

Principles of Operation of the Internal Quality Management System

at the Branch of the University of Bialystok in Vilnius

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This document defines the principles of operation of the internal quality management system (QMS) at the Branch of the University of Bialystok in Vilnius, hereinafter referred to as the Quality Management System.

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The Quality Management System covers the following activities:

1. teaching,
2. research,
3. organisational and administrative,
4. in the area of cooperation with the socio-economic environment.

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The Quality Management System operates in accordance with:

1. the Act of 20 July 2018 – Law on Higher Education and Science,
2. the Statute of the University of Bialystok,
3. internal normative acts of the University of Bialystok and the Branch of the University of Bialystok in Vilnius,
4. the development strategy of the Branch of the University of Bialystok in Vilnius,
5. the European Standards and Guidelines for Quality Assurance in Higher Education (ESG).

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The aim of the Quality Management System is to ensure and continuously improve the quality of the Branch's activities, in particular through:

1. monitoring and evaluating implemented processes,
2. identifying areas requiring improvement,
3. taking corrective and developmental actions.

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The Quality Management System is based on the following principles:

1. adequacy to the scale and specifics of the Branch,
2. transparency of procedures,

3. participation of employees, students and external stakeholders,
4. internationality and multiculturalism,
5. responsibility and continuous improvement.

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Responsibility for the functioning of the Quality Management System lies with:

1. the Dean of the Branch,
2. the Quality Team,
3. coordinators of quality areas.

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The duties of the Dean of the Branch include:

1. supervising the Quality Management System,
2. approving quality objectives and improvement actions.

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1. The Branch has a Quality Team, hereinafter referred to as the Team.
2. The Team is appointed by the Dean of the Branch for the term of office of the Branch's authorities.
3. The Team consists of:
 - a) chairperson – an academic teacher,
 - b) academic teachers representing various areas of the Branch's activities,
 - c) a representative of administrative staff,
 - d) a student representative.
4. The Team's tasks include in particular:
 - a) coordinating the functioning of the QMS,
 - b) developing proposals for quality objectives for a given academic year,
 - c) analysing survey results and quality indicators,
 - d) formulating recommendations for improvement actions,
 - e) monitoring the implementation of improvement actions,
 - f) preparing the annual quality report.

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Employees, students and external stakeholders participate in improving the quality of the Branch's activities in particular through:

1. participation in surveys,
2. submitting opinions and requests regarding the quality of the Branch's operations,
3. participation in consultations and improvement actions.

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1. The Quality Management System covers the following areas:
 - a) quality of education,
 - b) quality of research activities,
 - c) quality of management and administrative services,
 - d) quality of cooperation with the environment.
2. A coordinator responsible for data collection and cooperation with the Team is designated for each area; the coordinator in the area of education quality is the chairperson of the Branch's Teaching Quality Team.

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1. The Quality Management System is implemented in an annual cycle comprising:
 - a) planning of quality objectives,
 - b) implementation of actions,
 - c) evaluation of results,
 - d) implementation of improvement actions.
2. The annual quality report summarises the cycle.

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1. For the purposes of monitoring and improving quality at the Branch, a set of quality indicators adequate to the scale and specifics of the unit is established:
 - a) Education quality indicators:
 - WK1 – percentage of students positively evaluating teaching activities,
 - WK2 – rate of timely completion of studies,
 - WK3 – number of trainings and workshops attended by academic teachers and instructors,
 - WK4 – number of class observations conducted,
 - b) Research quality indicators:
 - WN1 – number of academic publications by Branch staff and students,
 - WN2 – number of submitted and implemented research projects,
 - WN3 – number of academic conferences with Branch staff participation,
 - WN4 – number of presentations by Branch staff and students at international conferences,
 - c) Management and administrative quality indicators:
 - WZ1 – level of student satisfaction with administrative services,
 - WZ2 – level of employee satisfaction with work organisation,
 - WZ3 – number of trainings and workshops attended by administrative staff,
 - d) Cooperation quality indicators:
 - WO1 – number of signed letters of intent and cooperation agreements,

WO2 – number of joint initiatives with external partners,

WO3 – number of meetings held by the Branch's Advisory Council.

2. Data for quality indicators is obtained in particular from surveys, teaching and research documentation, and reports from staff and organisational units of the Branch.

3. Analysis of indicators is conducted on an annual basis.

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If, on the basis of quality indicator analysis, significant irregularities or areas requiring improvement are identified:

1. The Quality Team:

a) formulates proposals for corrective or developmental actions,

b) monitors the effects of their implementation in the following annual cycle,

2. The Dean of the Branch:

a) designates persons responsible for their implementation,

b) sets implementation deadlines.

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1. The Quality Team prepares and submits to the Dean of the Branch, by 30 November each year, a quality report covering the previous academic year. The report template constitutes Annex No. 1 to this document.

2. The quality report contains in particular an analysis of quality indicators and recommendations for improvement actions.

3. The quality report constitutes the basis for planning quality objectives for the next academic year, making organisational, teaching and research decisions, and improving study programmes and management processes.

4. The quality report is subject to approval by the Branch Council.

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The list of procedures for the operation of the Quality Management System constitutes Annex No. 2 to this document.

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The principles of operation of the Quality Management System are subject to periodic review, no less frequently than once every 3 years, and to updating in the event of changes in legislation or the organisational structure of the Branch.