for teaching study courses and conducting scientific research, implementation of international projects, creation of joint study programmes, organisation of summer schools.

### **2.5.3. Indicate which system or mechanisms is used to attract foreign students and teaching staff. Assessment of incoming and outgoing mobility of teaching staff and students during the reporting period, mobility dynamics, difficulties encountered by the higher education institution/college in the mobility of teaching staff**

The admission of foreign students to the Baltic International Academy takes place in accordance with the "Regulations for Admission and Matriculation Procedures at the Baltic International Academy for the 2023/2024 Academic Year"<sup>39</sup>, which was adopted by Decision No. 155 of the Senate of the Baltic International Academy on 25 October 2022 and approved by the Council of Higher Education (AIP).

The admission regulations at the Baltic International Academy were adopted based on the Law on Higher Education Institutions, Cabinet Regulations No. 846 "Regulations on Requirements, Criteria and Procedures for Admission to Study Programmes" (only LV) of 10 October 2006.

Cabinet Regulations No. 932 "Rules of Procedure for Starting Studies at Later Stages" (only LV) of 16 November 2004, Cabinet Regulations No. 505 "Rules for Recognition of Competences Acquired outside Formal Education or Professional Experience and of Study Results Achieved in Previous Education" (only LV) of 17 August 2018, Constitution and Statutes of the Baltic International Academy.

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<sup>39</sup> [https://bsa.edu.lv/docs/admission/uznemsanas\\_noteikumi\\_BSA\\_2023\\_24\\_eng.pdf](https://bsa.edu.lv/docs/admission/uznemsanas_noteikumi_BSA_2023_24_eng.pdf)

Support mechanisms for international study initiatives work in the context of the lecturer international networking activities and targeted BIA international activities. These include: exchange studies, internships abroad, guest lectures, study traineeships and other activities that promote internationalisation. New opportunities for cooperation are regularly sought, in addition, guest lecturers are addressed not only from universities, but also from foreign companies, which provide BIA students with the opportunity to additionally acquire not only academic knowledge, but also practical knowledge, examples of good practice, insight into the specifics of industry work abroad, thus ensuring significant knowledge and experience in the context of professional higher education.

On 22 September 2022, the Ministry of Education and Science, the Ministry of Foreign Affairs, the Ministry of the Interior and 15 Latvian universities signed the Agreement on Good Practice of Attracting International Students and Delivering Studies (Study in Latvia). Higher education institutions received Best Practice University Certificates (BIA's Study in Latvia Certificate is attached), which confirms that they fulfil the criteria of good governance and ministries in responsible attraction of foreign students and provision of quality studies. By signing the agreement, the higher education institutions confirm that they will continue their work on the international recognition of Latvian higher education, as well as promote the quality and competitiveness of studies (see the Appendix Study in Latvia).

Since 2006, the European Commission has awarded the Baltic International Academy the Erasmus University Charter and the Erasmus Code LVRIGA28. (The Academy has received **ERASMUS University Charter**, which allows it to participate in the **Erasmus mobility programme**, which has signed more than 130 cooperation agreements between EU universities in the 24 EU countries.<sup>40</sup> The Erasmus+ programme provides an opportunity to organise student training and traineeship exchanges and facilitates the organisation of teacher mobility activities. Students are actively taking advantage of the opportunity to participate in the ERASMUS programme, which is the most popular student exchange programme in Europe. The majority of students who use this programme are day department students, as this programme is not as popular among part-time students due to their workload. Participation in the ERASMUS sub-programme of the European Lifelong Learning Programme gives the Academy the opportunity to develop in a single European context, incl. ensures exchanges of teaching staff and students between European countries, as well as gives teaching staff greater opportunities for mobility in the common European Union university area.

BIA faculty members generally do not face significant barriers to Erasmus+ mobility, funding is sufficient, language skills of faculty members are adequate, and BIA international liaison officers provide support in planning and organising visits when needed.

Mechanisms for attracting international students: information on the "WEB site for international students" on the BIA website<sup>41</sup>; exhibitions in target countries to promote higher education opportunities at the BIA; electronic and paper brochures. International students have access to all information electronically, visa support is provided if necessary. All international students have the same rights as local students.

Mechanisms for attracting foreign academics: EURAXESS Latvia Contact Point Network<sup>42</sup>, personal contacts of BIA academic staff; Participation in conferences. Access to infrastructure is provided to the same extent as for local staff. Visa support is provided as needed.

Analysing the external mobility of students in the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**" within the framework of the ERASMUS exchange

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<sup>40</sup> <https://bsa.edu.lv/index.php/en/international/erasmus.html>

<sup>41</sup> <https://inter.bsa.edu.lv/>

<sup>42</sup> <https://bsa.edu.lv/index.php/en/international/euraxess.html>

programme, it was concluded that during the period from the academic year 2016/2017 to the academic year 2022/2023, 58 students had left Latvia for studies and internships. Their main goal was not only to learn, but also to acquire the principles of professional activity, communication skills and aspects of intercultural communication.

**Table 2.25**

**Outgoing mobility of students of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" at BIA**

Country	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	Total
Spain	5		6	2	1		1	15
Portugal							1	1
Italy	1	6	8	1	3			19
Greece	3	4	2			1		10
Lithuania			1		2			3
Cyprus			5			3		8
Turkey	1					1		2
<b>Total</b>	<b>10</b>	<b>10</b>	<b>22</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>58</b>

During the internship, students acquired theoretical and practical knowledge in their future profession, as well as the skills to reasonably discuss problems and their solutions, developed the skills to independently obtain, select, analyse information, present it, work in a team. During the internship, students developed the skills to choose scientific research methods and justify them. In general, during the internship, students mastered principles of professional activity, communication skills, aspects of intercultural communication, as well as the ability to assess one's competence in accordance with the purpose of the internship. All internships are carried out under the supervision of the internship supervisor.

During mobility, the recognition of study courses is carried out on the basis of the BIA "Regulation on ERASMUS+ Programme Mobility for Students and Employees of the Baltic International Academy". Within 10 days of returning, students must submit to their Academy's ERASMUS+ programme coordinator a Transcript of Records and a certificate of completion of study mobility issued by the Erasmus+ programme coordinator of the partner university. The director of the relevant study programme and an employee of the study department, on the basis of the received copies of documents and an application for the transfer of study courses, perform the transfer of the acquired study courses and credit points by drawing up a relevant order. According to the credit transfer and accumulation system established by the European Union, the student must be credited for the entire study period after the ERASMUS+ programme - all study courses successfully completed at the partner university. In case the student has successfully completed at the partner university the free elective block study courses agreed during the study mobility, which were not provided for in the corresponding study programme of the Academy, the director of the given programme submits to the employee of the study department the appropriate documents for the implementation of changes to the study programme for the student who has returned from the studies of the ERASMUS+ programme, for further accounting of the respective study courses. If the total number of study courses completed or the number of credit points (ECTS) exceeds the number provided for in the signed study agreement, the director of the relevant study programme takes a decision on the recognition of the exceeded credit points and provide information to the employee of the study department of the Academy/partner university. If a student has not completed all the study courses provided for in the study mobility

programme and the study agreement, he or she must pass the corresponding study courses within the time periods determined by the director of the relevant study programme of his or her higher education institution. If the total number of study courses completed or the number of credits (ECTS) is less than 30 ECTS per semester or 60 during an ECTS study year, the director of the relevant study programme may decide to transfer the student to the next semester, determining the list of study courses and their amount that the student will have to take according to the individual plan and the deadlines for completing the given study courses.

Several international students whose place of residence is outside Latvia are currently studying in the study direction, but the specifics of the available study support (virtual environment, study materials, online communication of academic and administrative staff, contact hours, consultations) provide a full-fledged opportunity to get an education while outside Latvia and studying in e-studies.

Within the framework of academic mobility, during the period from the academic year 2016/2017 to the academic year 2022/2023, 22 international students from various universities in Kazakhstan and 2 students from Pushkin Leningrad State University (Russia) studied at the Baltic International Academy. In the 2018/2019 academic year, 3 students from the Federal State Budget higher education institution "Vyatka State University" had graduated from the interuniversity programme.

From 2017 to 2020, annual BIA organised summer schools in the field of tourism and hospitality, where students from Kazakhstan, Kyrgyzstan, Russia, Belarus, Georgia, Poland, Ukraine took an active part.

The admission of international students under the ERASMUS+ programme is carried out on the basis of and in accordance with the signed bilateral agreements. International students studying at foreign universities with which the Academy does not have an interuniversity agreement on exchange or a bilateral agreement within the framework of the ERASMUS+ programme may participate in exchange programmes as free-listeners by independently submitting an application for the wish to study at the Academy for one semester or one academic year, submitting all the necessary documents and approving the list of subjects for the appropriate study period. Information on the opportunities and conditions for participation in the ERASMUS+ programme is available on the BIA website.

During the academic year 2016/2017 to the academic year 2022/2023, 47 international students studied under the ERASMUS programme in the study direction "**Hotel and Restaurant Service, Tourism and Recreation Organisation**". The largest number of students came from Turkey (22 students), the Czech Republic (7 students), Portugal (6 students), Spain (5 students). The most active was the 2017/2018 academic year (24 students), the smallest number of students was in the 2019/2020 academic year (1 student) due to the Covid19 pandemic.

**Table 2.25**

**Mobility of foreign students of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" at BIA**

Country	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	Total
<b>Romania</b>		2	1					<b>3</b>
<b>Czech Republic</b>		5		1	1			<b>7</b>
<b>Spain</b>	1	3	1					<b>5</b>
<b>Portugal</b>		4			2			<b>6</b>
<b>Greece</b>						1		<b>1</b>
<b>Poland</b>						3		<b>3</b>
<b>Turkey</b>	6	10	2			1	3	<b>22</b>
<b>Total</b>	<b>7</b>	<b>24</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>47</b>



On 22 September 2022, the Ministry of Education and Science, the Ministry of Foreign Affairs, the Ministry of the Interior and 15 Latvian higher education institutions signed an agreement on good practice in attracting foreign students and providing studies (Study in Latvia). Higher education institutions received certificates from the Best Practice University, which confirm that they meet the criteria set by good governance and ministries for responsible attraction of international students and provision of quality studies. By signing the agreement, higher education institutions confirm that they will continue to work on the international recognition of higher education in Latvia, as well as promote the quality of studies, quality and competitiveness.

Every year, short-term priorities for the implementation of mobility are determined at the management level - including the planned number of foreign guest lecturers, represented sectors, countries, etc. The Academy has established a stable network of collaborative universities, the professionals of which are regularly addressed for guest lectures to the students of the Academy.

BIA positions itself as a higher education institution open for cooperation, which not only actively invites foreign guest lecturers, but also evaluates the offer of lecturers of cooperation and potential partner universities to give lectures to the students of the Academy. In this way, several high-quality mobilities corresponding to the study content of the Academy have already been implemented, therefore it is planned to evaluate the incoming cooperation offers in the future.

Within the framework of international cooperation, delegations of foreign affiliated higher education institutions and other institutions regularly visit the Academy, who share their work experience and are interested in getting acquainted with the work done by the Academy. The discussions draw lessons that allow us to improve the work of the Academy. The number of visiting teachers has increased, which contributes to international cooperation in study and research work, the development of professional skills and personal growth in the face of foreign experience, which is later reflected both in the motivation of students and in the quality of academic work. For the mobility of foreign teaching staff and students, see the Annex.

It is planned to involve BIA's academic staff, study programme managers more actively in attracting foreign academic staff, using their contacts in Europe and beyond European borders. As specialists in the fields who are also actively involved in projects and creative activities outside Latvia, they are able to recommend candidates for mobility, moreover, they are familiar with the content of study courses, which makes it easier to match the lectures of a foreign guest lecturer with the knowledge of the students of the Academy and the study courses to be taken.

Each lecturer who works in the study direction has the opportunity to promote his or her internationally organised competence not only by actively participating in international conferences with papers, but also to participate in international mobility by lecturing at foreign universities, including within the framework of the international mobility programme Erasmus.

Erasmus+ programme mobility in relation to teaching staff at BIA is implemented in the following directions:

- outgoing mobility of teacher and staff development between EU programme countries as well as inter-programme and partner countries;
- incoming mobility of teaching and staff development between EU programme countries, as well as between programme and partner countries.

Erasmus+ mobility:

- Provides quality educational opportunities and helps to better prepare future specialists in the economic, financial and business fields;
- Ensures the fulfilment of the requirements for the preparation of highly qualified specialists by attracting academic staff from partner universities and personnel from industry companies abroad;
- Promotes the exchange of knowledge and experience of pedagogical methods.

Table 2.26

**Mobility of teachers of BIA study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" abroad (as at 01.04.2023)**

Country	2016/ 2017	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021	2021/ 2022	2022/ 2023	Total
Portugal			1					1
Estonia		1						1
Romania			1					1
Croatia							1	1
Italy				1				1
Lithuania	4	2	1	1		8	1	17
Poland			1			4	1	6
Spain	1							1
Turkey						1		1
Cyprus			1				1	2
<b>Total</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>-</b>	<b>13</b>	<b>4</b>	<b>32</b>

The evaluation of Table 2.27 concludes that 32 mobility visits to partner universities took place between 2016/2017 and 2022/2023. This shows that every year there have been several lecturers on mobility visits, incl. attended conferences, participated in symposia, lectured. It can be noted here that during mobility visits, BIA teaching staff have more often gone to countries such as Lithuania, Poland, Cyprus.

The characteristics of the mobility of the teaching staff involved in the implementation of the study direction during the reporting period are reflected in the Annex.

On the other hand, mobility participants from partner universities come to BIA every year in the mobility for the development of guest lecturers and guest staff. The results of Table 2.28 show that during the given reporting period, 18 mobility participants from partner universities have arrived at BIA for the development of visiting lecturers and guest staff. The mobility of guest lecturers and guest staff improvement at BIA is related to their participation in conferences, symposia, reading lectures, conducting seminars, organising and conducting creative workshops, as well as promoting cooperation in the development of scientific research. It can be noted here that visiting lecturers and visiting staff from countries such as Lithuania, Poland, Turkey, etc. have come to the Baltic International Academy for mobility visits more often.

Table 2.27

**Mobility of foreign teachers of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" at BIA**

Country	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	Total
Czech Republic							1	1
Spain			1					1
Portugal			1					1
Lithuania	1	1		1			1	4
Poland	1		1		1	1		4
Turkey							4	4
Greece				2				2
Cyprus				1				1

<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>18</b>
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The difficulties encountered by the Academy in the mobility of teaching staff are related to the high degree of busyness of the lecturers in the study process, which does not always show the possibility of going out during the study period, as well as to subjective reasons (state of health, poor knowledge of foreign languages, family circumstances, etc.).

During the reporting period, foreign teaching staff actively participated in the BIA study process, the characteristics of the mobility of which are reflected in the Annex.

## **6. Implementation of Recommendations Received during Previous Assessment Procedures**

### **6.1. Assessment of the execution of the plan for the implementation of the recommendations provided by experts in the previous accreditation of the study direction and the impact of the recommendations provided on the quality of studies or improvement of the processes in the study direction and the study programmes corresponding thereto**

By summarising the recommendations provided by experts in the previous accreditation of the study direction, a plan for the implementation of expert recommendations had been developed, the implementation of which had already been started in the 2016/2017 academic year. The main activities of the Academy for the implementation of the plan were related both to the improvement of study programmes and the study process, as well as to the improvement of the material and technical base in the study process.

During the reporting period, BIA students were provided with access to the MOODLE platform, subject descriptions and other materials were developed and posted, to achieve the results of the necessary study programmes and study courses.

**Table 2.28**

### **Execution of recommendations provided by experts in the accreditation of the study direction**

<b>No</b>	<b>Expert group recommendation</b>	<b>Academy activity</b>	<b>Results to be achieved</b>	<b>Implementation time limit</b>	<b>Recommendations Execution</b>
<b>Expert recommendations for the study direction</b>					
1	Introduce changes in the offer of study programmes in order to attract more students to the English and Latvian flow	Revise or update the study objectives, content and study outcomes of the programmes, admission rules	Revised and updated objectives, content and study results of bachelor's and master's programmes, admission rules and information about study programmes on the BIA website	Starting from 2017, annually, 2022–last time.	Executed Approved at the Meeting of the Direction Council

		and requirements in accordance with the amendments to the LHEI			
2	Establish a Labour Market Advisory Council for regular consultations, including representatives from the main organisations of the sector, such as the Association of Hotels and Restaurants of Latvia, the Association of Travel Agents and Operators of Latvia, the Latvian Tour Guides Association, state institutions and municipalities, as well as other organisations	Ensure close cooperation with the main professional organisations of the industry, state institutions and municipalities, as well as other organisations	<p>1.Cooperation agreements have been concluded with the main professional organisations (associations and confederations) of the sector, state institutions and local governments, as well as other organisations (universities, traineeships, etc.) (Annex).</p> <p>2. BIA is a member of various professional organisations - the Association of Hotels and Restaurants of Latvia (AHRL), the Association of Travel Agents and Operators of Latvia (ALTA), the Rural Tourism Association of Latvia "Rural Traveller" (LLTA) and the Employers' Confederation of Latvia (LDDK) member.</p> <p>3.The accreditation of the master's study programme "Management of Communication in the Leisure and Entertainment Industry" was started at the prestigious UN World Tourism Organisation (UNWTO) TedQual with an expert visit to the BIA.</p>	Annual	Executed
3	Supplement the BIA website with a database of students' final papers so that representatives of the industry are aware of the essence of the topics chosen by students	Create a database of titles of students' final papers in the BIA MOODLE system, ensuring that the BIA Library has access to the best student final papers	<p>1. In the BIA MOODLE system, a database of titles of final works of students of study directions was created;</p> <p>2. Lists of recommended topics for final papers were placed in the BIA MOODLE system, taking into account the proposals of representatives of the industry;</p> <p>3. It was recommended to ask the management of the company to provide the</p>	Starting from 2018, annually	Executed Approved at the Meeting of the Direction Council

			student with a statement on the quality of the performance of the final work or on the implementation of the results of the final work		
4	Involve more students in the decision-making process by participating in the Direction Council	Establish a Direction Council with representation of students and graduates in it	Instead of study programme councils, the Direction Council was established in the following composition: Direction administration Academic staff Employers (representatives of industry organisations) Alumni of the direction Students of the BIA direction	2022/ 2023 ac. year	Executed Approved at the Meeting of the Direction Council
5	Create a learning model travel agency, cooking room (kitchen) and restaurant that would allow BIA students to learn the basic principles of travel agency and hotel/restaurant practice before they go on an internship in the relevant industry. Purchase computer programmes that are widely used in the tourism/hospitality industry, such as Fidelio, Opera, Amadeus, etc.	1. Conclude an agreement with SIA "... " on the organisation of the internship base for the teaching of the study course "Catering Service". 2. Adapt the kitchen rooms at the address on ¼ Lomonosova Street, for student practice. 3. Purchase a study version of the Amadeus computer programme for the teaching of the study course "Information Technologies in the Field of Tourism and Hospitality".	The first results were scheduled for 2017/2018. Preparations had been made. Due to the COVID19 pandemic, works were stopped. In 2021/2022, the works were resumed.  In the study course "Information Technologies in the Field of Tourism and Hospitality II", students are taught work with the computer programme Amadeus (teachers lect. A.Rogale-Homika, doc. V. Zhilinsky)	2021/ 2022 – 2022/ 2023 ac. year	Approved at the Meeting of the Direction Council
6	BIA management to enhance the student experience by providing a variety of leisure activities on the Academy's territory*	The set of measures is described below the table	Following the recommendation of experts, the students of the direction were provided with full-fledged opportunities to spend	Annual	Executed

			their free time on the territory of the Academy		
7	BIA management to implement measures, identifying research projects corresponding to the study direction and inviting teaching staff to conduct such research	Develop a system of stimulation and support of scientific activity of academic staff, doctoral students and other students for active participation in research projects	A system of stimulation and support of the scientific activity of academic staff, doctoral students and other students was developed. For a list of research projects carried out, see Annex. The number of scientific publications of academic staff in cited international databases has increased more than twice compared to the previous accreditation period (from 71 to 159), including: Thomson Reuters Web of Science - from 9 to 38, SCOPUS - from 32 to 52, EBSCO and other databases - from 30 to 69.	Annual	Executed
8	In order to implement BIA's ambitions to ensure the implementation of the study direction programmes in three languages (not all lecturers speak all the mentioned languages fluently), continue to improve the English language skills of the teaching staff**	The set of measures is described below the table	1.The number of students whose language of instruction is English has increased (see statistics in the Annex); 2. The number of lecturers lecturing in English will continue to increase (p.2.5.3); 3. Improved outgoing mobility of academic staff and students under the Erasmus+ programme, as well as participation in European projects (p.2.4.3).	2017-2023	Executed
9	Buy more tourism-related books in English for the Library. Provide several copies of the most demanded textbooks. Although the Library's resources are sufficient for the implementation of the programmes, they are not suitable for developing scientific research in the field of tourism and hospitality. Resources should be supplemented with various databases, periodicals, etc.	The recommendation was taken into account when supplementing the Library's resources for tourism-related books in English	Special literature in the Library is regularly updated and improved. As of 2018, 1,637 copies of books have been purchased (in Riga and branches) for a total amount of EUR 24,933.02.	2017-2023	Executed

			<p>During the reporting period, more than 100 book titles related to tourism were purchased for a total amount of 1,463.41 euros. As well as for the Library collection on topics related to the programme "Management of Tourism and Hospitality", books were purchased in the amount of 693.48 euros. As donations from students and lecturers, 32 book titles were accepted.</p> <p>Cooperation agreements have been concluded with the National Library, etc., which provide access to students with wide-profile scientific materials.</p>		
10	<p>Students should be involved in faculty research projects. The panel recommends developing a research plan to focus faculty on research in the tourism and hospitality industry. The research plan should provide for the involvement of students in research projects of teaching staff</p>	See paragraph 7	<p>Students are actively involved in the research activities of the direction, participating in the activities of COLUMB, BIA scientific-practical conferences (annually in May, November and December), conduct surveys, write scientific articles together with lecturers), diploma theses related to the scientific research of teachers</p>	Annual	Partially executed
11	<p>Promote cooperation with other Latvian higher education institutions carrying out research related to the tourism sector</p>	Conclude cooperation agreements with Latvian higher education institutions	<p>Cooperation agreements have been concluded with many higher education institutions of Latvia (see p. 2.5.1.), with the Higher School of Information Systems Management (ISMA) and the Turība School of Business (BAT), which conducts research related to the tourism sector</p>	Annual	Partially executed
12	<p>Involve more industry specialists in the selection of topics for final works. Invite more industry representatives to defence of final papers. It is desirable to create a database of the final works that can be accessed by</p>	<p>The set of measures is described below the table See paragraph 3</p>	See paragraph 3	Annual	Executed

	industry representatives via the BIA website***				
13	BIA leadership to work with course elders to create a student research club that would help engage more students in research	See paragraph 6	See paragraph 6 See paragraph 10	Annual	Executed
14	By improving the programmes, involve more industry representatives in the recommendations of the topics of the final papers, participate as supervisors of the works, attend the defence of the final papers and help link the practice with the topics being studied	Improve study programmes, taking into account the recommendations of experts See paragraph 12	Study programmes have been revised in accordance with expert recommendations and new development trends of tourism and hospitality industry See paragraph 3 See paragraph 12	Annual	Executed
15	Each programme has its own programme council. Since only two programmes are implemented in this study direction, to form a unified Direction Council. This Council shall, once a year, draw up a report on proposed improvements, which could be decided by the Academic Council or a sub-commission of the Academic Council	Create a unified Direction Council See paragraph 6	See paragraph 6	2022/ 2023 ac. year	Executed Approved at the Meeting of the Direction Council
16	Introduce a formal programme in the field of pedagogy, assessment and teaching methodology for all new teaching staff (if such a programme is not already implemented). The programme must be mandatory for all new faculty members and receive certification upon completion	Provide all BIA teaching forces with the opportunity to improve their pedagogical skills and competences, including in the field of assessment and teaching methodology	1. In cooperation with Daugavpils University, 40 BIA lecturers in 2020 participated in the professional development programme "Innovations in Higher Education" for higher education teachers 4CP (160 ac h, incl. 60 contact hours) 2. In the BIA doctoral programme, a study course in pedagogy with the management of pedagogical practice is provided for new teaching staff	2017- 2023	Executed
17	The objectives of the professional practice of students are general and are not adapted to the specific company where the internship is carried out.	Revise the concept and programmes of professional internship, taking into	BIA Internship Regulations, concept of professional practice of directional students, methodological instructions and internship	2017- 2023	Executed



	Tailor internship goals to the specific company that provides students with internships	account expert recommendations	programmes have been revised and updated		
18	Consider applying for UNWTO (World Tourism Organisation) accreditation	Despite the fact that Latvia is not a member of the UNWTO, consider joining the UNWTO	In 2022, BIA applied for participation in the UNWTO (accreditation of the master's study programme "Management of Communication in the Leisure and Entertainment Industry" was launched at the UN World Tourism Organisation (UNWTO) TedQual), intending to achieve a result in 2023	2022/2023 ac. year	Partially executed

\*In compliance with the expert recommendation on the provision of leisure activities for students, the following measures were taken:

In 2017/2018, with the direct participation of students, the student scientific research club COLUMB was established, which was focused on solving business problems, project development, cooperation with business structures. Students presented papers at scientific practical conferences, developed scientific articles, participated in various master classes. During the COVID19 pandemic, many events were suspended, in 2022/2023 the scientific research work of students was renewed;

- students organised Faculty Days, in which graduates of the direction took an active part, as well as students of other faculties were happy to attend this event;
- the event "The Last Bell" was regularly conducted, which was organised by 1st year students specially for graduates of the direction;
- meetings with Latvian writers were organised with the aim of getting acquainted with modern literature;
- regular meetings were held with representatives of the tourism and hospitality industry - guides, travel agencies, hotel managers and employees, representatives of catering services;
- students of the direction regularly participate in the organisation of various art exhibitions in the premises of BIA;
- students of the direction regularly participate in the organisation of the city event "Count of May";
- before the COVID19 pandemic, students regularly participated in the organisation and work of various summer schools;
- students of the direction regularly participate in the performance of various quests and role-playing games in the premises of BIA;
- students of the direction regularly participate in competitions for the best thematic design of the restaurant table.

Due to the COVID19 pandemic, many measures were suspended.

\*\*The following measures are planned for BIA students and academic staff to improve their English language skills:

- Introductory test for 1st year students with the aim of dividing students into small groups according to the level of English language proficiency, in order to apply the requirements of the course "Business English" according to the level of English proficiency to achieve the objective of the study course;

- Students with a low level of English language proficiency are offered opportunities to improve their knowledge by organising additional English language courses;
- For better English language learning practices from the 1st semester, at least one course of study (eg. Business Communication and Professional Ethics) is offered in English with the possibility to receive a consultation from a lecturer in Latvian for an hour and a half;
- The capacity for incoming mobility of academic staff is being strengthened, and students are offered lectures in English by foreign lecturers every semester of study with the aim of helping students develop their English language skills;
- Academic staff with the aim of improving their English language skills have opportunities for outgoing mobility within the framework of the ERASMUS+ programme, with insufficient level of English language proficiency, opportunities are offered to improve their knowledge by organising additional English language courses in BIA premises;
- Before allowing a teacher to teach his or her course of study in English, the Department of Foreign Languages of BIA conducts internal English testing for obtaining an ECL certificate, thus confirming the teacher's knowledge of English at not lower than level B2.

In the direction, close cooperation with employers takes place: managers of the tourism and hospitality industry (travel agencies, hotels, restaurants) provide assistance to students of the direction, offering them internships and jobs or providing recommendations, helping to conduct an analysis of the company's activities during the internship, perform as experts in diploma and master's theses. Managers of companies in the tourism and hospitality industry often offer final work topics. The committees for the defence of the final works of the direction in different school years were attended by:

- General Director of travel company "One Travel";
- Director of travel company "PRO Travel";
- Director of travel company "Poetics";
- General Director of travel company "Nikos Travel";
- Head of Baltic Travel Group;
- Chairman of the Board of the Association of Tourist Accommodations of Latvia "Travel Latvia";
- Executive Director of the Hotel and Restaurant Association of Latvia (AHRL) etc.

Unfortunately, due to the COVID19 pandemic, many hotels and restaurants were closed.

In general, it can be concluded that in the previous evaluation the recommendations provided by the experts had a significant impact on the quality of studies and helped to improve the study process in the study direction and its corresponding study programmes.

# **PIELIKUMI**

## Annex 2.1

**Comparison of the main directions of the development strategy of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" with the strategic goals and objectives of BIA**

Strategic goals and objectives of BIA	The main directions of the development strategy of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"
<p><b>Objective 1:</b> Development of competitive study directions, increasing the quality of studies in line with the needs of the Latvian state, region and cities and labour market forecasts</p>	<ul style="list-style-type: none"> <li>• Improvement of study directions and programmes taking into account the recommendations of the previous accreditation commission and labour market trends.</li> <li>• Introduction of new and flexible forms of study in the study process (including interdisciplinary approaches, module principles, development of e-studies).</li> <li>• Strengthening the practical component of the study process, including the involvement of tourism and hospitality, entertainment and recreation specialists in the implementation of study courses, the provision of appropriate internships, support for the development of entrepreneurial skills.</li> <li>• Improvement of the quality assurance system (feedback, student surveys, development of an anti-plagiarism system).</li> </ul>
<p><b>Objective 2:</b> Integration of science and research in all study directions and ensuring scientific excellence and international competitiveness in priority research areas: involvement in international projects, mobility of students and lecturers, promotion of scientific activities, further development of doctoral studies</p>	<ul style="list-style-type: none"> <li>• BIA participation in European Union and other international programmes and projects. BIA participation in Latvian projects and national research programmes.</li> <li>• Motivation of academic staff in the preparation and submission of scientific publications, especially those included in internationally recognised databases (Thomson Reuters Web of Science, Scopus, etc.).</li> <li>• Organisation of regular international scientific conferences and seminars in the BIA research areas. Organisation of an annual scientific conference for young researchers.</li> <li>• Involvement of students in research and publications, ensuring the principle of continuity in all study directions to be pursued by BIA.</li> </ul>
<p><b>Objective 3:</b> Strengthening the role of lifelong learning in education and ensuring that it is offered in line with the needs of the national and regional population, regular monitoring of</p>	<ul style="list-style-type: none"> <li>• Organisation of non-formal education, interest education, free choice and professional development study courses, seminars and summer schools for the citizens of the city, the region and the country for personal and professional development in line with the demand of enterprises and private individuals.</li> </ul>

<p>labour market demand, cooperation between educational institutions in offering lifelong learning programmes</p>	<ul style="list-style-type: none"> <li>• Diversifying the course offer by attracting international guest lecturers, providing courses with senior and middle managers and specialists.</li> <li>• Implementing and improving existing projects and expanding cooperation at local, national and international level. Cooperation with local authorities and local businesses in the field of career development for students and graduates.</li> <li>• Recognition of prior learning and experience, skills and competences, in accordance with local and EU legislation.</li> </ul>
<p><b>Objective 4:</b> Cooperation with stakeholders, strengthening national and regional cooperation, cooperation with entrepreneurs as future employers of graduates, cooperation with other Latvian universities, science centres</p>	<ul style="list-style-type: none"> <li>• Participation of employers in improving and ensuring the study process by including their representatives in examination and thesis defence committees and in the development of final thesis topics.</li> <li>• Participation in international education fairs and marketing abroad to attract international students.</li> <li>• Engaging BIA academic staff in the international community.</li> <li>• Cooperation with colleges in offering further studies.</li> <li>• Strengthening the feedback loop with BIA alumni.</li> <li>• Implementation of study programmes in foreign languages.</li> </ul>
<p><b>Objective 5:</b> Stabilisation and expansion of the international dimension of BIA's activities in all areas: development of appropriate offers for attracting foreign students, attraction of visiting professors and visiting researchers, involvement in international organisations, cooperation with foreign universities, research institutes, companies, involvement in the implementation of international projects</p>	<ul style="list-style-type: none"> <li>• Cooperation with foreign universities, research institutes, participation in international organisations, joint scientific projects.</li> <li>• Attracting foreign students. Intensification of student exchange within ERASMUS+ and other mobility programmes, which gives students the opportunity to apply the accumulated knowledge in practice in Latvian, foreign and international companies here in Latvia and abroad, thus benefiting both students, the higher education institution and companies.</li> <li>• Organisation of international student summer schools.</li> </ul>
<p><b>Objective 6:</b> Human resources development at BIA to ensure the quality of academic and administrative staff, by increasing the number of staff with doctoral degrees, promoting the transfer of experience to young researchers, and developing doctoral programmes.</p>	<ul style="list-style-type: none"> <li>• Academic staff development, attraction of qualified teaching staff, upgrading of staff qualifications.</li> <li>• Increasing the proportion of academic and scientific staff with doctoral degrees.</li> <li>• Attracting PhD students and young scientists to BIA's research activities.</li> <li>• Involvement of foreign guest lecturers in the implementation of study programmes.</li> </ul>

<p><b>Objective 7:</b> Enhancing the capacity and financial efficiency of BIA by improving resource management, introducing performance management, developing BIA's infrastructure.</p>	<ul style="list-style-type: none"><li>• Ensuring that the programmes included in the study direction are provided with academic staff.</li><li>• Development of institutional infrastructure.</li><li>• Improvement of the results management system.</li><li>• Improvement of the material and technical base for studies and development of infrastructure.</li><li>• Improvement and development of the study environment.</li></ul>
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## Annex 2.2

## 2.5.2. Statistics on outgoing and incoming student mobility

**Outgoing mobility of students of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" within the BSA ERASMUS programme**

Country	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	Total
Spain	5		6	2	1		1	15
Portugal							1	1
Italy	1	6	8	1	3			19
Greece	3	4	2			1		10
Lithuania			1		2			3
Cyprus			5			3		8
Turkey	1					1		2
<b>Total</b>	<b>10</b>	<b>10</b>	<b>22</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>58</b>

**Outgoing student mobility (ERASMUS+ programme)**

**2016./2017.y.**

Country	Number of students	Mobility time	Institution/Organisation	Level of BIA programme	Mobility type
Greece	1	01.02.2017. - 30.06.2017.	TEI University	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Studies
Turkey	1	20.02.2017. - 07.07.2017.	Istanbul Arel University	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Studies
Greece	2	10.06.2017. - 30.09.2017.	Aegean Melathron Hotel	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice
Italy	1	13.06.2017. - 13.09.2017.	Nova Siri Village	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	1	20.06.2017. - 30.09.2017.	Hotel Merce	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	2	05.07.2017. - 30.09.2017.	Golden Hotel	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	1	05.07.2017. - 30.09.2017.	Prohoteles Salou	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	1	07.07.2017. - 30.09.2017.	Bahia del Sol	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice

<b>2017./2018.y.</b>					
Greece	2	01.06.2018. - 15.09.2018.	Atlantica Porto Bello Royal 5*	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	1	13.06.2018. - 08.09.2018.	Club Hotel Baiaverde	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Greece	2	01.06.2018. - 15.09.2018.	Grecian Bay Hotel	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	2	13.06.2018. - 10.09.2018.	Nova Siri Village	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	1	20.06.2018. - 10.09.2018.	Club Hotel Baiaverde	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	1	13.06.2018. - 10.09.2018.	Hotel Marechiaro	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	1	13.06.2018. - 10.09.2018.	Club Hotel Baiaverde	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
<b>2018./2019.y.</b>					
Italy	3	10.06.2019. - 10.09.2019.	Ristorante Pizzeria	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice
Lithuania	1	01.06.2019. - 01.09.2019.	Public Institution Rehabilitacijos Technika	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice
Spain	1	05.06.2019. - 05.09.2019.	Golden Taurus Park Resort	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Cyprus	2	01.06.2019. - 20.09.2019.	Grecian Park Hotel	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Practice
Greece	1	01.06.2019. - 20.09.2019.	Akti Imperial Deluxe Spa Resort	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Cyprus	1	01.06.2019. - 20.09.2019.	Olympic Lagoon Resort	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	1	15.05.2019. - 15.09.2019.	Residential Port Salou SA	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	2	01.05.2019. - 01.08.2019.	Prohoteles Salou SAU	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	1	15.05.2019. - 15.09.2019.	Prohoteles Salou SAU	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice



Spain		01.05.2019. - 01.08.2019.	Residential Port Salou SA	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Cyprus	2	10.06.2019. - 10.09.2019.	Olympic Lagoon Resort	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Greece	1	06.06.2019. - 05.08.2019.	Mitsis Norida Beach Hotel	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	1	11.06.2019. - 07.09.2019.	Solemare Vacanze Srl per Villaggio Lamaforca	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	1	10.06.2019. - 10.09.2019.	Villaggio Camping Il salice Sas Di Falsetta N.S.	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	3	10.06.2019. - 10.09.2019.	AS Service SRL per Relais Capo Spulico	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
<b>2019./2020.y.</b>					
Spain	1	17.02.2020. - 15.07.2020.	Universitat de Les Illes Balears	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice
Spain	1	10.07.2020. - 10.10.2020.	Hotel Tossa Beach	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Postgraduate internship
Italy	1	09.07.2020. - 23.09.2020.	Villaggio Camping	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Postgraduate internship
<b>2020./2021.y.</b>					
Lithuania	2	01.07.2021. - 15.10.2021.	UAB Levipharm	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Italy	2	01.07.2021. - 20.09.2021.	Hotel Residence Marechiaro	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice
Italy	1	30.06.2021. - 30.09.2021.	Hotel Residence Marechiaro	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Spain	1	25.06.2021. - 25.09.2021.	Hotel Tossa Beach - Tossa Center - Mar Bella	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Postgraduate internship
<b>2021./2022.y.</b>					
Turkey	1	19.09.2021. - 10.01.2022.	Mersin University	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice

Cyprus	1	27.09.2021. - 31.05.2022.	Neapolis University	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice
Cyprus	2	27.04.2022. - 30.09.2022.	Cap Georges Hotel LTD	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Practice
Greece	1	20.05.2022. - 30.09.2022.	Atlantic Dreams Resort	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice
<b>2022./2023.y.</b>					
Portugal		06.02.2023. - 30.06.2023.	Institute of Administration and Management	Professional Bachelor's Degree Program "Tourism and Hospitality Management"	Studies
Spain		15.03.2023. - 15.09.2023.	Hotel Tossa Mar	Professional Master's Degree Program "Management of Communication in the Leisure and Entertainment Industry"	Practice

**Outgoing mobility of students of the study direction "Hotel and  
Restaurant Service, Tourism and Recreation Organisation" at BIA outside  
the ERASMUS programme (summer schools)**

Country	2016/20 17	2017/20 18	2018/20 19	2019/20 20	2020/20 21	2021/20 22	2022/20 23	Tot al
Russian Federatio n	5	17	13	7				42
Belarus		5	4					9
Kazakhst an	3	1						4
Kyrgyzst an	4		1					5
Georgia	1							1
Poland			1					1
Ukraine			12					12
<b>Total</b>	13	23	31	7				74

**2016./2017.g.g**

Country	Program	Mobility time	No. of studen ts	Level of BIA programme
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Russian Federation	3rd Summer School "Management and marketing in tourism: MICE qualification & experience design"	04.07.2017. - 11.07.2017.	5	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
Kazakhstan	3rd Summer School "Management and marketing in tourism: MICE qualification & experience design" un "Management and marketing in tourism: Gastronomic brands as a tourism resource "	04.07.2017. - 11.07.2017.	3	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
Kyrgyzstan	3rd Summer School "Management and marketing in tourism: MICE qualification & experience design"	04.07.2017. - 11.07.2017.	4	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
Georgia	3rd Summer School "Management and marketing in tourism: MICE qualification & experience design"	04.07.2017. - 11.07.2017.	1	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
<b>2017./2018.g.g</b>				
Russian Federation	4th Summer School "Management and marketing in tourism: Gastronomic brands as a tourism resource "	10.07.2018. - 17.07.2018.	7	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
Kazakhstan	3rd and 4th Summer School "Management and marketing in tourism: MICE qualification & experience design" un "Management and marketing in tourism: Gastronomic brands as a tourism resource "	10.07.2018. - 17.07.2018.	1	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
Belarus	4th Summer School "Management and marketing in tourism: Gastronomic brands as a tourism resource "	10.07.2018. - 17.07.2018.	5	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
<b>2018./2019.y.</b>				
Russian Federation	5th International student's scientific-practical summer school "Management and Marketing in Tourism: Special Interest Tourism as a trend of industry development "	30.06.2019.- 07.07.2019.	13	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Belarus	5th International student's scientific-practical summer school "Management and Marketing in Tourism: Special	30.06.2019.- 07.07.2019.	4	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"

	Interest Tourism as a trend of industry development "			
Poland	5th International student's scientific-practical summer school "Management and Marketing in Tourism: Special Interest Tourism as a trend of industry development "	30.06.2019.-07.07.2019.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Kyrgyzstan	5th International student's scientific-practical summer school "Management and Marketing in Tourism: Special Interest Tourism as a trend of industry development "	30.06.2019.-07.07.2019.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Ukraine	5th International student's scientific-practical summer school "Management and Marketing in Tourism: Special Interest Tourism as a trend of industry development "	30.06.2019.-07.07.2019.	12	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
<b>2019./2020.y.</b>				
Russian Federation	6th Summer School "Management and marketing in tourism: MICE qualification & experience design"	06.01.2020. - 10.01.2020.	7	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"

**Mobility of foreign students of the study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation" within the BIA ERASMUS programme**

Country	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	Total
Romania		2	1					3
The Czech Republic		5		1	1			7
Spain	1	3	1					5
Portugal		4			2			6
Greece						1		1
Poland						3		3
Turkey	6	10	2			1	3	22
<b>Total</b>	<b>7</b>	<b>24</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>47</b>

**Incoming student mobility (ERASMUS+ programme)**

**2016./2017.y.**

<b>Number of students</b>	<b>Mobility time</b>	<b>Institution/ Organisation</b>	<b>Level of BIA programme</b>	<b>Country</b>
2	01.09.2016. - 20.06.2017.	Balikesir University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	01.09.2016. - 27.01.2017.	Ege University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	01.09.2016. - 20.06.2017.	Mersin University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	28.08.2016. - 16.12.2016.	Canakkale Onsekiz Mart University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	01.09.2016. - 30.01.2017.	Ege University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	28.08.2016. - 30.01.2017.	Balikesir University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Spain
2	01.02.2017. - 30.06.2017.	University of Business in Prague	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	The Czech Republic
1	01.02.2017. - 30.06.2017.	Balikesir University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	01.02.2017. - 30.06.2017.	Mersin University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	30.01.2017. - 01.06.2017.	Ege University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	01.09.2016. - 30.01.2017.	Alicante University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Spain
<b>2017./2018.y.</b>				
1	05.09.2017. - 31.01.2018.	Universitat de les Illes Balears	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Spain
1	01.09.2017. - 19.01.2018.	Istanbul Arel University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
2	01.09.2017. - 01.02.2018.	Instituto Universi Ario Da Maia Ismai	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Portugal
1	03.09.2017. - 29.01.2018.	Izmir Katip Celebi University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
2	31.08.2017. - 31.01.2018.	Escola Superior de Hotelaria e Turismo Instituto Politecnico de Guarda	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Portugal
2	01.09.2017. - 26.01.2018.	University of Oradea	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Romania

1	29.09.2017. - 15.01.2018.	Balikesir University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	01.09.2017. - 27.01.2018.	Ege University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	08.09.2017. - 31.01.2018.	Ege University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	27.01.2018. - 05.06.2018.	Universitat de les Illes Balears	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Spain
1	01.02.2018. - 22.06.2018.	Ege University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	31.01.2018. - 31.05.2018.	Balikesir University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	01.02.2018. - 22.06.2018.	Institute of Hospitality Management in Prague	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	The Czech Republic
2	01.02.2018. - 22.06.2018.	University of Business in Prague	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	The Czech Republic
<b>2018./2019.y.</b>				
1	01.09.2018. - 31.01.2019.	National School of Political Science and Public Administration	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Romania
1	03.09.2018. - 17.12.2018.	Canakkale Onsekiz Mart University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	03.09.2018. - 14.12.2018.	University of the Balearic Islands	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Spain
1	03.09.2018. - 15.12.2018.	Canakkale Onsekiz Mart University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
<b>2019./2020.y.</b>				
1	06.02.2020. - 30.06.2020.	University College of Business in Prague	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Czech Republic
<b>2020./2021.y.</b>				
2	08.09.2020. - 17.01.2021.	Instituto Universi Ario Da Maia Ismai	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Portugal
Adam	25.01.2021. - 28.05.2021.	Institute of Hospitality Management in Prague	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	The Czech Republic
<b>2021./2022.y.</b>				
1	10.09.2021. - 04.02.2022.	Mardin Artuklu University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
1	05.02.2022. - 22.06.2022.	University of West Attica	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Greece
2	07.02.2022. - 22.06.2022.	Pope John Paul II State School of Higher Education in Biada Podlaska	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"	Poland

1	21.02.2022. - 10.06.2022.	Pope John Paul II State School of Higher Education in Biada Podlaska	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"	Poland
<b>2022./2023.y.</b>				
1	06.02.2023. - 30.06.2023.	Canakkale Onsekiz Mart University	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey
2	01.02.2023. - 30.06.2023.	Isparta University of Applied Sciences	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"	Turkey

**Mobility of foreign students of the study direction "Hotel and Restaurant  
Service, Tourism and Recreation Organisation" at BIA outside the  
ERASMUS programme**

Country	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	Total
Kazakhstan	7	8	9	0	1	2	5	22
Russian Federation					2			2

**Student mobility outside the ERASMUS+ programme**

**2016./2017.y.**

University	Program's type	Mobility time	No. of Students	Level of BIA programme
Toraighyrov University <b>Kazakhstan</b>	Academic mobility programme	12.09.2016 - 10.12.2016.	5	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Kazakh Academy of Sport and Tourism <b>Kazakhstan</b>	Academic mobility programme	01.10.2016. - 25.12.2016.	2	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
		30.08.2016. - 28.11.2016.		

**2019./2020.y.**

Kazakh Ablai Khan University of International Relations and Languages <b>Kazakhstan</b>	Academic mobility programme	01.03.2020. - 31.05.2020.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Kenzhegali Sagadiyev University of International Business <b>Kazakhstan</b>	Academic mobility programme	01.10.2019. - 31.12.2019.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"

**2020./2021.y.**

ALMA Almaty Management University <b>Kazakhstan</b>	Academic mobility programme	15.09.2020. - 15.12.2020.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Pushkin Leningrad State University, Faculty of Tourism	Academic mobility programme	23.01.2021. – 18.06.2021.	2	

<b>Russian Federation</b>		23.01.2021. – 18.06.2021.		Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
<b>2021./2022.y.</b>				
Toraighyrov University <b>Kazakhstan</b>	Academic mobility programme	24.12.2021. - 21.04.2022.	4	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Kazakh University of Technology and Business <b>Kazakhstan</b>	Academic mobility programme	07.02.2022. - 25.06.2022.	2	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Kenzhegali Sagadiyev University of International Business <b>Kazakhstan</b>	Academic mobility programme	07.02.2022. - 25.06.2022.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
<b>2022./2023.y.</b>				
NARXOZ University <b>Russian Federation</b>	Academic mobility programme	15.09.2022. - 31.01.2023.	2	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
		15.09.2022. - 31.01.2023.		
Karaganda University of Kazpotrebsouz <b>Kazakhstan</b>	Academic mobility programme	26.09.2022. - 28.01.2023.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"
Kazakh Academy of Sport and Tourism <b>Kazakhstan</b>	Academic scientific and research mobility programme	11.11.2022. - 11.12.2022.	1	Professional Master's Degree Programme "Management of Communication in the Leisure and Entertainment Industry"
Sh. Ualikhanov Kokshetau University <b>Kazakhstan</b>	Academic mobility programme	01.11.2022. - 31.01.2023.	1	Professional Bachelor's Degree Programme "Tourism and Hospitality Management"



## Annex 2.3

## STATISTICS ON FOREIGN STUDENTS AND TEACHING STAFF

## Statistics on full-time students from abroad, by country of residence

## Number of foreign students in the programme "Tourism and Hospitality Management"

(More information can be found in the section of other attachments entitled:

2.5.3. Internationalization in foreign studies. and academic staff)

	2016./17.	2017./18.	2018./19.	2019./20.	2020./21.	2021./22.	2022./23.	Total
Russia	10	9	8	11	10	9	7	64
Guinea					4	1		5
Ghana							1	1
Azerbaijan	9	5	1	1	1	2	1	20
United Arab Emirates						1		1
Sri Lanka					1			1
Uzbekistan	14	18	13	16	17	15	11	104
Belarus	2	1	2	1				6
Ukraine	2	1	1	4	1		1	10
Italy			1	1				2
Cote d'Ivoire			1					1
Nepal					3	5	2	10
Nigeria						1		1
Turkey						1	1	2
Liethuania	1	1	1	1	1			5
Cameroon					2	10	6	18
India				4	3	3	2	12
Kazakhstan	1	2	1	1	1	1		7
USA				1	1	1		3
Pakistan		1		2	3			6
<b>Total:</b>	39	38	29	43	48	50	32	279

**Number of foreign students in the programme "Management of communication in the leisure and entertainment industry"**

	2016./17.	2017./18.	2018./19.	2019./20.	2020./21.	2021./22.	2022./23.	Total
Russia	9	7	8	6	4	4	2	40
Azerbaijan			1	3	4	4	2	14
Uzbekistan		1	3	6	3	5	6	24
Belarus	3	2			1	2	1	9
Ukraine			3	3	2	1		9
Cameroon					1	2	1	4
India				1	3	3		7
Kazakhstan	1	1	1	1		1	1	6
Kyrgyzstan			1	1	1			3
Pakistan					1	1		2
Total:	13	11	17	21	20	23	13	118

**Foreign lecturers in the bachelor's study programme "Tourism and Hospitality Management" and the master's study programme "Management of communication in the leisure and entertainment industry"**

Country	Name and surname	Science degree, position	University
Germany	Jekaterina Žukovska	Dr.sc.ing., Guest Docent (assistant professor)	Humboldt University, Berlin
Estonia	Ilona Beliatskaya	Mg. MBA, Mg.art., Guest lecturer	Estonian Business School, Tallinn
Estonia	Grigory Fainšten	Ph.D Dr.oec., Guest Docent (assistant professor)	Estonian University of Applied Business, Tallinn

## Annex 2.4

### Statistics on outgoing and incoming mobility of teaching staff

#### Abroad mobility of lecturers of BIA study direction "Hotel and Restaurant Service, Tourism and Recreation Organisation"

(For more details, see the other annexes under the heading:

##### 2.5.3. Internationalisation of teaching staff)

Country	2016/ 2017	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021	2021/ 2022	2022/ 2023	2023/ 2024	Total
Portugal			1				1		1
The Czech Republic							1		1
Romania			1	1					2
Croatia							1		1
Italy				1			2		3
Lithuania		3	1			4	2	1	11
Poland						1	5		7
Spain	1						1		2
Turkey						1			1
Cyprus			1				1		2
<b>Total</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>6</b>	<b>14</b>	<b>1</b>	<b>31</b>

#### Outgoing

2016./2017.y.

Institution	Country	Name, Surname	Period
Universidad Miguel Hernandez	Spain	Ludmila Bavrina	06.11.2016. -11.11.2016.
<b>2017./2018.y.</b>			
Šiauliu Kolegija	Lithuania	Žanna Caurkubule	24.09.2017. -30.09.2017.
Utena College	Lithuania	Irina Plotka	24.09.2017. -30.09.2017.
Utena College	Lithuania	Irina Plotka	14.05.2018. -18.05.2018.
<b>2018./2019.y.</b>			
Universidade Lusofona	Portugal	Inese Ratanova	03.04.2019. -09.04.2019.

Lithuanian Sports University	Lithuania	Jekaterina Vozņuka	05.05.2019. - 11.05.2019.
Lucian Blaga University of Sibiu	Romania	Jeļana Popova	13.05.2019. - 17.05.2019.
Neapolis University	Cyprus	Žanna Černoštana	27.05.2019. -02.06.2019.
<b>2019./2020.y.</b>			
University of Naples	Italy	Svetlana Polovko	24.09.2019. -27.09.2019.
University of Oradea	Romania	Vladislavs Volkovs	05.11.2019. -08.11.2019.
<b>2021./2022.y.</b>			
Paņevežo kolegija	Lithuania	Tatjana Jurkeviča	23.05.2022. -27.05.2022.
Uniwersytet w Białymstoku	Poland	Tatjana Jurkeviča	08.06.2022. -14.06.2022.
Lithuanian Sports University	Lithuania	Marina Gunare	06.12.2021. - 09.12.2021.
Lithuanian Sports University	Lithuania	Diana Zagulova	06.12.2021. - 09.12.2021.
Lithuanian Sports University	Lithuania	Ksenija Doroņina	06.12.2021. - 09.12.2021.
Karadeniz Technical University	Turkey	Jekaterina Vozņuka	06.06.2022. - 12.06.2022.
<b>2022./2023.y.</b>			
ISCAP	Portugal	Žanna Černoštana	16.04.2023. - 22.04.2023.
Paņevežo kolegija	Lithuania	Tatjana Jurkeviča	17.10.2022. -21.10.2022.
Alexander College	Cyprus	Tatjana Jurkeviča	23.11.2022. -27.11.2022.
Jozef Goluchowski University of Applied sciences	Poland	Tatjana Jurkeviča	12.06.2023. - 18.06.2023.
University of Natural Sciences and Humanities in Siedlce	Poland	Tatjana Jurkeviča	19.06.2023. - 25.06.2023.
Universita Degli Studi di Messina	Italy	Vera Krieviņa	05.03.2023. -11.03.2023.

Uniwersytet w Białymstoku	Poland	Nadežda Novožilova	10.10.2022. -16.10.2022.
Pula University	Croatia	Inese Ratanova	23.10.2022. -29.10.2022.
Universita Degli Studi di Messina	Italy	Inese Ratanova	05.03.2023. -11.03.2023.
Universidad Miguel Hernandez	Spain	Jekaterina Vozņuka	15.05.2023. - 21.05.2023.
Masaryk Institute of Advanced studies CTU	Czech Republic	Galina Bukovska	14.05.2023. - 20.05.2023.
Wroclaw University of Economics	Poland	Žanna Caurkubule	24.09.2022. -30.09.2022.
Lithuania Business University of Applied Science	Lithuania	Marina Gunare	26.09.2022. -27.09.2022.
University of Social Sciences in Lublin	Poland	Žanna Černoštana	11.09.2022. -17.09.2022.
<b>2023./2024.y.</b>			
Utena College	Lithuania	Irina Plotka	25.09.2023. - 01.10.2023.

**Mobility of foreign lecturers of the study direction "Hotel and Restaurant Service and Tourism and Leisure Organisation" at BIA**

Country	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	Total
Spain	7	8	9	0	1	2	3	1
Portugal			1					1
Lithuania	1	1	1	1			1	5
Poland	1		1		1	1		4
Turkey							5	5
Greece				2				2
Cyprus			1					1
<b>Total</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>19</b>

**Mobility of foreign lecturers of the study direction "Hotel and Restaurant Service and Tourism and Recreation Organisation" within the BIA ERASMUS+ programme**

**Incoming**

**2016./2017.y**

<b>Name</b>	<b>Surname</b>	<b>Mobility time</b>	<b>Institution/ Organisation</b>	<b>Program</b>	<b>Country</b>
Inga	Kazlauskiene	11.05.2017. - 12.05.2017.	Kaunas University of Applied Sciences	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Lithuania
Jaroslaw	Kinal	29.05.2017. - 02.06.2017.	University of Rzeszow	Professional Bachelor's Degree Program «Tourism and Hospitality Management» Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Poland
<b>2017./2018.y.</b>					
Regina	Andriukaitiene	24.04.2018. - 27.04.2018.	Lithuanian Sport University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Lithuania
2018./2019.y.					
Vitor	Roque	17.09.2018. - 21.09.2019.	Polytechnic Institute of Guarda	Professional Bachelor's Degree Program «Tourism and Hospitality Management»; Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Portugal
Raquel	Garcia Revilla	01.04.2019. - 05.04.2019.	Universidad a Distancia de Madrid/Madrid Open University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»; Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Spain
Andrzej	Olejko	06.05.2019. - 10.05.2019.	The Bronislaw Markiewicz State Higher School of Technology and Economics in Jaroslaw	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Poland
Beata	Ciesielska	03.06.2019. - 07.06.2019.	Adam Mickiewicz University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Lithuania

Chrysoulla	Trisvei	03.12.2019. - 05.12.2019.	Casa College	Professional Bachelor's Degree Program «Tourism and Hospitality Management»; Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Cyprus
<b>2019./2020.y.</b>					
Regina	Andriukaitiene	25.11.2019. - 28.11.2019.	Lithuanian Sport University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Lithuania
Athina	Papageorgiou	19.08.2019. - 21.08.2020.	University of West Attica	Professional Bachelor's Degree Program «Tourism and Hospitality Management»"; Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Greece
Georgia	Kyritsi	19.08.2019. - 21.08.2020.	University of West Attica	Professional Bachelor's Degree Program «Tourism and Hospitality Management»"; Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Greece
<b>2020./2021.y.</b>					
Mateusz	Cwikla	23.08.2021. - 25.08.2021.	University of Humanities and Economics in Lodz	Professional Bachelor's Degree Program «Tourism and Hospitality Management»; Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Poland
<b>2021./2022.y.</b>					
Sergiusz	Leonczyk	24.05.2022. - 28.05.2022.	Siedlce University of Natural Sciences and Humanities	Professional Bachelor's Degree Program «Tourism and Hospitality Management» Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Poland

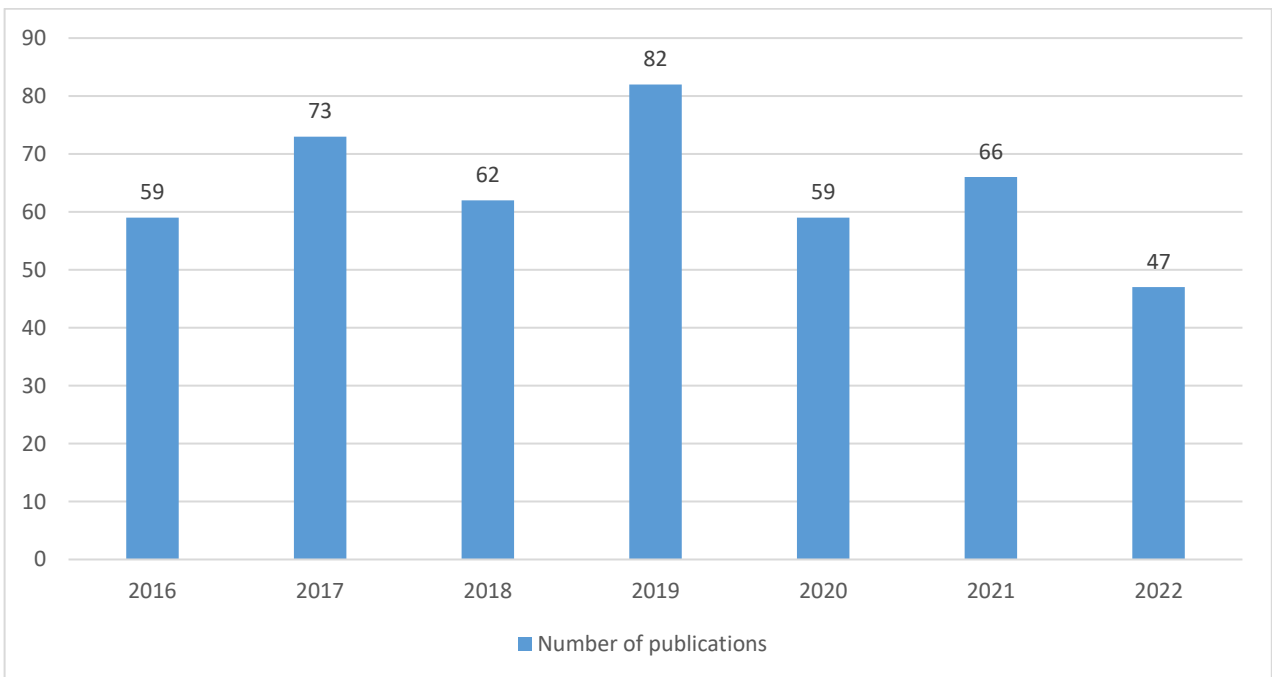
<b>2022./2023.y.</b>					
Cagdas	Turkoglu	03.10.2022. - 06.10.2022.	Isparta University of Applied Sciences	Professional Bachelor's Degree Program «Tourism and Hospitality Management» Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Turkey
Yeliz	Turkoglu	03.10.2022. - 06.10.2022.	Isparta University of Applied Sciences	Professional Bachelor's Degree Program «Tourism and Hospitality Management» Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Turkey
Regina	Andriukaitiene	14.11.2022. - 17.11.2022.	Lithuanian Sport University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Lithuania
Sehmus	Aykol	17.04.2023. - 21.04.2023.	Mardin Artuklu University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Turkey
Derya	Tolksoz Kilic	07.05.2023. - 13.05.2023.	Isparta University of Applied Sciences	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Turkey
Serhat	Harman	22.05.2023. - 26.05.2023.	Mardin Artuklu University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Turkey
<b>2023./2024.y.</b>					
Joanna	Omieciuch	09.10.2023. - 13.10.2023.	Siedlce University of Applied Sciences	Professional Bachelor's Degree Program «Tourism and Hospitality Management» Professional Master's Degree Program «Management of Communication in the Leisure and Entertainment Industry»	Poland
Biruta	Švagždienė	25.10.2023. - 27.10.2023.	Lithuanian sport University	Professional Bachelor's Degree Program «Tourism and Hospitality Management»	Lithuania



## Annex 2.5

### Number of all publications of academic staff of the direction 2016-2022. years

Year	Number of publications
2016	59
2017	73
2018	62
2019	82
2020	59
2021	66
2022	47



2. Publications of academic personnel of the direction, which are included Thomson Reuters Web of Science, SCOPUS, ERIH PLUS, EBSCO and other databases

Year	Number of publications included in databases
2016	24
2017	28
2018	18
2019	33

2020	19
2021	32
2022	25

3. Publications of the direction's academic staff, which are included in international databases

Year	Thomson Reuters Web of Science	SCOPUS	ERIH PLUS	EBSCO and other databases
2016	10	5	0	9
2017	8	8	0	12
2018	4	2	0	12
2019	9	9	3	12
2020	2	8	2	7
2021	2	12	2	16
2022	3	8	2	12

