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# INTERNAL QUALITY ASSURANCE POLICY OF STUDIES

# AT DAUGAVPILS UNIVERSITY

1. **GENERAL RULES** 
   1. Daugavpils University's (hereinafter – DU) Internal Quality Assurance Policy of Studies (hereinafter – the Policy) is focused on the implementation of DU's vision and mission, sustainable development, achievement of strategic goals, realizing international level scientific research and ensuring quality studies in the fields of natural sciences, engineering, education, health, humanities and social sciences, promoting the sustainable development of Latgale region and the whole of Latvia with its activities.
   2. The Policy has been developed in accordance with European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).
   3. The Policy is based on the criteria of European Foundation for Quality Management Excellence model (EFQM).
   4. In the implementation of the DU Policy, the regulatory acts and development planning documents of the Republic of Latvia regulating higher education and scientific activities, the DU Constitution, the strategic development documents of the DU, the internal regulatory acts of the DU, the policies, procedures, and opportunities provided by the structural units of the DU are complied with.
   5. The internal quality assurance system of DU studies is based on the DU Development Strategy (hereinafter – the DU Development Strategy), which provides the following:
      1. that in 2030, DU is a modern science university that offers high-quality education, carries out important scientific work, becoming the driving force of education, science, culture, art, innovation, and entrepreneurship in Eastern Latvia. At the same time, the quality and recognition of DU's work in Latvia and the world has created the basis for its growth and stability;
      2. development of DU as a modern and competitive study, science, art, culture, lifelong learning and innovation centre based on academic traditions;
      3. other goals and tasks set by DU.
   6. The Policy is part of a set of processes of the quality management system at DU, which ensures the sustainable development of DU's scientific research activities, studies and organizational management processes.
   7. The Policy determines the guidelines for the development, evaluation and improvement of the study quality management system.
   8. For the implementation of the Policy, DU develops and approves the DU Strategy for Study Quality Policy and Study Quality Monitoring (hereinafter – the Strategy) and other internal regulatory acts and guidelines related to ensuring the internal quality of studies.

# OBJECTIVE, BASIC PRINCIPLES AND TASKS OF THE POLICY

* 1. DU defines quality of studies as the provision of study content, process, environment and equipment that meet the goals of study fields and programs, continuous development of science-based and internationally recognized studies, the needs of interested parties and the requirements of the labour market.
  2. The objective of the Policy is to create a set of internal regulations and processes that ensure the quality of studies at DU, promote the understanding of academic staff, general staff, students and other interested parties about the internal study quality system of DU and involvement in continuous and targeted improvement of study quality.
  3. The basic principles on which the Policy and related regulations are based are:
     1. **strategic improvement of study quality** – information provided by interested parties about study quality indicators and achievable results to be included in DU's strategy, as well as the study quality improvement plan to be developed;
     2. **culture of excellence** – responsibility of the academic staff, general staff and students for the quality of studies, engaging in quality assurance at all levels of the DU organization;
     3. **engagement of interested parties** – involvement of academic staff, general staff, students, graduates and employers in ensuring the quality of studies and improving the study quality management system, observing the basic principles of transparency, responsibility, ethics and principles of trust;
     4. **value of sustainable studies** – DU has defined its value of sustainable studies, integrated it into study programs, and all the interested parties have been informed about it;
     5. **study quality management and change management** – DU has defined the competences of the persons involved in study quality management, which ensures the targeted improvement of study quality. Additionally, DU has defined the development of study quality management in strategic documents;
     6. **evaluation from interested parties** – for the improvement of study quality management, study programs are licensed and accredited and external interested parties are involved in the development of the programs;
     7. **evaluation of strategic and daily operational results** – DU defines activities, indicators, achievable results to determine the development dynamics of study quality management.
  4. For the implementation of the principles defined in the Policy in the Strategy, DU has developed courses of action, which are included in the indicators characterizing the development of study quality management.
  5. In ensuring the quality of studies and continuous improvement, DU relies on the following factors influencing the quality of studies:
     1. the needs and satisfaction level of DU students, academic staff and graduates;
     2. the needs of prospective students;
     3. employers’ requirements and labour market forecasts;
     4. national economic needs;
     5. employment of DU graduates;
     6. external quality assessment of DU study programs;
     7. comparison of competitive advantages with equivalent study programs of higher education institutions of the Republic of Latvia.

# PRINCIPLES OF INTERNAL QUALITY ASSURANCE OF STUDIES AT DU

* 1. DU's study procedures and the functions of the parties involved are determined in accordance with DU's internal normative documents:
     1. The powers of each institution and the corresponding representatives (and officials) to make decisions are separated for the Constitutional Assembly, the Senate, the Council of Studies, the councils of faculties, and the councils of study fields;
     2. The responsibility of the DU staff for the quality of study program implementation is assigned to the heads of study fields, study program directors, deans, heads of structural units;
     3. The responsibility of the academic staff for the quality of the course content and implementation;
     4. The management of DU is responsible for the functioning and strategic direction of the study quality management system;
     5. The Study Quality Assessment Centre coordinates the internal quality assessment of studies at DU, cooperating in the quality monitoring process with heads of study fields, deans and program directors.
  2. The study quality assurance system provides for the observance of the principles of academic integrity among students and DU staff, including objectivity, responsibility, mutual respect, trust, cooperation and help, excluding deception, promoting the quality and prestige of the education and science of the Republic of Latvia, creating an atmosphere of mutual cooperation and trust with the help of joint projects, cultural and artistic events, seminars, discussions, discussions.

# INFORMING THE INTERESTED PARTIES

* 1. The Policy and related internal regulations and guidelines of DU are binding on students, academic staff and general staff of DU.
  2. The DU Study Quality Assessment Centre and the DU management are responsible for publishing and updating the Policy and the related internal regulations and guidelines of the DU on the DU website, so they are easily accessible to interested parties and the public.