



QUALITY POLICY

Riga

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APPROVED
at the RTC Council meeting
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Quality policy of the Professional Education Competence Centre “Riga Technical College” (hereinafter - the College) is focused on implementing the College’s mission, achieving strategic goals, sustainable operation, developing quality management and assurance systems, and achieving the principles of quality in studies, research, and collaboration with society.

Quality policy shapes the framework for College's development and investment strategies, and sets overall intentions and directions for ensuring and improving the quality of studies.

The goal of the quality policy is to promote the development of the College by continuously improving quality and defining the principles and organizational processes for its implementation.

The following basic principles are taken into account when implementing the quality policy:

- **Competence** - the quality of College's activities is ensured by employees with professional knowledge and skills, accumulated experience, and continuous professional development, guaranteeing students the opportunity to receive quality education.
- **Partnership** - effective long-term collaboration with employers and other stakeholders in the STEM field at the local and international level.
- **Sustainability** - active and responsible action in education for sustainable development in response to society's needs.
- **Participation** - involvement of students in the improvement of the educational process, and participation of teachers and staff in the development and maintenance of quality management systems.

The basis of College's sustainable development is the EFQM (European Foundation for Quality Management) excellence model, whose main components are leadership and management,

personnel strategy, partnerships and resources, processes, products and services, as well as the main performance results of personnel (including students) and society. The excellence approach ensures process planning, implementation, verification, evaluation of results, and further improvement.

Picture 1.

The Quality Policy is implemented by all structural units and employees of the College.

The College's quality management and assurance system is an organized structure of responsibilities, actions, and resources that together create methods and systems to ensure a high-quality, science-based, and internationally recognized study process, which provides the economy and society as a whole with competent and internationally competitive professionals.

The College's quality management and assurance system consists of interrelated subsystems:

- Work planning and organization management systems.
- Work execution management systems.

College's development and investment strategy and its appendices form the basis of work planning. In addition, the College develops detailed action plans that identify, describe, and initially structure the activities necessary to achieve the College's goals.

Organization management, in turn, is the process of defining the sequence of actions and sub-actions, and their performers, implementation, and change management. Currently, both action planning and management are based on the organizational structure of the College, determining the sequential actions, their sub-actions, performers, necessary resources, implementation method, deadlines, mutual interaction, which together create a comprehensive process structure that determines how organizational units operate and interact to achieve the predefined goals of this collaboration in the most effective way.

At the core of the College's quality management and assurance system are eight quality management principles necessary for continuous improvement of the study process, staff motivation, ensuring customer requirements and positive impact on society:

- **Customer focus** - the College depends on its customers, so it is necessary to understand both their existing requirements and their future needs, ensuring their fulfillment while trying to exceed customer expectations.
- **Leadership** - the development and investment strategy determines the general goals and ways to achieve them.
- **Employee involvement** - the College is organized in a work environment that allows each employee to participate in achieving goals.

- **Process orientation** - all activities are managed as a unified process.
- **System management** - a clear process system has been established and is being managed to increase the effectiveness of goal achievement.
- **Continuous improvement of work** - continuous improvement of work takes place by constantly analyzing the implementation of processes and customer requirements.
- **The effective decision-making** – the decisions are made based on a logical analysis of data and information.
- **Mutually beneficial relationships with employers and social partner organizations** – increases the opportunities to achieve better results.

The quality management and assurance at the College are based on:

- **External normative documents (Education Law, Vocational Education Law, Higher Education Law, etc.).**

Changes in economic development trends and local and international regulatory requirements affect the quality.

- ***Internal normative documents, including procedures.***

Internal normative documents, including procedures, are updated once a year if necessary.

Quality is ensured by:

- A diverse selection of study programs that correspond to industry development trends and are centered on the wishes of students.
- Competent academic staff who regularly acquire new knowledge and skills by working on various international projects and continuing their education.
- An innovative study environment based on the latest technology and an effective study process organized around practice and research.

Quality management is based on:

- ***Discussions and surveys.***

Regular discussions and surveys help to timely identify dissatisfaction with the implementation of study programs and improve the quality of the organization of the study process.

- ***Annual evaluation of development and investment strategies.***

Picture 2.

- ***Self-assessment reports (by teachers, educators, programs).***

Implementation of the college study programs.

Picture 3.

Evaluation of the college's teaching staff.

Picture 4.

Implementation of the vocational secondary school programs

Picture 6. (Only in Latvian)

Evaluation of the vocational secondary school's teaching staff

Picture 7. (Only in Latvian)

- *Annual analysis of the study (training) process.*

Quality is characterized by:

- Results of state exams.
- Percentage of graduates.
- Percentage of dropouts overall and in each program separately.
- Further education and employment of graduates in the chosen field.
- Admission results.
- Satisfaction of students, graduates, and employers.
- Participation in competitions, Olympiads, projects, etc.
- Further education of teachers (educators).
- Percentage of students and teachers involved in research.
- Methodological materials and/or publications developed by teachers (educators).
- Collaboration agreements with employers and social partners.

Analysis of the study process.

Picture 5.

Analysis of the training process.

Picture 8. (Only in Latvian)

Agreed with _____ J. Rozenblats, the Director of RTC _____

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