

Applied Sciences Forum

Internationalisation and Development

20-21 November 2013

*The Role of Internal Quality Assurance in
Development and Internationalisation of
BA School of Business and Finance*



SCHOOL OF
BUSINESS AND FINANCE

Competitive advantages

- High quality of studies;
- Wide international cooperation;
- Close relations with working environment;
- Individual approach to each student.

**Governmental
institution**

Self financing

All study levels

14 study programs

~ 1500 students

**106 staff + > 70 guest
lecturers**

School of
Business and
Finance (1998...)

Banking
Academy (1996)

Banking Collage
(1992)

A joint Doctoral study programme

BUSINESS MANAGEMENT (LV)

Master degree study programmes

1.5 years

FINANCE (LV)

1 year

FINANCIAL
MANAGEMENT
(LAT)

BUSINESS
ADMINISTRATION
(LV)

1.5 years

INNOVATIVE
ENTREPRENEURSHIP
(LAT)

1 year

INTERNATIONAL
FINANCE AND
BANKING (ENG)

1.5 years

1.5 years

CREATIVE INDUSTRIES
MANAGEMENT (MBA)
(ENG)

Undegraduate study programmes

4 years

FINANCE (LV, ENG)

BUSINESS ADMINISTRATION
(LV)

RISK MANAGEMENT AND
INSURANCE (LV)

INNOVATION AND PRODUCT
DEVELOPMENT IN BUSINESS
(LV)

Short cycle professional programmes

BANKING OPERATIONS (LV)

ACCOUNTING AND FINANCE (LV)

VISION

- BA School of Business and Finance credible and internationally recognized partner for the development of personality.

MISSION

- BA School of Business and Finance offers high quality studies and research in business and finance. Our international cooperation, professional and creative staff, working closely with the business world, and achievements of our students and graduates earn our excellent reputation.

VALUES

- Personality;
- Cooperation;
- Community Spirit.

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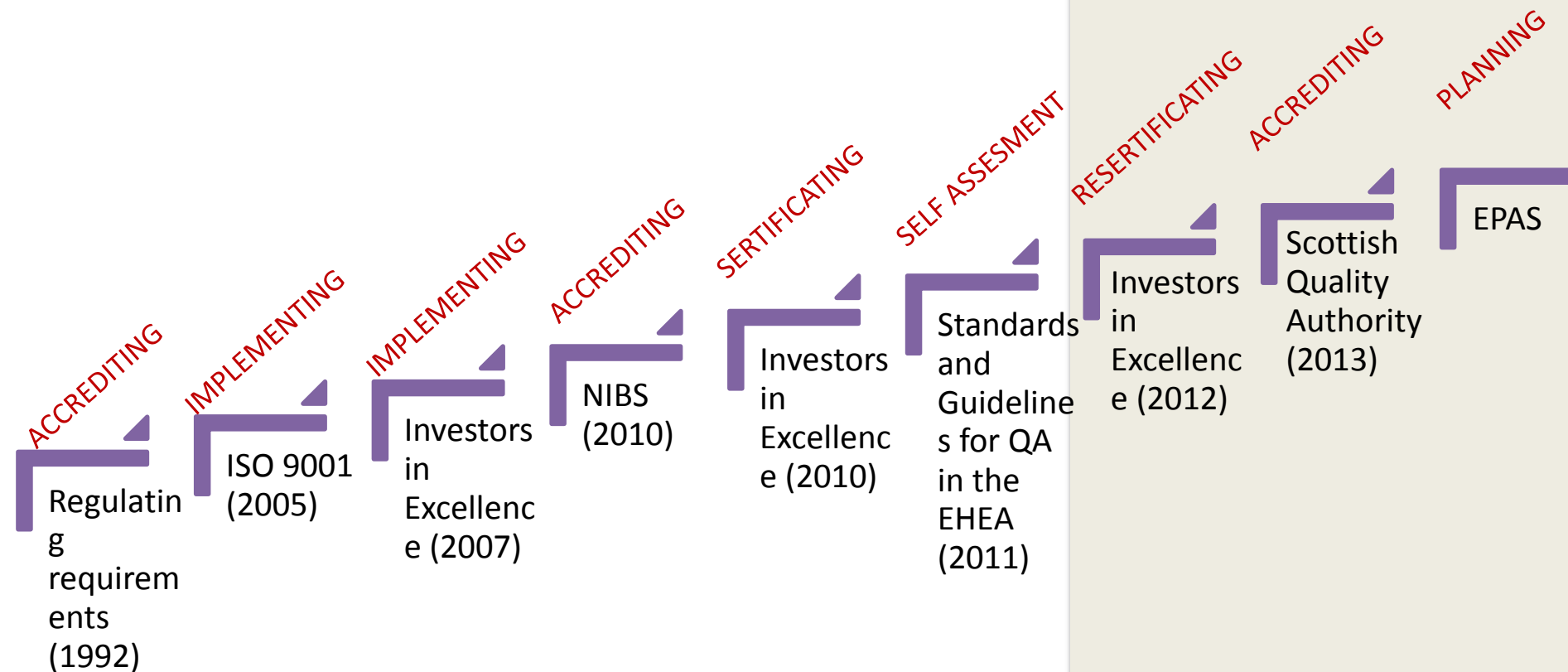
VALUES

- Personality;
- Cooperation;
- Community Spirit.



SCHOOL OF
BUSINESS AND FINANCE

QA development at BA





Quality assurance pillars at BA



SCHOOL OF
BUSINESS AND FINANCE



LiE

ESG



LiE

ESG





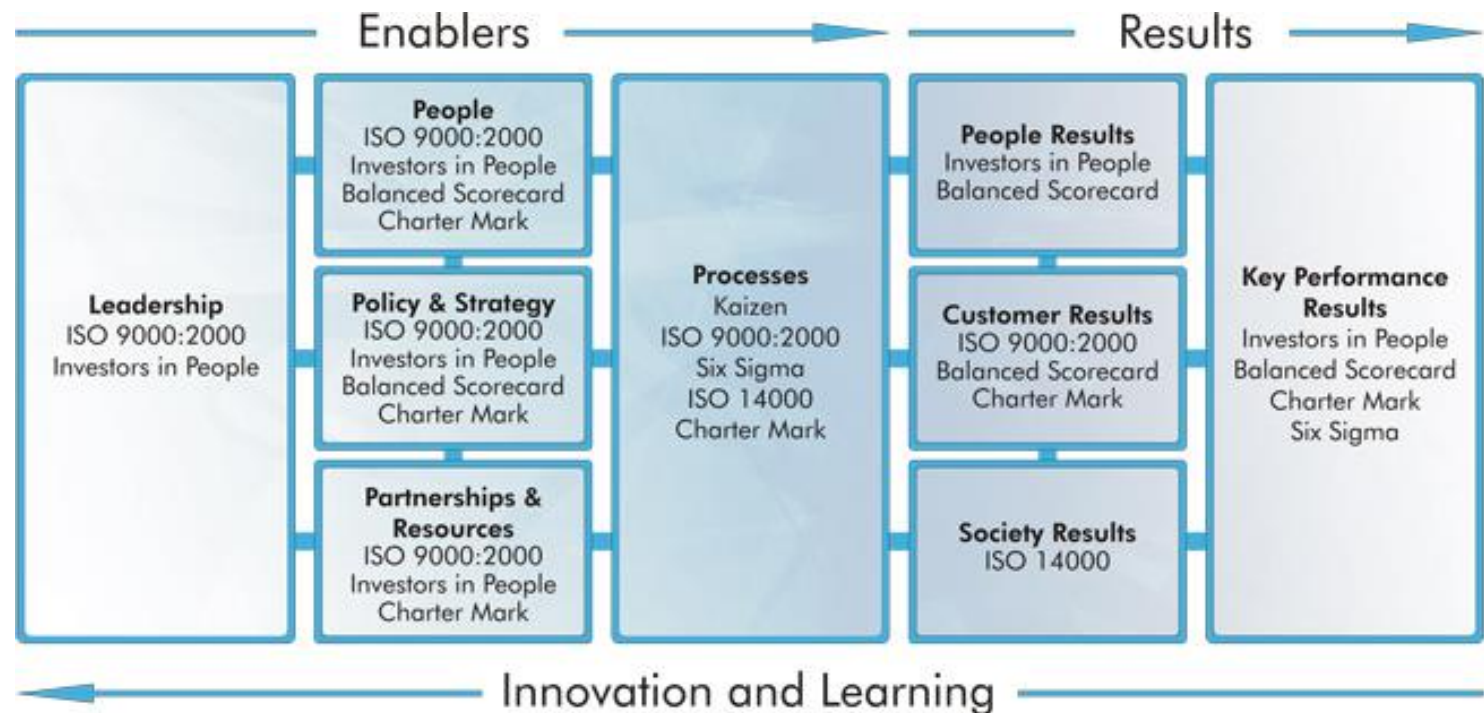
IiE

ESG

The Investors in Excellence standard has been developed in UK. It covers all areas of an organisation's activities and these are structured around nine principles of the EFQM Excellence model.

Based on extensive research, the Standard combines the very best approaches to excellence enabling organisations to excel in the areas that matter most to the organisation, its customers, people and stakeholders.

The Standard's all-encompassing view of performance enables it to act as an umbrella to co-ordinate a wide range of improvement initiatives – for example Investors in People or ISO 9001 - whilst its scoring mechanism acts as a spur and adds a progressive dimension to continuous improvement.





Covering all performance areas, the Investors in Excellence framework guides improved achievements through effective and efficient leadership, resourcing and delivery.

An Investor in Excellence should excel in the following areas:

- **Mission, vision and values** – focus is maintained on the most important things that will allow your organisation to excel
- **Objectives and measures** – are clearly identified and aligned to strategies and plans
- **Markets and customers** – products and services are identified and targeted to address customers' needs and expectations.
- **Collaborations and partnerships** – establish value adding relationships to mutually benefit your organisation and those with whom you choose to collaborate

IiE

ESG

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

European Association for Quality Assurance
in Higher Education

ENQA (*European Network for Quality Assurance in Higher Education*) has produced, in co-operation and consultation with its member agencies and the E4 Group (ENQA, EUA, EURASHE and ESIB), this important report «**STANDARDS AND GUIDELINES FOR QUALITY ASSURANCE IN THE EUROPEAN HIGHER EDUCATION AREA**» that was submitted to the European Ministers of Education meeting in Bergen in May 2005. The report was also presented to the Bologna Follow-Up Group on 1 March 2005.

The standards are in three parts covering internal quality assurance of higher education institutions, external quality assurance of higher education, and quality assurance of external quality assurance agencies.

The purpose of these standards and guidelines is to provide a source of assistance and guidance to higher education institutions in developing their own quality assurance systems. It is not the intention that these standards and guidelines should dictate practice or be interpreted as prescriptive or unchangeable.

European standards and guidelines for internal quality assurance within higher education institutions:

- *1. Policy and procedures for quality assurance;*
- *2. Approval, monitoring and periodic review of programmes and awards;*
- *3. Assessment of students;*
- *4. Quality assurance of teaching staff;*
- *5. Learning resources and student support;*
- *6. Information systems;*
- *7. Public information.*



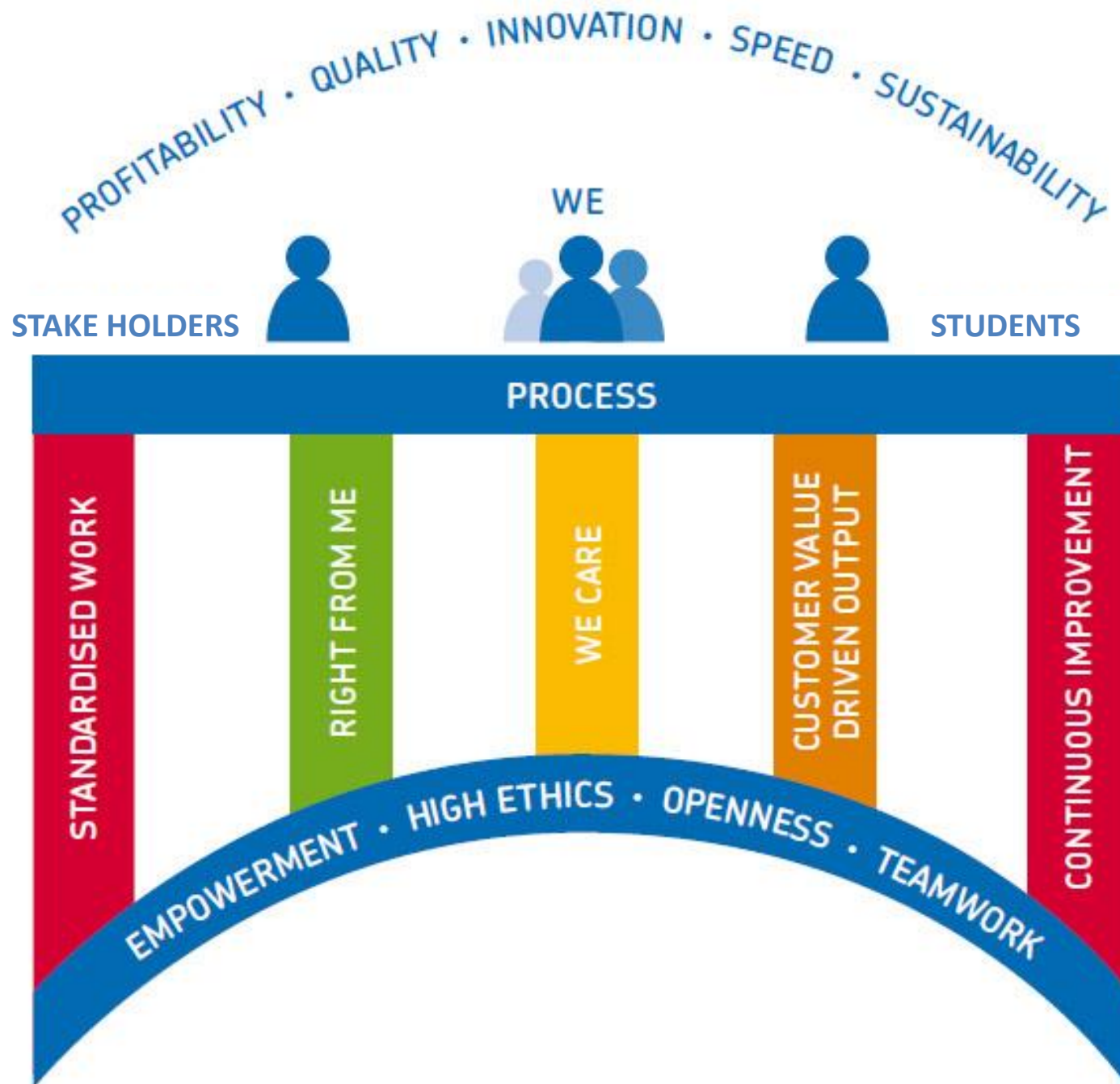
*Investors in Excellence QAS implementing
at BA*

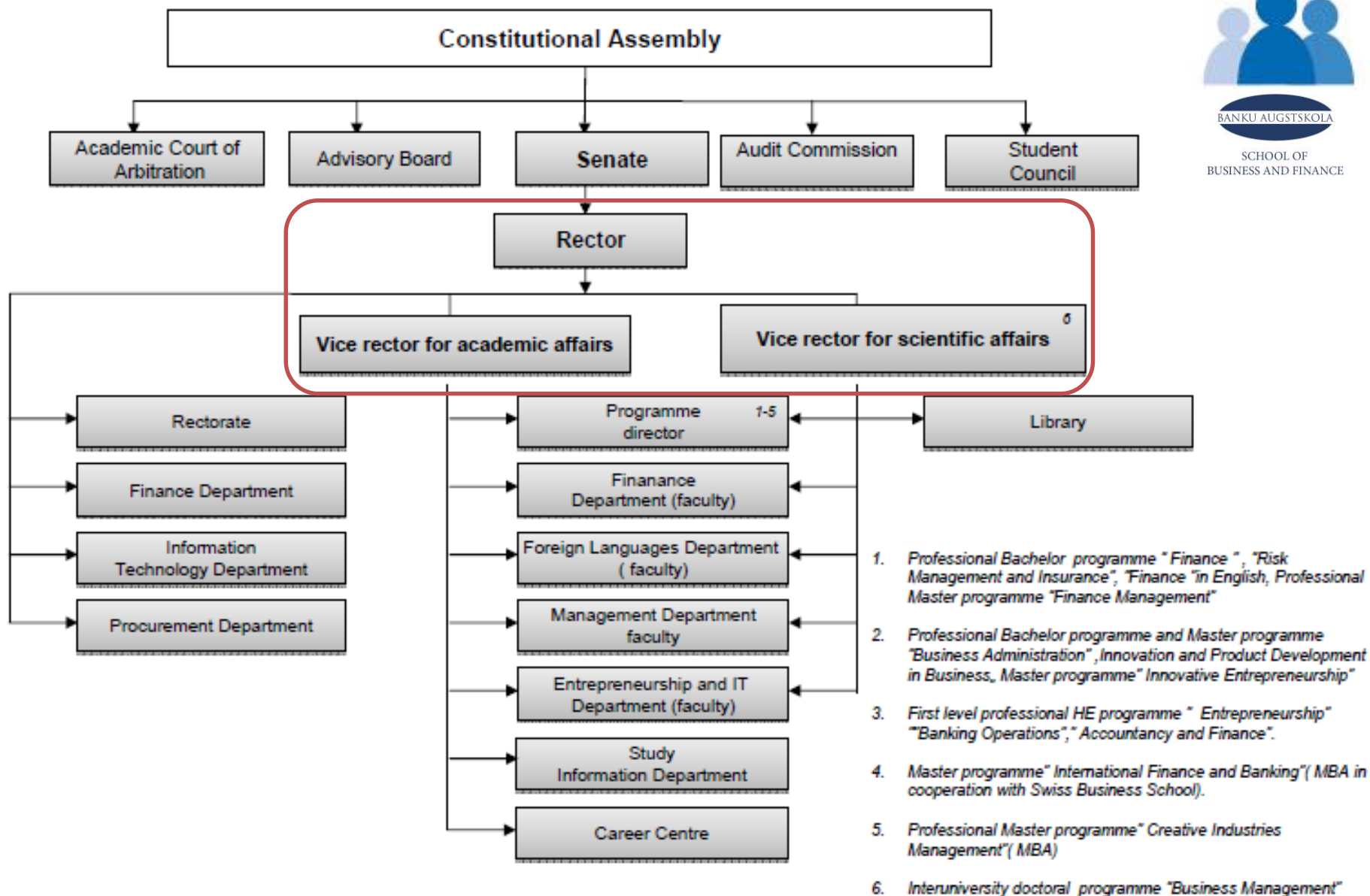
QUALITY ASSURANCE

ACHIEVING EXCELLENCE AS FILOSOFY OF MANAGEMENT

**EXCELLENCE IS A HABIT, NOT AN ACT. IT TAKES
PRACTICE AND PERSEVERANCE**









SCHOOL OF
BUSINESS AND FINANCE





SCHOOL OF BUSINESS AND FINANCE

Sākums

1. Likumi, MK noteikumi,
standarti

www.ba.lv

Meklēt

20. Augstskolas normatīvo aktu tulkojumi _ Normative documents

Drukāšanas versija

Dokumenti: 9

Rādīt pa: 20 30 50 visi

Izvērstis skatījums		Saīsināts skatījums		Rādīt pa: 20 30 50 vis	
Kārtas Nr.	Nosaukums ▲	Pēdējais apst. datums	Dok. versija		
1.	ORGANISATIONAL CHART BA SCHOOL OF BUSINESS AND FINANCE (SBF)(in force from 03.09.2012)	2012-08-28	7		
2.	ROLE AND RESPONSIBILITIES OF STAFF	2012-10-31	2		
3.	BA SCHOOL OF BUSINESS AND FINANCE CODE OF ETHICS /Not effective/	2005-04-05	1		
4.	BA SCHOOL OF BUSINESS AND FINANCE CODE OF ETHICS/Deliverable/	2012-10-30	1		
5.	EQUAL OPPORTUNITY STATEMENT	2012-10-01	2		
6.	LABOR SAFETY REGULATIONS FOR ACADEMIC PERSONNEL	2009-04-17	2		
7.	PROCEDURES FOR ADDRESSING PETITIONS AND FOR MEETING WITH PETITIONERS	2011-01-03	2		
8.	REGULATIONS OF COURT OF ARBITRATION	2008-03-11	1		
9.	STUDY ORDINANCE	2009-11-04	2		

▲ Uz augšu

16. Personāla vadība	8	2005.02.17
17. Resursu vadība	9	2005.03.10
18. Projektu vadība	10	2005.04.05
19. Banku augstskolas nodibinājumi	11	2005.04.27
20. Augstskolas normatīvo aktu tulkojumi _ Normative documents	12	2005.05.10
	13	2005.06.01
	14	2005.06.08
	15	2005.06.30
	16	2005.08.30
	17	2005.09.27
	18	2005.10.30

Dokumenti saraksts alfabētiskā secībā

Arhivs

15. Citu maksas pakalpojumu cenrāži

16. Personāla vadība

17. Resursu vadība

18. Projektu vadība

19. Banku augstskolas nodibinājumi

20. Augstskolas normatīvo aktu tulkojumi _ Normative documents

protokols Nr.3.doc	4.2.3. Protokoli	2005-02-17
protokols Nr.4.doc	4.2.3. Protokoli	2005-03-10
apūlces protokols	4.2.3. Protokoli	2005-04-05
protokols Nr.5.doc	4.2.3. Protokoli	2005-04-27
protokols Nr.6.doc	4.2.3. Protokoli	2005-05-10
protokols Nr.7.doc	4.2.3. Protokoli	2005-06-01
protokols Nr.8.doc	4.2.3. Protokoli	2005-06-08
protokols Nr.9.doc	4.2.3. Protokoli	2005-06-30
protokols Nr.10.doc	4.2.3. Protokoli	2005-08-30
apūlces protokols	4.2.3. Protokoli	2005-09-27
protokols Nr.11.doc	4.2.3. Protokoli	2005-10-30

Local intranet

100%

9:30



System of Processes

Vadības procesi / Management processes

Vadības sistēmas pilnveidošanas procesi /
Improvement of management system
processes

Stratēģiskās vadības procesi / Strategic
management processes

Dokumentu pārvaldības procesi /
Document administration processes

Atbalsta procesi / Support processes

Finanšu vadības procesi /
Finance management
processes

Personāla vadības procesi /
Human resources
management processes

Infrastrukturā uzturēšanas
procesi / Infrastructure
support processes

IT procesi / IT processes

Publisko iepirkumu procesi /
Procurement tender
processes

Marketinga procesi /
Marketing processes

Projektu vadības procesi /
Project management
processes

Pamatdarbības procesi / Basic processes

Studiju procesi /
Study processes

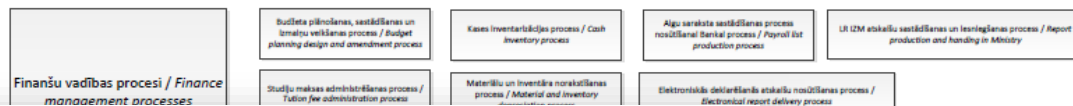
Pētnieciskie procesi /
Research processes

Bibliotēkas procesi /
Library processes

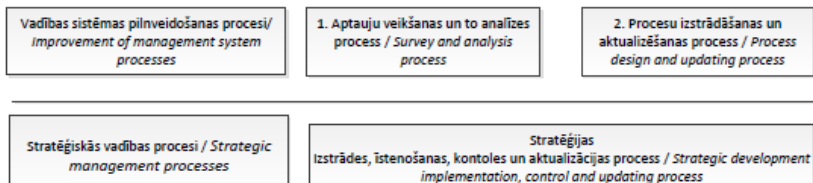
Viesnīcas procesi / Student
residence processes

System of Processes

Atbalsta procesi / Support processes



Vadības procesi / Management processes



Pamatdarbības procesi / Basic processes



organizatorisko
entu pārvaldības
process /
organizational
document
administration system
process

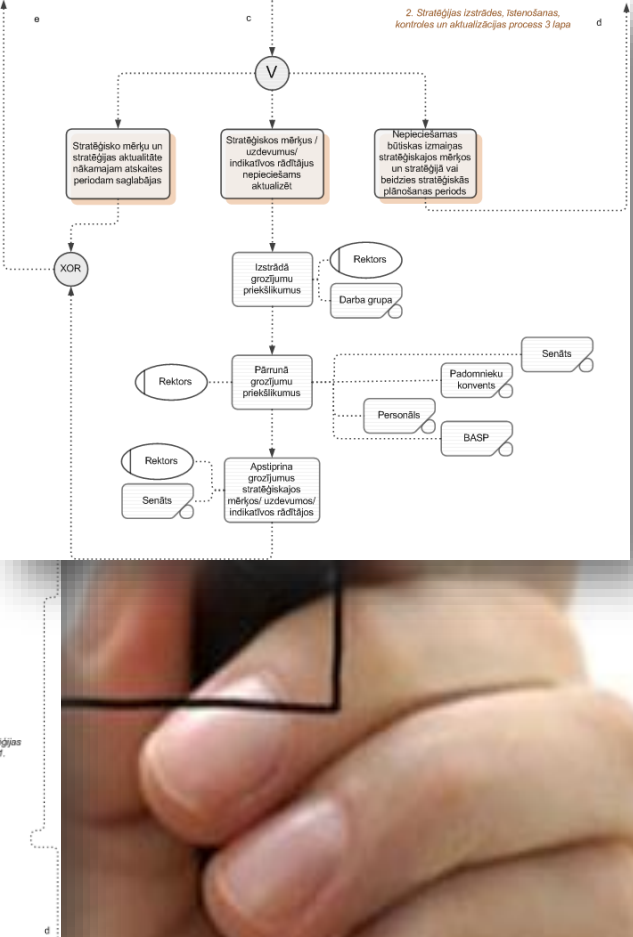
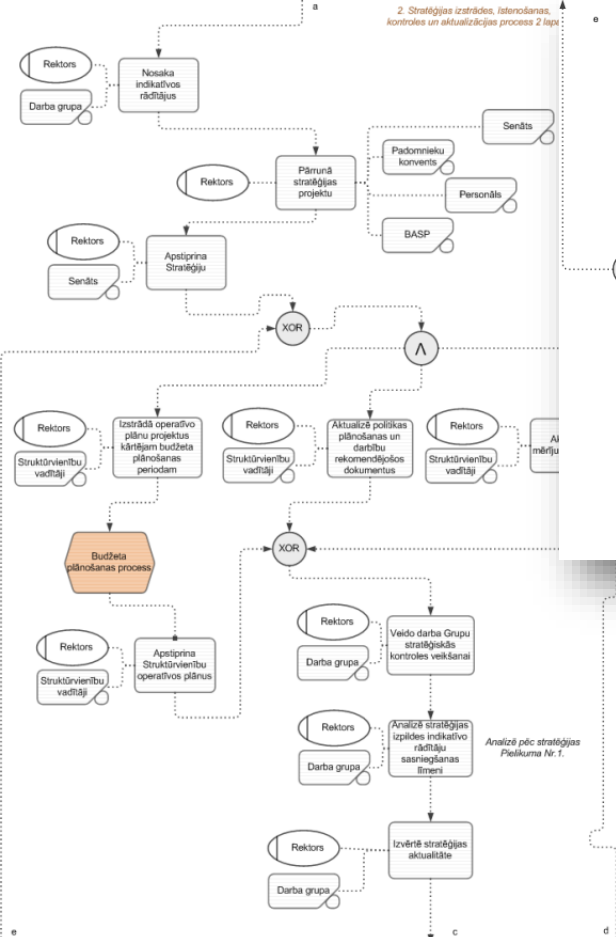
5. Arhīva pārvaldības
process / Archive
administration process

2. Projekta pielikuma izstrādes un iesniegšanas process / Project application and design process

3. Projekta ieviešanas process / Project implementation process

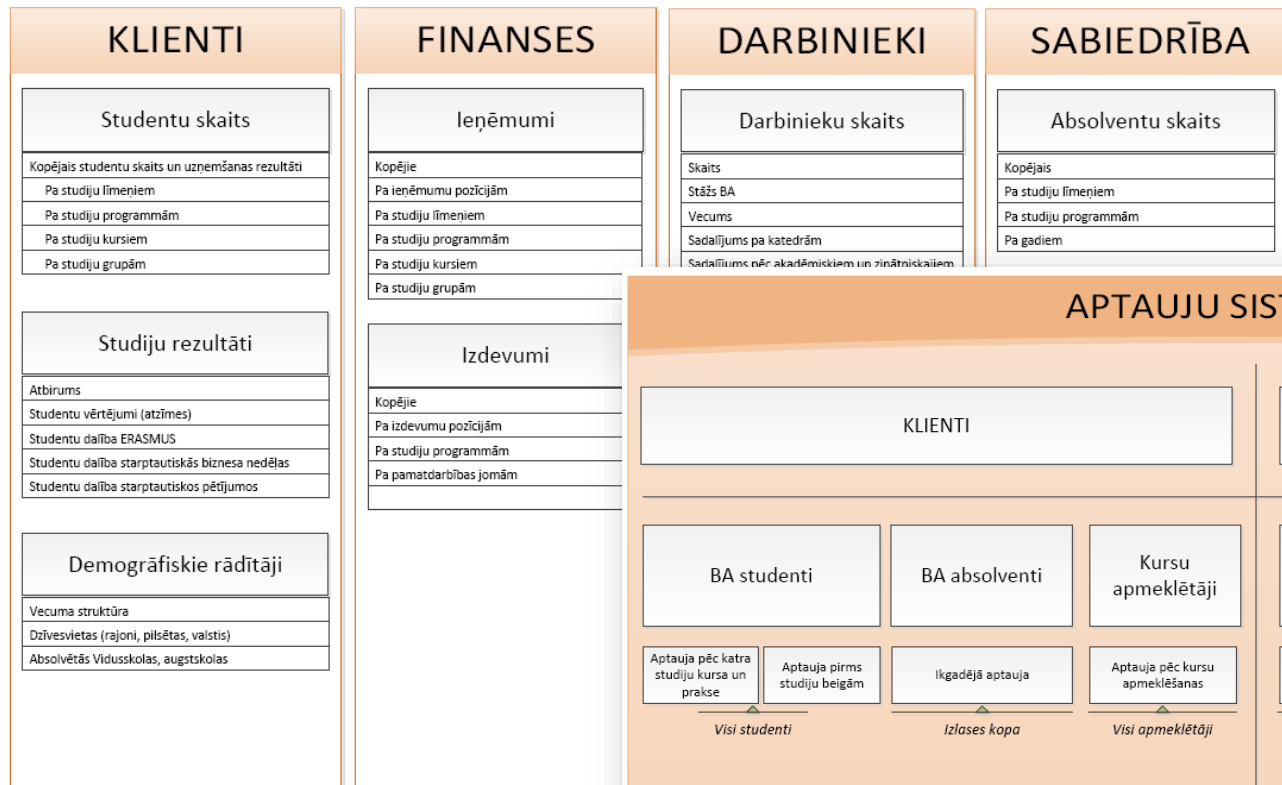
4. BA studentu studiju un prakses ERASMUS apmaiņas programmas ieviešanas nodrošināšanas process / ERASMUS student exchange support process

5. BA mācībspēku un darbinieku mobilitātes ERASMUS apmaiņas programmas ieviešanas nodrošināšanas process / ERASMUS staff exchange support process

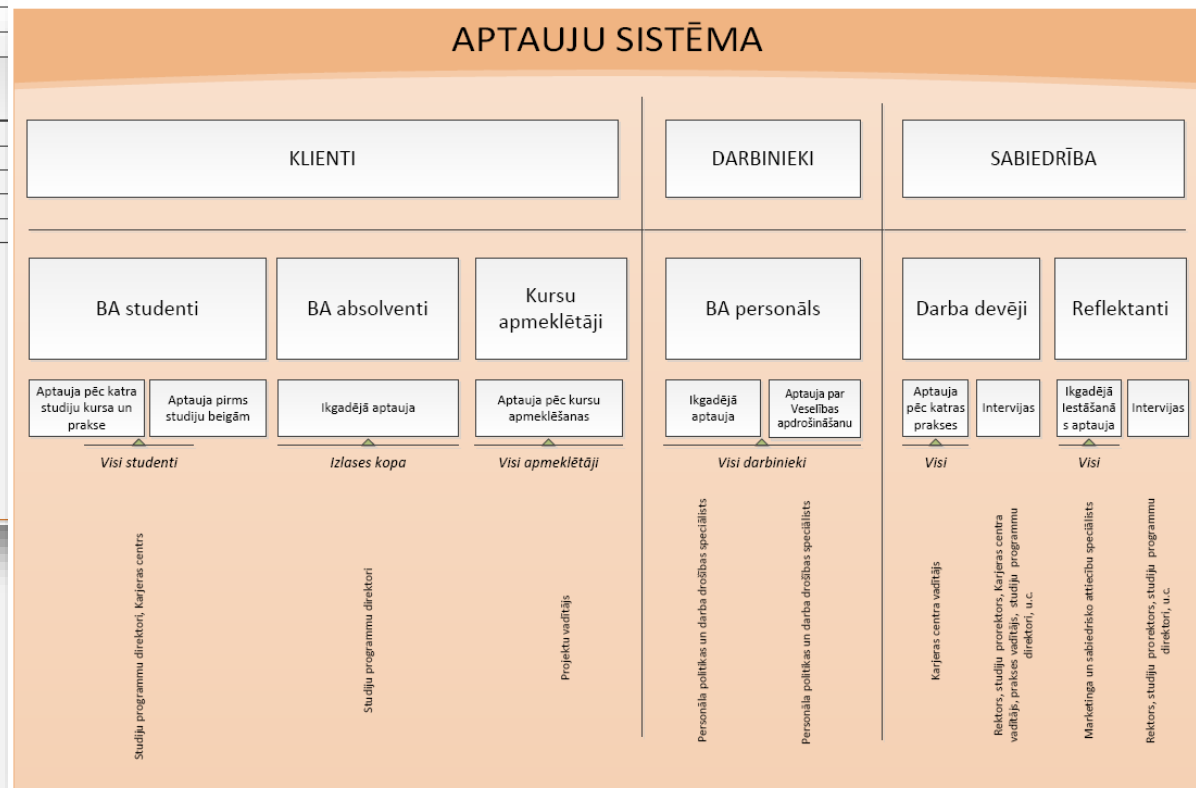


Surveys and measures keeping system

MĒRĪJUMU SISTĒMA

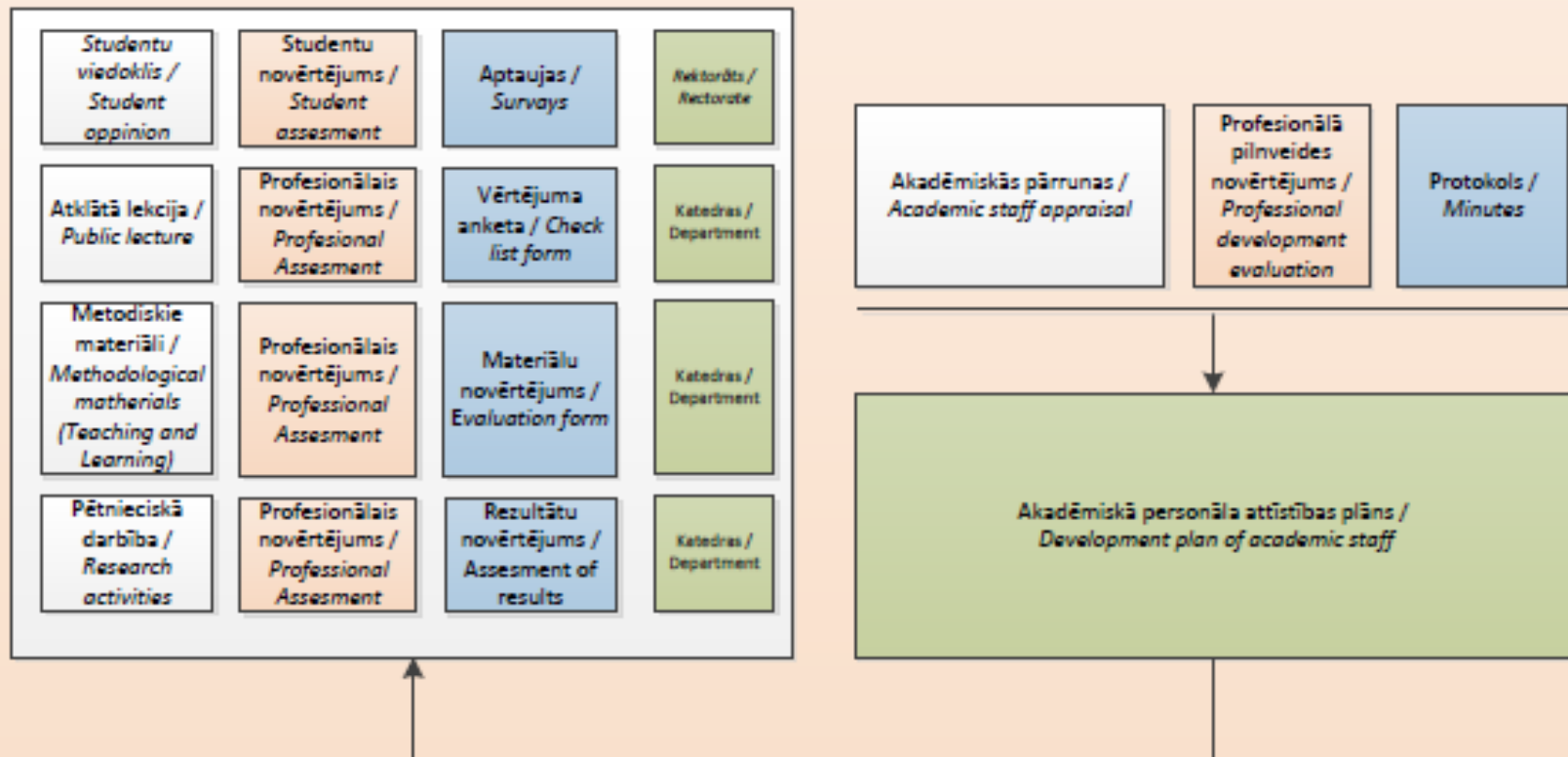


APTAUJU SISTĒMA



STUDIJU KVALITĀTES UZTURĒŠANAS SISTĒMA / Study quality assurance system

Linked to European Standards and Guidelines for Quality assurance in Higher Education Area

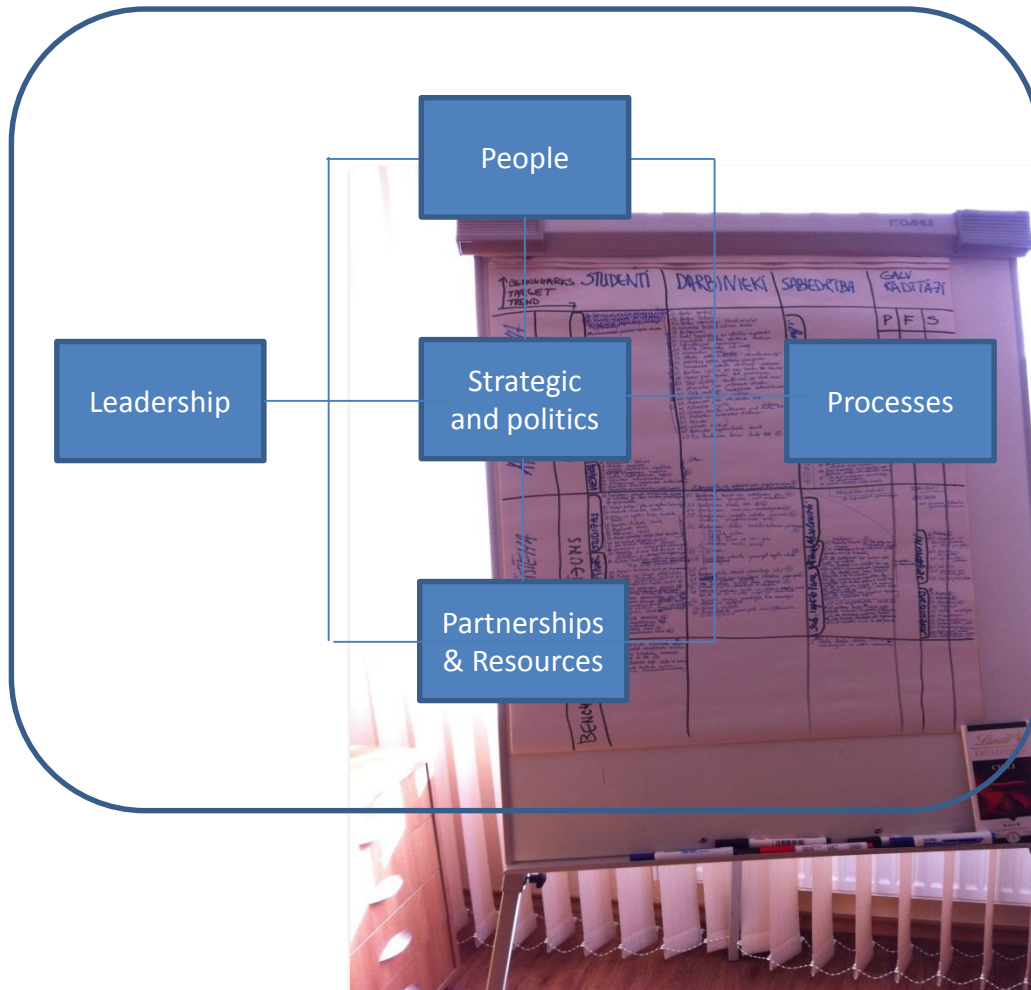


QA costs

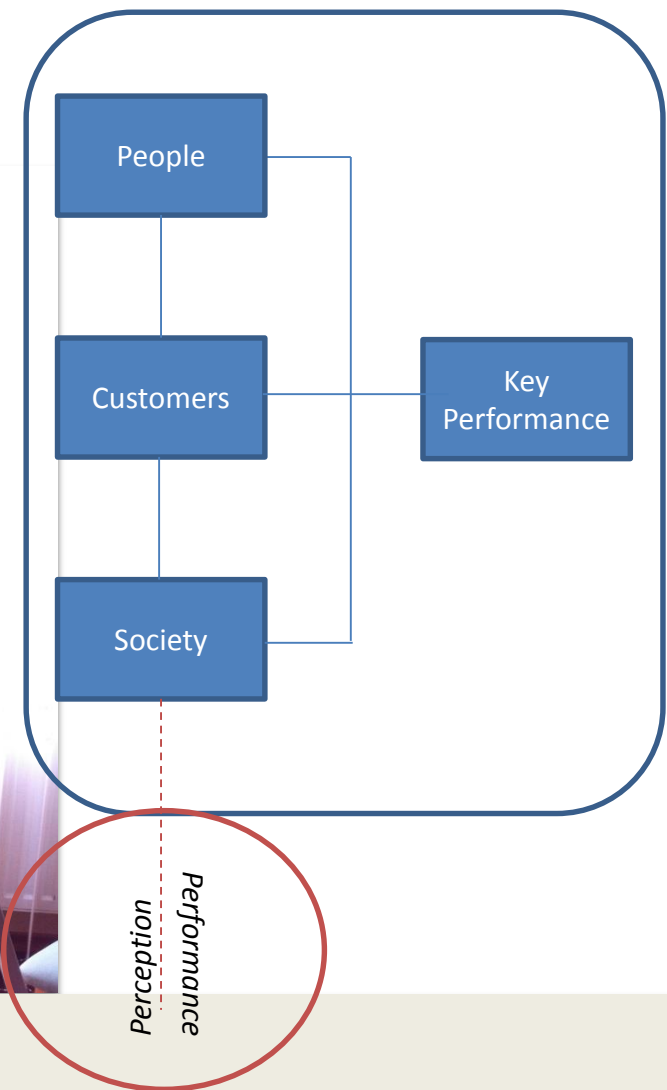
Certification

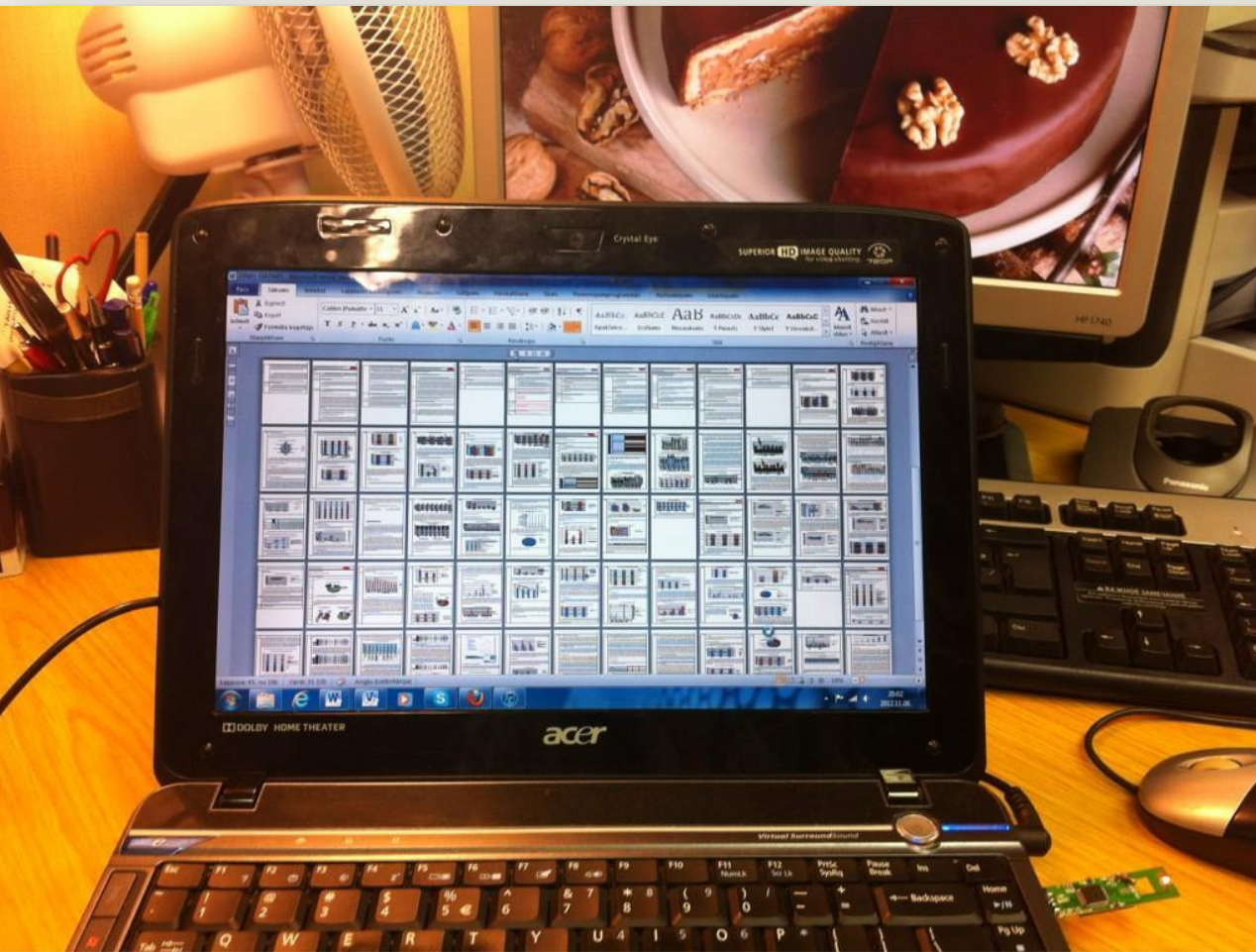
1 x 2 years

Actions



Results







- Analyzing proforma in LV
- Meetings with top managers
- Meetings with staff members (32 in 2012)
- Reporting to UK
- Analyzing results in UK
- Deciding about certification
- Inform in their web

Posted on Tuesday, 5th February 2013 12:00am

Banku Augstskola, Riga, Latvia is re-certified against the IiE Standard



Continuing their commitment to excellence, BA School of Business and Finance has been re-certified against the Investors in Excellence Standard.

Supported by colleagues at Latvia Excellence, the Business School was originally recognised as an Investor in Excellence in 2010 and external assessment against the requirements of the Standard demonstrated that excellence is a key driver for all of the Business Schools activities.

Banku Augstskola – BA School of Business and Finance is one of the leading, self financing business schools in Latvia.

It was founded in 1992 as Banking College under the Bank of Latvia and in 1997 it was accredited as Higher Educational Institution, today known as BA School of Business and Finance offering studies to 1360 students. In 2012 BA School of Business and Finance is celebrating its 20th anniversary.

In 2010 BA School of Business and Finance was granted Investors in Excellence certificate by the Investors in Excellence Limited, which is an international mark of quality. In 2010 BA School of Business and Finance for the third time was recognised as one of 1000 world's best Business Schools. The annual Eduniversal International Scientific Committee for the selection of 1000 Best Business Schools Worldwide ranks professional Master's programme in International Finance and Banking no.5 on its list of corporate Finance Master's programmes in Eastern Europe and professional Master's programme in Creative Industries Management is ranked 42nd among the world's top study programmes in arts and culture management.

Ian Nield CEO of Investors in Excellence commented "the re-certification against the demanding requirements of the IiE Standard, is a great tribute to all involved in Banku Augstskola and reinforces the quality of support the school has received from Zanna Jelisejeva and her colleagues at Latvia Excellence. We look forward to further developing our relationships in Latvia".

News Archive:

2013

January

February

The Regional Growth Fund - a focus on Birmingham, Coventry and Solihull

The Bloomfield Group Commits to achieving the Investors in Excellence Standard

Welfare Reform remains one of the biggest issues in politics today

Nice to have or necessity? Lean thinking for Housing Associations

The Community Housing Group is re-certified as Investors in Excellence

Trains, Trade and Ore - Justin A. Urquhart Stewart's latest commentary

Sevenside Housing is re-certified against the Investors in Excellence Standard

Excellence Ambassador ties up a new venture - 'tie wearing will never be the same again'

Veolia Environmental Services Credit Control Department wins a trio of industry awards

The Last Decade - the latest commentary from Justin A Urquhart Stewart

Problem solving tools and techniques - we take a look at Cause and effect

Housing sector - the latest commitment to the Investors in Excellence Standard

GVA - working closely with IiE to underpin their regional growth strategy

YES!!!!!!!!!!!!!!

2010



2010



BANKU AUGSTSKOLA
SCHOOL OF
BUSINESS AND FINANCE

investors in
Excellence



2013





2013



2010

Hundreds of organisations are proud to display the Investors in Excellence plaque. It's a recognised symbol of success. An independent endorsement showing all valued stakeholders that you're committed to excellence.

2010



2013



Advantages from certificate QAS

Increased costumers satisfaction and loyalty

Developed politic, aims and working area to motivate personnel to satisfied costumers needs

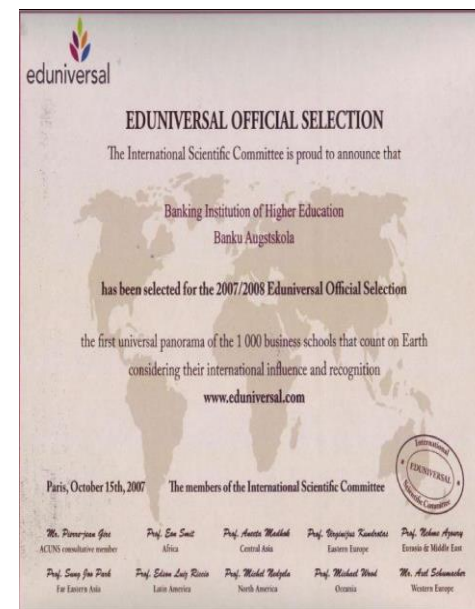
Managed system witch include interconnected processes, which is needed to achieve aims

Measured and analyzed processes' consistency and electivity in relation to aims

Increased competitiveness and international recognizable



SCHOOL OF
BUSINESS AND FINANCE



**MOST COMPLIMENTED
UNIVERSITY!**
2 years in the row

Highly recommended Higher
Educational institution from
biggest employers in Latvia.

For **5 years in a row**, has been
included in the list of **the best 1000**
Business Schools/Universities' in
the world (**rated by EDUNIVERSAL**)



Ačiū už Jūsu dāmes!

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