

**APPROVED**At the Senate meeting  
on 10 June 2026, Minutes No. 26/1.1-7/5

## **QUALITY DEPARTMENT REGULATIONS**

### **1. General Provisions**

- 1.1. The Quality Department is a unit of RISEBA University of Applied Sciences (hereinafter referred to as the University) responsible for maintaining and improving the University's quality management system.
- 1.2. The Quality Department reports to the Rector and is headed by the Head of Quality Management, who is appointed by the Rector of the University.
- 1.3. The activities of the Quality Department are governed by these Regulations, the Quality Policy and other internal regulatory acts of the University.
- 1.4. The Quality Department is established, reorganised and dissolved by the Senate.
- 1.5. The regulations of the Quality Department shall enter into force upon their approval by the Senate.
- 1.6. The name of the Quality Department in Latvian: *Kvalitātes nodaļa*.
- 1.7. The operations of the Quality Department are managed by *the Head of Quality Management* and *the Quality Administrator(s)*. Job titles in Latvian: *kvalitātes vadītājs; kvalitātes administrators(i)*.
- 1.8. The duties of Quality Department staff are specified in their job descriptions and must be carried out in such a way as to achieve the Key Performance Indicators (KPIs) set for each staff member's work within a specified time period.
- 1.9. The documentation and record-keeping of the Quality Department are organised in accordance with the University's nomenclature system.

### **2. Main tasks of the Quality Department**

- 2.1. The Quality Department ensures the development and maintenance of a University quality management system aimed at achieving the objectives and tasks set out in the University's development strategy and ensures that the University's operations comply with the requirements of regulatory acts and international quality standards.
- 2.2. The main tasks of the Quality Department are:
  - 2.2.1. to monitor the implementation of the University's quality management system and make recommendations for its improvement;
  - 2.2.2. to define indicators for measuring the quality of the University's operations and to organise the systematic collection of quality measurement data;
  - 2.2.3. to ensure the implementation of the EFQM standard at the University;
  - 2.2.4. to oversee the implementation of the student, alumnus and employer survey system and make recommendations for its improvement, as well as, where necessary, provide support in organising other surveys (e.g. staff surveys);
  - 2.2.5. in accordance with the remit set out in the survey system, ensure the collation of respondents' answers;

- 2.2.6. in accordance with the defined competencies, ensure the compilation of data for the monitoring of the quality of learning outcomes;
  - 2.2.7. monitor the compliance of the University's internal regulations with the requirements of external regulations and coordinate their review;
  - 2.2.8. within the scope of their remit, to develop recommendations for the University's regulatory documents;
  - 2.2.9. develop and improve the quality manual, as well as student and faculty member handbooks;
  - 2.2.10. provide support for improving the quality of the assessment of learning outcomes, including the establishment of quality standards for various modes of study and the implementation of appropriate methodologies;
  - 2.2.11. to provide support to faculty members in the development and maintenance of study course websites created within the MOODLE environment. Upon request, to check that study course websites comply with the minimum provisions set by the University;
  - 2.2.12. coordinate the University's internal audits and establish procedures for conducting internal audits;
  - 2.2.13. within the scope of their competence, provide support in preparing documentation for various accreditation processes (AIKA, institutional evaluation, EFMD, CEEMAN, AACSB, etc.);
  - 2.2.14. coordinate the work of the University's Quality Council;
  - 2.2.15. ensure that up-to-date internal regulations are published and updated in the University's information systems (MOODLE and RISEBAnet), as well as the publication of materials useful for staff professional development;
  - 2.2.16. to record complaints and recommendations from the University's students and staff, and to ensure that the actions specified in the internal procedure are taken to address them;
  - 2.2.17. provide advice and support on matters relating to quality management.
- 2.3. The Quality Department maintains and updates the glossary of terms used at the University.
  - 2.4. Within the scope of its remit, the Quality Department cooperates with the University's units and external institutions with the aim of developing and improving the University's operations.
  - 2.5. The Quality Department maintains information on the University's website regarding the Quality Department and quality management, and is also responsible for updating information in other sections, in accordance with the competencies set out in the Rector's Order.

### **3. Rights and duties of the Head of the Quality Department**

- 3.1. Duties of the Head of Quality Management:
  - 3.1.1. to ensure the high-quality performance of the tasks falling within the competencies of the Quality Department;
  - 3.1.2. to plan, organise and manage the work of the Quality Department;
  - 3.1.3. to assess the work of Quality Department staff in accordance with the University's performance management system;

- 3.1.4. to provide support to Quality Department staff by supplying them with the information necessary for the performance of their duties;
  - 3.1.5. make recommendations to heads of departments, programme directors and scientific supervisors regarding necessary changes to processes and existing approaches to ensure the successful implementation of the University's strategy;
  - 3.1.6. represent the Quality Department within and outside the University.
- 3.2. Rights of the Head of Quality Management:
- 3.2.1. to independently determine the manner in which tasks falling within the competencies of the Quality Department are carried out, provided this does not conflict with the decisions of the University's decision-making bodies;
  - 3.2.2. to request and receive in a timely manner from the University's units the information, materials and documents necessary for the successful operation of the Quality Department;
  - 3.2.3. involve staff working in other University departments in the implementation of the Quality Department's objectives, in consultation with the relevant staff member and the head of the relevant department;
  - 3.2.4. to organise meetings with representatives of the University's departments on matters relating to the Quality Department's areas of activity;
  - 3.2.5. assign tasks, deadlines and instructions to Quality Department staff in the performance of the Quality Department's duties;
  - 3.2.6. within the scope of their competence, prepare recommendations and submit them for approval to the relevant decision-making body of the University;
  - 3.2.7. to use University-funded professional development opportunities, participation in research conferences and other forms of training to enhance professional qualification;
  - 3.2.8. submit recommendations to the University management for improving quality and enhancing the operations of the Quality Department;
  - 3.2.9. submit recommendations to the University management regarding the recruitment, remuneration and professional development of Quality Department staff;
  - 3.2.10. Within the scope of their competence, prepare opinions on documents, orders and other binding documents falling within the remit of the Quality Department;
  - 3.2.11. participate in the work of the University's administration.

#### **4. Final provisions**

- 4.1. Upon approval of these regulations, the internal regulatory act "Regulations of the Centre for Quality in Education", approved at the Senate meeting of 13 May 2020 (Minutes No. 20/1.1-07/04), shall be deemed invalid.