

APPROVED

in the BIA Senate session on September 6, 2023

**Protocol Nr.160
Changes on December 13, 2023 protocol Nr.161**

Changes on August 27, 2024 protocol Nr.166

BALTIC INTERNATIONAL ACADEMY



Study quality assurance system

Riga, 2024

Introduction

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

Quality management in higher education is a priority set by both European standards and guidelines and practices in the European higher education space, as well as national documents. These documents emphasize the need to implement an internal quality management system in higher education institutions.

The BIA study quality assurance system is a central component of the Academy Management System (AMS). The general management system of the Academy includes:

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

Since BSA is a private higher education institution, the quality assurance system and internal regulatory documents ensure that financial decisions are made (or approved) by the Board, while educational management processes are carried out in accordance with the Law on Higher Education, under the leadership of the BSA Constitutional Assembly, the Senate, the Student Parliament, and the Rector

The values of the Academy are:

- ✚ High quality
- ✚ Sustainability
- ✚ Internationalization
- ✚ Student centred learning
- ✚ Excellence.

The Academy's student-centred approach is based on the following core principles:

1. Designing study content with a focus on achieving study outcomes – aligning with course goals, program standards, professional or educational benchmarks, and levels within the European and Latvian qualification frameworks.
2. Integrating knowledge-, skills-, and competence-oriented pedagogical methods (including innovative ones), tasks, internships, etc., into the study process to ensure active student participation and achieve adequate and high-quality learning outcomes.
3. Accessibility of education – offering various study formats, individual study plans, informational and material support, a digitalized study process, discounts, workplace internships (if applicable), elective courses, and mobility opportunities.

4. Recognition and validation of prior education, non-formal education, and practical experience.
5. Engagement with industry professionals – regular meetings with professionals from relevant fields, guest lectures, creative workshops, seminars, discussions, project participation, and similar activities.
6. Opportunities to address important issues related to BSA's academic, social, and cultural life through decision-making participation – BSA Student Parliament, Constitutional Assembly, Senate, and the Study Direction Council.
7. Individual approach – remote and in-person consultations with general and academic staff.
8. Opportunities to continue studies – ensuring options to progress to the next level of studies at BSA. Analysis of student needs, providing feedback (via surveys, complaints/suggestions process).
9. Accessibility of information – through the BSA website, Moodle, My BSA platform, meetings, bulletin boards, email, SMS, etc.

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

The characteristics of a culture of excellence are:

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

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

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

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

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

The self-assessment method provides information on how study, scientific-research and academic work is organised in the Academy, it is an opportunity to evaluate sustainable development of the Academy, direction of studies and quality of program implementation in accordance with the Academy's

strategy and to determine improvement steps.

The quality of education is ensured by the Academy's management system, which is based on a continuous improvement process based on the quality guru, the Edward Deming's PDCA cycle.

Practically using PDCA approach and Quality management system, Academy ensure united quality assurance understanding and continual improvement and development of its' processes.

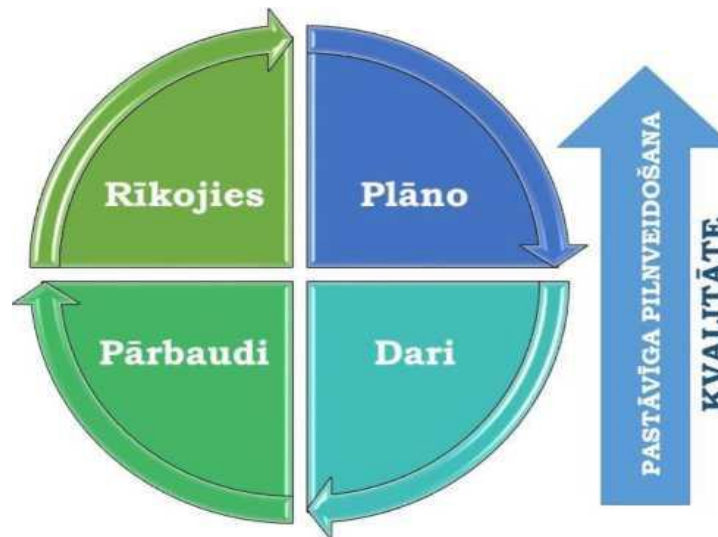
PLAN - DO - CHECK - ACT!

PLAN means setting goals, defining and predicting actions to be taken;

DO implement processes or implement changes in processes as planned;

CHECK measure, compare the compliance of operational results with the planned ones;

ACT means to analyze the causes of non-conformities, as well as to eliminate them in order to improve execution of processes.



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

Quality of study directions and programs

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

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

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

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

- showing high added value, developing and improving export-oriented higher education and services;
 - preserving Latvian cultural values and creativity, unlocking intellectual potential.
5. The BIA identifies and provides the resources necessary for the establishment, implementation, maintenance and continuous improvement of the management system.
 6. BIA uses a risk management approach to identify factors that may cause deviations from processes and planned performance. The Academy applies management tools and techniques to not only mitigate negative impacts, but also to take advantage of opportunities that arise.
 7. The Quality Policy is implemented in all BIA entities, including branches

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

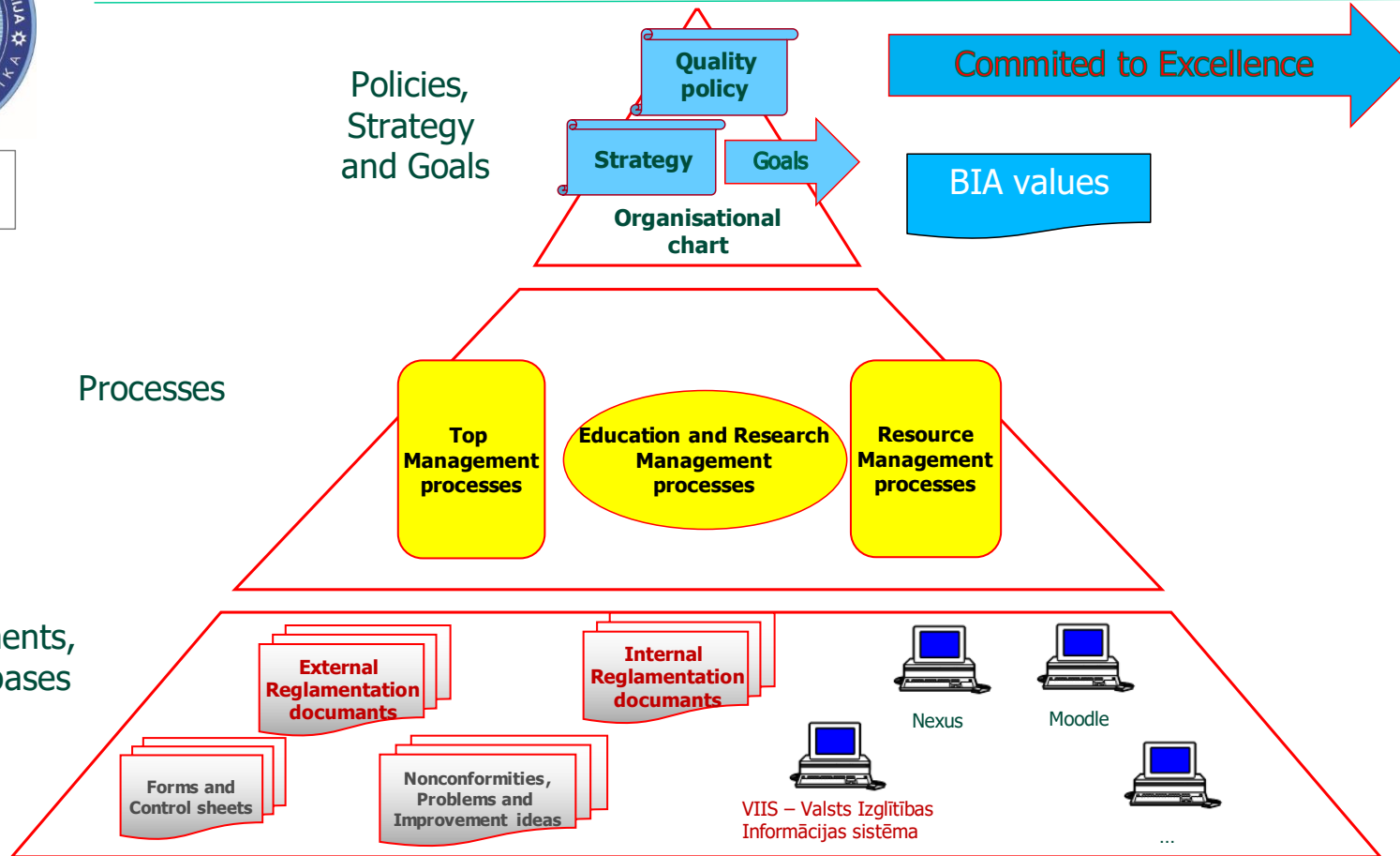


Pārvaldības sistēma

Academy Management system



Procesu mijiedarbība





Academy Management system



Procesu mijiedarbība

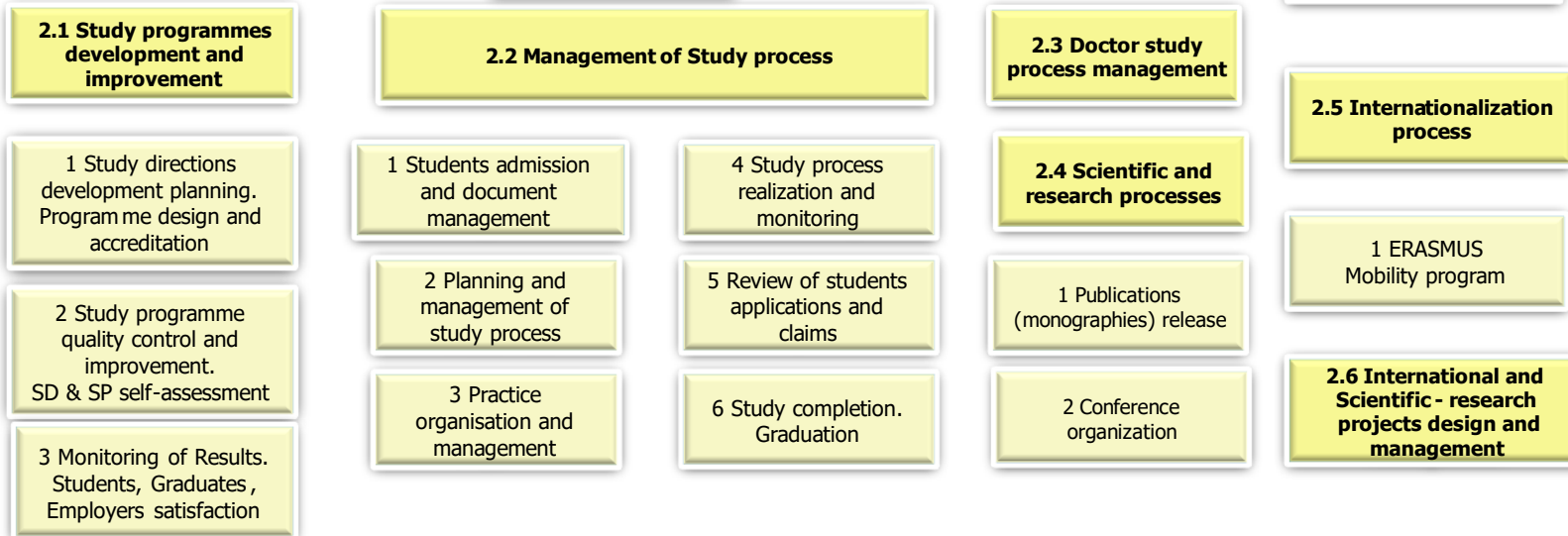


Pārvaldības sistēma

Top Management processes



Essential Education and Research Management processes



Resource Management processes

