Quality Assurance System: 2 cases of LT HEIs

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Vilnius

Establishing and development of Quality Assurance Centers at Azerbaijan Universities - EQAC

586351-EPP-1-2017-1-AZ-EPPKA2-CBHE-JP

EXTERNAL QUALITY ASSURANCE SYSTEM

Law on Higher Education and Research (2009 April 30 No. XI-242):

• Every HEI must have an internal quality assurance system.

• The quality assurance system must be based on:

European Standards and Guidelines for Quality Assurance of Higher Education (ESG)

ESG
2015

Standards and Guidelines for Quality Assurance
in the European Higher Education Area
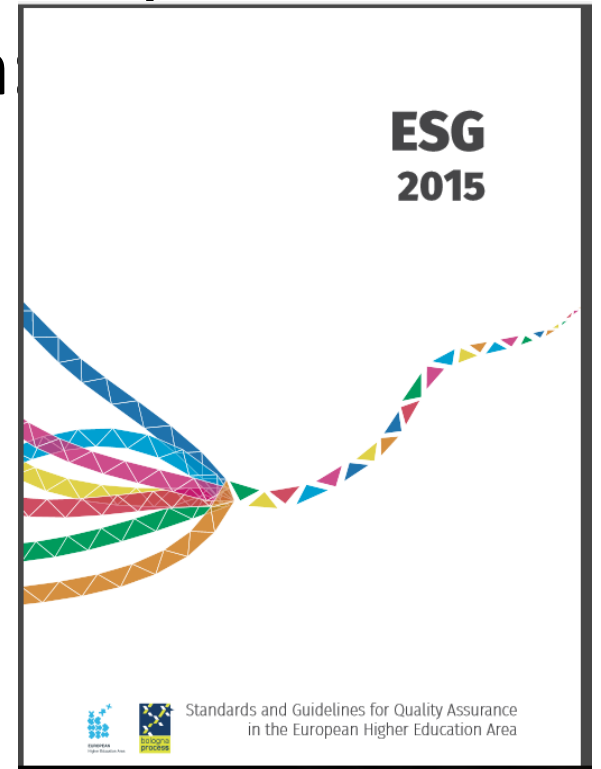
EXTERNAL QUALITY ASSURANCE SYSTEM

Standards and Guidelines for Quality Assurance in the European Higher Education (ESG)	
2005	**2015**
1.1 Policy and procedures for quality assurance.	1.1 Policy and processes for quality assurance
1.2 Approval, monitoring and periodic review of programmes and awards.	1.2 Design and approval of programmes
1.3 Assessment of students.	1.3 Student-centred learning
1.4 Quality assurance of teaching staff.	1.4 Student admission, progression and completion
1.5 Learning resources and student support.	1.5 Development of teaching staff
1.6 Information systems.	1.6 Learning resources and student support
1.7 Public information.	1.7 Information management
	1.8 Public information
	1.9 On-going monitoring and periodic review of programmes
	1.10 Cyclical external quality assurance

INTERNAL QUALITY ASSURANCE SYSTEMS AT HEIS

Standards and Guidelines for Quality Assurance in the European Higher Education (ESG):

1.1 Policy for quality assurance

1.2 Design and approval of programmes

1.3 Student-centred learning, teaching and assessment

1.4 Student admission, progression, recognition and certification

1.5 Teaching staff

1.6 Learning resources and student support

1.7 Information management

1.8 Public information

1.9 On-going monitoring and periodic review of programmes

1.10 Cyclical external quality assurance

1.1 Policy for quality assurance

MRU legislation regulating internal system for quality assurance:

| UNIVERSITY | CURRENT STUDENTS | RESEARCH | PROSPECTIVE STUDENTS | ECTS | CONTACTS |

Start > University > Administration Units > Academic Affairs Centre > Legal Acts, Documents > MRU Legal Acts >

MRU LEGAL ACTS

▼ **MRU Legal Acts**

▶ Legal Acts of the Republic of Lithuania

▶ International Documents

➤ Statute

➤ Code of Academic Ethics

STUDY QUALITY ASSURANCE

➤ Quality Policy Provisions for the Studies and Research at Mykolas Romeris University

➤ Regulations of the System of Internal Study Quality Assurance at Mykolas Romeris University

➤ Regulations for Study Programme Committee

➤ Procedure Applicable to Organizing Feedback on Studies at Mykolas Romeris University

https://www.mruni.eu/en/university/organizational_structure/akademiniu_reikalu_centras/teises_aktai/mru_teises_aktai/

1.1 Policy for quality assurance

QUALITY POLICY
PROVISIONS FOR THE STUDIES AND RESEARCH
AT MYKOLAS ROMERIS UNIVERSITY

1. Mykolas Romeris University (further referred as – University), seeking quality of the studies and research, is guided by the Constitution of the Republic of Lithuania, the Laws of the Republic of Lithuania, subordinate legislation, international agreements and other documents of the higher education and research quality assurance and improvement. Implementing the study and the quality policy, the University takes into account the social stakeholders' needs and interests.

2. The main goal of University quality policy provisions for the studies and research is to ensure the international competitiveness and relevance of the higher education and research for the future needs of Lithuania, European and global society. Seeking this goal, community of the University will:

- responsibly and properly collect, develop, apply and disseminate internationally innovative knowledge and competencies in line with stakeholders, national and international public expectations and needs;

- individually and in academic community educates and fosters a culture of excellence, based on provision of cooperation, inclusion and trust;

- in the academic activities follow the Magna Charta Universitatum values, Standards and Guidelines for Quality Assurance in the European Higher Education, as well as international university codes of ethics provisions, consolidating academic freedom, university autonomy, academic integrity, and promote continuous improvement.

3. Management of the university in seeking study and research quality:

- unites, encourages the University community to achieve the highest possible performance and improves the competencies of its required to achieve the study and research quality assurance and improvement goals;

- properly and rationally allocates responsibilities, assures the transparency of the study and research process, the propriety and adequacy of resources;

- enables students at all study cycles to participate in the activities of quality assurance of study and research;

- having in regard external and internal changes, and the stakeholders' needs and interests, review and improve the quality policy provisions for studies and research and quality improvement goals periodically at once a year;

- ensures that quality policy provisions for studies and research and quality enhancement goals are understoodable for all, implemented and observed at all levels of the University activities.

4. Quality policy provisions for studies and research are focused on the following areas:

- strengthening the relationship between teaching and research;

- development of student-centred studies;

- fitness of studies for students, stakeholders and public purposes;

- interdisciplinarity of studies, innovations and entrepreneurship education;

- internationalization of studies and research;

- electronic and virtual studies;

- scientific research on social innovation.

5. Quality policy provisions for studies and research are applied to all study cycles and research programs and University services. It is based on suitable and sufficient resources of the University and its partners, responsible cooperation and equal as well as proportionational application of quality assurance means.

6. These quality policy provisions are the basis for the system of internal study quality assurance and strategy for the enhancement of quality of Mykolas Romeris University.

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1.1 Policy for quality assurance

SMK legislation regulating internal system for quality assurance:

1.1 Policy for quality assurance

SMK legislation regulating internal system for quality assurance:

- The Goals of the Quality Policy
- Quality Manual
- Quality Management System document and records management procedure
- Description of Quality Management System Internal Audit Procedure
- Description of Quality Management System Non-confirmity Management Procedure
- Description of Quality Management System Software Management Procedure

1.1 Policy for quality assurance

SMK UNIVERSITY OF APPLIED SOCIAL SCIENCES
QUALITY POLICY

The Quality Policy of the SMK University of Applied Social Sciences is an integral part of the vision and activity strategy of the SMK. The SMK University of Applied Social Sciences organizes higher education studies, conducts educational, scientific research and development, implements projects creating the latest scientific knowledge and innovations. In order to satisfy the needs of the interested parties, **the management of the SMK University of Applied Social Sciences shall** continuously improve and develop the efficiency of the quality management system in accordance with the laws and legal acts, European higher education quality assurance regulations and guidelines, requirements of the international quality management system standards and shall motivate the community of the SMK to actively engage in this activity.

The key priorities of the quality policy of the SMK:

1. To develop and implement the study programmes that meet the needs of the global society, applying the principles of holistic education and using innovative teaching and learning methods.
2. To conduct educational, applied scientific and research activities aimed at the promotion of synergy between science and business, to ensure the growth of the competencies and skills of the academic staff and to increase the value of the provided study programmes.
3. To initiate and to implement national and international projects that create social innovations and new scientific knowledge, encourage the development of modern society, increase the added value of the SMK services provided to the interested parties.

The key goal of the SMK is to ensure the quality level that guarantees preparation and training of competent and competitive specialists in order to create future social capital, and to become a recognized innovation and education quality leader in the international higher education area.

1.2 Design and approval of programmes
1.9 On-going monitoring and periodic review of programmes

MRU processes for the design, approval , monitoring and periodic review of programmes
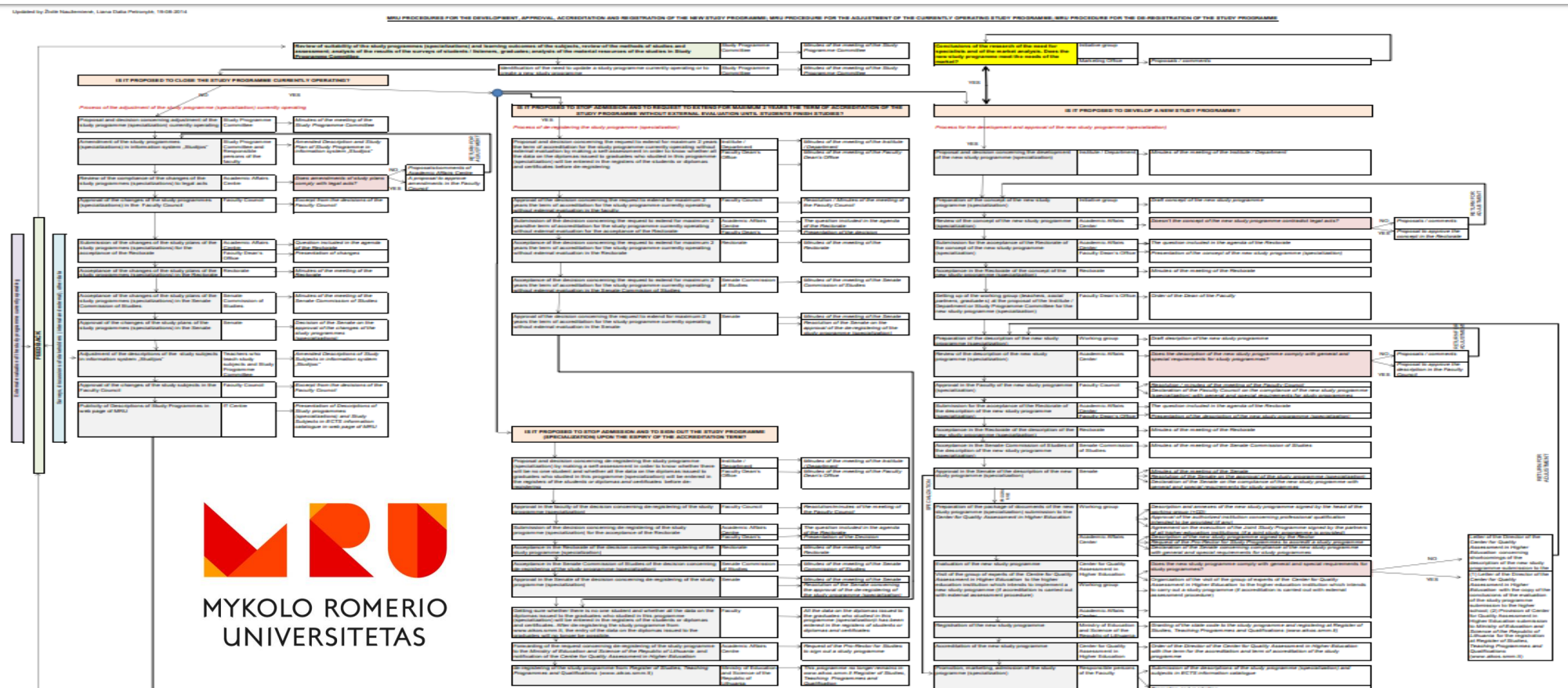
1.2 Design and approval of programmes
1.9 On-going monitoring and periodic review of programmes

MRU processes for the design, approval , monitoring and periodic review of programmes

Responsibilities

1. Senate, Rectorate - the development and implementation of the University's quality policy.

2. Faculties, Institutes, Study Programme Committees - the quality of study programmes and their realisation.

3. Centre of *Academic Affairs* - the initiation and preparation of legislation ensuring the quality of the studies, coordination and support for the development and renewal of study programmes.

4. University Teachers - the quality of subjects they teach.

5. Students / unclassified students are responsible for their personal learning outcomes and the quality of their learning.

These responsibilities are regulated by the University's legislation.

MYKOLO ROMERIO UNIVERSITETAS

1.2 Design and approval of programmes
1.9 On-going monitoring and periodic review of programmes

MRU processes for the design, approval , monitoring and periodic review of programmes

1.2 Design and approval of programmes
1.3 Student-centred learning, teaching and assessment
1.9 On-going monitoring and periodic review of programmes

MRU processes for the design, approval , monitoring and periodic review of programmes

KEY actors responsible for the implementation of *study programmes* and for the quality of process and outcomes:

- *Study Programme Committees*

![MRU Mykolo Romerio Universitetas logo]

1.2 Design and approval of programmes
1.3 Student-centred learning, teaching and assessment
1.9 On-going monitoring and periodic review of programmes

MRU processes for the design, approval , monitoring and periodic review of programmes

APPROVED by
Order No 1I-244 of the Rector of
Mykolas Romeris University of
3 June 2015

REGULATIONS FOR STUDY PROGRAMME COMMITTEES AT MYKOLAS ROMERIS UNIVERSITY

II.   COMPOSITION

7.   The Committee shall be composed of at least 8 members, including at least 3 teachers who deliver the study programme, at least 2 students and at least one representative of social partners and graduate. Students' representatives shall be approved by the University's Students' Representation. The Programme Head is a member of the Committee *ex officio*.

1.2 Design and approval of programmes
1.3 Student-centred learning, teaching and assessment
1.9 On-going monitoring and periodic review of programmes

MRU processes for the design, approval , monitoring and periodic review of programmes

III. FUNCTIONS

11.   The Committee shall perform the following functions:

11.1. Consideration and provision of the plan of the study programme development for the approval by the head of the academic unit.

11.2. Approval of the descriptions of the programme and study subjects, provision of proposals for their improvement.

11.3. Provision of proposal on the selection of teacher and improvement of their competences.

11.4. Approval of the practice locations of the students of the programme.

11.5. Consideration and approval of topics of final theses, ensuring their compliance with the expected learning outcomes of the study programme.

11.6. Consideration of the outcomes of the study programme and students' feedback, provision of proposals for the improvement of the study process.

11.7. Monitoring of the adequacy of learning resources, provision of proposals for their renewal.

11.8. Help in preparing and approving self-analysis of the programme.

11.9. Together with the Marketing Department, monitoring and support of the marketing of the study programme.

11.10.   Development of relations with academic and social partners.

11.11.   Monitoring of students and graduates' career outcomes, offer of career development tools.

1.2 Design and approval of programmes
1.3 Student-centred learning, teaching and assessment
1.9 On-going monitoring and periodic review of programmes

MRU processes for the design, approval , monitoring and periodic review of programmes

1.2 Design and approval of programmes
1.9 On-going monitoring and periodic review of programmes

The Scheme of New Study Programme Preparation and Accreditation Process
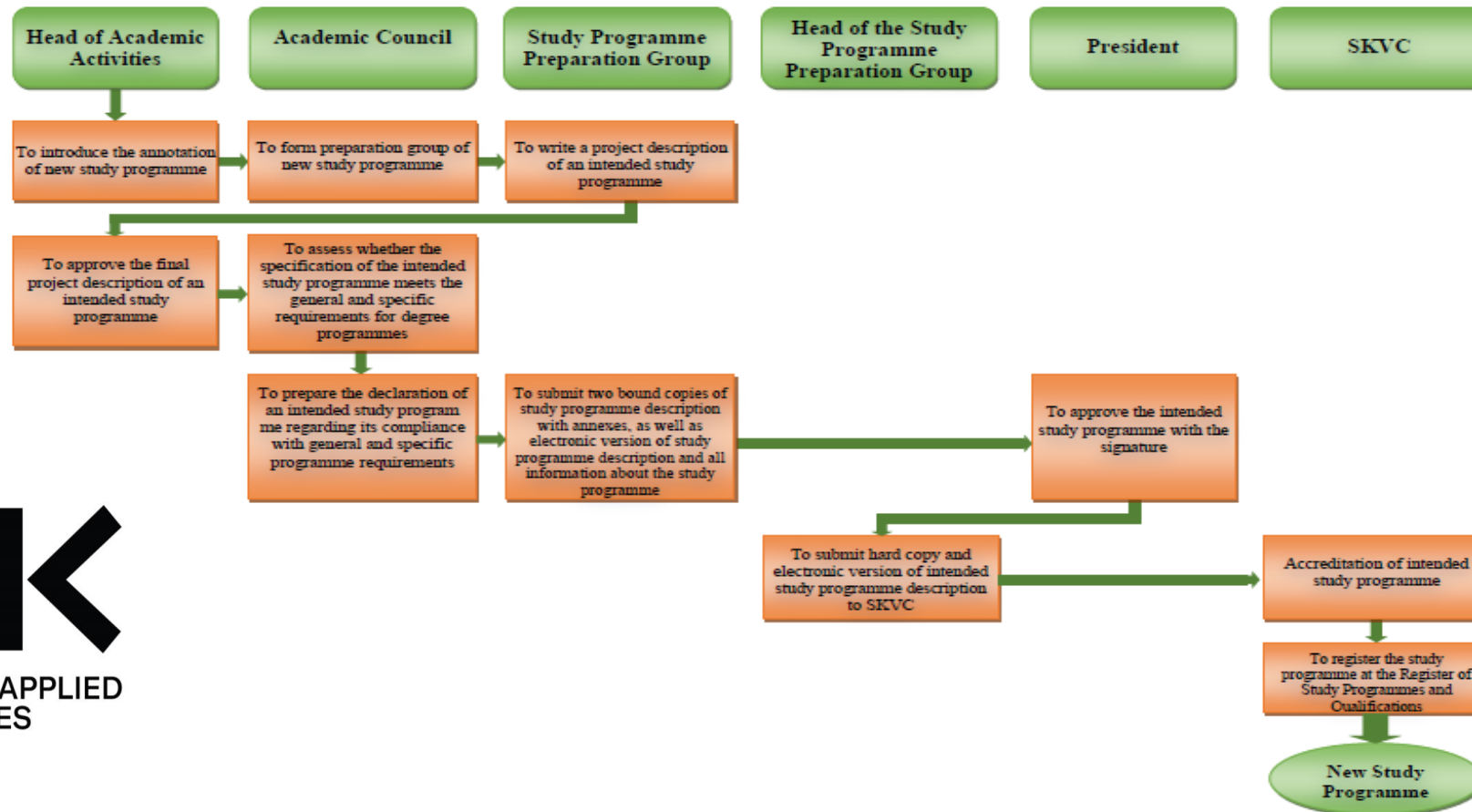
1.2 Design and approval of programmes
1.9 On-going monitoring and periodic review of programmes
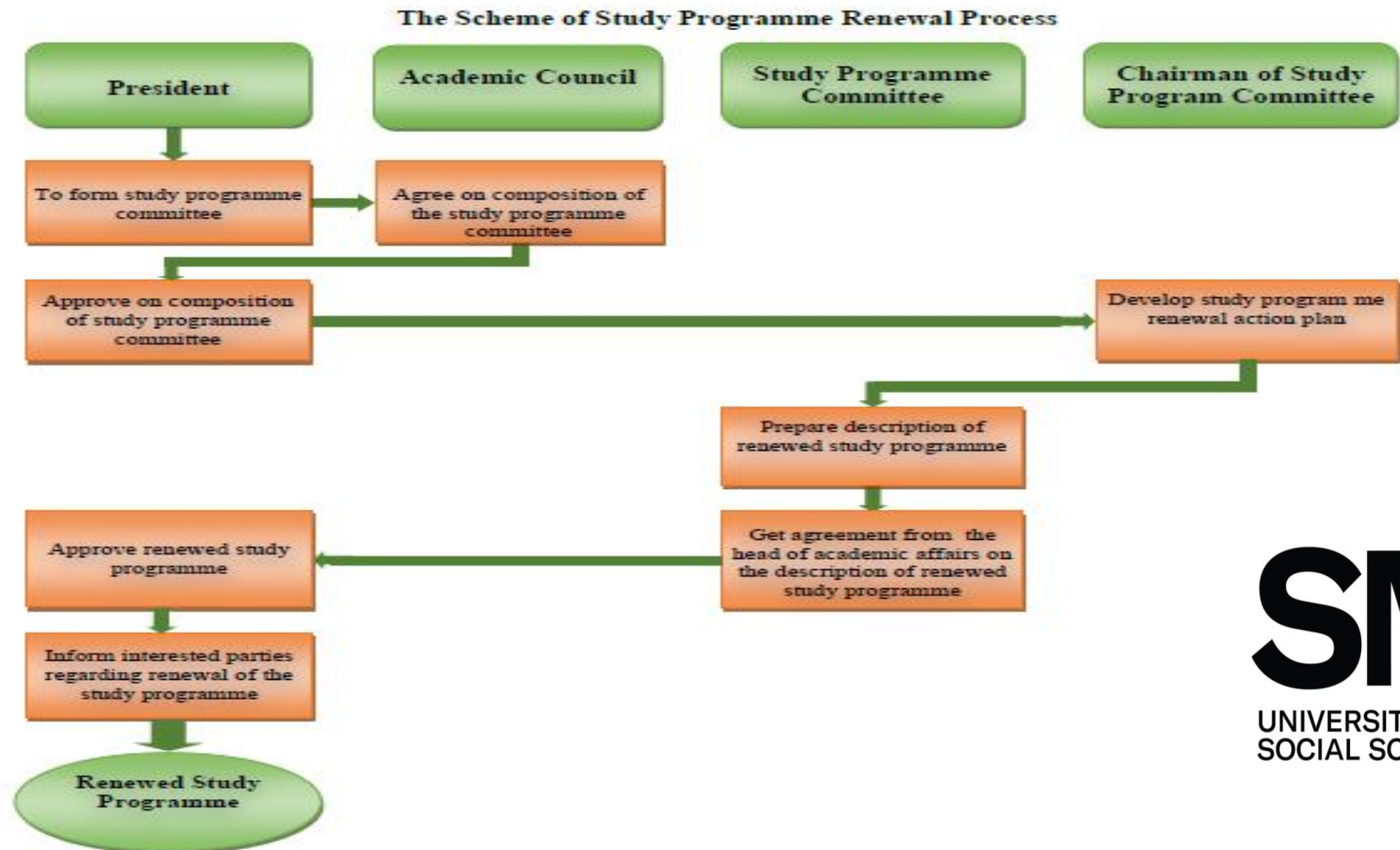
1.2 Design and approval of programmes
1.9 On-going monitoring and periodic review of programmes

SMK processes for the design, approval, monitoring and periodic review of programmes

1.2 Design and approval of programmes
1.3 Student-centred learning, teaching and assessment
1.9 On-going monitoring and periodic review of programmes

Dokumentas	Dokumento patvirtinimas	Bylos indeksas pagal Dokumentacijos planą	Puslapių skaičius	Pastabos
Viešosios įstaigos Socialinių mokslų kolegijos studijų programos komiteto nuostatai	Patvirtinta direktoriaus 2017-12-23 įsakymu Nr. V-46	1.35	3	Galioja nuo 2017-12-23

SOCIALINIŲ MOKSLŲ KOLEGIJOS

STUDIJŲ PROGRAMOS KOMITETŲ

N U O S T A T A I

III. KOMITETO SUDĖTIS IR DARBO ORGANIZAVIMAS

8. Vykdomos Studijų programos Komiteto pirmininku Kolegijos direktorius skiria vieną iš studijų programą vykdančios katedros vedėjų.

9. Komiteto sudėtį tvirtina Kolegijos direktorius Komiteto pirmininko teikimu. Komitetą sudaro dešimt narių, kurie lygiomis dalimis atstovautų Klaipėdos skyrių bei Vilniaus filialą:

9.1. studijų programą vykdančių katedrų vedėjai;

9.2. du studijų programą įgyvendinantys dėstytojai;

9.3. keturi socialinių partnerių atstovai;

9.4. du studijų programos studentai;

1.5 Teaching staff

- The regulation of qualification requirements for teachers.
- The system of remuneration.
- The system of quality monitoring.
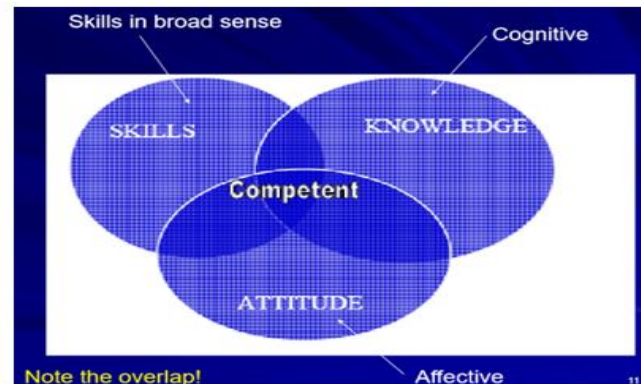- The system for the enhancement of competences of academic staff.

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment
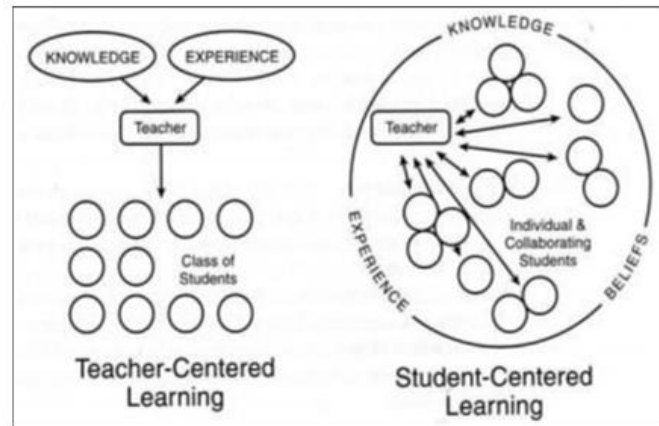
Courses for university teaching staff on Student-centered teaching, learning, assessment

- Emphasis on the student.
- Emphasis on the student's ability to do something.

Bloom's taxonomy

6. Evaluation
5. Synthesis
4. Analysis
3. Application
2. Comprehension
1. Knowledge

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

- Minimum Qualification Requirements for Teachers and Researchers (Ministry of Education and Science of Republic of Lithuania, 2008)

- Regulations for the Assessment and Attestation of Academic Performance of Teachers (Director of University of Applied Social Science, 2009)

SMK
UNIVERSITY OF APPLIED
SOCIAL SCIENCES

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

- The Motivation and Incentives System
- Employment and Attestation System
- Smart Learning Centre since 2014

SMK

UNIVERSITY OF APPLIED
SOCIAL SCIENCES

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

Training for SMK teaching staff:

- Synergic teaching/learning (S)

- Modern teaching/learning (M)

- Active teaching/learning (A)

- Reflective teaching/learning (R)

- Advanced educational technologies (T)

Certificate of SMART EDUCATOR of SMK University of Applied Social Sciences

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

Subjects of training courses	Volume of training, academic hours
English courses	120
Training course "Information Retrieval Systems"	16
Training course "Work with Scientific Research Data Processing Systems"	16
Training course "Development of Electronic Teaching Tools"	16
Training course "New Internet Opportunities"	16
Workshops "Creation of Positive Atmosphere as a Tool for Ensuring the Quality of Studies"	16
Workshops "Inspirational Education through Personal Example"	16
Workshops "Development of Partnership between Lecturer and Student through Motivating Leadership"	16
Workshops "Entrepreneurship through Knowledge of Personal Qualities and Market Opportunities"	16
Workshops "Personality and Functions of a Lecturer as Knowledge Manager"	16
Workshops "Innovation Development – Learning from Mistakes. Are Lecturer Innovators?"	16
Workshops "Application of Case Analysis Method"	
Workshops "Application of Project Management Method in Teaching"	
Workshops "Application of Simulation Method in Development of Students' Practical Skills"	

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

Subjects of training courses	Volume of training, academic hours
Workshops "Learning through Cooperation (in groups)"	16
Professional Ethics of a Lecturer	16
Coaching – Tool for Personal Self-expression and Development of Personality Opportunities	24
Introduction to Psychology Course	24
Training course "Implementation of Flexible Study Form and Module Studies"	16
Training course "Self-analysis of Study Process and Lecturers' Participation in it"	16
Training course "Challenges and Tendencies of Organization of Studies in European Context"	16
Training course "Use of Creativity in Study Process"	16
Training course "Successful Development of Students' Knowledge and Skills in International Space"	16
Training course "Aspects of Assessment of Students' Knowledge and Skills"	16
Training course "Requirements to Preparation of Study Programmes when Striving for Successful Competition of a Higher School in International Space"	
Training course „Methodology of APL Competencies Evaluation and Validation "	
Training course „The Basics of Competencies Validation Methodology "	
Training course „About project „Creation and introduction of an APL system in higher education institutions", „Basics of Consulting "	

UNIVERSITY OF APPLIED SOCIAL SCIENCES

1.5 Teaching staff
1.3 Student-centred learning, teaching and assessment

Subjects of training courses	Volume of training, academic hours
Training course „ALP Competencies Evaluation and Validation Quality Assurance	8
Training course „Experience of Foreign Countries in APL system"	8
Training course „Mentor and Tutor in APL system"	8
Training course „Teamwork skills in APL system"	8
Training course „Portfolio in APL system"	8
Training course „Preparation of Methodology for ALP competencies Evaluation and Validation"	16
Training course „Assessment of Students' Knowledge and Skills in Contexts of International and Joint Study"	16
Training course „Innovation policy in Lithuania, European Union and in World as well as Development and Implementation of Business"	24
Training course „Concept, Development and Regularities of Welfare Economics"	
Training course "Clean" and "Green" Technology and "Sustainable Production Principles"	
Training course „Science and Research in Company's Activity"	

1.4 Student admission, progression, recognition and certification

MRU Student admission, progression, recognition and certification

STUDY PROCEDURES

> Procedure of Studies (Actual Version)

> Procedure for Recognition of Academic Credits at Mykolas Romeris University (Actual Version)

> Requirements for Administering Minor Field Studies at Mykolas Romeris University and Forms of Contracts for Minor Studies (Actual Version)

> E-Studies Organization Procedure of Mykolas Romeris University

PROCEDURE FOR ASSESSMENT OF LEARNING OUTCOMES

> Procedure for the Assessment of Learning Outcomes at Mykolas Romeris University (Actual Version)

> Description of the System of the Assessment of Learning Outcomes

> Procedure for Arranging Final Examinations at Mykolas Romeris University

> Appeal Regulations of Mykolas Romeris University (Actual Version)

PRACTICAL TRAINING REGULATIONS

> Practical Training Regulations for Students. Form of Student Practical Training Agreement. Template of Practical Training Reporting Sheet

MRU
MYKOLO ROMERIO
UNIVERSITETAS

1.4 Student admission, progression, recognition and certification

THE STUDY GUIDE

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MRU

MYKOLO ROMERIO
UNIVERSITETAS

1.4 Student admission, progression, recognition and certification

SMK Study regulations ☐

2017-2018 International Study Schedule ☐

A DESCRIPTOR OF THE ORDER OF ASSESSMENT OF ☐ LEARNING OUTCOMES OF THE PUBLIC INSTITUTON SMK UNIVERSITY OF APPLIED SOCIAL SCIENCES

A DESCRIPTOR OF THE ORDER OF PREPARATION, ☐ DEFENSE AND STORAGE OF FINAL THESES OF THE SMK UNIVERSITY OF APPLIED SOCIAL SCIENCES

METHODICAL INSTRUCTIONS FOR THE PREPARATION ☐ OF INDEPENDENT WRITTEN WORKS

SMK

UNIVERSITY OF APPLIED SOCIAL SCIENCES

1.4 Student admission, progression, recognition and certification
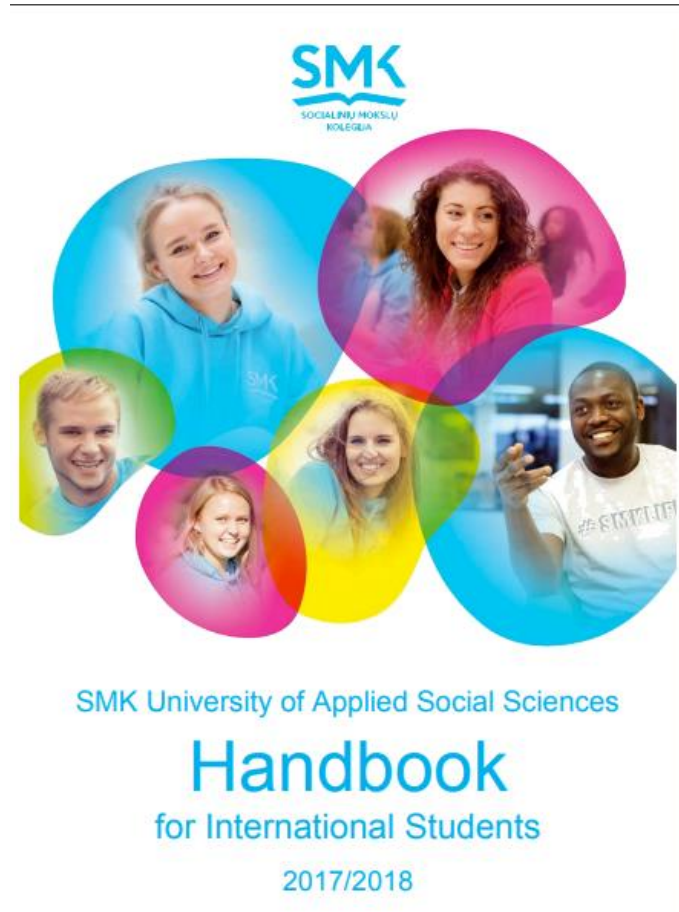
1.6 Learning resources and student support
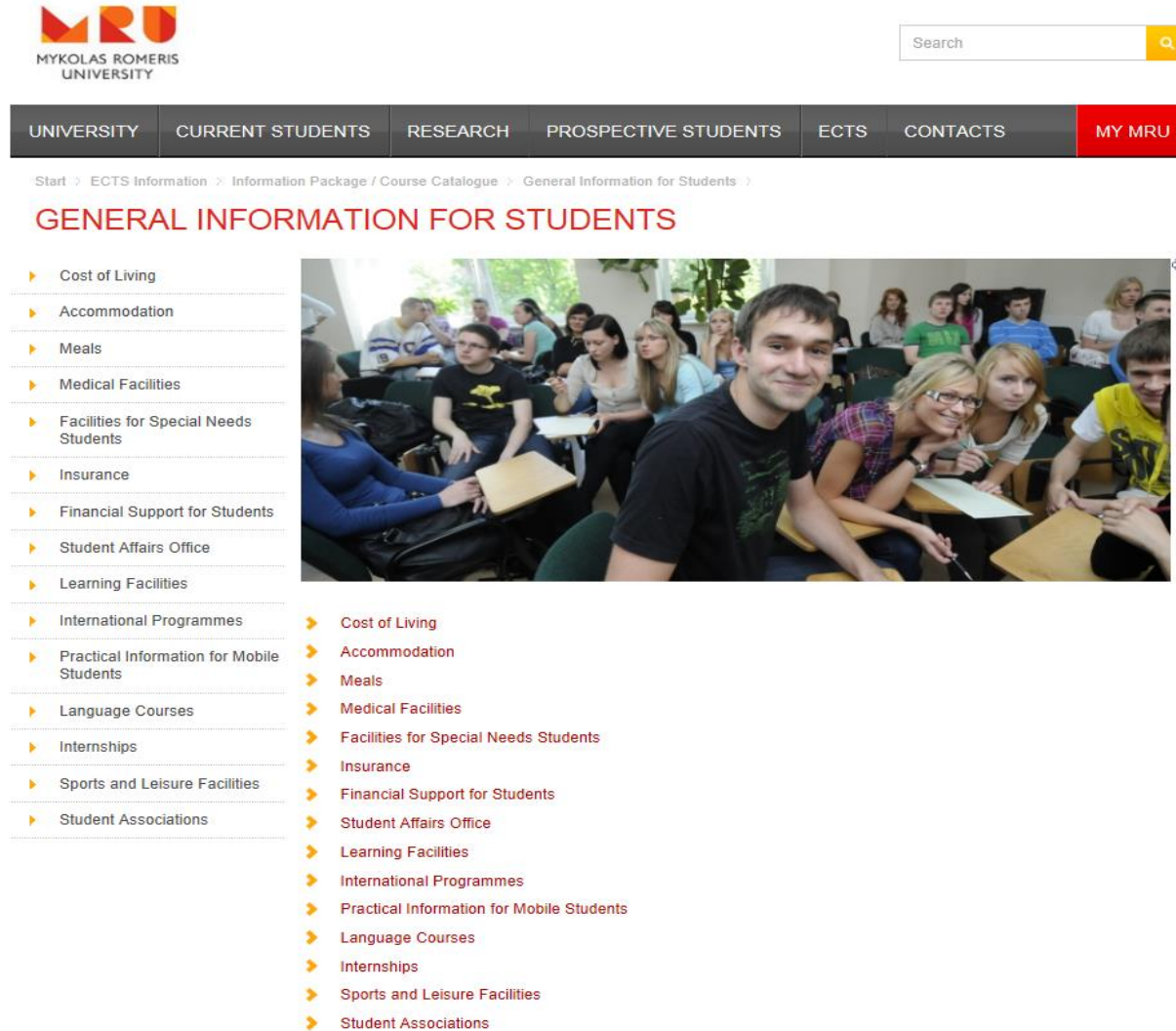
1.6 Learning resources and student support

Student Support

SMK priority is to make students feel good. Considering that our students come from practically all of the continents in the world, it is a priority to insure a comfortable and safe environment and support system. The minute a new student inquires about the studies at SMK, he or she will be provided with a personal admissions counsellor, who will timely provide all necessary assistance in applying, arriving and living in Lithuania and SMK. All students have academic counsellors, who help to solve their academic issues that might arise.

Mentors

It is our aim and continuous commitment to facilitate excellent education experience for our International students. It is International Relations Office Team as well as Mentors' Team that provide to SMK International students timely support in all matters (e.g. accommodation, academic advising, internship placement search etc.). Our friendly Mentors' Team is formed from active Lithuanian students, who act a role of "Local Friends" to foreign students, dedicating their free time to everyday life issues of International students and helping them to go through the possible cultural shocks smoothly.

Orientation Week

Every start of the semester we welcome new students from various parts of the world. In order to make their transition easy and fun we organise an Orientation week full of fun and interesting activities, which makes new comers feel like at home, meet new friends, get to know SMK better and of course be safer in the city. Orientation is a very important aspect of beginning studies here, especially for students who are coming from very far and are not familiar at all with the local culture.

Accommodation

SMK is offering several types of accommodation. Besides SMK Guest House, the students may also choose from four student hostels by location and price. The prices for a bed in a double room go from 100 Euro per month. Moreover if students desire to live independently, SMK staff will provide full assistance in finding an apartment for rent and will even help you to bargain for a better price. More detailed information on accommodation could be found in SMK webpage or provided by your admission counsellor.

1.7 Information management

The information gathered depends on the type and mission of the institution. The following are of interest:

- Profile of the student population;

- Student progression, success and drop-out rates;

- Students' satisfaction with their programmes;

- Learning resources and student support available;

- Career paths of graduates.

ESG
2015

Standards and Guidelines for Quality Assurance
in the European Higher Education Area
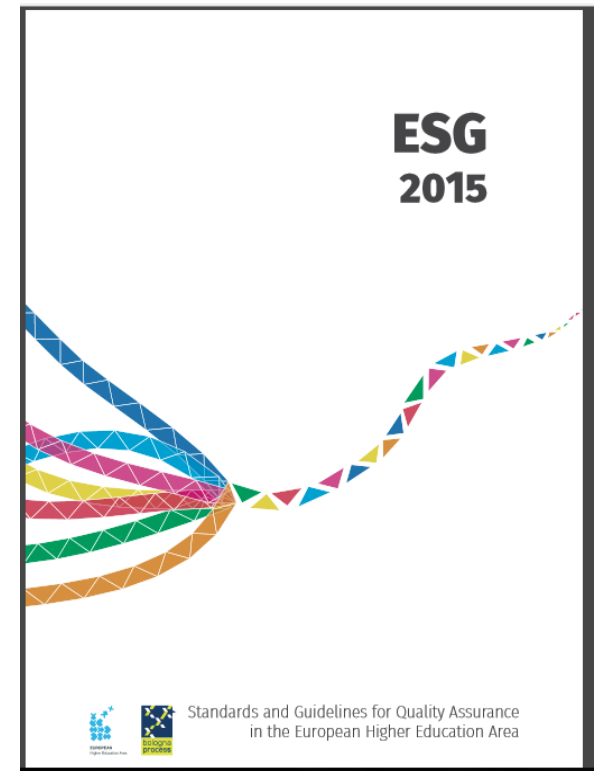
1.7 Information management

- Information system „Studies"
- Electronic document management system (DVS)
- Library information system
- Electronic publications tank
- Electronic feedback system
- Moodle system

1.7 Information management

Document	Document approved by	File index according to Documentation Plan	Number of pages	Comments
Public Institution SMK University of Applied Social Sciences Quality Manual	Approved by Order No. V-67 adopted by the President on 07.05.2013. In force from 08.05.2013	26.5	3	Invalid
Public Institution SMK University of Applied Social Sciences Quality Manual	Approved by Order No. V-14 adopted by the President on 15.10.2013	26.5	4	Valid from 15.10.2013

QUALITY MANAGEMENT SYSTEM DOCUMENT AND RECORDS MANAGEMENT PROCEDURE No. 1

I. GENERAL PROVISIONS

1. The aim of the Quality Management System (hereinafter – QMS) document and records management procedure of the SMK University of Applied Social Sciences (hereinafter referred to as SMK) is to determine a procedure for QMS document and quality data records management that would meet the requirements of LST EN ISO 9001 standard.

2. The procedure sets:

2.1. internal QMS document management procedure in SMK;

2.2. procedure for the management of external documents of origin necessary for the proper functioning of QMS in SMK;

2.3. procedure for quality data records identification, collection, compilation in indicators, obtaining, management, storage, maintenance and utilization.

II. LEGAL GROUNDS

3. The procedure was prepared according to the following documents:

3.1. LST EN ISO 9001 Quality Management Systems. Requirements;

3.2. Work Regulations of SMK administration;

3.3. document management and accounting rules.

III. TERMS, DEFINITIONS, ACRONYMS

4. The following terms, definitions and acronyms shall be used in the procedure:

4.1. **External document of origin** means a normative legal act regulating or related to the functioning of QMS;

4.2. **QMS procedure** means an order of conducting an activity or processes as set by an official document;

1.7 Information management
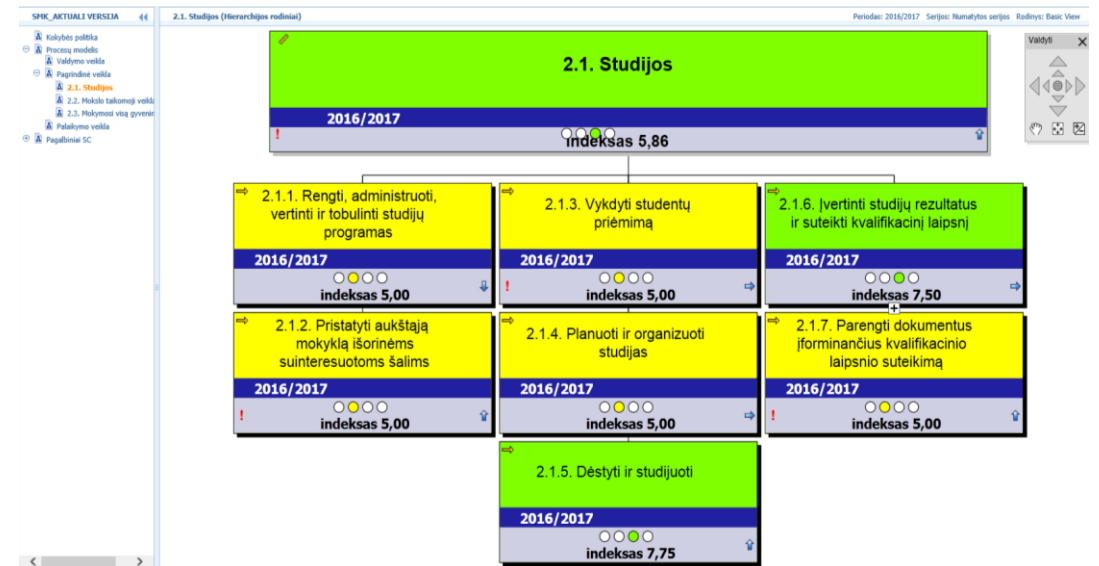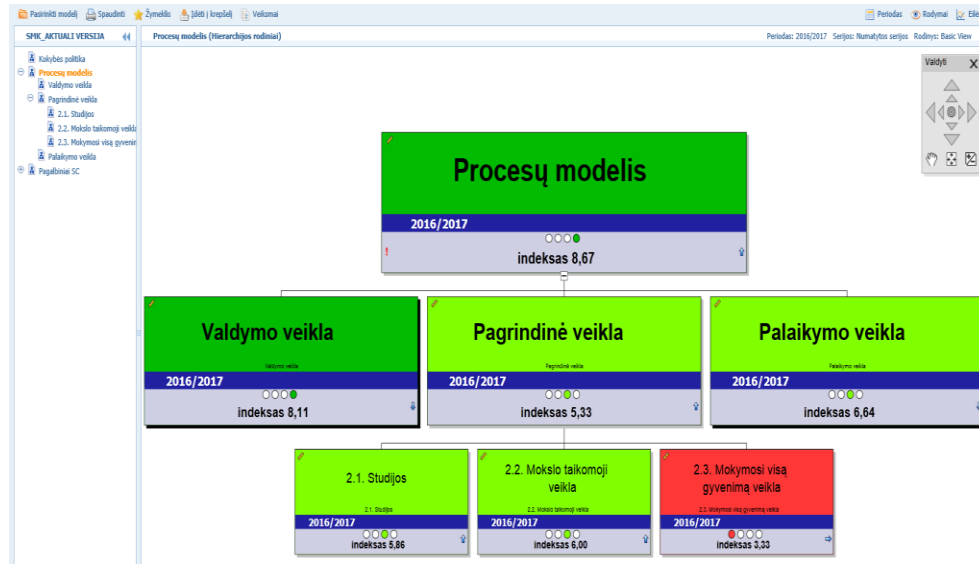
1.7 Information management

- National **Career Management Information System** (project) is designed for: students and academics of HE, graduates, employers, career professionals, schoolchildren and their parents. Created by 25 Lithuanian HEIs (2007-2013)

1.7 Information manageme...
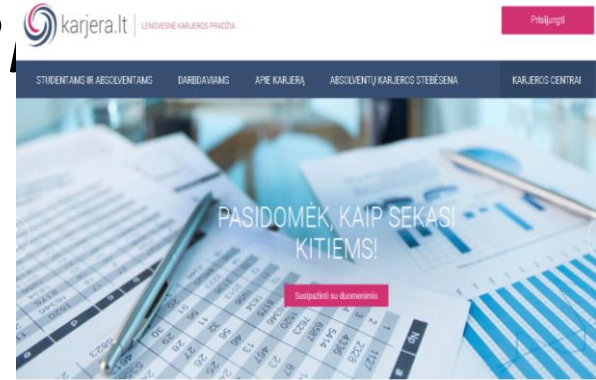
NATIONAL GRADUATES CAREER MONITORING

Graduates career is monitored by:

• Objective indicators of state information systems (when graduates find a job, situation of graduates in the labor market, the nature of employment, the wages, etc .). Indicators are collected 5 years after graduation and updated twice a year.

• Subjective indicators of sociological surveys (view of graduates on various career issues). Indicators are collected four times by surveys of graduates after the completion of studies (6 months, 1, 3, 5 years).

The data on how graduates of HE are entering the labor market as far as they are satisfied with their completed studies, work, and career helps HEIs monitor the results of study programmes, improve them accordingly and to ensure the quality of competency-based studies.

1.8 Public information

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1.10 Cyclical external quality assurance

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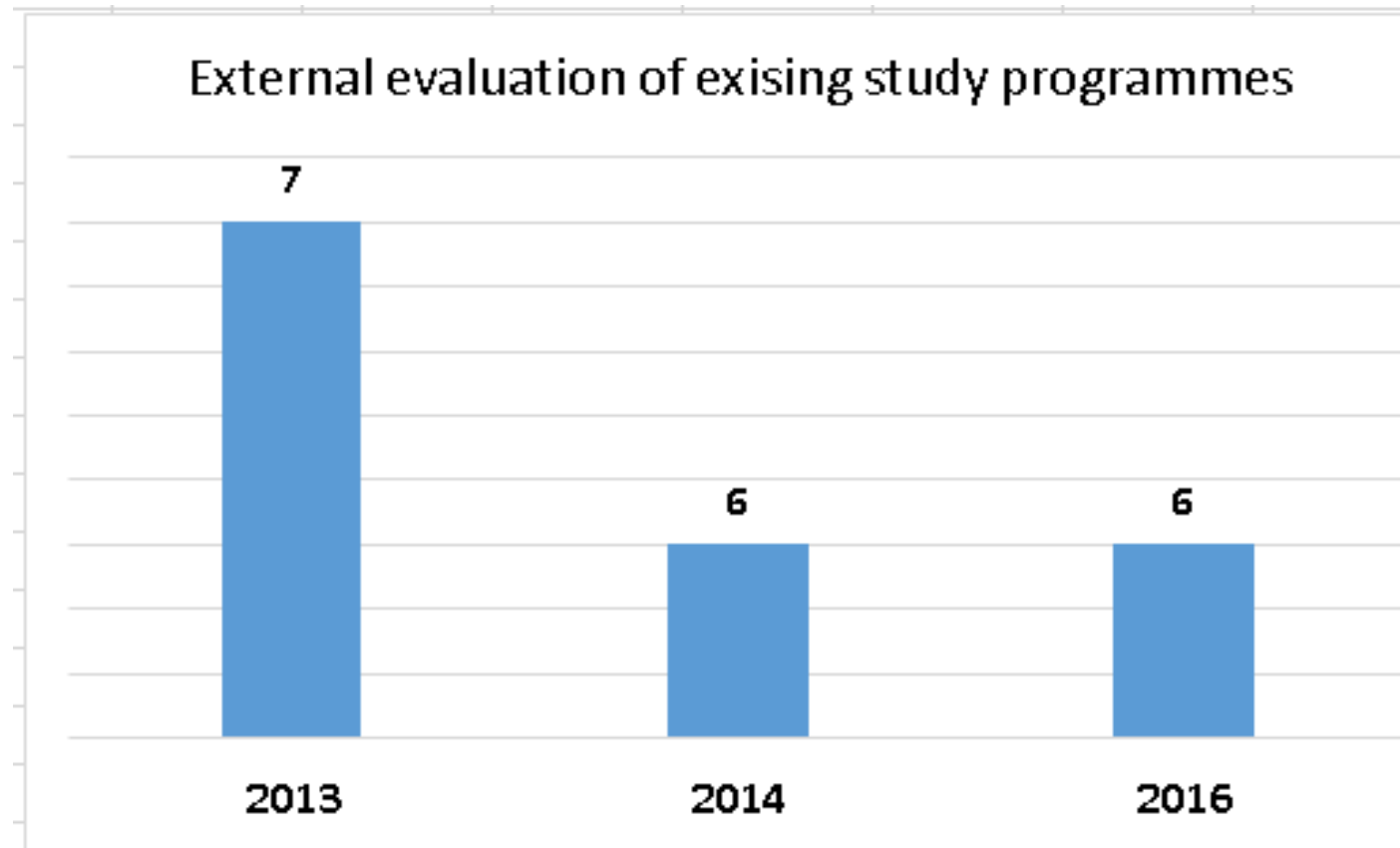
Reflection (5 min.)

Date:

Topic: *Quality Assurance System: 2 cases of LT HEIs*

What we have learned new?	Where we will apply this?	Remarks	Suggestions