

## **UTENA UNIVERSITY OF APPLIED SCIENCES** **STUDY QUALITY MANAGEMENT SYSTEM MANUAL**

**Issue:** 4<sup>th</sup>

**Date of Issue:** 11 01 2021

UPDATED VERSION: approved by Utena University of Applied Sciences (hereinafter referred to as **Utena UAS**) Academic Board decision No AT-2, dated January 21, 2021

### **UTENA UNIVERSITY OF APPLIED SCIENCES QUALITY POLICY**

Approved by Utena UAS Rectors' Order No V-2, dated January 07, 2021

### **UTENA UNIVERSITY OF APPLIED SCIENCES MISSION**

Educate and train professionals, possessing higher college education, meeting the regional, national and European labour market demand and to create conditions for continuous education by developing and encouraging person's abilities to learn continuously and act under the conditions of the digit society.

### **UTENA UNIVERSITY OF APPLIED SCIENCES VISION**

The institution of higher education, acknowledged nationally and internationally, which activity is based on the academic community development, the creativity encouragement and enhancement, meeting the society expectations, developing social partnerships in a responsible way, contributing to the sustainable regional and national development.

### **UTENA UNIVERSITY OF APPLIED SCIENCES STRATEGIC AIMS: 2019-2021**

1. Prepare high qualification specialists, motivated for in-service training and work under conditions of global digitisation and innovations growth.
2. Develop applied scientific activity, research, non-formal education services, relevant for the region and the country.

### **UTENA UNIVERSITY OF APPLIED SCIENCES STRATEGIC PRIORITIES**

1. Students' attraction and retention
2. Enhancement of the studies
3. Internationalisation development
4. Improvement of Utena UAS Organisational Culture
5. Applied scientific advice activity and research development
6. Development of strategic partnerships

### **UTENA UNIVERSITY OF APPLIED SCIENCES LIABILITIES**

Utena UAS management, aiming at the implementation of Utena UAS mission, vision and goals, meeting the high study quality and the needs of the students and other parties concerned, **has established and is developing the Study Quality Management System, including all the processes of Utena UAS activity.** Utena UAS Study Quality Management System complies with provisions of the European Higher Education Area and the European Research Area, provisions of the Lithuanian higher education legislation, requirements of ISO 9001: 2015 standard, requirements of the European Higher Education Area Quality Assurance Provisions and Guidelines (2015).

Implementing the Study Quality Management System, Utena UAS management and community **UNDERTAKE TO PURSUE THE FOLLOWING QUALITY IMPROVEMENT OBJECTIVES:**

#### **In the management area:**

- Execute responsible, democratic, effective governance, following the principles of the 2030 Agenda for Sustainable Development.
- Use rationally material and financial resources. Improve Utena UAS study and applied research infrastructure.

- Develop the competence of the employees as the most important Utena UAS resources, determining the success and reputation of its activities in the society.
- Ensure that the quality policy and quality objectives would be known, understood and implemented in Utena UAS community.
- Improve the research of the needs of Utena UAS clients - learners, employers, customers of applied research and employees in order to meet them.

**In the study enhancement and students' attraction and retention areas:**

- Develop high-quality studies, preparing specialists under demand for the region and the country. Aim at the consolidation of science and studies.
- Improve the Study Quality Management System and strengthen the study quality management.

**In the internationalisation development area:**

- Develop internationalisation, modernizing studies, applied research, management and achieving Lithuanian and European higher education goals and in compliance with the main principles of the European Charter for Higher Education.

**In the applied scientific advice activity and research development area:**

- Expand opportunities for life-long learning for Utena UAS community and external clients.
- Mobilize scientific potential for the implementation of the goals and directions of Utena UAS applied research activities, creating a favourable environment for scientific work and interdisciplinary cooperation of scientists.

**In Utena UAS organisational culture improvement area:**

- Create and promote the community quality culture, the responsibility of each community member, to ensure the observance of academic fairness as one of the main academic values and to guarantee equal opportunities.

**In the area of strategic partnerships development:**

- Aim at mutually beneficial cooperation with Utena UAS partners.

On behalf of the Management

Utena UAS Rector Assoc. Prof. Dr. Raimundas Čepukas

## **INTRODUCTION**

**Quality Management System Manual** - Utena University of Applied Sciences (hereinafter referred to as Utena UAS) Study Quality Management System (SQMS) document, describing the study quality management system (SQMS), complying with requirements of the LST EN ISO 9001: 2015 standard and provisions of the European Higher Education Area Quality Assurance Regulations and Guidelines (ESG) 2015. In the Quality System Manual:

- SQMS application area, exceptions and their detailed justification are described, references, terms and definitions are provided;
- Utena UAS vision, mission, quality policy are presented;
- The organizational management structure is submitted;
- The interaction of quality management system procedures is described;
- The references to the documented procedures are provided.

The Quality Management System Manual shall be applied when Utena UAS requires:

- (a) To inform the personnel of the management's ambitions and commitments in the quality area and of the Study Quality Management System;
- (b) To warrant own ability to provide ongoing teaching and scientific research services, complying with the customers' and other regulatory requirements;
- (c) To acquaint Utena UAS clients, suppliers, partners, subcontractors and auditors with the functioning Study Quality Management System.

## **1. STUDY QUALITY MANAGEMENT SYSTEM APPLICATION AREA**

The Study Quality Assurance System is applied at Utena UAS:

- At the Management (address: Maironio g. 7, Utena);
- At the Faculty of Business and Technologies (address: Maironio g. 18, Aukštaičių g. 9, Utena),
- At the Faculty of Medicine (address: Utenio a. 2, Aušros g. 73, Utena).

The Study Quality Management System includes all organization of studies, teaching and scientific research services, provided by Utena UAS.

## **2. EXCEPTIONS**

The exception is applied to 7.1.5.2. Measuring Link Requirements as any special measuring equipment is not used at Utena UAS.

## **3. REFERENCES**

In the Quality Management System Manual references are provided to the following dated external documents:

- 3.1 LST EN ISO 9000:2015 Quality Management Systems. Fundamentals and vocabulary (ISO 9000:2015).
- 3.2 LST EN ISO 9001:2015 Quality Management Systems. Requirements (ISO 9001:2015).
- 3.3 ESG European Higher Education Area Quality Assurance Regulations and Guidelines (2015).

## **4. TERMS, DEFINITIONS AND ABBREVIATIONS**

4.1 In this Quality Management System Manual used terms and their definitions are provided in LST EN ISO 9000:2015, including:

- 4.1.1 A customer – a natural or legal person who receives a product / service.
- 4.1.2 Quality is the degree of available characteristics as a whole conformance to the requirements.
- 4.1.3 Quality policy – the organization holistic intentions and directions, related to quality, officially stated by the senior management.
- Note. The quality policy indicates the guidelines for the quality aims.
- 4.1.4 Quality management – coordinated actions, guiding and controlling organisation activity, related to the quality.
- 4.1.5 A quality management system – a management system, designed to guide and manage the organisation activity, related to the quality.
- 4.1.6 A process – interrelated and interoperable activities as a whole, which transforms the inputs into outputs (outcomes).
- 4.1.7 A management system – a framework of setting a policy and targets and achieving the targets.

### **4.2 Additional terms and definitions**

- 4.2.1 A common procedure is a procedure, setting the execution order for performing some certain activities, common to the entire study quality management system (and for its each process).
- 4.2.2 A procedural procedure – a document, describing the functioning of the process.
- 4.2.3 A procedure host – a person, responsible for meeting the procedure targets and indicators of the planned activity measurement outcomes, therefore, he is empowered to foresee (determine) the course of the process and formalise it by a document (if necessary).

### **4.3 Abbreviations, used in the study quality management system documents and manual**

- 4.3.1 Utena UAS – Utenos kolegija, VšĮ.
- 4.3.2 SQMS – the Study Quality Management System.
- 4.3.3 ESG European Higher Education Area Quality Assurance Regulations and Guidelines (2015).

## 5. QUALITY AIMS

Utena UAS quality aims are identified, assessing the implementation of the Strategic Action Plan and are consistent with the quality policy, annual estimate and continual improvement commitment. Achievement of the aims is measured and their implementation is oriented towards the positive quality changes of the provided services, better clients' satisfaction, improving the efficiency of the study quality management system proceedings and Utena UAS financial results.

Utena UAS aims according to their implementation procedure are divided relatively into the following groups:

### 1 - Management (assurance) objectives.

The above objectives are implemented through continuously repeating procedures. They are related to the control of the service quality and procedure efficiency as well as to the implementation of small procedure improvement steps. The objectives, related to the meeting the requirements for the services, belong to the above mentioned objectives.

Process objectives are consistent with Utena UAS quality policy. They are determined, formalized and their achievement is controlled by the order, set in the procedural procedure "01.02 Planning and administration of the study quality management system" description.

### 2 – Essential improvement objectives.

The above objectives are implemented through some radical change projects, substantially improving the existing procedures; new procedures are being introduced or the institution's infrastructure is being improved. The above mentioned projects do ensure better meeting the needs of prospective clients and Utena UAS development. They are implemented in accordance with Utena UAS plans and using project management methods. The project implementation procedure is described in the procedural procedure "08.0 Project activity management". Quality objectives are set (reviewed as necessary) in order to ensure the planned strategic objectives and annual performance outcomes of Utena UAS.

## 6. DISTRIBUTION OF OBLIGATIONS, POWERS AND RESPONSIBILITY, RELATED TO THE STUDY QUALITY MANAGEMENT

### 6.1 Study Quality Committee

The Study Quality Committee is formed by the order of the director. The Study Quality Committee obligations are as follows:

- ensure that SQMS procedures would be identified, implemented and monitored;
- inform the Utena UAS management on the SQMS activities and any need (demand) for its improvement;
- ensure that the client's requirements would be understood throughout Utena UAS;
- ensure the timeliness of the supervisory audits, performed by the certification body, and the validity of the certificate, indicating the SQMS compliance with the requirements of ISO 9001 (when the decision to certify the SQMS is taken);
- organize and coordinate audits, performed by the certification body;
- control the elimination of deficiencies and non-conformities, identified during the certification and / or internal audit; the Chairperson of the Study Quality Committee is in charge of relations with external parties on the SQMS issues.

### 6.2 Hosts of Procedures

The hosts of the procedures are appointed by the order of Utena UAS Rector. The procedure hosts are specified in the Quality Management System Manual references to the procedural procedures.

#### 6.2.1 The procedure host is responsible for:

- The achievement of the procedure objectives;
- The preparation of the procedural procedure (if under the preparation) and the established procedural procedure supervision in order it remained relevant constantly;
- The compliance of the procedural procedure with the relevant legal acts and the declared normative documents.

#### 6.2.2 Powers of the procedure host:

- Undertake corrective / preventive actions, obligatory to achieve the indicators of the intended procedure outcomes;
- Make a decision on the procedural procedure change and to organize the change.

### 7. UTENA UAS CLIENTS AND STAKEHOLDERS

#### 7.1 Utena UAS Clients:

- Students, studying at Utena UAS;
- Persons, receiving non-formal teaching services at Utena UAS (having the life-long learning need);
- Employers (beneficiaries of Utena UAS graduates as specialists, i.e. human resources);
- Scientific - applied research, work customers (legal persons, natural persons, the state).

#### 7.2 Main stakeholders of Utena UAS activity:

- Utena UAS personnel;
- Utena UAS strategic partners;
- The state;
- EU funds.

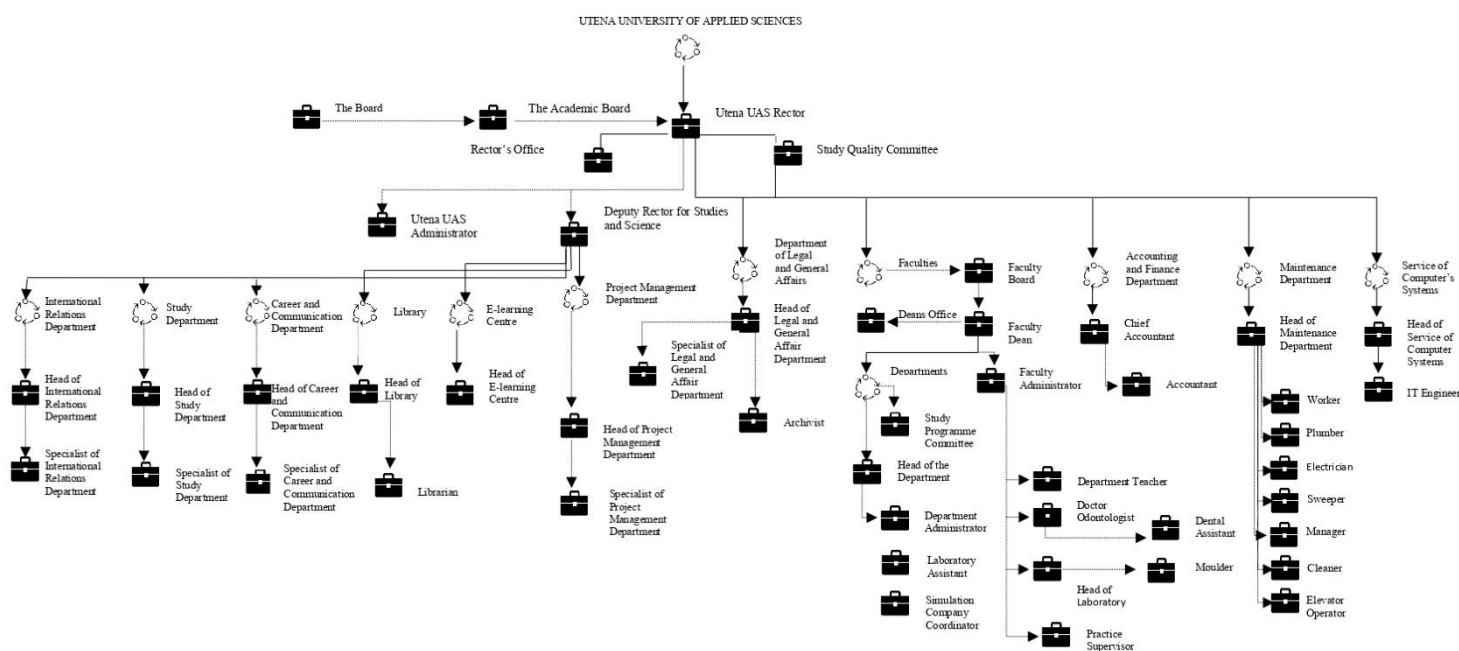
### 8. CLIENT ASSET MANAGEMENT AND PROTECTION

During the provision of study and teaching services or performing scientific-applied research, work, the client's asset, which is managed by Utena UAS, is **the learners' personal data and the assessment results**.

Seeking to ensure the client's asset protection and taking care of the use of the personal data and the knowledge / work assessment results for their intended purpose, not to be used illegally or made public, Utena UAS management takes the following actions:

- Following General Data Protection Regulation (GDPR), identifies the personal data protection procedure and announces it for the employees;
- In Utena UAS personnel regulations it is specified and the employees are obliged to keep personal data confidential, if the data are not intended for the public disclosure;
- Utena UAS employees, working directly with personal data (in the admission commission, in the study department preparing and issuing diplomas and their supplements / copies (duplicates), etc.), in accordance with the Law on Personal Data Protection of the Republic of Lithuania, personally sign the "Commitment Regarding the Legal Protection of Personal Data";
- Utena UAS personnel, managing the State Student Register, personally sign agreements on the use of personal data (the register is maintained only by authorized persons);
- Documents, containing personal data or personal information, shall be accessible only to staff who have signed obligations to the legal protection of personal data.

## ORGANISATIONAL MANAGEMENT STRUCTURE

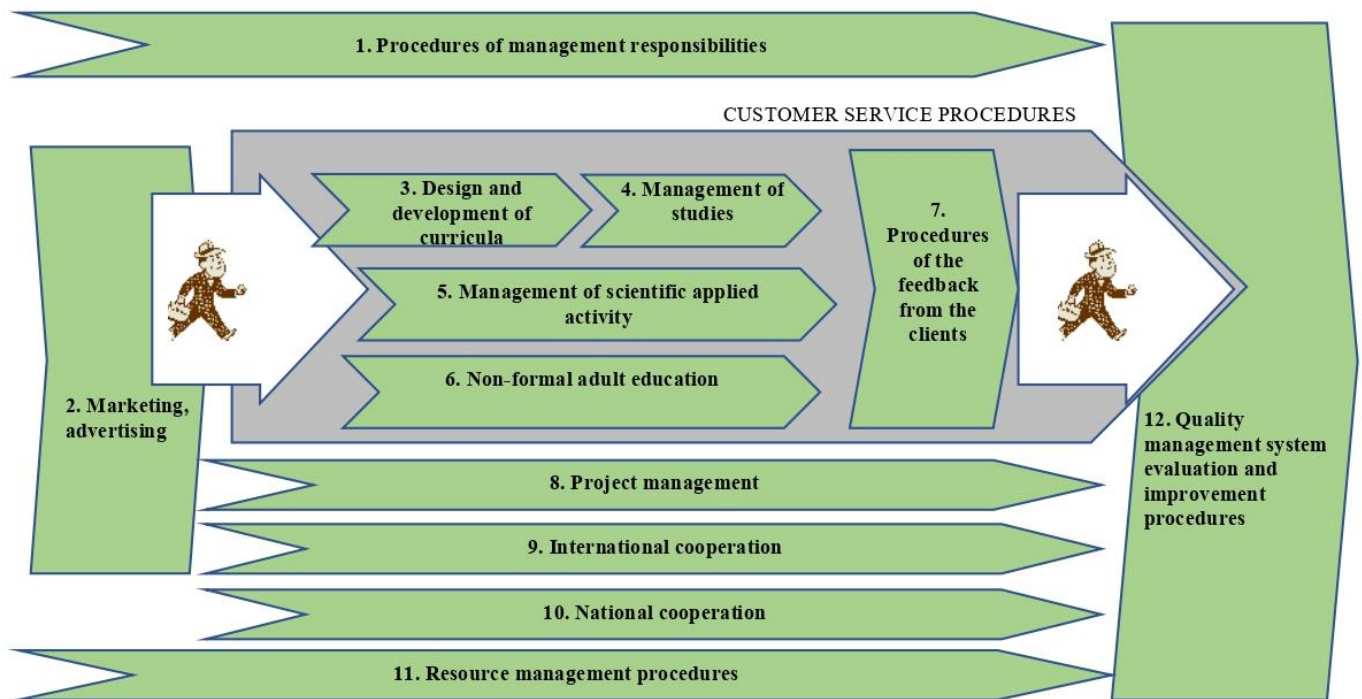


## LIST OF ROLES

- Persons, responsible for the preparatory work for the students' admission
- Person, responsible for the coordination of the activity at an international association
- Person, receiving the information on the organised events
- Employees, responsible for a new non-formal adult education training programme preparation
- DGA Process simulator
- Vice Rector for Studies and Science
- Executors, specified in the Rector's decision
- Electronic Learning Environment Administrator
- Electronic SQMS Documentation Administrator
- Erasmus Institutional Coordinator
- Employees, providing with information for a tender's preparation
- IT Engineer
- Utena UAS employee
- Utena UAS employee
- Utena UAS employee, who uses hardware and software
- Utena UAS Rector
- Coordinator of the Disabled Affairs
- Persons, indicated in the resolution or in the decision to delegate
- Head of Unit
- Heads of Units
- Top leaders
- Purchase Initiator
- Persons, organising sessions/ workshops, meetings
- Hosts of Procedures
- National Cooperation Initiator
- Study Quality Committee Chairperson
- Lecturers, supervising the study programmes
- Study Programme Committee
- Leader of the study programme preparation work group
- Study Department Specialist
- Persons, responsible for the data provision for the management assessment review

- Person, materially responsible for the equipment
- Persons, responsible for the preparation of customer satisfaction questionnaires
- Persons, responsible for recording indicators
- Internal Auditor
- Chief Auditor

## SEQUENCE AND INTERACTIONS OF PROCEDURES



## LIST OF PROCEDURAL PROCEDURES

### 01. Procedures of management responsibilities

- 01.01. Utena UAS strategy development and monitoring
- 01.02. Study quality management system planning and administration
- 01.03. Legal act and declared document requirement implementation management
- 01.04. Internal communication management
- 01.05. Estimate preparation and execution control
- 01.06. Risk management

### 02. Marketing, advertising

- 02.01. Utena UAS presentation for pupils
- 02.02. Advertising organisation. Utena UAS image formation
- 02.03. Utena UAS participation in events

### 03. Design and development of curricula

- 03.01. Curriculum design
- 03.02. Curriculum development
- 03.03. Electronic learning course design

### 04. Management of studies

- 04.01. Student admission
- 04.02. Preparation of study and examination schedules
- 04.03. Organisation of full-time and part-time studies
- 04.04. Management of professional activity practices
- 04.05. Final assessment organisation
- 04.06. Management of hostel provision

- 04.07. Support for students' career planning
- 04.08. Methodological support for the students
- 04.09. Management of provision with scholarships, benefits

#### **05. Management of scientific applied activity**

- 05.0. Scientific applied activity management

#### **06. Non-formal adult education**

- 06.01. Preparation of the non-formal adult training programme
- 06.02. Non-formal adult training organisation and coordination

#### **07. Procedures of the feedback from the clients**

- 07.01. Management of clients' complaints and claims
- 07.02. Measurement of customers' satisfaction by the provided services

#### **08. Project management**

- 08.0. Project management

#### **09. International cooperation**

- 09.01. International relations planning, participation in international activity
- 09.02. International cooperation with foreign HEIs (under the ERASMUS programme) planning
- 09.03. Outgoing teachers'/ students' (under the ERASMUS programme) activity coordination
- 09.04. Incoming teachers'/ students' (under the ERASMUS programme) activity coordination

#### **10. National cooperation**

- 10.0. National cooperation

#### **11. Resource management procedures**

- 11.01. Public procurement organisation – provision of purchases and services
- 11.02. Employee selection and admission
- 11.03. Employee activity assessment, encouragement and motivation
- 11.04. Employee training and competence enhancement management
- 11.05. Building and workplace maintenance
- 11.06. Maintenance of (computer) hardware and software
- 11.07. Installation and equipment maintenance
- 11.08. Maintenance of utilities, communications services and energy supply
- 11.09. Transport maintenance

#### **12. Quality management system evaluation and improvement procedures**

- 12.01. Internal audit of study quality management system
- 12.02. Employee satisfaction survey
- 12.03. Management assessment review/annual Utena UAS activity report

### **BRIEF DESCRIPTION OF PROCEDURAL PROCEDURES**

**PROCEDURAL PROCEDURE TITLE:** 01.01. Utena UAS strategy development and monitoring

**HOST OF PROCEDURE:** Utena UAS Rector

#### **I. PROCEDURE PURPOSE**

Indicate the direction and values of Utena UAS: to identify / periodically review and, if necessary, change the Utena UAS vision, quality policy, strategic aims and its organizational management structure.



## II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the execution order of the established procedure requirements, including ISO 9001 4.1, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3. Pursuant to it:

- Strategic aims and objectives are set;
- Vision, mission, values, ethical rules are defined;
- Quality policy is prepared;
- Quality objectives are set;
- The organizational management structure and the list of posts of Utena UAS are revised;
- Requirements of ESG 2015 Standard 1.1 Formulation, Implementation and Dissemination of Policy for Quality Assurance, Standard 1.7 Information Management, Standard 1.8 Public Information, Standard 1.9 On-going Monitoring and Periodic Review of Study Programmes, Standard 1.10 Cyclic External Quality Assessment.

## III. PROCEDURE PARTICIPANTS

### No Procedure participant

- 1 Academic Board
- 2 Rector's Office
- 3 Vice Rector for Studies and Science
- 4 Faculty Dean
- 5 Utena UAS Rector
- 6 Utena UAS Board
- 7 Heads of Units
- 8 Hosts of Procedures
- 9 Study Quality Committee

## IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Development / specification of strategic aims and objectives	Faculty Dean; Vice Rector for Studies and Science; Utena UAS Rector; Utena UAS Board	Utena UAS leaders update and develop strategic aims and goals at least once a year
Definition of Utena UAS mission, vision, values and ethical rules	Faculty Dean; Vice Rector for Studies and Science; Utena UAS Rector	The work group, appointed by the Rector, examines the needs of the society, state requirements and regulations, customer requirements, experience of other higher education institutions at least once a year and prepares written proposals for Utena UAS Management for the preparation and improvement of mission, vision, values and ethical rules. - Sets and forwards a clear direction and strategic reference: unites its people to share and achieve the main purpose and aims of the organization; - Assures the future of the organization by identifying and disseminating a key objective, forming the grounds of a shared vision, values, ethics and company behaviour; - Fights for the organization values and is a leading example for integrity, social responsibility and ethical behaviour, both internally and externally; - Promotes the organization development for common values, accountability, ethics and a culture of trust and openness; - Ensures that people would act honestly and accept the highest standards of ethical conduct; - Develops the common leadership organization culture and reviews as well as improves the effectiveness of personal leadership behaviour.

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Quality policy preparation/ specification and dissemination	Faculty Dean; Vice Rector for Studies and Science; Utena UAS Rector; Academic Board	Utena UAS Management, following Utena UAS strategic aims and goals, monitors, reviews and develops the quality policy at least once a year in accordance with the following requirements: - Develops and supervises Utena UAS operational strategy (strategy for action) and auxiliary policies to achieve Utena UAS mission and vision; - Sets the key outcomes, progress evaluation indicators that are obligatory to achieve Utena UAS mission, vision and strategic objectives; - Uses rationally Utena UAS core competencies, seeking to create benefit of all Utena UAS stakeholders, including the general public; - Chooses effective ways to avoid the risk when implementing the strategy; - Planning the implementation of current or future assignments, assesses the main driving forces of Utena UAS activities, which do balance the needs of Utena UAS and its stakeholders; - Ensures economic, social and ecological stability. 2. Standard ISO 9001: 2015 5.2. requirements: - For setting and describing the quality policy 6.2 For planning the achievement of aims.
Identification of quality aims	Faculty Dean; Vice Rector for Studies and Science; Utena UAS Rector; Academic Board	Utena UAS management together with the appointed Utena UAS employees prepare or review once a year the quality aims and the progress of their implementation in accordance with the following requirements: 1. Standard ISO 9001: 2015 5.2. Requirements: Top management shall ensure that quality objectives, including those required to meet the product (service) requirements (see Standard 7.1a)], are to be set for the appropriate organization functions and levels. Quality objectives must be measured and consistent with the quality policy. ESG 2015 1.1. Standard Quality Assurance Policy requirements.
Adjustment of Utena UAS organizational management structure and the list of posts (if necessary)	Rector's Office; Utena UAS Rector	Draft changes of Utena UAS Organizational Management Structure (Chart) are discussed by the Rector's Office, the Academic Board, and approved by the Utena UAS Board. The list of posts is updated annually. Utena UAS Rector approves it.
Submission of Utena UAS strategic plan intermediate indicators' implementation data	Hosts of Procedures	Within 10 calendar days from the beginning of the academic year, the hosts of procedures submit data on the implementation of the strategic activity plan indicators for the first half of the calendar year to the VLE Moodle Monitoring Module.
Progress report on Utena UAS strategic plan intermediate indicators implementation outcomes	Study Quality Committee; Utena UAS Rector; Rector's Office	No comments.
Submission of Utena UAS strategic plan indicators implementation results' data for the academic year	Hosts of Procedures; Utena UAS Rector	Within the deadlines set by the order of Utena UAS Rector, the hosts of procedures submit data on the implementation of the strategic plan indicators for the previous academic year to the VLE Moodle Monitoring Module.

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Academic year Utena UAS strategic plan results' implementation progress report, integrated into Utena UAS annual activity report (VVA)	Hosts of Procedures; Heads of Units	By order of the Rector, hosts of procedures and heads of units prepare a strategic plan implementation results' progress report, which is integrated into the annual Utena UAS activity report (VVA). The report shall be submitted to Utena UAS Rector. Utena UAS Rector shall submit the report to the Board for consideration and approval.

**PROCEDURAL PROCEDURE TITLE:** 01.02. Study quality management system planning and administration

**HOST OF PROCEDURE:** Vice Rector for Studies and Science

### **I. PROCEDURE PURPOSE**

To identify the procedures of the study quality management system that influence the quality of services provided by Utena UAS, to assign the hosts of the above mentioned procedures, to determine the indicators of the process performance evaluation.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure, intended to describe the procedure for fulfilling the procedure requirements, including ISO 9001 4.4, 6.1, 6.2., 6.3, 5.1, 7.5, 8.1. Pursuant to it:

- SQMS procedures are identified and detailed to the required level; hosts of procedures are assigned;
- Indicators of process activity assessment are determined and formalized;
- Descriptions of procedures are prepared;
- Each procedure performance assessment indicators are calculated at indicated regular intervals and reports are submitted for the analysis to deliberations concerned;
- Requirements of ESG 2015 Standard 1.3. Student-centred Teaching and Assessment, Standard 1.7 Information Management, Standard 1.9 On-going Monitoring and Review of Study Programmes, Standard 1.10. Cyclic External Quality Assessment.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 DGA Process Simulator
- 2 Utena UAS Rector
- 3 Head of Units
- 4 Hosts of procedures
- 5 Study Quality Committee Chairperson
- 6 Persons, responsible for recording indicators

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Specification/ correction (if necessary) the number, sequence and interoperability of Study Quality Management System procedures	Study Quality Committee Chairperson	Procedure sequence and interaction schemes may be specified both by introducing new procedures and by modifying the existing procedures (by merging or splitting some certain procedures). When revising / adjusting procedure sequence and interaction schemes, it is obligatory to ensure: <ul style="list-style-type: none"> <li>- The creation of a sequence and interactions of the procedures that would help to achieve the desired results efficiently and effectively;</li> <li>- That procedure outputs, activities / actions and results would be clearly defined and managed;</li> <li>- To ensure the integrity of the study quality management system.</li> </ul>

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Assignment of the hosts of procedures for the new procedures or appointment of the existing hosts	Study Quality Committee Chairperson; Utena UAS Rector	When appointing hosts of procedures, it is important to evaluate their responsibilities and powers (authority). The host of the procedure must be able to make decisions, related to: - The course of the proceedings, entrusted to him, - Appropriate information exchange between the units and individual employees during the procedure, - The document forms used, - Implementation of legislation requirements, governing the procedure activity.
Identification/ specification of annual outcomes' indicators	Study Quality Committee Chairperson; Hosts of Procedures; Utena UAS Rector	Utena UAS strategic aims, quality objectives and quality policy provisions should be broken down into procedures on a goal tree basis, under the collaboration between a management representative and the hosts of the procedures. At the discretion of the procedure host, the procedure objectives can be detailed to a lower level - specific levels of the procedure participants, providing them with personal operational goals. In this case, the personal goals of the employees (participants of the procedure) are coordinated with the direct manager of the employee and the employee (the participant in the procedure) himself/ herself. The annual targets and performance indicators for procedures at any level should comply with the SMART rule, i.e. must be specific (for a specific activity), measurable, relevant, realistic (achievable) and time-bound.
Preparation/ correction of procedural procedures	Hosts of Procedures; DGA Process Simulator	The procedure host provides the DGA Process Simulator with all necessary information regarding the procedure course, the responsible executors, the data used, and the data records. The simulator describes the procedure in the DGA Process environment and, having coordinated it with the host of the procedure, exports it to the DGA Quality (user's environment).
Recording of procedures indicators within the time-frames foreseen and submission to the hosts of procedures	Persons, responsible for recording indicators	No comments.
Analysis of procedures outcomes' indicators, making decisions, submission to the workshops or leaders concerned	Hosts of Procedures	No comments.
Preparation and placement of annual activity programmes on the Utena UAS server	Heads of Units	It is highlighted that preparing annual activity programmes, it is obligatory to foresee the planned dates of the execution.

**PROCEDURAL PROCEDURE TITLE:** 01.03. Legal act and declared document requirement implementation management

**HOST OF PROCEDURE:** Head of Legal and General Affairs

#### **I. PROCEDURE PURPOSE**

Ensure that the requirements of laws and other regulatory legal acts, applicable to the study, education services and procedures, provided by Utena UAS, shall be known and implemented at Utena UAS.

## II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the requirements for the procedure, including ISO 9001 7.5.3.2, 8.2.2 a) 1), 8.2.3.1 d), 5.3 execution order. Pursuant to it:

- Laws and other legal acts, regulating the work of separate units, are enlisted and administered;
- Acquaintance with new or amended requirements of laws and other legal acts takes place and a decision on their application at Utena UAS is made.
- Organizational documents, ensuring the implementation of the requirements of laws and other legal acts, are prepared;
- Implementation of laws and other legal acts is controlled;
- Requirements of ESG 2015 Standard 1.2 Design and Approval of Study Programmes, Standard 1.4 Student Admission, Progression, Recognition and Certification.

## III. PROCEDURE PARTICIPANTS

### No Procedure participant

- 1 Vice Rector for Studies and Science
- 2 Executors, specified in the Rector's decision
- 3 Utena UAS Administrator
- 4 Utena UAS Rector
- 5 Heads of Units

## IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Online receipt and receipt by mail, registration and electronical distribution of Register of the Legal Acts (TAR) "Information Notifications", Ministry of Education, Science and Sport, ministerial orders and local authorities' declared and other documents.	Utena UAS Administrator	The administrator registers the documents, received online, in "MY documents", in the folder of "Legislation" and, after assigning the code, sends them electronically to the following managers: Rector, Vice Rector for Studies and Science, Deans of the Faculties, Chief Accountant and other Heads of the Units. Paper media (versions) shall be handed directly after the registration in the Register of Legal Acts, related to Utena UAS activities.
Review of documents, submission of legal acts, influencing the activities of Utena UAS, to Utena UAS Management	Utena UAS Rector; Vice Rector for Studies and Science	No later than one week after the receipt, the supervisors analyse the received legal acts and other documents, identify legal acts, declarations and other documents, influencing Utena UAS activities; prepare and submit proposals on the implementation of the requirements, set out in the above mentioned documents at Utena UAS; and send the information electronically or hand in a paper media about them to the Rector (in the fields of management, organization of the study process, finance, household administration, etc.) or to the employees, appointed by the Rector.
Analysis of proposals, appointment of employees, responsible for the implementation of legal acts' or declared documents' requirements at Utena UAS	Utena UAS Rector	In the cases, when a legal act or a declaration requires some certain actions to be taken, requiring some additional funding, the Rector shall convene a meeting and discuss ways of the legal act implementation. Otherwise - send electronically or hand the instruction "EXECUTE" on the paper media to managers.
Compilation and/ or supplementation of the list (register) of legal acts, related to Utena UAS activities	Heads of Units	The heads of the units shall register the legal acts, regulating the activities of the unit in the General Register on the sheet of their unit.

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Acquaintance with the requirements of the legal act and making a decision on the need to prepare a plan of measures for its implementation	Executors, specified in the Rector's decision	Having acquainted with the legal act, the executor, specified in the decision, clarifies the difficulties of the implementation of the legal act and decides on the need to prepare a plan of measures for its implementation.
Preparation, coordination and approval of the plan of measures to implement the requirements of legal acts/ declarable documents	Executors, specified in the Rector's decision	The plan of measures for the implementation of legal act requirements includes: - The job title; - The executor (contractor) or executors (contractors); - Deadlines for work; - Human and material resources, required for the work to be implemented; - A note (a sign) on the performance of the work.
Organization of the implementation of the legal act/ declarable document requirements	Executors, specified in the Rector's decision	Implementing the requirements of a legal act or a declarable document, new or improved existing procedures may be introduced, appropriate organizational or other documents may be developed, etc.

**PROCEDURAL PROCEDURE TITLE:** 01.04. Internal communication management

**HOST OF PROCEDURE:** Utena UAS Rector

### **I. PROCEDURE PURPOSE**

To ensure the exchange of information at Utena UAS on performance outcomes, achievements and emerging issues.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.4, 7.5, 5.3. Pursuant to it:

- Sessions, meetings are organized and decisions on individual activity issues are made at Utena UAS;
- Decisions / resolutions are analyzed and implemented;
- Annual activity reports of units are prepared;
- Utena UAS annual activity report is prepared and publicized;
- Requirements of ESG 2015 Standard 1.8 Information Management, Standard 1.8 Public Information.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Faculty Administrator
- 2 Department Administrator
- 3 Utena UAS Administrator
- 4 Utena UAS Rector
- 5 Utena UAS annual activity report/ management assessment review preparation work group
- 6 Persons, indicated in the resolution or in the decision
- 7 Heads of Units
- 8 Persons, organising sessions/ workshops, meetings

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Organisation of workshops/ sessions and meetings of Utena UAS management and structural units, adoption of decisions/ resolutions	Persons, organising sessions/ workshops, meetings	Information is exchanged and relevant decisions/ resolutions are made at: - Rector's Office sessions, - Dean's Office sessions, - Department sessions, - Students' Representation sessions, - Meetings of the structural units,

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
		- Sessions of commissions, - Etc. Having adopted the resolution, its executors and deadlines are foreseen, and a certain task is formulated.
Registration of of workshops/ sessions and meetings, informing the responsible executors and forwarding the information	Utena UAS Administrator; Faculty Administrator; Department Administrator	No comment
Analysis, execution and responsibility of the adopted decisions/ resolutions for direct superiors	Persons, indicated in the resolution or in the decision	No comment
Resolution implementation and reporting the results	Persons, indicated in the resolution or in the decision	It is accounted for the achievements/ results achieved to the direct superiors, the above information is announced or publicised in accordance with the procedure established by Utena UAS legal acts of the college, as well as the information is forwarded to Utena UAS units, other employees according to the competence
Preparation and discussion of the annual activity reports / programs in the sessions of the units	Heads of Units	Annual activity reports shall be prepared by 15 October each year
Preparation, deliberation and approval of Utena UAS annual activity report / management evaluation review	Utena UAS Rector; Utena UAS annual activity report/management assessment review preparation working group	Utena UAS annual activity report shall be approved by 1 April.
Presentation of the annual activity report to the Board	Utena UAS Rector	No comments
Publicity of Utena UAS annual activity report on the website	Utena UAS Rector	Utena UAS annual activity report is placed on Utena UAS website

**PROCEDURAL PROCEDURE TITLE:** 01.05. Estimate preparation and execution control

**HOST OF PROCEDURE:** Chief Accountant

### **I. PROCEDURE PURPOSE**

Prepare Utebna UAS annual estimate of income and expenses, which would ensure the consistency of the implementation of Utena UAS strategic plan, and control the implementation of the estimate.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1, 7.4, 7.5, 5.3, 9.3.3. Pursuant to it:

- The need is provided;
- An estimate is completed, approved and confirmed;
- Summary of annual budget execution results is provided;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Support.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 RECTOR'S OFFICE
- 2 Faculty Dean
- 3 Utena UAS Board
- 4 Head of Computer Systems Service



- 5 Heads of Departments, Heads of Services and Centres
- 6 Head of Housekeeping Service
- 7 Chief Accountant

#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Providing information on the need for investments and learning facilities to the Chief Accountant	Faculty Dean; Head of Housekeeping Service; Head of Computer Systems Service; Heads of Departments, Heads of Services, Centres	The need for the subsequent year is presented by 10 December
Information analysis and preparation of the draft statement of the estimate	Chief accountant	Before 1 January of the current year
Estimate review in the Rector's Office and inspection	Rector's Office	Before 10 January of the current year
Estimate review at Utena UAS Board and approval	Utena UAS Board	Before 31 January of the current year
Placing Utena UAS estimate of the revenue and expenditure on Utena UAS website	Chief Accountant	Within 5 working days after the approval
Preparation of the report on the implementation of the statement of revenue and expenditure, approval at the Board	Chief Accountant	No comments

**PROCEDURAL PROCEDURE TITLE:** 01.06. Risk management

**HOST OF PROCEDURE:** Utena UAS Rector

##### I. PROCEDURE PURPOSE

Identify and assess conditions and (or) events that may have a negative influence on Utena UAS activities and make decisions as well as implement them to reduce the negative impact down to an acceptable level, to supervise risk factors.

##### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure addresses the procedure requirements, including ISO 9001 4.1, 4.2, 4.3, 6.1, 9.1.3., describes the enforcement procedure. Pursuant to it:

- Risks are identified;
- Risks are analyzed and assessed;
- Risk minimisation measures are selected;
- Risk minimisation measures monitoring and review enforced;
- Information between Utena UAS departments and external institutions is transmitted and communicated.

##### III. PROCEDURE PARTICIPANTS

###### No Procedure participant

- 1 Vice Rector for Studies and Science
- 2 Specialist of Career and Communication Department
- 3 Utena UAS Rector
- 4 Heads of Units
- 5 Study Quality Committee



#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Risk identification	Study Quality Committee	Procedure diagrams are being prepared: -Hosts of procedures form the procedure goals; -Identify documents, regulating the procedure; -Identify ongoing activities and decision-making points as well as persons, making decisions; -Describe interim and final decisions.
Analysis and assessment of risks	Utena UAS Rector; Study Quality Committee	Study Quality Committee identifies risks; provides their brief description; identifies the procedure, affected by the risk; a list of risks is prepared (according to procedures and importance); the identified risks are assessed according to probability of possible consequences impact; the effectiveness factor of the implemented control measures (according to Table 2); risks are scored (Annex 1 Table); the level of the risk tolerance is determined (Table 3); the information shall be forwarded to the Rector.
Selection of risk minimisation measures	Study Quality Committee; Vice Rector for Studies and Science; Utena UAS Rector	Management determines the method of risk management (avoidance, a change of an event probability, a change of impact); Management selects risk management measures; foresees persons, responsible for the implementation of the above measures; provides deadlines for the implementation of the measures; Rector shall approve the risk management plan.
Risk management plan	Utena UAS Rector	No comments
Monitoring and supervision	Heads of Units; Study Quality Committee; Vice Rector for Studies and Science; Utena UAS Rector	Regularly (once a year), the list of risks, the risk management plan are reviewed and updated; the results achieved during the reporting period (the implementation of risk management measures, the identification of the risk changes, the evaluation of the new risks) are analysed.
Risk management report	Study Quality Committee; Utena UAS Rector; Specialist of Career and Communication Department	No comments
Information transmission and communication	Specialist of Career and Communication Department	No comments

**PROCEDURAL PROCEDURE TITLE:** 02.01. Utena UAS presentation for pupils

**HOST OF PROCEDURE:** Head of Career and Communication Department

##### I. PROCEDURE PURPOSE

Introduce Utena UAS and its provided services to pupils and motivate them as well as invite them to study at Utena UAS.

##### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling the procedure requirements, including ISO 9001 8.2.1 c), 7.5, 5.3. Pursuant to it:

- A decision on Utena UAS presentation at schools is made;
- Preparation works are performed;
- Utena UAS is presented to the pupils;
- Requirements of ESG 2015 Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Vice Rector for Studies and Science
- 2 Faculty Dean
- 3 Specialist of Career and Communication Department
- 4 Head of Career and Communication Department
- 5 Utena UAS Rector
- 6 Utena UAS presentation for pupils work group members
- 7 Chief Accountant

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Formulation of proposals regarding a working group's presentation of Utena UAS at schools, Open Door Events, to deliver open lectures, preparation of an order	Faculty Dean; Specialist of Career and Communication Department; Head of Career and Communication Department; Utena UAS Rector; Vice Rector for Studies and Science	If the event/ presentation is organized at the faculty level, the draft order on the working group is prepared by the deans of the faculties, if at Utena UAS level - by the Head of Career and Communication Department. The members of the working group or the responsible person acquaint themselves with the order upon signed acknowledgement.
Preparation and organization of mobile trips to schools as well as of open doors and open lectures.	Utena UAS Rector; Chief Accountant; Utena UAS presentation for pupils working group members	Members of the working group share responsibilities among themselves and prepare for the presentation of Utena UAS / the Faculty / the individual study programme. If necessary, an estimate of the event is made.
Organization of Utena UAS presentation of to the pupils and publicizing the results	Utena UAS presentation for pupils working group members Specialist of Career and Communication Department	No comments
Summarising the annual results of Utena UAS presentation to the pupils	Head of Career and Communication Department	The annual results will be presented in the Career and Communication Department Activity Report

**PROCEDURAL PROCEDURE TITLE:** 02.02. Advertising organisation. Utena UAS image formation

**HOST OF PROCEDURE:** Specialist of Career and Communication Department

#### I. PROCEDURE PURPOSE

Form Utena UAS image and popularize services, provided to potential students, customers of scientific-research works, non-formal adult education as well as Lithuanian and foreign partners.

#### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.2.1 c), 7.5, 5.3. Pursuant to it:

- Working with employers, providing information about Utena UAS and its activities;
- Preparation of advertising material is organized;
- Utena UAS advertising is organised;
- Requirements of ESG 2015 Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Vice Rector for Studies and Science
- 2 Faculty Dean
- 3 Specialist of Career and Communication Department
- 4 Head of Career and Communication Department
- 5 Head of the Department
- 6 Utena UAS Administrator
- 7 Utena UAS Rector
- 8 Practice Supervisor
- 9 Specialist of Project Management Department
- 10 Head of Study Department
- 11 Head of International Relations Department

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Work with employers	Head of Career and Communication Department; Specialist of Career and Communication Department; Utena UAS Rector; Vice Rector for Studies and Science; Faculty Dean; Head of Study Department; Head of International Relations Department; Practice Supervisor; Utena UAS Administrator; Specialist of Project Management Department; Head of the Department	Preparation and electronic transmission of electronic information about Utena UAS as well as oral presentation during the meetings with employers
Organization of information and advertising publications, booklet publishing, advertising ordered in the media, production of representative means and implementation of promotion measures	Head of International Relations Department; Specialist of Career and Communication Department; Head of Career and Communication Department; Faculty Dean	Advertising is organized, following the plans, foreseen in the annual activity programs, or in accordance with individual management decisions
Annual summary of advertising activities and image formation activities	Head of International Relations Department; Specialist of Career and Communication Department; Head of Career and Communication Department; Faculty Dean	Summarised annual activity will be provided in the department / unit activity report
Placement of information about Utena UAS on various international websites	Head of International Relations Department	No comments

## **PROCEDURAL PROCEDURE TITLE: 02.03. Utena UAS participation in events**

**HOST OF PROCEDURE:** Specialist of Career and Communication Department

### **I. PROCEDURE PURPOSE**

Publicize Utena UAS activities and present Utena UAS at national and international events: fairs, exhibitions, conferences, etc.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.2.1 c), 7.5, 5.3. Pursuant to it:

- A decision is made to participate in the event and a working group is formed;
- Preparatory work is performed;
- Utena UAS representatives participate in the event;
- Information about the event is provided;
- The results of Utena UAS participation in the event are made public;
- Requirements of ESG 2015 Standard 1.7 Information Management.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Person, receiving the information on the organised events
- 2 Work group leader/ persons, responsible for the participation in the event
- 3 Specialist of Career and Communication Department
- 4 Utena UAS Rector
- 5 Head of Computer Systems Service
- 6 Utena UAS employees and students, participating in the event
- 7 Chief Accountant

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Receipt, analysis of information from the organizers of exhibitions, fairs and other events, submission of a proposal to participate to the Rector of Utena UAS / Dean of the Faculty	Person, receiving the information on the organised events	No comments
Decision-making regarding the participation in the event, formation of a working group (if necessary) to participate	Person, receiving the information on the organised events	If the event is at the faculty level - the working group is formed by the Faculty Dean, if at Utena UAS level - by Utena UAS Rector.
Preparation to participate in the event	Working group leader/ persons, responsible for the participation in the event; Chief Accountant	No comments
Participation in the event, presentation of information about the event held to the Specialist of the Career and Communication Department	Utena UAS Rector; Utena UAS employees and students, participating in the event	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Publicity of the information on the event held, participation in it	Specialist of Career and Communication Department; Head of Computer Systems Service	Publicity may be performed: - Organizing press conferences; - Submitting press releases; - By placing information on the Utena UAS website; - Providing information on the radio and on TV; - Organizing meetings with journalists; - Etc.
Summary of the annual results of Utena UAS participation in the events	Utena UAS employees and students, participating in the event	Summarised annual activities will be provided in the Activity Report of the Career and Communication Department, the Faculties and Utena UAS

**PROCEDURAL PROCEDURE TITLE:** 03.01. Design of study programmes

**HOST OF PROCEDURE:** Vice Rector for Studies and Science

### **I. PROCEDURE PURPOSE**

Design study programmes, meeting the needs of the teaching environment, market and clients.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.3.2, 8.3.3, 8.3.4, 8.3.5, 8.3.6, 7.5, 5.3. Pursuant to it:

- Requirements for a new study programme are analysed;
- Curricula are designed;
- A study programme preparation working group is formed;
- A descriptor of the study programme is being prepared;
- Submitted for consideration to the Faculty Board, Academic Board;
- The designed study programme is submitted to SKVC;
- A response from SKVC is received;
- A new study programme is registered;
- Requirements of ESG 2015 Standard 1.2 Design and approval of study programmes.

This procedural procedure is not applied to the designing non-formal adult training programs. The above mentioned programmes are prepared in accordance with the description of the procedure 06.01 Non-formal adult training programme

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Academic Board
- 2 Vice Rector for Studies and Science
- 3 Head of Electronic Learning Centre
- 4 Faculty Dean
- 5 Head of the Department
- 6 Utena UAS Rector
- 7 Study Programme Committee
- 8 Study Programme Preparation Working Group
- 9 Leader of Study Programme Preparation Working Group

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Formation and approval of the study programme preparation group	Head of the Department; Faculty Dean; Head of Electronic Learning Centre; Study Programme Committee; Vice Rector for Studies	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
	and Science	
Concluding a work plan of the study programme preparation group	Leader of Study Programme Preparation Working Group	No comments
Analysis of the documents and the need for the study programme, preparation (correction) of the new study programme description and submission to the Academic Board	Study Programme Preparation Working Group	<p>The study programme preparation group analyzes the documents, conducts the research of the study programme need and provides the analysis to the leader of the study programme preparation group.</p> <p>The study programme preparation group provides:</p> <ul style="list-style-type: none"> <li>- Justification of the study programme (the purpose, need and legal grounds of the study programme; objectives of the study programme; number and education of prospective students; feedback from social partners);</li> <li>- The part of the study programme that sets out the structure, content and study methods of the programme: the description of studies; areas of professional activity, professional competencies, the study plan);</li> <li>- The part of the study programme about the teachers;</li> <li>- The part of the study programme about the methodological and material provision of the programme;</li> <li>- The part of the programme for the external relations;</li> <li>- The list of teachers</li> </ul> <p>and provides the above listed parts of the study programme to the leader of the study programme preparation group.</p> <p>The teachers prepare:</p> <ul style="list-style-type: none"> <li>- Study subject programs;</li> <li>- Curricula vitae.</li> </ul> <p>The study programme development group prepares a summary of the study programme description and submits this part to the leader of the study programme preparation group.</p>
Consideration of the designed study programme in the Faculty Board, Academic Board	Academic Board; Utena UAS Rector	No comments
Submission of the study programme to SKVC	Faculty Dean	The submission is prepared to SKVC regarding the study programme assessment and accreditation and the Study Programme is submitted to SKVC
Receipt of SKVC findings	Utena UAS Rector	No comments
Provision ŠMSM of the data concerning the study programme approval and registration	Vice Rector for Studies and Science	No comments
Receipt of Ministry of Education, Science and Sport order regarding the study programme registration	Utena UAS Rector	No comments
Summary of annual results on the prepared study programmes	Faculty Dean; Utena UAS Rector; Head of the Department	The summarized annual results will be presented in the annual activity reports of the faculties, in Utena UAS annual activity report.

**PROCEDURAL PROCEDURE TITLE:** 03.02. Development of study programmes

**HOST OF PROCEDURE:** Faculty Dean

#### **I. PROCEDURE PURPOSE**

Constantly improve the delivered study programmes, taking into account the changing needs of the teaching environment, the market and Utena UAS strategic activity directions.

## II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.5.1, 7.1.6, 7.5, 5.3. Pursuant to it:

- A working group self-evaluation of the study programme is formed or the decision of the SPC is made to evaluate the quality of the programme;
- Self-evaluation of the study programme is performed;
- The study programme is corrected (if necessary);
- The results of the self-evaluation are submitted to SKVC or to Faculty Board for consideration, to the Academic Board for approval;
- A conclusion is received from SKVC;
- Requirements of ESG 2015 Standard 1.2 Development and Approval of Study Programmes, Standard 1.9 On-going Monitoring and Periodic Review of Programmes, Standard 1.10 Cyclic External Evaluation.

## III. PROCEDURE PARTICIPANTS

### No Procedure participant

- 1 Faculty Dean
- 2 Head of the Department
- 3 Utena UAS Rector
- 4 Leader of Self-evaluation Work Group
- 5 SKVC Experts' Group
- 6 Study Programme Committee
- 7 Study Programme Self-evaluation Preparation Group

## IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Formation of the Study Programme Self-evaluation Preparation Group and work plan approval or the decision of the Study Programme Committee to evaluate the quality of the study programme	Head of the Department; Faculty Dean; Study Programme Committee	No comments
Self-evaluation performance	Study Programme Self-evaluation Preparation Group; Study Programme Committee	Study Programme Self-evaluation Preparation Group /Study Programme Committee perform the self-evaluation and present it to the Head of the Department.
Study programme correction	Study Programme Self-evaluation Preparation Group	No comments
Submission of the self-analysis of the delivered study programme to the SKVC or the Faculty Board for consideration, to the Academic Board for approval	Leader of Self-evaluation Work Group	Self-evaluation report is provided to SKVC taking into account the accreditation term of the study programme. If the study programme is updated at Utena UAS level, the Study Programme Committee submits the updated study programme description to the Faculty Board for approval by the Academic Board.
Expert group visit – the study programme evaluation	SKVC Experts' Group	No comments
Receipt of the final conclusion of SKVC regarding the accreditation of the study programme	Utena UAS Rector	No comments



<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Summary of annual activity results on the improvement of the study programmes	Faculty Dean; Utena UAS Rector; Head of the Department	The annual activity results will be presented in the annual activity report of the faculty, in the annual activity report of Utena UAS

**PROCEDURAL PROCEDURE TITLE:** 03.03 Electronic study course design

**HOST OF PROCEDURE:** Head of Electronic Learning Centre

### **I. PROCEDURE PURPOSE**

If necessary, create an electronic study course according to the prepared study programmes to meet the needs of clients and other stakeholders.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

8.3.2, 8.3.3, 8.3.4, 8.3.5, 8.3.6, 7.5, 5.3 8.3.2, 8.3.3, 8.3.4, 8.3.5, 8.3.6, 7.5, 5.3 to describe the execution procedure. Pursuant to it:

- Access for the students and teachers to connect to the e-learning environment;
- An electronic study course is developed and placed in the electronic teaching environment;
- The electronic study course is assessed;
- The electronic study course accreditation procedure is performed;
- Requirements of ESG 2015 Standard 1.2 Design and Approval of Study Programmes.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Electronic Learning Environment Administrator
- 2 Head of Electronic Learning Centre
- 3 Utena UAS Rector
- 4 Department Teacher
- 5 Head of the Department

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Providing Utena UAS employees and students with the personal data for connection to the e-learning environment	Head of Electronic Learning Centre; Electronic Learning Environment Administrator	Head of Electronic Learning Centre together with the Electronic Learning Environment Administrator provide Utena UAS students and lecturers with the personal data for connection to the e-learning environment
Completing the application and its submission online for the electronic study course	Department Teacher	Utena UAS teachers, seeking to develop the electronic study course of the subject taught, complete and submit the electronic form of the application for the creation of the course
Assigning course creator rights to Utena UAS teachers	Head of Electronic Learning Centre; Electronic Learning Environment Administrator	Head of Electronic Learning Centre or Electronic Learning Environment Administrator assign the course creator rights for the teachers, having completed and submitted the electronic form of the application for the creation of the electronic study course
Designing the electronic study course	Department Teacher	No comments
Providing with the key for the enrollment into an electronic study course for Utena UAS students	Department Teacher	No comments
Pilot provision of an electronic study course for students	Department Teacher	No comments



<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Monitoring and assessment of electronic teaching	Head of Electronic Learning Centre	Head of Electronic Learning Centre monitors the course designing process, its submission procedure and performs its assessment
Organisation of an electronic study course questionnaire completion	Electronic Learning Environment Administrator; Head of Electronic Learning Centre	Utena UAS students complete the electronic study course assessment questionnaire and assess the provided electronic study course
Discussion of the subject area of the electronic study course at the Department meeting	Head of the Department; Department Teacher	Utena UAS teachers, having designed the electronic study course, inform the Head of the Department about it online or verbally. During the next meeting of the Department, the Head of the Department and the teaching staff of the Department discuss the suitability of the developed electronic study course for studies from the subject area.
Submission of the application for the accreditation	Electronic Study Course Accreditation Commission; Department Teacher	No comments
Accreditation procedure	Electronic Study Course Accreditation Commission; Department Teacher	No comments
Preparation and submission of the list of accredited electronic study courses to the Faculties and the Study Department	Head of Electronic Learning Centre	No comments

#### **PROCEDURAL PROCEDURE TITLE: 04.01. Student admission**

**HOST OF PROCEDURE:** Head of Career and Communication Department

#### **I. PROCEDURE PURPOSE**

Admit students to study at Utena UAS according to LAMA BPO, admit to study in vacant places, non-funded by the state, admit to study into a higher year of studies (course).

#### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5.1 a), 8.5.2, 8.5.3, 7.5, 5.3. Pursuant to it:

- Requirements for prospective students are specified;
- The scope and rules of student admission are planned;
- Student admission is planned and preparatory work is performed;
- Documents of new entrants are accepted and analysed;
- Study agreements are signed with those invited to study, personal files are concluded;
- Student Register is filled in;
- Requirements of ESG 2015 Standard 1.1 Quality Assurance Policy, Standard 1.7 Information Management.

#### **III. PROCEDURE PARTICIPANTS**

##### **No. Procedure participant**

- 1 Persons, responsible for the preparatory work for students' admission
- 2 Vice Rector for Studies and Science
- 3 Service of Document Reception
- 4 Head of Career and Communication Department
- 5 Utena UAS Rector
- 6 Specialist of Study Department
- 7 Head of Study Department

#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Defining requirements for prospective students	Head of Career and Communication Department	In January-February, based on the requirements, specified by LAMA BPO, the requirements are defined and discussed in the Rector's Office.
Establishing the student admission rules	Head of Career and Communication Department	January-February the scope and rules of admission are determined and considered in the Rector's Office.
Preparation and approval of the student admission plan	Head of Career and Communication Department; Vice Rector for Studies and Science	By 1 February, the admission plan is prepared, discussed in the Rector's Office and approved by the Academic Board.
Establishment of Service of Document Reception. Establishment of Selection Competition Board	Utena UAS Rector	The order is prepared till the commencement of admission.
Performance of preparatory work for students' admission	Persons, responsible for the preparatory work for students' admission	Preparatory work is performed till the commencement of admission.
Receipt of documents of entering individuals	Service of Document Reception	Documents are accepted and data are entered into the LAMA BPO database. If students are admitted to a higher year of studies (course) or to vacant places non-funded by the state, the Document Admission Registration Journal is filled in and it is coordinated with the Departments, regarding the admission to a higher year of studies (course). Utena UAS Service of Document Reception provides the Coordinator of the Disabled Affairs with the information on newly admitted students with disabilities.
Signing the Study Agreement with the individuals, invited to study	Service of Document Reception; Utena UAS Rector	Study Agreements are signed with the individuals, invited to study, following the terms, indicated in the regulations
Preparation of Utena Rector's orders regarding the admission of students to Utena UAS	Utena UAS Rector; Specialist of Study Department	Pursuant to LAMA BPO, Selection Competition Board minutes of the meeting, the Specialist of Study Department prepares draft orders.
Preparation and presentation of the admission report to the Rector's Office	Head of Career and Communication Department	At the end of admission, the Head of Career and Communication Department presents a report on the admission results to the Rector's Office.
Formation of personal files of admitted students, entry of data on admitted entrants into the Student Register	Head of Study Department; Specialist of Study Department	The Head of Study Department is obliged to enter the data of the admitted students into the Study Register by 1 September. The Specialist of Study Department forms students' personal files and transfer them to the Faculties.

**PROCEDURAL PROCEDURE TITLE:** 04.02. Preparation of study and examination schedules

**HOST OF PROCEDURE:** Faculty Specialist for Studies

##### I. PROCEDURE PURPOSE

Smoothly plan and prepare for the provision of study services.

##### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.6, 8.5.2, 8.5.3, 7.5, 5.3. Pursuant to it:

- Study timetables, lecture schedules, examination schedules, training practice schedules, lecture schedules of students, studying under the ERASMUS programme, liquidation of academic debts, final examination defense schedules are made;
- Teacher consultation timetables, auditorium occupancy timetables are prepared;

- Decisions are made on the above-mentioned planning issues;
- Documents, related to the liquidation of academic debts, are prepared and accumulated;
- Requirements of ESG 2015 Standard 1.4 Student Admission, Progression, Recognition and Certification, Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Faculty Dean
- 2 Faculty Specialist for Studies
- 3 Department Teacher
- 4 Head of the Department
- 5 Specialist of Study Department
- 6 Head of Study Department

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Making a timetable of full-time and part-time studies	Head of the Department; Faculty Dean; Head of Study Department; Specialist of Study Department	Draft timetables are prepared by 1 May. Approved - by 1 September. Study timetables are announced on note boards and on Utena UAS website.
Making lecture schedules	Faculty Dean; Department Teacher; Faculty Specialist for Studies	The lecture schedule is based on a 40-hour work week and is prepared before the autumn and spring semesters. The prepared lecture schedules, approved by the Dean of the Faculty are announced by the Faculty Specialist for Studies on the note boards and on the Internet. Lecture schedules are announced before the autumn and spring semesters. Faculty Specialists for Studies register lecture schedules. A lecturer who is unable to conduct a lecture at the time, specified in the schedule, writes a request on behalf of the Dean to change the lecture time and coordinates a new lecture time with the Faculty Specialist for Studies.
Making examination schedules	Faculty Dean; Faculty Specialist for Studies	The prepared examination schedules, approved by the Dean of the Faculty, are announced by the Faculty Specialists for Studies on the note boards and on the Internet. Faculty Specialist for Studies registers examination schedules.
Making training practice (at the Faculty) schedules	Faculty Dean; Faculty Specialist for Studies	The prepared practice schedules, approved by the Dean of the Faculty, are announced by the Faculty Specialist for Studies on the note boards and on the Internet. Faculty Specialist for Studies registers practice schedules.
Making lecture schedules of students, studying under the ERASMUS programme	Faculty Specialist for Studies; Faculty Dean	Upon receipt of the specified documents and the Dean's information (oral and written) about the teachers who will work with ERASMUS students, ERASMUS student lecture schedules are prepared. The prepared and approved schedules are forwarded to the International Relations Department and announced on the note boards and on the Internet. The Faculty Specialist for Studies registers the lecture schedules of students, studying under the ERASMUS exchange programme.
Preparation of teacher consultation timetables	Head of the Department; Faculty Specialist for Studies; Faculty Dean	Teacher consultation schedules for full-time students are prepared for the autumn and spring semesters. The Faculty Specialist for Studies announces teacher consultation schedules on the note boards and online.

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Preparation of auditorium occupancy and teacher occupancy timetables	Faculty Specialist for Studies	Occupancy of Utena UAS teachers, teachers working under the ERASMUS programme and visiting lecturers as well as occupancy of auditoriums are planned
Preparation of timetables, related to the re-liquidation of academic debts, the liquidation of academic debts	Faculty Dean; Faculty Specialist for Studies	At the end of the autumn and spring semesters, timetables for the liquidation of academic debts of full-time and part-time students are prepared. Two timetables are being prepared: - Without paying for debt liquidation; - Paying for debt liquidation. Approved timetables for the liquidation of academic debts of full-time students are published on note boards and on the Internet by the Faculty Specialist for Studies. The Faculty Specialist for Studies registers timetables for the liquidation of academic debts.
Issue, registration of the debt notes	Faculty Specialist for Studies	According to the order of the Dean of the Faculty regarding the timetable of liquidation of academic debts, academic debt notes are prepared and registered in the register (indicated in the Debt Note storage items).
Receipt, storage of completed academic debt re-liquidation, debt notes	Specialist of Study Department; Faculty Specialist for Studies	After liquidation of the academic debt, the student returns the debt note to the Faculty Specialist for Studies, who forwards the debt note to the Department of Studies.

**PROCEDURAL PROCEDURE TITLE:** 04.03. Organisation of full-time and part-time studies

**HOST OF PROCEDURE:** Faculty Dean

### **I. PROCEDURE PURPOSE**

Organise full-time and part-time studies according to the designed study programmes in a qualitative way and meet the needs of clients and other stakeholders (provided in the contracts and those not specified by the client or the stakeholder, but which are necessary) in order to exceed expectations.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5, 7.5, 5.3. Pursuant to it:

- Teachers are provided with documents, related to the studies;
- Studies are executed; academic accounting is organized;
- Academic accounting documents are prepared and issued to the students;
- Lists of students are prepared according to the nature of funding;
- Requirements of ESG 2015 Standard 1.4 Student Admission, Progression, Recognition and Certification, Standard 1.7 Information Management.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Faculty Specialist for Studies
- 2 Department Teacher

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Submission of full-time / part-time study examinations, credits, practice defence fact sheets to lecturers and ensuring their timely return to the Faculty Specialist for Studies	Faculty Specialist for Studies	The Faculty Specialist for Studies, on the basis of the given input data, prepares fact sheets of examinations, credits, practice defence of full-time and part-time studies and forwards them to the lecturers. The returned fact sheets are submitted to the Faculty Specialist for Studies and forwarded to the Department of Studies.

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Execution of study programmes lectures, practical classes, consultation, organisation of academic accounting.	Department Teacher	Fact sheets of examinations, credits, practice defense are personally picked up and returned by the subject lecturer to the Faculty Specialist for Studies. The lecturer of the subject must return the fact sheet to the Faculty Specialist for Studies no later than before the end of the session
Preparation of necessary assessment documents and their issue to the students	Faculty Specialist for Studies	1. Examination / credit individual accounting sheets are prepared and issued for full-time / part-time students. 2. Subject repetition accounting sheets are prepared and issued to full-time / part-time students. 3. Lists of full-time/ part-time study re-passing academic debtors are prepared and notes for re-passing, academic debt notes for full-time / part-time students with academic debts (at the end of the autumn and spring semesters) are issued. 4. The results are entered into the Student Academic Base. 5. Study certificates for full-time / part-time students, certificates regarding the studies, invitations to the session are prepared.
Preparation of progress summaries and reports of full-time/ part-time studies students in the autumn and spring semesters	Faculty Specialist for Studies	The Specialist of Study Department, having received the academic groups' fact sheets of examinations, credits, and practice defense from the Faculty Specialist for Studies, prepares full-time study students' progress summaries for the autumn and spring semesters. The Specialist of the Study Department compiles the information on students' progress into the Student Register, the Student Academic Base. The Specialist of Study Department, upon receipt of academic groups' progress summaries, prepares full-time students' progress summaries. The summaries may be presented at the meetings of the Dean's Office.

**PROCEDURAL PROCEDURE TITLE:** 04.04. Management of professional activity practices

**HOST OF PROCEDURE:** Practice Supervisor

### **I. PROCEDURE PURPOSE**

Organize high level quality professional internships according to the developed study programmes and meet the needs of clients and other stakeholders (provided in the contracts and those not specified by the client or stakeholder, but which are necessary) seeking to exceed expectations.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5, 7.5, 5.3. Pursuant to it:

- Practice placements of specific students are planned according to the approved study programmes;
- Internships for specific students are organized;
- It is accounted for the completed internships;
- Requirements of ESG 2015 Standard 1.4 Student Admission, Progression, Recognition and Certification, Standard 1.7 Information Management.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Faculty Dean
- 2 Faculty Specialist for Studies
- 3 Department Teacher
- 4 Practice Supervisor

#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Professional activity practice performance according to the study timetable	Practice Supervisor; Faculty Specialist for Studies	In accordance with the study programmes of Utena UAS, internships are carried out according to the study timetable, which is made for one academic year.
Distribution to the practice placement institutions	Practice Supervisor; Department Teacher	Practice placements are offered to students by Utena UAS in accordance with bilateral cooperation agreements concluded with the institutions, taking into account the aims and objectives of the practice programme. The student can also choose the internship place himself/ herself, having coordinated it with the Practice Supervisor of the Faculty.
Practice programme development and its presentation to the students	Department Teacher	Utena UAS lecturer, responsible for the practice, introduces and outlines the practice programme, its structure, aim and objectives to the students.
Signing a trilateral practice training agreement between Utena UAS, the (hosting) institution and the individual student	Faculty Dean	Having chosen the internship place, the student fills the trilateral student training agreement in and signs it himself/herself and submits it to the leader of the institution for signing. The student presents the signed trilateral agreement between the student and the institution to the Practice Supervisor of the Faculty, who registers it and submits it to the Dean of the Faculty for signing. The Faculty Practice Supervisor returns two copies of the trilateral agreement to the student, one of which the student keeps to himself/ herself, and the other forwards to the institution. After signing the agreement, the leader of the institution appoints an employee of the institution to supervise the student's internship. Institutions' Practice Supervisor must be a specialist in the relevant field with a university degree and possessing at least 3 years of work experience in the main field of the profession, able to organize the student's work directly related to the practice programme.
Preparation of the order, indicating the specified students' internship place	Faculty Dean; Practice Supervisor	Faculty Practice Supervisor prepares a draft order in accordance with the submitted trilateral agreements of the student's practical training, which specifies the places of the students' internship. The Dean signs the order for the permission to perform practice placement.
Accounting for the internship	Department Teacher	No comments

**PROCEDURAL PROCEDURE TITLE:** 04.05. Final assessment organisation

**HOST OF PROCEDURE:** Faculty Dean

##### I. PROCEDURE PURPOSE

Perform final assessments in a qualified (efficient) and objective (impartial) manner.

##### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5, 7.5, 5.3. Pursuant to it:

- A Qualification Commission is formed; an Examination Assignment Preparation Commission is formed;
- Lists of the students, who are allowed to take the final/ qualification examination, to defend the final thesis are made;
- The assignments of the final / qualification examination are developed;
- The final / qualification examination, the defense of the final work are organized;
- Assessment of the final / qualification examination, defense of the final thesis results is performed;
- Diplomas and their supplements are prepared and issued;
- Duplicate diplomas and their supplements are issued in accordance with individual applications;



- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support, Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Archivist
- 2 Bioethics Commission
- 3 Working group for the preparation of examination assignments
- 4 Faculty Dean
- 5 Department Administrator
- 6 Head of the Department
- 7 Utena UAS Rector
- 8 Qualification Commission
- 9 Administrator of Study Department
- 10 Specialist of Study Department

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Formation of the Qualification Commission, its content approval	Utena UAS Rector; Bioethics Commission	No comments
Preparation and approval of the lists of the students, who are allowed to take the final/ qualification examination, to defend the final thesis	Head of the Department; Faculty Dean	No comments
Formation of the Examination Assignment Preparation Working Group	Faculty Dean; Head of the Department	The working group is formed by the order of the Faculty Dean
Preparation of the Final/ Qualification Examination assignments	Working group for the preparation of examination assignments	No comments
Organisation of the Final/ Qualification Examination	Faculty Dean; Head of the Department; Department Administrator	An auditorium is specified for the final / qualification examination, defense of the final thesis and is prepared, providing appropriate conditions for the work of the Qualification Commission and the students. For the final / qualification examination, defense of the final thesis, the relevant documents, specified in the documents, regulating the final assessments, are submitted: "Utena UAS Procedure for Organizing the Final and Qualification Examinations", "Utena UAS Procedure for Preparation, Submission, Defense and Assessment of Final Theses". The final/ qualification examination is held in writing or orally, the final thesis is defended orally in the Qualification Commission.
Assessment of the final / qualification examination, of the final thesis results	Qualification Commission	Minutes of the Qualification Commission meeting shall be taken. The assessment of the final/ qualification examination results and the final thesis is performed in accordance with the provisions of Utena UAS documents listed below: "Utena UAS Procedure for Organizing the Final and Qualification Examinations", "Utena UAS Procedure for Preparation, Submission, Defense and Assessment of Final Theses".
Preparation of Utena UAS Rector's order	Faculty Dean; Utena UAS Rector	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Preparation of the Diploma Supplement	Department Administrator; Specialist of Study Department	The Administrator of the Study Department prepares the information, necessary for the diploma supplement.
Preparation, registration and issues of the Diploma and its Supplement	Specialist of Study Department	Remarks on excluded students are made in the State Student Register. Under the Rector's order, the Administrator of Study Department prints the supplement, binds it, provides with the registration number, registers, organizes its approval.
Issue of the duplicate of the Diploma, its annex (supplement)	Utena UAS Rector; Specialist of Study Department; Archivist	The Specialist of Study Department with the Archivist prepares a duplicate of the diploma, its annex, its supplement.
Summary of annual final assessment activity results	Faculty Dean	No comments

## **PROCEDURAL PROCEDURE TITLE: 04.06. Management of hostel provision**

**HOST OF PROCEDURE:** Head of Housekeeping Service

### **I. PROCEDURE PURPOSE**

Provide accommodation for students, having arrived from other cities and who have expressed a wish to live in the Utena UAS hostel.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5.3, 7.5, 5.3. Pursuant to it:

- Places in the hostel are allocated;
- Dormitories are provided to the students upon request;
- The students are accommodated in the hostel;
- Students are removed from the hostel upon request;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Utena UAS Rector
- 2 Head of Housekeeping Service
- 3 Manager

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Review of student applications, allocation of the places in the dormitory and forwarding to the Utena UAS Administrator	Head of Housekeeping Service	Requests from the students, wishing to stay in a dormitory, are accepted.
Preparation of the Rector's Order on student accommodation	Utena UAS Rector; Head of Housekeeping Service	The number of students, wishing to live (according to the places available) in the hostel, is confirmed. The information is forwarded to Utena UAS Administrator.
Signing the agreements regarding the dormitory allocation with students	Utena UAS Rector	No comments
Placing information on Utena UAS website, informing the students' home managers	Head of Housekeeping Service	No comments



<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Students' accommodation	Manager	Students are accommodated in rooms, the amounts, paid for the dormitory, are indicated. The administration of the residents is performed.
Receipt of the request, analysis	Utena UAS Rector; Manager	No comments
Issuance of an order to expel a student from a dormitory	Utena UAS Rector	No comments
Making notes of departure in the resident registration book	Manager	No comments

**PROCEDURAL PROCEDURE TITLE:** 04.07. Support for students' career planning

**HOST OF PROCEDURE:** Head of Career and Communication Department

### **I. PROCEDURE PURPOSE**

Provide qualified assistance to students in connection with employment, career planning.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5.3, 7.5, 5.3. Pursuant to it:

- Cooperation with employment agencies;
- Information to students about career opportunities is provided;
- Assistance is provided to students preparing a CV, cover letter;
- Monitoring of students' employment is performed;
- Students' motives for choosing Utena UAS are analyzed;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Head of Career and Communication Department

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Cooperation with the staff selection agencies	Head of Career and Communication Department	A seminar for Utena UAS students is arranged by phone with a staff selection agency specialist. The Career Center places announcements about the forthcoming seminar on Utena UAS website, note boards and sends them to the Heads of Departments. The Student Representation is also informed.
Support for the students, preparing a CV, a Cover Letter, etc.	Head of Career and Communication Department	As appropriate, the students are consulted on how to write a CV, cover letter, how to prepare for a job interview. The time when the student wants and can come for a consultation is discussed with the student, applying for the consultation. The student can do this by phone and by e-mail.
Students; employability monitoring and analysis	Head of Career and Communication Department	Data for the report are collected by October 1st. The student employment report is submitted to the Rector's Office / Board.
Analysis of the students' motives, choosing Utena UAS	Head of Career and Communication Department	Every year in September first-year students are interviewed and a report, summarizing the results of the survey, is prepared and submitted to the Rector's Office / Board.

## **PROCEDURAL PROCEDURE TITLE: 04.08. Methodological support for the students**

**HOST OF PROCEDURE:** Vice Rector for Studies and Science

### **I. PROCEDURE PURPOSE**

Provide students with the methodological support, related to the study subjects in a qualified manner. Prepare methodological teaching and learning material in a high quality manner.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5.3, 7.5, 5.3. Pursuant to it:

- Planning of methodological material preparation is performed;
- An estimate of the methodological material, planned to be published, is prepared, discussed and approved;
- A decision is made on the necessity of the publication (the permission to publish the methodological material is granted);
- Methodological material is prepared and published;
- Published material is collected and stored in the library and in specialized auditoriums;
- "Introduction into Studies" course is taught to the first-year students;
- Consultations to students on issues of concern are organised;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support, Standard 1.7 Information Management.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Head of Library
- 2 Head of Electronic Learning Centre
- 3 Faculty Administrator
- 4 Faculty Dean
- 5 IT Engineer
- 6 Department Teacher
- 7 Teachers, participating in the department meeting
- 8 Head of the Department
- 9 Utena UAS Rector
- 10 Publishing Committee
- 11 Study Department

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Planning of methodological material preparation	Department Teacher	No comments
Methodological material demand analysis, planning, approval in the Department	Teachers, participating in the Department meeting; Faculty Administrator	The plan is included into the Department Activity Programme
Preparation of the Faculty methodological material plan	Faculty Dean; Head of the Department	The Annual Methodological Activity Plan is made according to the plans, presented by the departments and is reflected in the Faculty Activity Programme
Preparation of the publication list and the estimate, submission for the Publishing Committee	Department Teacher; Head of the Department; Faculty Dean	By November 1 the Faculty Dean summarises the estimates and prepares the general estimate of the planned publications
Consideration and submission for approval the list and estimate of presented publications to be published	Publishing Committee	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Approval of the list of publications to be published and granting the permission to publish	Faculty Dean	No comments
Preparation and submission of the methodological material for the meeting of the Department, preparation for lectures and practical classes	Department Teacher	No comments
Approval/ validation of the methodological material	Teachers, participating in the Department meeting	No comments
Presentation of the (methodological) material, planned to be published, to the Publishing Committee, its approval and submission for publication	Department Teacher	No comments
Accumulation of methodological teaching and learning material, prepared by the teachers, in the library	Head of Library	No comments
Placement of methodological material in the Utena UAS MOODLE environment	Department Teacher; Head of Electronic Learning Centre; IT Engineer	No comments
Accumulation of specialised methodological material in the specialized auditoria	Head of the Department; Department Teacher	No comments
Delivery of the subject "Introduction into Studies" for the first-year students	Head of the Department; Head of Library; IT Engineer	No comments
Organisation of consultations on various issues of the study content and the organisation	Utena UAS Rector; Faculty Dean; Head of the Department; Department Teacher; Study Department	The vast majority of relevant documents, related to studies and students' lives, are made public on the Utena UAS website, in the section "Utena UAS Documents": Study Regulations, Student Code of Ethics, Final Thesis and Final Examination Preparation, Defense Regulations, Requirements for Written Work, Student Home Rules, and other documents. The above documents are mentioned in the descriptions of the relevant procedural procedures

**PROCEDURAL PROCEDURE TITLE:** 04.09. Management of provision with scholarships, benefits

**HOST OF PROCEDURE:** Head of Study Department

### **I. PROCEDURE PURPOSE**

Award scholarships for students and financial support to students with disabilities fairly and provide comprehensive information to the State Studies Foundation (hereinafter VSF).

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5.3, 7.5, 5.3. Pursuant to it:

- Queues for students to receive a scholarship are made;
- Scholarships are awarded and the necessary entries are made in the Student Register;
- Payment of scholarships is organised;
- Financial support allocation for the disabled is organised;
- Information on social scholarships, obtaining loans, etc. is provided to the VSF;

- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support, Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Faculty Administrator
- 2 Utena UAS Rector
- 3 Coordinator of the Disabled Affairs
- 4 Scholarship Award Commission
- 5 Specialist of Study Department
- 6 Head of Study Department
- 7 Chief Accountant

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Formation of student queues for scholarship and submission to Scholarship Award Commission	Specialist of Study Department	Queues for scholarships are made each semester. Students are introduced to the progress averages.
Awarding of scholarships	Scholarship Award Commission	The Specialist of the Study Department makes a list of students to be awarded by a scholarship; it is discussed by the Commission.
Issues of Utena UAS Rector's order concerning the allocation of the scholarships	Utena UAS Rector	According to the minutes of the meeting of the Scholarship Awarding Commission, the Secretary of the Meeting prepares a draft order.
Making entries into the Student Register	Head of Study Department	The Head of Study Department makes entries into the Student Register under the order on the scholarship allocation.
Organisation of scholarship payment	Chief Accountant	The scholarships are paid following the Rector's orders.
Specification of information and its submission to VSF	Head of Study Department; Faculty Administrator	From VSF, the Head of Study Department receives the lists of students to be awarded by the social scholarship, the loan, the study price compensastion. The Head of the Study Department specifies the received information.
Making entries into the Student Register	Head of Study Department	Upon receipt of VSF Rector's order regarding the social scholarship award, an entry is made into the Student Register.
Submission of information to the State Studies Foundation	Head of Study Department	Study Department Administrators follow the student's status and inform VSD as soon as possible about its changes.
Decision-making regarding the financial support and organization of the financial support	Coordinator of the Disabled Affairs; Utena UAS Rector; Chief Accountant	Detailed provisions on the financial support allocation and organisation are provided in the specified order of the input.

**PROCEDURAL PROCEDURE TITLE:** 05.0. Scientific applied activity management

**HOST OF PROCEDURE:** Vice Rector for Studies and Science

#### I. PROCEDURE PURPOSE

Perform qualitatively scientific applied research and development, meeting the requirements of clients (customers), provided for in the contracts and in order to exceed their expectations.

## II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.5, 7.5, 5.3. Pursuant to it:

- Information on the region's needs for applied research and development is collected;
- Research in the field of scientific interests is performed;
- Inquiries, received regarding the need for the research, are analysed, conditions are harmonised and contracts are concluded;
- Under contracts, applied research activities are performed;
- The results of the scientific applied research are published;
- Requirements of ESG 2015 Standard 1.5 Teaching Staff, Standard 1.9 On-going Monitoring and Periodic Review of Programmes.

## III. PROCEDURE PARTICIPANTS

### No Procedure participant

- 1 Academic Board
- 2 Working group, executing scientific applied research
- 3 Vice Rector for Studies and Science
- 4 Faculty Dean
- 5 Department Teacher
- 6 Head of the Department
- 7 Utena UAS Rector

## IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Gathering information on the region's needs for applied research and development	Head of the Department	Information is collected through: 1. Utena UAS website, containing a form for companies, wishing to order applied research. The companies, having filled in the above form, are contacted, the conditions of the research are negotiated, and a contract is concluded; 2. Departments, which are collecting such information annually according to the implemented study fields; 3. Students, performing internships in the companies. The Departments at least once per year must prepare reports on the needs of the region and submit them to the Dean of the Faculty and the Dean - to the Rector's Office.
Carrying out research in the field of scientific interests	Department Teacher; Head of the Department	Each Department Teacher conducts applied research in accordance with his/her research interest field annually and publishes the findings.
Analysis of the client's needs, evaluation of possibilities, discussion of the contract terms with the client	Vice Rector for Studies and Science	No comments
Preparation and signing of the contract	Utena UAS Rector; Vice Rector for Studies and Science	No comments
Formation of a working group for the execution of the contract conditions	Utena UAS Rector	No comments
Carrying out the scientific research activity	Working group, executing scientific applied research; Department Teacher	Applied research is performed on a contract basis or by a lecturer in accordance with his / her research interest field. Having fulfilled the terms of each contract, concluded with the customer, and having signed the deed of transfer-acceptance of the work, the customer is provided with a questionnaire, requesting to evaluate the quality of services provided.

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Publication of the research results	Working group, executing scientific applied research; Department Teacher	Articles, prepared by the Utena UAS researchers, lecturers and students are published in scientific periodicals, selected by the organizer, in the Utena UAS scientific work journal "Insights". Prepared monographs, textbooks, teaching aids and other scientific methodological works are approved and reviewed in accordance with the procedure established by Utena UAS, following the Publishing Regulations (2009, available online from the Utena UAS website <a href="http://www.utenos-kolegija.lt">http://www.utenos-kolegija.lt</a> ), published at the expense of the organizer, Utena UAS or by the selected fund means.
Dissemination of the research and development results	Head of the Department; Faculty Dean	No comments
Submission of the scientific applied activity report for the approval by the Academic Board	Vice Rector for Studies and Science; Academic Board	Prepared once a year. By April 1 for the previous year.

**PROCEDURAL PROCEDURE TITLE:** 06.01. Preparation of the non-formal adult training programme

**HOST OF PROCEDURE:** Specialist of Project Management Department

#### **I. PROCEDURE PURPOSE**

Develop non-formal adult education programmes, meeting the needs of the market and individual clients.

#### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.2, 7.5, 5.3. Pursuant to it:

- Information, related to non-formal adult education, is collected, analyzed and systematised (according to the professional activity areas);
- The design of new non-formal adult education programmes is initiated and a decision concerning the need for the design of programmes is made;
- A non-formal adult education programme is prepared, approved and confirmed by the Department;
- Requirements of ESG 2015 Standard 1.5 Teaching Staff.

This procedural procedure is not applied, designing study programmes. The above mentioned programmes are prepared according to the description of the procedural procedure "03.01 Design of study programmes".

#### **III. PROCEDURE PARTICIPANTS**

##### **No Procedure participant**

- 1 Employees, responsible for a new non-formal adult education training programme preparation
- 2 Teachers, participating in the Department meeting
- 3 Head of the Department
- 4 Utena UAS Administrator
- 5 Utena UAS Rector
- 6 Specialist of Project Management Department

#### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Receipt, registration and transmission of information and documents to the Specialist of Project Management Department	Utena UAS Administrator	Official correspondence is registered in the Register of Incoming Documents. The information is transmitted by e-mail or copies of the documents are handed in.

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Temporary storage of information in binders according to professional activity area	Specialist of Project Management Department	The information is kept till it is relevant.
Initiatives to design a new non-formal adult education programme, submission to the Head of the Department	Specialist of Project Management Department	No comments
Consideration of the possibility of developing a new education programme in the Department	Head of the Department	Head of the Department informs the teachers of the Department by e-mail or orally and deliberates the issue.
Preparation of a non-formal adult education programme	Employees, responsible for a new non-formal adult education training programme preparation	No comments
Approval of the newly prepared non-formal adult education programme in the Department	Teachers, participating in the Department meeting	Teachers in charge, having designed the programme, present it in the Department meeting, the programme is discussed and approved (confirmed).
Approval of the newly prepared education programme by the Rector's order	Specialist of Project Management Department; Utena UAS Rector; Utena UAS Administrator	No comments
Coordination of the newly prepared education programme implementation with the customers	Specialist of Project Management Department	No comments

**PROCEDURAL PROCEDURE TITLE:** 06.02. Non-formal adult training organisation and coordination

**HOST OF PROCEDURE:** Specialist of Project Management Department

### **I. PROCEDURE PURPOSE**

Organize non-formal adult education in a high-quality manner according to the developed education programmes and meeting the needs of clients and other stakeholders (provided in the contracts and those not specified by the client or the stakeholder but necessary) and seeking to exceed expectations.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.5, 5.3, 8.5. Pursuant to it:

- The need for non-formal adult education is accumulated;
- Training service contracts are concluded;
- Future training is coordinated at Utena UAS and with the client;
- Training is organised;
- Requirements of ESG 2015 Standard 1.5 Teaching Staff.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Department Teacher
- 2 Utena UAS Rector
- 3 Utena UAS division, initiating the training
- 4 Specialist of Project Management Department



#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Accumulation of the need	Specialist of Project Management Department	An order form according to the stated need of a natural or legal person is sent.
Concluding the training service agreement	Utena UAS Rector	No comments
Coordination of future training organisation	Specialist of Project Management Department	Future training sessions are coordinated with the Study Department, teachers concerning the premises, the teachers and the schedule.
Issue of Utena UAS Rector's order regarding the training organisation	Specialist of Project Management Department; Utena UAS Rector; Utena UAS division, initiating the training	No comments
Execution and coordination of non-formal adult education training sessions	Specialist of Project Management Department; Department Teacher	At the end of each training (course, seminar, etc.), participants are provided with a questionnaire with the request to evaluate the quality of the services provided. Certificates, registered at Utena UAS, are issued to the participants, having successfully completed the training.
Summarising of non-formal adult education annual results	Specialist of Project Management Department	Summarised annual results are included into the Annual Activity Report.

**PROCEDURAL PROCEDURE TITLE:** 07.01. Management of clients' complaints and claims

**HOST OF PROCEDURE:** Vice Rector for Studies and Science

##### I. PROCEDURE PURPOSE

Manage effectively the complaints and claims of Utena UAS clients regarding the services, provided by Utena UAS, the results, which or the provision procedure itself did not meet the established requirements.

##### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 8.2.1 c), 7.5. Pursuant to it:

- A commission for the investigation of disputes between the students and Utena UAS management is formed;
- Students' requests regarding violations of their rights or legitimate interests, identified by the laws of the Republic of Lithuania, regulating science and studies, or by other legal acts and actions, related to them, are performed;
- Complaints, submitted by the clients of scientific applied research and non-formal adult education services, are examined and actions, related to them, are performed;
- Requirements of ESG 2015 Standard 1.7 Information Management, 1.9 On-going Monitoring and Periodic Review of Programmes.

##### III. PROCEDURE PARTICIPANTS

###### No Procedure participant

- 1 Commission for Academic Ethics
- 2 Vice Rector for Studies and Science
- 3 Faculty Administrator
- 4 Disputes between Utena UAS Management and Students Commission
- 5 Utena UAS Administrator
- 6 Utena UAS Rector
- 7 Specialist of Project Management Department



#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Formation of Disputes between Utena UAS Management and Students Commission	Utena UAS Rector	No comments
Registration and investigation of the student's application	Disputes between Utena UAS Management and Students Commission; Commission for Academic Ethics	Appeal Commission is formed as appropriate (i.e., if appeals are submitted).
Analysis of the submitted complaint / claim, decision-making on their merits	Vice Rector for Studies and Science; Utena UAS Rector; Specialist of Project Management Department	An initial analysis of the complaint / claim (seeking to determine its validity) must be performed within 2 working days. If the complaint is found to be well-reasoned it is investigated by Disputes between Utena UAS Management and Students Commission, the Academic Ethics Commission, and the Appeals Commission (considering the nature of the complaint).
Analysis of the reasons for non-performance / improper performance of the agreement on non-formal adult education, scientific applied activity, decision-making	Vice Rector for Studies and Science; Utena UAS Rector; Specialist of Project Management Department	The analysis of the reasons must be performed as soon as possible and the customer must be informed when his/her complaint will be dealt with. Depending on the complexity of the situation, a working group may be formed to deal with the complaint (at the initiative of the Vice Rector for Studies and Science).
Execution / coordination of the performance of the actions, foreseen in Utena UAS order	Vice Rector for Studies and Science	No comments
Preparation and dispatch / transmission of the response to the customer	Vice Rector for Studies and Science	The reply must provide the client with the full process of the complaint and the decisions taken, or indicate the reasons on the grounds of the lack of reasoning of the complaint / claim. Having sent the reply, an entry is made in the register, stating that the complaint has been examined and the reply has been sent to the customer.
Receipt, registration and transmission of information and documents to the responsible persons	Faculty Administrator; Utena UAS Administrator; Vice Rector for Studies and Science	Official correspondence is registered in the Register of Incoming Documents. Information is forwarded by e-mail or copies of documents are handed in.

**PROCEDURAL PROCEDURE TITLE:** 07.02. Measurement of customers' satisfaction by the provided services

**HOST OF PROCEDURE:** Vice Rector for Studies and Science

##### I. PROCEDURE PURPOSE

Identify methods for obtaining and using information on the satisfaction of Utena UAS clients and perform monitoring of information (related to the client's opinion on the satisfaction of his/her requirements).

##### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 7.5, 8.2.1 c). Pursuant to it:

- Study Quality Committee is formed;
- New customer survey questionnaires are being prepared;
- Surveys of students and graduates are organized;
- Surveys of employers are organized;

- Summary of the results of surveys of clients, having used the services of non-formal adult education and science applied activity (note: the surveys are conducted immediately after the service is provided);
- Requirements of ESG 2015 Standard 1.7 Information Management, 1.9 On-going Monitoring and Periodic Review of Programmes.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Vice Rector for Studies and Science
- 2 Utena UAS Rector
- 3 Specialist of Project Management Department
- 4 Study Quality Committee

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Formation of Study Quality Committee	Utena UAS Rector	No comments
Preparation of customer satisfaction survey questionnaires	Study Quality Committee	No comments
Organisation of students' and graduates' survey and summary of the results	Study Quality Committee	A general assessment of students' and graduates' satisfaction with the studies is performed once an academic year: of the students - usually when the autumn semester is completed, of the graduates - at the end of the studies. Assessment of the subject / module by the student is performed twice per academic year after the end of the autumn and spring semesters.
Organisation of employers' satisfaction survey and summary of the results	Study Quality Committee	The assessment of employers' satisfaction is performed once an academic year - usually during the autumn semester.
Analysis and summary of non-formal education participants' results	Specialist of Project Management Department	No comments
Analysis and summary of the survey results of the research clients	Vice Rector for Studies and Science	No comments

**PROCEDURAL PROCEDURE TITLE:** 08.0. Project management

**HOST OF PROCEDURE:** Head of Project Management Department

#### I. PROCEDURE PURPOSE

Formulate ideas for improvement of activities in accordance with Utena UAS strategic activity plan, prepare tenders for project financing in a qualified and competent manner and implement the projects properly, i.e. to achieve the aims, set for these projects on time and with the approved budget.

#### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 8.3.1, 7.5. Pursuant to it:

- Utena UAS opportunities to participate in the project financing competition are analysed;
- The project idea, corresponding to Utena UAS strategic aims and the resources available to Utena UAS, is formed;
- Possibilities of Utena UAS financial contribution are determined;
- The project working group for a tender's preparation is formed;
- The tender is prepared and completed;
- The financing agreement is signed;
- The project management working group is formed;
- The project is being implemented;

- The project implementation efficiency is assessed and decisions are made;
- Requirements of ESG 2015 Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Rector's Office
- 2 Vice Rector for Studies and Science
- 3 Employees, providing with information for a tender's preparation
- 4 Utena UAS Rector
- 5 Working group for a tender's preparation
- 6 Head of working group for a tender's preparation
- 7 Project Leader
- 8 Project Management Group
- 9 Head of Project Management Department

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Receiving and searching for a call for a programme or measure, providing funding for projects	Utena UAS Rector; Head of Project Management Department	No comments
Analysis of opportunities to participate in the project financing competition, formulation of the project idea in response to the strategic aims of Utena UAS, assessment of human and financial resources.	Vice Rector for Studies and Science; Head of Project Management Department; Rector's Office	No comments
Formation of the project working group for a tender's preparation	Head of Project Management Department	No comments
Collection of information, necessary for the preparation of the project tender	Employees, providing with information for a tender's preparation	Information is collected on the basis of inquiries from the leader of the working group for the tender's preparation
Preparation, coordination, completion and revision of the project tender (if necessary)	Head of working group for a tender's preparation	During the preparation of the tender, a project management working group is foreseen
Discussion of the tender assessment and further development of the idea in search of funding	Head of Project Management Department; Vice Rector for Studies and Science; Utena UAS Rector; Working group for a tender's preparation	No comments
Institutional decision making regarding the consent to the granted support	Utena UAS Rector	No comments
Signing the financing agreement	Utena UAS Rector	No comments
Project management and group approval	Utena UAS Rector	The project management working group is assigned by the order; powers, obligations, responsibilities are allocated; salaries and work duration in the project are foreseen.
Implementation of the project	Project Management Group	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Discussion of the project execution results	Vice Rector for Studies and Science; Head of Project Management Department	No comments
Preparation of the project closure reports	Head of Project Management Department; Project Leader; Utena UAS Rector	No comments

**PROCEDURAL PROCEDURE TITLE:** 09.01. International relations planning, participation in international activity

**HOST OF PROCEDURE:** Utena UAS Rector

### **I. PROCEDURE PURPOSE**

Develop international partnerships and international relations in the directions, provided in Utena UAS Strategic Action Plan, and seeking to effectively manage procedures.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 8.3.1, 7.5. Pursuant to it:

- Proposals of faculties or departments, initiatives to participate in the activities of International Associations are considered and decisions on membership opportunities are made;
- Membership documents are prepared, a membership agreement is signed and persons responsible for coordinating membership in the International Association and the activities of Utena UAS are appointed;
- Utena UAS membership and activities in the International Association are coordinated;
- Proposals related to the international partnership are considered and analyzed and decisions on cooperation opportunities are made;
- International cooperation agreements are prepared, coordinated and signed, and persons, responsible for the coordination of the above agreements are appointed;
- International Cooperation under signed agreements is coordinated;
- Requirements of ESG 2015 Standard 1.7 Information Management.

This procedural procedure is not applied to the planning and organization of international cooperation with foreign higher education institutions under the ERASMUS programme. This area of international cooperation is regulated and described in the procedural procedures "09.02 Planning of international cooperation with foreign HEIs (under ERASMUS programme)", "09.03 Coordination of outgoing teachers'/ students' (under ERASMUS programme) activity", "09.03 Coordination of incoming teachers'/ students' (under ERASMUS programme) activity".

This procedural procedure is not applied to the presentation of Utena UAS and participation in international events (exhibitions, conferences, etc.). These activities are regulated and described in the procedural procedure "02.03 Utena UAS participation in events".

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Person, responsible for the coordination of the activity at an international association
- 2 Dean's Office
- 3 Rector's Office
- 4 Faculty Dean
- 5 Department Teacher
- 6 Head of the Department
- 7 Utena UAS Rector
- 8 Head of International Relations Department
- 9 Chief Accountant

#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Submission of proposals/ initiatives to participate in the activities of international associations to the meeting of the Department or Dean's Office, their consideration	Department Teacher; Head of the Department; Faculty Dean	No comments
Consideration of membership in an international association opportunities at a meeting of the Rector's Office	Rector's Office	If membership in the association is approved, the person responsible for coordinating this membership and activities in the association is appointed.
Filling the membership application form in, collecting other necessary information and submitting it to the association. Signing the membership agreement	Head of International Relations Department; Utena UAS Rector	Upon signing the membership agreement, all material related to the coordination of these activities shall be transferred to the person responsible for the coordination of the membership and activities at Utena UAS.
Coordination of membership in an international association and activities related to it	Person, responsible for the coordination of the activity at an international association	No comments
Analysis of received proposals, evaluation of cooperation opportunities	Rector's Office; Faculty Dean; Dean's Office	Proposals received are investigated by the Rector's Office or Deans' offices (depending on the scope and nature of the cooperation)
Preparation of an international cooperation agreement or analysis of the received draft agreement	Head of International Relations Department; Chief Accountant	The received or prepared draft contract is coordinated with the Lawyer.
Signing of the international cooperation agreement. Appointment of the person responsible for coordinating the cooperation	Utena UAS Rector	Utena UAS Rector by the order may authorise other person to sign the contract (depending on the scope and nature of cooperation).
Coordination of international cooperation	Head of International Relations Department	No comments
Summary of annual results of participation in the international activity	Head of International Relations Department	Summarized results will be presented in the activity reports of the International Relations Department, Faculties, and in Utena UAS annual activity report.

**PROCEDURAL PROCEDURE TITLE:** 09.02. International cooperation with foreign HEIs (under the ERASMUS programme) planning

**HOST OF PROCEDURE:** Utena UAS Rector

##### I. PROCEDURE PURPOSE

Plan the international cooperation within the ERASMUS programme with foreign partner institutions/ HEIs appropriately by enabling Utena UAS students to study/ perform internships and lecturers to go to teach/ get trained in foreign partner institutions and teachers of foreign partner institutions to teach/ get trained and students to study/ perform internships at Utena UAS.

##### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 8.3.1, 7.5. Pursuant to it:

- Bilateral cooperation agreements are concluded;

- Calls for proposals for students and teachers to participate in the selection of ERASMUS programme participants are published;
- An EC application for funding (for the implementation of the ERASMUS programme) is prepared and submitted;
- A grant agreement is signed (for the implementation of the ERASMUS programme);
- Requirements of ESG 2015 Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Erasmus Institutional Coordinator
- 2 Utena UAS Rector
- 3 Chief Accountant

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Conclusion of bilateral cooperation agreements	Utena UAS Rector; Erasmus Institutional Coordinator	Bilateral agreements are concluded according to the available study programmes at any time during the academic year. Contracts received or drawn up and agreed with the partner institution shall be submitted to the Rector for signing it. They are then sent to the partner institution for signing it.
Invitation to students and teachers to apply and participate in the selection of participants in the Erasmus mobility programme	Erasmus Institutional Coordinator	The invitation is published on the Utena UAS website and a reminder with the link is sent to each Department in February. An additional call is announced in September if not enough applications have been collected.
Preparation and submission of an application for funding (for the implementation of the EC Erasmus mobility programme) to the EC	Erasmus Institutional Coordinator; Utena UAS Rector	No comments
Receipt and signature of the grant agreement	Utena UAS Rector; Erasmus Institutional Coordinator; Chief Accountant	No comments

**PROCEDURAL PROCEDURE TITLE:** 09.03. Outgoing teachers'/ students' (under the ERASMUS programme) activity coordination

**HOST OF PROCEDURE:** Head of International Relations Department

#### I. PROCEDURE PURPOSE

Coordinate the activities of outgoing teachers/ students (under the ERASMUS programme) in order to achieve their successful integration in foreign higher education institutions and upon their return to Utena UAS.

#### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 7.5. Pursuant to it:

- Selection of students and staff employees is organized;
- Mobility of the selected students and staff members is organized, personal files are formed;
- Study results of returning students are credited;
- Documents, submitted by the staff employees, related to their activities in foreign HEIs are analysed and appropriate actions are taken;

- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support, Standard 1.7 Information Management.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Erasmus Institutional Coordinator
- 2 Head of the Department
- 3 Utena UAS Rector
- 4 Personnel Selection Commission
- 5 Students' Selection Commission

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

Actions	Responsible executors	Detailed action comment
Organization of the selection of the students and staff employees under ERASMUS mobility programme	Students' Selection Commission; Personnel Selection Commission	No comments
Organization of mobility of students and staff members, formation of personal files	Erasmus Institutional Coordinator; Utena UAS Rector	No comments
Crediting the results of studies/ internships abroad according to the partial studies/ internship agreement, under which the content of the studies/ the internships was agreed upon	Head of the Department	No comments
Analysis of documents and performance of actions provided for in the procedure	Erasmus Institutional Coordinator	No comments

**PROCEDURAL PROCEDURE TITLE:** 09.04. Incoming teachers'/ students' (under the ERASMUS programme) activity coordination

**HOST OF PROCEDURE:** Head of International Relations Department

#### I. PROCEDURE PURPOSE

Coordinate the activities of incoming teachers/ students (under the ERASMUS programme) for their successful integration into Utena UAS.

#### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 7.5, 8.3.1. Pursuant to it:

- Study / intenship agreements of incoming students are analyzed and coordinated;
- Personal files of incoming students are formed and managed;
- Letters of approval and certificates of assessment are prepared at the end of the study/ practice placement period;
- The activities of incoming staff for professional development purposes or delivering lectures are coordinated and the documents, supporting the activities in Utena UAS are prepared;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support, Standard 1.7 Information Management.



### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Erasmus Institutional Coordinator
- 2 Faculty Dean
- 3 Head of the Department
- 4 Head of Unit
- 5 Practice Supervisor

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Analysis and coordination of learning/ internship agreements	Erasmus Institutional Coordinator; Practice Supervisor; Head of the Department	Learning/ internship agreements are coordinated with the study programme coordinator/ internship supervisor. Harmonised agreements are sent to the partner institutions.
Formation and handling of the incoming students' files	Erasmus Institutional Coordinator	No comments
Preparation of confirmation letters and evaluation certificates	Erasmus Institutional Coordinator	No comments
Coordination of the teaching/ internship program	Erasmus Institutional Coordinator; Head of Unit; Faculty Dean; Head of the Department	No comments
Preparation of the certificate of confirmation of the teaching/ internship period	Erasmus Institutional Coordinator	No comments

**PROCEDURAL PROCEDURE TITLE:** 10.0. National cooperation

**HOST OF PROCEDURE:** Utena UAS Rector

#### I. PROCEDURE PURPOSE

Develop the national partnership and relations with partners based on values and attitudes that strengthen Utena UAS policies, Utena UAS strategy and contribute to the performance of the procedures effectively.

#### II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 8.3.1, 7.5. Pursuant to it:

- Meetings are initiated and organized to discuss the cooperation possibilities and conditions and decisions on cooperation are made;
- National cooperation agreements are signed and executors, responsible for coordinating the cooperation, are appointed;
- National cooperation activities are coordinated;
- The effectiveness of the national cooperation and the usefulness of contracts are evaluated;
- Requirements of ESG 2015 Standard 1.7 Information Management.

This procedural procedure is not applied to Utena UAS presentation and participation in the national events (exhibitions, conferences, etc.). The above activities are regulated and described in the procedural procedure "02.03 Utena UAS participation in events".

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Vice Rector for Studies and Science
- 2 Faculty Dean

- 3 Specialist of Career and Communication Department
- 4 Head of Career and Communication Department
- 5 Utena UAS Administrator
- 6 Utena UAS Rector
- 7 National Cooperation Initiator
- 8 Study Quality Committee
- 9 Chief Accountant

#### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Initiation of a meeting to discuss possible cooperation opportunities	Utena UAS Rector; Vice Rector for Studies and Science; Faculty Dean; Head of Career and Communication Department; Specialist of Career and Communication Department	The meeting may be initiated by any of the indicated executors
Organization of the meeting, discussion and coordination of the conditions of cooperation	Utena UAS Rector; Vice Rector for Studies and Science; Faculty Dean; Head of Career and Communication Department; Specialist of Career and Communication Department	No comments
Preparation of the cooperation agreement	Utena UAS Rector; Chief Accountant; National Cooperation Initiator	The contact person, responsible for the coordination of the cooperation shall also be specified in the national cooperation agreement. One of the initiators is usually assigned as the above mentioned person.
Signing the cooperation agreement	Utena UAS Rector	No comments
Entry of the cooperation agreement into the register	Utena UAS Administrator	In order to control how and whether the activities are carried out in accordance with the signed cooperation agreements and to evaluate the appropriateness of the signed cooperation agreements of indefinite term, a register of the agreements is established.
Coordination of national cooperation	National Cooperation Initiator	No comments
Assessment of the national cooperation agreements implementation results (as appropriate)	Study Quality Committee	Performed once a year (in February for the previous academic year). An assessment is made of what has been done under each of the agreements and which agreements are not being performed, and a justification is provided.

**PROCEDURAL PROCEDURE TITLE:** 11.01. Public procurement organisation – provision of purchases and services

**HOST OF PROCEDURE:** Specialist of Legal and General Affair Department

#### I. PROCEDURE PURPOSE

Plan the procurement of goods, services and works for the following years (to maintain the infrastructure and ensure the smooth operation of procedures), ensure that the planned procurement is carried out smoothly and transparently, and requirements for procured goods, services and works are clearly defined and ensure that procured goods, services and works comply with procurement requirements.

## II. PROCEDURAL PROCEDURE APPLICABLE SCOPE

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 8.4, 5.3, 7.5. Pursuant to it:

- The need for procurement is presented;
- After summarizing the procurement needs, a procurement plan for the year is prepared;
- Procurement tenders-assignments are prepared;
- Procurements are announced; procurement documents are prepared and announced;
- Tenders, submitted by suppliers, are examined; the most suitable supplier is selected;
- Purchase contracts are signed;
- Control of the execution of the purchase contract is performed; the quality of accepted purchases is assessed;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

## III. PROCEDURE PARTICIPANTS

### No Procedure participant

- 1 Specialist of Legal and General Affair Department
- 2 Utena UAS Rector
- 3 Utena UAS Board
- 4 Heads of Units
- 5 Purchase Initiator
- 6 Chief Accountant

## IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Utena UAS estimate for year X	Utena UAS Rector; Chief Accountant; Utena UAS Board	No comments
Submission of the procurement need to the procurement organizer	Heads of Units	By 31 December of each calendar year.
Preparation and placement of the procurement plan for the current year in the Central Public Procurement (CVP) information system	Chief Accountant; Utena UAS Rector; Specialist of Legal and General Affair Department	No comments
Preparation of the procurement tender task	Purchase Initiator; Utena UAS Rector	No comments
Procurement announcement, preparation and submission of procurement documents	Specialist of Legal and General Affair Department	No comments
Verification of suppliers' qualifications, examination and evaluation of submitted tenders. Selection of the supplier	Specialist of Legal and General Affair Department	No comments
Conclusion and signing of the purchase contract	Utena UAS Rector; Specialist of Legal and General Affair Department	No comments
Control of the execution of the purchase contract, evaluation of the quality of goods, works and services and the acceptance	Purchase Initiator	The person, accepting the goods, works or services, assesses their quality (compliance with the requirements, specified in the procurement documents, the contract) and indicates in the acceptance-transfer acts the compliance with the above mentioned requirements (or notes that the quality satisfies). Particular attention is paid to purchases identified as important, i.e. direct assessment of those influencing the quality of the studies.

## **PROCEDURAL PROCEDURE TITLE: 11.02. Employee selection and admission**

**HOST OF PROCEDURE:** Utena UAS Rector

### **I. PROCEDURE PURPOSE**

Provide Utena UAS in a timely manner with qualified staff with the competence necessary to ensure the quality of the services provided by Utena UAS and the achievement of the set aims.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 5.3, 7.5, 7.1.1, 7.1.2. Pursuant to it:

- Job descriptions are prepared/ reviewed;
- Requirements for the candidates are defined;
- A competition for a vacant work place is organized;
- Selection of candidates is conducted;
- Employees are hired, employment contracts are concluded, necessary instructions are given;
- Requirements of ESG 2015 Standard 1.5 Teaching Staff.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Recruitment Commission
- 2 Vice Rector for Studies and Science
- 3 Head of Legal and General Affair Department
- 4 Utena UAS Rector
- 5 Competition Selection Commission
- 6 Head of Unit
- 7 Heads of Units
- 8 Head of Housekeeping Service

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Preparation/ review of job descriptions	Heads of Units; Utena UAS Rector; Vice Rector for Studies and Science	Preparing the job descriptions or staff regulations, the following shall be taken into account: - The legislation, governing the activities of a particular unit or of a particular employee, in force; - Instructions from the Rector of Utena UAS (if any) related to the scope and functions of the specific position. Heads of Units are responsible for overseeing job descriptions and ensuring their relevance. The prepared job descriptions must be harmonised with the lawyer.
Acceptance and submission of a decision to organize a competition for a vacant position to the Head of Legal and General Affair Department	Utena UAS Rector; Head of Unit	No comments
Description of requirements for the position, organization of the competition	Head of Legal and General Affair Department	No comments
Selection of candidates	Head of Unit; Utena UAS Rector; Competition Selection Commission; Recruitment Commission;	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
	Head of Legal and General Affair Department	
Recruitment of the selected employee	Head of Legal and General Affair Department	The employee shall be acquainted with the rules of procedure by signing
Conducting of introductory instructions (briefings)	Head of Housekeeping Service	No comments
Conducting instructions (briefings) at the workplace	Head of Unit	No comments

**PROCEDURAL PROCEDURE TITLE:** 11.03. Employee activity assessment, encouragement and motivation

**HOST OF PROCEDURE:** Utena UAS Rector

### **I. PROCEDURE PURPOSE**

Periodically assessing staff achievements and contributions to personal and Utena UAS goals and discussing barriers and incentives (including the need for education); increase staff awareness of the importance of their activities to Utena UAS performance and loyalty to Utena UAS. Recognise the merits of the Utena UAS staff and apply the planned incentives.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.2, 7.2, 5.3, 7.5. Pursuant to it:

- Annual interviews with employees are organized, during which direct leaders discuss the activities, achievements, education needs, other relevant issues with the employees;
- Suggestions for incentives for individual employees are submitted;
- Incentives for deserving employees are applied;
- Requirements of ESG 2015 Standard 1.5 Teaching Staff.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Vice Rector for Studies and Science
- 2 Faculty Certification Commission
- 3 Faculty Dean
- 4 Head of Legal and General Affair Department
- 5 Department Teacher
- 6 Head of the Department
- 7 Utena UAS Rector
- 8 Heads of Units

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Organisation of annual interviews with employees	Heads of Units; Utena UAS Rector	Every year in February to March (by 30 March) Heads of Units and Utena UAS Rector conduct annual interviews with employees, directly subordinate to them, by filling the submitted form in.
Submission of an offer to promote the employee (-s)	Faculty Dean; Vice Rector for Studies and Science; Heads of Units	No comments
Application of employee incentive measures	Utena UAS Rector	No comments
Issuance of the order on teacher certification and	Utena UAS Rector; Head of Legal and	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
acquaintance of the teacher with the content of the order	General Affair Department	
Collection and submission of the necessary documents to the Head of the Legal and General Affairs Department	Department Teacher	No comments
Performance of certification procedures at the Department and Faculty	Head of the Department; Faculty Certification Commission; Head of Legal and General Affair Department	Detailed certification procedures are provided and requirements for teachers during the term of their office are identified in the attached introductory document.

**PROCEDURAL PROCEDURE TITLE:** 11.04. Employee training and competence enhancement management

**HOST OF PROCEDURE:** Utena UAS Rector

### **I. PROCEDURE PURPOSE**

Continuously improve the qualification skills of Utena UAS staff, enabling them to ensure and continuously improve the quality of the services provided.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.2, 7.2, 5.3, 7.5. Pursuant to it:

- Enhancement of the competence of employees at various structural levels of Utena UAS is planned;
- Planned training sessions are organized;
- Training effectiveness (summarizing annual results) is assessed;
- Requirements of ESG 2015 Standard 1.5 Teaching Staff.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Faculty Dean
- 2 Head of Legal and General Affair Department
- 3 Department Teacher
- 4 Head of the Department
- 5 Utena UAS Rector
- 6 Heads of Units
- 7 Specialist of Project Management Department

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Dissemination of the information, related to adult education	Specialist of Project Management Department	No comments
Planning of teacher competence development and submission to the Head of the Department	Department Teacher	No comments
Competence development planning of the Department staff	Head of the Department	No comments

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Summary of the enhancement of the competence of the Faculty staff	Faculty Dean	No comments
Organisation of planned training sessions	Heads of Units; Head of Legal and General Affair Department	Scheduled training sessions are organized by the responsible executors, foreseen in the plan, and Heads of Units - control whether the training sessions are held according to the plan. The employees of Utena UAs submit the documents, confirming the qualification enhancement (in-service training) to the personnel specialist.
Annual evaluation of training sessions effectiveness	Utena UAS Rector; Heads of Units	The assessment takes place once a year in March.

**PROCEDURAL PROCEDURE TITLE:** 11.05. Building and workplace maintenance

**HOST OF PROCEDURE:** Head of Housekeeping Service

### **I. PROCEDURE PURPOSE**

Organise the maintenance of Utena UAS buildings and work environment, ensuring the constant suitability of the buildings and workplaces to meet the quality requirements of the provided services.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.3 a), 7.5, 5.3. Pursuant to it:

- Regular and periodic maintenance of Utena UAS buildings is performed, the Management is informed about the results of maintenance;
- Repairs and reconstructions of the buildings are planned;
- Supervision of workplaces and working environment is performed;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Utena UAS Rector
- 2 Heads of Units
- 3 Head of Housekeeping Service

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Appointment of persons responsible for the maintenance of the buildings, territory and workplaces	Utena UAS Rector	No comments
Organization of constant and periodic maintenance of the buildings, informing the Management on the condition of the buildings	Head of Housekeeping Service	No comments
Repair, reconstruction planning	Head of Housekeeping Service; Utena UAS Rector	No comments



<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Maintenance of workplaces and work environment	Heads of Units; Head of Housekeeping Service	During the maintenance of workplaces and the working environment, the following is performed: installation of new workplaces (if necessary), preparation of occupational safety and health regulations for employees, their provision with special clothing and safety equipment, management of the working environment (heating, humidity, lighting, air circulation, noise and vibration in the workplace). Day-to-day supervision of workplaces and the working environment is performed by the Heads of Structural Units, and occupational safety and health regulations are drawn up by the Industrial and Civil Protection Engineer.
Summary of annual results of building and workplace surveillance activities	Head of Housekeeping Service	No comments

**PROCEDURAL PROCEDURE TITLE:** 11.06. Maintenance of (computer) hardware and software

**HOST OF PROCEDURE:** Head of Computer Systems Service

### **I. PROCEDURE PURPOSE**

Ensure that the Utena UAS computer hardware and their network and the software used would meet the needs of staff and students on permanent basis, taking into account the functions of the computer hardware, network and software and the training services, provided with their assistance.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.3 b) and d), 7.5, 5.3. Pursuant to it:

- Individuals, materially responsible for computer hardware, are appointed;
- Maintenance of service stations (servers) is performed and their uninterrupted operation is ensured;
- Computer and software maintenance works are performed;
- Computer and software failures are eliminated;
- Computer and software failures are analyzed;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 IT Engineer
- 2 Utena UAS employee, who uses hardware and software
- 3 Utena UAS Rector
- 4 Head of Computer Systems Service
- 5 Chief Accountant

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Assignment of the materially responsible person	Chief Accountant; Utena UAS Rector	Every IT specialist is materially responsible for the computer equipment, located in a specific (assigned for him) building. After acquiring computer equipment in the specific building (or moving it from one building to another), the IT specialist, who maintains the computer equipment in that building, becomes materially responsible for the purchased or transferred equipment.
Maintenance of service stations (servers), ensuring their uninterrupted operation	Head of Computer Systems Service	Every morning, IT specialists look through the logs of the service stations (the event summaries) and, in the event of incidents, promptly eliminate them as well as the reasons for their occurrence. If it is not possible to remove the failure on their own, the

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
		technical service centers with which the contracts have been signed are contacted in an urgent manner.
Maintenance of computers and software, ensuring their functioning	IT Engineer	Once a month, the responsible IT specialist goes around each workplace and performs the necessary program updates, checks the operation of computer equipment. The results of periodic maintenance are recorded in the log of each IT specialist.
Informing the IT specialist about an incident or failure	Utena UAS employee, who uses hardware and software	The IT specialist is informed by a short call number.
Failure/ incident registration, analysis and removal organisation	IT Engineer	If it is not possible to remove the failure on their own, the technical service centers, with which the contracts have been signed the maintenance contracts, are contacted in an urgent manner.
Making a note of the removed failure in the log	IT Engineer	No comments
Summary of annual results of computer maintenance	Head of Computer Systems Service	The summarized annual results will be included into the annual activity reports.

**PROCEDURAL PROCEDURE TITLE:** 11.07. Installation and equipment maintenance

**HOST OF PROCEDURE:** Head of Housekeeping Service

### **I. PROCEDURE PURPOSE**

Organise the maintenance of Utena UAS facilities/ equipment, ensuring their constant suitability to meet the requirements of the provided education services.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.3 b), 7.5, 5.3. Pursuant to it:

- Materially responsible persons for the purchased equipment/ facilities are appointed;
- Periodic maintenance of facilities/ equipment, as provided in the user's manual, is performed;
- Equipment/ facilities' failures are analyzed and their elimination is organised;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

This procedural procedure is not applied to the performance of maintenance of computers and software. These activities are regulated and described in the procedural procedure "11.06 Maintenance of computers and software".

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Utena UAS Employee
- 2 Utena UAS Rector
- 3 Head of Housekeeping Service

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Appointment of persons responsible for the maintenance of the purchased facilities/ equipment	Utena UAS Rector	No comments
Organization of periodic maintenance of facilities/ equipment	Head of Housekeeping Service	The persons, materially responsible for the equipment, must obtain the lists of equipment to be maintained from Accounting Department of Utena UAS. Having acquired the new equipment, the person, materially responsible for it,

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
		must receive an updated/ supplemented list from the Accounting Department.
Notification of the fault (failure) to the Housekeeping Service	Utena UAS Employee	The fault (failure) is reported to the Head of Housekeeping Service, his Deputy or another employee orally, by telephone or e-mail (depending on how quickly the fault (failure) must be eliminated).
Fault (failure) analysis and its elimination organisation	Head of Housekeeping Service	If it is not possible to remove the failure on their own, the technical service centers, with which the contracts have been signed, are contacted.
Summary of annual results of facilities/ equipment maintenance and repair activities	Head of Housekeeping Service	The summarised annual results of facilities/ equipment maintenance will be included into the annual activity report of the unit.

**PROCEDURAL PROCEDURE TITLE:** 11.08. Maintenance of utilities, communications services and energy supply

**PROCEDURE HOST:** Head of Housekeeping Service

### **I. PROCEDURE PURPOSE**

Ensure the quality of utility, communication and energy supply services, provided to Utena UAS in cooperation with the suppliers of the services.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.3 a) and d), 7.5. Pursuant to it:

- Control of contracts for utilities, provision of communication services, energy supply is performed;
- The actions, foreseen in the contracts, are taken if the requirements, specified in the contracts, are not met;
- The annual results of the work with the suppliers are summarised;
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Utena UAS Employee
- 2 Head of Housekeeping Service

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Informing the Head of the Housekeeping Service about the (supply) disruption	Utena UAS Employee	No comments
Control of the performance of contracts, fulfillment of obligations, provided in the contracts	Head of Housekeeping Service	The assigned executor is responsible for fulfilling Utena UAS obligations (e.g., providing meter readings, etc.)
Work with the supplier, considering the terms of the contract	Head of Housekeeping Service	No comments
Summary of annual results of work with the suppliers	Head of Housekeeping Service	No comments

**PROCEDURAL PROCEDURE TITLE: 11.09. Transport maintenance****HOST OF PROCEDURE:** Head of Housekeeping Service**I. PROCEDURE PURPOSE**

Organise the maintenance of Utena UAS vehicles, ensuring their constant suitability.

**II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 7.1.3 c), 7.5, 5.3. Pursuant to it:

- Registration and insurance of purchased vehicles are organised;
- Maintenance of the used vehicles is organised;
- Vehicle failures (faults) are eliminated (or their elimination is organised);
- Requirements of ESG 2015 Standard 1.6 Learning Resources and Student Support.

**III. PROCEDURE PARTICIPANTS****No Procedure participant**

- 1 Head of Housekeeping Service

**IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Vehicle Registration	Head of Housekeeping Service	No comments
Organisation of the vehicle insurance	Head of Housekeeping Service	No comments
Organization of the vehicle maintenance	Head of Housekeeping Service	Technical maintenance is performed by the technical maintenance centers under the contracts.
Organisation of the vehicle failure elimination	Head of Housekeeping Service	Failures are eliminated at the contracted technical maintenance centers. Information on repairs of a specific vehicle is collected by the Deputy Head of the Housekeeping Service.
Summary of annual transport maintenance activities	Head of Housekeeping Service	No comments

**PROCEDURAL PROCEDURE TITLE: 12.01. Internal audit of study quality management system****HOST OF PROCEDURE:** Utena UAS Rector**I. PROCEDURE PURPOSE**

Plan and perform internal audits in the framework of the audit programme in order to assess the operation of the study quality management system and teaching procedures and the compliance with the requirements of Standard ISO 9001.

**II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 9.2, 5.3, 7.5. Pursuant to it:

- Internal audits are planned;
- Preparatory work is carried out before the audits, seeking to ensure a smooth performance of the audit;
- Internal audits are executed according to the plan;
- Internal audit results (current and potential discrepancies, suggestions for improvement) are recorded;
- The internal audit report is prepared and approved.

### III. PROCEDURE PARTICIPANTS

#### No Procedure participant

- 1 Utena UAS Rector
- 2 Study Quality Committee
- 3 Internal Auditor

### IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Purchase of the internal audit service, signing of the service contract	Specialist of Legal and General Affair Department; Utena UAS Rector	The internal audit service purchase is performed and the service contract is signed.
Preparation and approval of the audit programme	Internal Auditor; Utena UAS Rector	The audit programme is prepared by the Internal Auditor in accordance with the objectives of the audit programme, specified by the Management.
Determination of the audit time	Internal Auditor	The exact date of the audit shall be determined no later than 10 days before the planned performance of the audit.
Preparation for the specific audit and scheduling of the audit	Internal Auditor	<p>During the preparation, the Internal Auditor analyses the audit criteria; finds out which structural units are involved in the audited procedure (es); performs the evaluative (judgemental) analysis of the documents prepared by the auditee and the activity documents prepared by the auditee; gets acquainted with the documents used (procedures, regulations, rules of Utena UAS, job descriptions, etc.; gets acquainted with the results of previous audits of those procedures / structural units; prepares the necessary working documents.</p> <p>NOTE: Working documents: questionnaires for a specific audit, possible inconsistencies, graphs, forms, tables, notes, memos, etc. The Internal Auditor may communicate with the auditee during the preparation for the audit to clarify any uncertainties.</p> <p>The preparation is completed by: identifying areas to be inspected, formulating potential weaknesses, inconsistencies and problems; setting the exact dates, start and end times of the audit and drawing up an indicative timetable.</p>
Performance of the audit (according to the plan)	Internal Auditor	<p>1. Firstly, it is checked, if the discrepancies and observations, identified during the previous audit (during the performance), have been eliminated. If the non-compliance has not been eliminated, the auditor examines whether a correction and corrective actions have been taken to eliminate the non-compliance and its causes. If correction and corrective actions were planned and implemented, it would be explained why they were ineffective.</p> <p>2. Information on the activities of the audited procedure/ unit is collected. Sources of the information may include:</p> <ul style="list-style-type: none"> <li>- interviews with the audited procedure/ unit staff or other persons;</li> <li>- monitoring of the activity and working environment conditions;</li> <li>- validation of the infrastructure appropriateness;</li> <li>- documents;</li> <li>- records;</li> <li>- performance indicators and their analysis;</li> </ul> <p>Reports from other sources (e.g., customer feedback, information from external parties).</p>

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Analysis of the audit results	Internal Auditor	Having performed the audit, it is identified what constitutes non-compliance, what - threats, what – suggestions, improvement, if not identified during the audit. Non-conformities and observations are identified following the audit criteria, non-compliant procedures and according to the procedure participants.
Recording of audit results (discrepancies, threats)	Internal Auditor	Discrepancies, threats, identified during the audit are recorded
Preparation of the audit report	Internal Auditor	The Internal Auditor prepares the internal audit report under the terms, specified in the service contract.
Analysis, approval of the audit report	Study Quality Committee; Utena UAS Rector	The Study Quality Committee analyses the internal audit report, evaluating the identified discrepancies, threats and their elimination possibilities. Utena UAS Rector approves the audit report.

**PROCEDURAL PROCEDURE TITLE:** 12.02. Employee satisfaction survey

**HOST OF PROCEDURE:** Vice Rector for Studies and Science

### **I. PROCEDURE PURPOSE**

Regularly analyse the satisfaction of Utena UAS staff, i.e. their understanding of how their needs are met at Utena UAS in relation to the working, career conditions, managerial work, etc.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

This procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 5.3, 7.4, 7.5. Pursuant to it:

- A questionnaire on the employee satisfaction with the work and working conditions is prepared;
- A survey of Utena UAS staff is organised;
- The survey results are summarised and analysed;
- Requirements of ESG 2015 Standard 1.7 Information Management.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Study Quality Committee

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Preparation of a survey of employee satisfaction with the work and working conditions	Study Quality Committee	No comments
Informing the Utena UAS staff about the survey and implementation of the survey on the electronic platform	Study Quality Committee	Employee satisfaction research should be conducted once a year in October to November. Employees are informed about the survey by e-mail of the Study Quality Committee. The importance and purpose of the participation are indicated in the letter. A link to the electronic questionnaire is provided in the letter.
Summary, analysis and consideration of the survey findings	Study Quality Committee	In the meeting of the Study Quality Committee, the results of the survey are discussed and recommendations for improving working conditions, increasing employee satisfaction are made.

**PROCEDURAL PROCEDURE TITLE:** 12.03. Management assessment review/ annual Utena UAS activity report

**PROCEDURE HOST:** Utena UAS Rector

### **I. PROCEDURE PURPOSE**

Analyse the study quality management system at the planned intervals, taking into account Utena UAS needs and evaluate the effectiveness, adequacy and suitability of the quality management system in implementing the objectives and meeting the requirements of Utena UAS.

### **II. PROCEDURAL PROCEDURE APPLICABLE SCOPE**

The procedural procedure is intended to describe the order for fulfilling procedure requirements, including ISO 9001 9.2, 5.3, 7.5. Pursuant to it:

- The management assessment analysis is planned
- The input data are prepared;
- The management assessment analysis is performed, the decisions are made and formalised;
- The decisions of the management evaluation analysis are forwarded to the responsible executors;
- Requirements of ESG 2015 Standard 1.7 Information Management, Standard 1.9 On-going Monitoring and Periodic Review of Study Programmes.

### **III. PROCEDURE PARTICIPANTS**

#### **No Procedure participant**

- 1 Utena UAS Administrator
- 2 Utena UAS Rector
- 3 Persons, responsible for data provision for the management assessment analysis
- 4 Participants of the management assessment analysis meeting- Rector's Office Meeting, Board Meeting

### **IV. RESPONSIBILITY AND ACTIONS, FORESEEN TO BE PERFORMED**

<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
Planning of the management assessment analysis	Utena UAS Rector	The management assessment analysis is performed once a year in March.
Preparation and submission of the data for the management assessment analysis to the Vice Rector for Studies and Science	Persons, responsible for data provision for the management assessment analysis	The input data (reports) for the management assessment analysis shall be submitted no later than 3 days before the meeting. The following persons are responsible for the preparation of the input data: <ul style="list-style-type: none"><li>- A report on the implementation of the decisions of the previous VVA (Vice Rector for Studies and Science);</li><li>- Internal audit results and conclusions (Internal Auditor);</li><li>- Customer comments, claims regarding the quality of services provided and the results of the responses (Vice Rector for Studies and Science);</li><li>- Customer satisfaction with the services provided (Vice Rector for Studies and Science);</li><li>- Implementation of procedure performance indicators (Hosts of Procedures);</li><li>- Status of correction and preventive actions (Vice Rector for Studies and Science);</li><li>- Changes in the Utena UAS structure, procedures / their sequence and interaction that may affect the management system (Vice Rector for Studies and Science);</li><li>- Performance recommendations provided by the procedure hosts (Hosts of Procedures), if any.</li></ul>
Preparation of Utena UAS annual activity report and assessment of the appropriateness, adequacy	Participants of the management assessment analysis meeting- Rector's Office Meeting,	The following must be assessed: <ul style="list-style-type: none"><li>- Execution of the last VVA decisions;</li><li>- Results and conclusions of the internal audit;</li><li>- Customer comments, claims regarding the quality of the</li></ul>



<b>Actions</b>	<b>Responsible executors</b>	<b>Detailed action comment</b>
(sufficiency) and effectiveness of the Study Quality Management System	Board Meeting	provided services and the results of the responses; - Customer satisfaction with the services provided; - Employee satisfaction with Utena UAS Management activities and working conditions; - Execution of the procedure performance indicators; - Results of the national cooperation; - Status of correction and preventive actions; - Changes in Utena UAS structure, procedures/ their sequences and interactions that may affect the management system; - Recommendations for performance improvement, provided by the hosts of procedures.
Transmission of the management assessment analysis decisions to the responsible executors	Utena UAS Administrator	The responsible executors shall be acquainted with the minutes of the meeting by signing.

## **STUDY QUALITY MANAGEMENT SYSTEM MANUAL CONTROL**

Study Quality Committee is in charge of Quality Manual control.

Periodicity of Quality Manual review – once a year.