

APPROVED

Board meeting of Latvian College of Culture
at the Latvian Academy of Culture
May 17, 2023

**Latvian Academy of Culture Agency "Latvian College of Culture at the
Latvian Academy of Culture"**

QUALITY MANAGEMENT POLICY

1. The Latvian Academy of Culture Agency's "Latvian College of Culture at the Latvian Academy of Culture" (hereinafter – College) quality management policy has been developed based on the College's strategy for 2021-2027.

2. The purpose of the College's quality management policy is to promote the implementation of the College's vision and mission, the achievement of sustainable development priorities and strategic goals, by determining management guidelines and principles for the systematic improvement of the College's operational quality.

VISION – the best place for creative and professional higher education, realization of ideas and growth.

MISSION – to create a creative, modern, sustainable and inclusive environment for the development of professionals in the cultural sector and the realization of creative ideas in Latvia and the world.

SUSTAINABLE DEVELOPMENT PRIORITIES:

1. professional development;
2. digital transformation;
3. lifelong learning;
4. sustainable and effective management;
5. multifunctional cultural space.

2. The quality management policy forms the framework of the College's sustainable development, based on the achievement of the set strategic goals and the commitment to fulfill the requirements set by the regulation of regulatory acts in Latvia, European Standards and guidelines for quality assurance in the European higher education space.

3. The quality policy is a part of the quality management system, which ensures all stages of the quality management cycle: planning, monitoring and control of the College's activities and processes, as well as evaluation of results and improvement of quality by introducing improvements.

4. The development of the quality management policy requires the regular improvement of its management elements and the development of the elements, promptly responding to the challenges of the rapidly changing era. This applies both to specific quality management tools and procedures, and to the psychological dimension, which refers to shared values, beliefs, expectations and involvement in quality assurance. The psychological dimension of the quality culture emphasizes the need at all levels of the organization to accept and implement in daily practice what is defined in the quality policy.

5. The College's quality management system provides:

6.1. Internal and external quality assessment procedures, where internal assessment is dominated by monitoring approaches, while external assessments are carried out as periodic assessments in specific operational directions or priorities.

6.2. A systemic approach – a clear sequence of processes and their interaction, division of responsibilities, criteria and methods for effective process operation and management.

7. The college determines and provides the human and financial resources necessary for the establishment, implementation, maintenance and continuous improvement of the quality management system. The responsibility of managers for the implementation of internal quality assurance procedures and processes in the structural units they manage, the involvement of College staff and students in quality assurance and improvement of the quality management system is determined. To perform these functions, staff knowledge, skills and competences are enhanced and improved. Based on the regular analysis of the College's processes, activities, their evaluation results and management reports, quality management ensures efficient and effective use of resources.

8. The college's quality management system is developed and improved by regularly evaluating the wishes and satisfaction of students, as well as other cooperation partners and stakeholders.

9. The basic principles of the College's quality management policy are:

9.1. provision and improvement of student-centred education offer;

9.2. development of an educational model based on artistic creativity and applied research and management processes subordinate to it;

9.3. activity in the interests of Latvian society, as well as the development of the cultural and creative ecosystem;

9.4. the synergy, cohesion and inclusion of the principles of leadership and staff unity in the successful achievement of the College's strategic goals are promoted;

- 9.5. continuous improvement of quality management adapted to optimize performance in a changing environment;
 - 9.6. basing quality management decisions on objective data, information analysis and monitoring;
 - 9.7. cooperation with partners - cultural and creative sector operators, student self-government, other higher education institutions and scientific institutions, policy makers, professional industry associations and representatives of the labour market;
 - 9.8. a risk-based approach to identifying factors that can affect processes and change planned performance.
10. The quality policy is implemented by all College staff and students in accordance with the College's internal regulatory enactments.

The main documents supporting the Quality Management Policy of Latvian College of Culture

- Regulations of the Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture"
- Regulations of the Board of the Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture"
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Strategy 2021-2027.
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Quality Management System Manual
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Code of Ethics
- Regulations of the Board of Study Programs of the Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture"
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Procedure for the Development, Approval and Update of Study Programs
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Study Regulations
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Examination Regulations
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Regulations for Qualification Examinations
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Regulations for Academic and Administrative Positions
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Regulations of the Departments
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Staff Policy
- Annual – Procedure for Allocating Study Places Funded by the State Budget at the Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture"
- Annual – Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Scholarship Regulations
- Annual – Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Self-evaluation Reports of Study Directions
- Annual – Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Management Reports
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Admission Rules

- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Procedure for starting studies in later stages of studies
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Regulations for Evaluation and Recognition of Competences and Knowledge Acquired Outside Formal Education or in Professional Experience and Results of Studies Achieved in previous Education.
- Regulations on Academic Integrity in the Latvian Academy of Culture
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Procedure for Submitting and Considering Suggestions and Complaints
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Methodological Instructions for the Design of Study Papers
- Latvian Academy of Culture Agency "Latvian College of Culture at the Latvian Academy of Culture" Instructions in cases when violations of academic integrity are detected in student works