

APPROVEDRISEBA Senate's meeting of:
12.11.2025., Minutes No. Nr. 25/1.1-7/12

Admissions and Customer Service Department Regulation

1. General Issues

- 1.1. The Admissions and Customer Service Department (short for ACSD) is a structural unit of RISEBA University of Applied Sciences (hereinafter – RISEBA) which, in cooperation with other structural university units and within its area of competence, ensures the processing of applications submitted by prospective students (both local and international), the preparation of study contracts and matriculation orders for student status, as well as provides informational and consultative support, ensuring high-quality customer service and effective communication with prospective applicants, applicants, students, and other partners or university guests via email, telephone, and in person.
- 1.2. The ACSD Department is subordinate to the Rector.
- 1.3. The ACSD Department is established, reorganised, and liquidated by the Senate.
- 1.4. The Regulation of the ACSD Department shall enter into force after their approval by the RISEBA Senate.
- 1.5. The activities of the ACSD Department are regulated by this Regulations, the Admission Requirements, and other internal regulatory documents of the University.
- 1.6. The name of the Admissions and Customer Service Department in English: Admissions and Customer Service Department.
- 1.7. The activities of the Admissions and Customer Service Department are ensured by the Head of the Department, an Admissions Specialist, and a Customer Service Specialist. The job titles in English are *Head of Admissions and Customer Service Department; Admissions Specialist; Customer Service Specialist*.

2. Main Tasks of the ACSD related to the organisation and implementation of the admission process:

- 2.1. to organise the admission process for prospective students, including the verification of documents, preparation of study contracts, issuing invoices, matriculation of prospective students into student status, as well as other activities related to the admission process;
- 2.2. to ensure the preparation of contracts for any person wishing to commence studies at RISEBA University (including commencing studies at a later stage and contracts for listeners);
- 2.3. to ensure and organise the work of the Admission Committee.
- 2.4. in cooperation with the members of the Admission Committee, to assess the compliance of prospective students with the requirements for admission to the chosen study programme based on the criteria specified in the Admission Requirements, including informing the prospective student of the Committee's decision.
- 2.5. When working with local applicants (citizens of the Republic of Latvia), to ensure all types of communication and correspondence, including:
 - 2.5.1. providing information about the admission process, required documents and procedures, including information about the Admission Committee and its decision(s);
 - 2.5.2. inviting applicants to entrance examinations and informing them of the results.
- 2.6. When working with international applicants, to ensure all types of communication and correspondence, including:
 - 2.6.1. ensuring the organisation and conduct of interviews and informing the applicant of the results;

- 2.6.2. preparing a *Conditional Letter of Acceptance* for the applicant;
 - 2.6.3. drafting the financial guarantee agreement;
 - 2.6.4. providing access to the RISEBA Admission Test;
 - 2.6.5. providing access to the English language proficiency test, if required;
 - 2.6.6. ensuring the submission of educational documents to the Academic Information Centre (AIC).
- 2.7. to prepare and send a notification of refusal of admission in the study programme if the applicant does not meet the admission requirements or has not successfully passed the entrance examination, interview, or other admission conditions.
- 2.8. to prepare orders for matriculating applicants into student status;
- 2.9. to provide proposals regarding the necessary technical support and division of responsibilities in the organisation of the admission process;
- 2.10. to ensure the preparation of reports and summaries on the admission process and its results.

3. Main Tasks of the Admissions and Customer Service Department Related to Customer Service:

- 3.1. to process electronic applications and submitted documents of prospective students in the UNIMETIS system, based on the Admission Requirements;
- 3.2. to provide informational and consultative support, ensuring high-quality customer service and effective communication with interested parties, applicants, students, and other cooperation partners or guests via email, telephone, and in person;
- 3.3. to ensure the service and information support of university staff, students, and guests regarding daily matters and ongoing processes;
- 3.4. to prepare references confirming student status, listener contracts, and issue them at the Admissions and Customer Service Department;
- 3.5. to coordinate the flow of correspondence, including emails, postal mail, and other documents;
- 3.6. to ensure the verification/testing of study contracts in the RISEBA information system in order to support a successful admission process;
- 3.7. to register student requests/applications and forward them within the document management system (DVS NAMEJS).
- 3.8. to prepare postal shipments for university staff;
- 3.9. to ensure document circulation, delivery of correspondence, as well as copying, printing, and scanning services for university staff;
- 3.10. to issue and receive lecture room keys and office supplies for the university building at Meža iela 3.

4. Structure and management of the Admissions and Customer Service Department

- 4.1. the ACSD consists of its Head of the department and staff. The staff includes the Admissions Specialist and RISEBA Customer Service Specialists.
- 4.2. the responsibilities and duties of the Department's employees are defined by employment contracts and job descriptions.
- 4.3. **The main duties of the Head of the Admissions and Customer Service Department are:**
 - 4.3.1. to plan, manage, and supervise the work of the Admissions and Customer Service Department, ensuring efficient use of resources and timely completion of tasks;
 - 4.3.2. to ensure the organisation and coordination of the admission process at RISEBA University in accordance with applicable legal acts and internal regulations;
 - 4.3.3. to prepare proposals for the Rector's order regarding the organisation of the admission process and the persons involved;

- 4.3.4. to ensure the storage and workflow of entrance examination protocols in the document management system DVS NAMEJS;
 - 4.3.5. to review the compliance of documents submitted by applicants with the Admission Requirements;
 - 4.3.6. to plan, lead, and supervise the work of the Admission Commission;
 - 4.3.7. to participate in the development and improvement of admission requirements and procedures, ensuring their compliance with the university's strategy and quality standards;
 - 4.3.8. to evaluate the performance of the Department's employees and promote the achievement of high work results;
 - 4.3.9. to submit proposals to the RISEBA management for improving the work of the Admissions and Customer Service Department, coordinating them in advance with the involved structural units;
 - 4.3.10. to participate in admission and informational events (exhibitions, open days, career days, etc.);
 - 4.3.11. to ensure the accuracy and compliance of admission data and documentation, and to supervise data entry, processing, and storage in information systems;
 - 4.3.12. to prepare and submit reports, analyses, and proposals regarding admission results, trends, and process improvement;
 - 4.3.13. to lead and motivate the department's employees, ensuring effective teamwork, professional development, and a high standard of customer service;
 - 4.3.14. to ensure information flow and cooperation with other structural units, in particular the Study Department, Marketing and Communication Department, Accounting Department, and IT Department.
- 4.4. **The Head of the Admissions and Customer Service Department has the right to:**
- 4.4.1. within the scope of their competence, participate in and represent RISEBA University in other institutions, as well as in admission and informational events (exhibitions, open days, career days, etc.);
 - 4.4.2. independently make decisions on matters within the department's competence;
 - 4.4.3. request and receive from the university's structural units the information necessary for ensuring the successful operation of the department;
 - 4.4.4. involve employees of other university structural units in achieving the department's objectives, upon agreement with the respective employee and the head of the respective structural unit;
 - 4.4.5. submit proposals to the university's management regarding the recruitment, remuneration, and professional development of the department's staff;
 - 4.4.6. propose the remuneration procedures for the department's employees;
 - 4.4.7. submit proposals to the university's management for improving its operations.