

DESCRIPTION OF PROCESSES AT PANEVĖŽYS COLLEGE

The College has identified 10 processes that are described in procedures or managed through approved policies, regulations, rules, descriptions or external normative documents. If a process is clearly described by external or internal documents, no separate procedure description is created. Procedures contain the requirements for the process, the responsibilities for the actions to be carried out, and the links to other internal and external documents, therefore, for the processes that are described by procedures, the references in the documents section of the table below are not repeated or only the main/most important ones are highlighted.

No.	Processes	Activities	Activity description	Documents
MANAGEMENT PROCESSES				
These processes include the College's top-level management functions and relate to strategic planning, organisational structure, policy formulation, leadership, the development of a culture of quality, and the planning and allocation of the resources (financial, intangible and human) needed to achieve objectives, and to ensure consistency of action in the planning, organising, and analysing of processes.				
1	Management and administration <i>Director</i>	1.1.Strategic management <i>Director</i>	Developing, implementing and publicising the College's strategy and strategic plan.	<ul style="list-style-type: none"> ▪ PA 03 Strategic management procedure ▪ <i>Panevėžys College Strategy and Strategic Action Plan</i>
		1.2. Management of the organizational structure <i>Director</i>	Establishment of the organizational structure of the College, definition of roles, responsibilities, and collaboration among employees.	<ul style="list-style-type: none"> ▪ Statute of Panevėžys College ▪ Panevėžys College staff job descriptions ▪ Regulations of structural units of Panevėžys College
		1.3. SWOT analysis and risk management <i>Director/ VAK</i>	Analysis of the college's internal and external context and the application of risk-based thinking. Risks are assessed and managed considering the likelihood of occurrence and the impact on processes and objectives.	<ul style="list-style-type: none"> ▪ PA 07 Risk assessment procedure
		1.4. Human resource management <i>Head of Human Resources & Documents Management Department</i>	This activity includes the College's human resource management activities and the definition of staff responsibilities and qualifications, staff selection, recruitment and adaptation, and training. It also regulates the working and administrative procedures for staff involved in the human resource management process.	<ul style="list-style-type: none"> ▪ PA-11 Human resource management procedure

		1.5. Finance management <i>Chief Accountant</i>	This activity includes accounting for the College's economic and financial activities and controlling the economic use of material, labour and financial resources.	<ul style="list-style-type: none"> ▪ Statute of Panevėžys College ▪ Description of the use of the College's funds and the procedures for the management, use and disposal of its assets. ▪ The College's financial control rules ▪ College accounting manual ▪ College financial management and accounting procedures ▪ Description of procedures for the implementation of internal control at the College
2	Quality and environmental system management <i>Management representative for quality</i>	2.1. Assurance of quality and environmental system management <i>Management representative for quality</i>	This activity includes overseeing and continual improving the College's Quality and Environmental Management System, establishing a Quality and Environmental Policy and fostering a quality culture.	<ul style="list-style-type: none"> ▪ Description of quality and environmental management system (QEMSD) ▪ <i>Quality and environmental policy</i>
2.2. Internal audit <i>Management representative for quality</i>		This includes the systematic monitoring of the quality and environmental system and the independent assessment of its effective implementation and maintenance.	<ul style="list-style-type: none"> ▪ PA-17 Procedure of internal audit of QEMS 	
2.3. Performance improvement management (non-conformities and corrective actions) <i>Management representative for quality</i>		This activity includes non-conformance management, planning and execution of corrections and corrective actions.	<ul style="list-style-type: none"> ▪ PA-19 Performance improvement management procedure 	

		<p>2.4. Monitoring and implementation control of the internal study quality assurance system <i>Management representative for quality Deputy director for studies</i></p>	<p>In order to ensure the quality of studies, continuous monitoring and analysis of the study quality assurance system is carried out according to the achievements of the evaluation criteria, the report of which is approved annually by the Academic Council</p>	<ul style="list-style-type: none"> ▪ Manual of internal quality assurance system for studies (IQAS)
		<p>2.5. Environmental aspects management <i>Management representative for quality</i></p>	<p>This activity includes the determination of significant direct and indirect environmental aspects and their monitoring, regulates activities with the help of which the College aims to reduce the impact of its processes, products and services on the environment, and to save resources.</p>	<ul style="list-style-type: none"> ▪ PA 04 Environmental aspects management procedure ▪ Quality and Environmental Policy
<p>CORE PROCESSES</p>				
<p>These processes create add value to the College's stakeholders and are geared towards achieving the College's key objectives.</p>				
3.	<p>Study governance <i>Deputy director for studies</i></p>	<p>3.1. Implementation of study field programmes <i>Deans</i> 3.1.1. Analysis of stakeholder needs and internal capacities <i>Deans</i> 3.1.2. Developing and accrediting study programmes <i>Chairmen of SFPC</i> 3.1.3. Continuous improvement of study programmes based on internal and external documents <i>Chairmen of SFPC</i></p>	<p>These activities include the development, evaluation, improvement, registration and de-registration of study programmes, external evaluation, accreditation and monitoring of study fields.</p>	<ul style="list-style-type: none"> ▪ Management procedure of study fields programmes of Panevėžys College ▪ Regulations of the study field/s programme/s committee of Panevėžys College. ▪ Description of the procedure for attestation of study modules (subjects) of Panevėžys College ▪ Procedure for External Evaluation and Accreditation of Studies, the evaluation areas and indicators ▪ Methodology for external evaluation of study fields ▪ Panevėžys College faculty regulations
		<p>3.2. Administration of studies <i>Deputy director for studies</i></p>	<p>These activities include student enrolment, career monitoring, study planning, organisation, finding and coordinating international partners, student support, student</p>	

			surveys and the implementation of non-formal education.	
		3.2.1. Student admission and occupation management <i>Head of Centre of studies, carrier & occupation</i>	. Preparing for student admissions, conducting admissions, monitoring careers and analysing admissions results	<ul style="list-style-type: none"> ▪ PA-05 Student admission procedure ▪ PA-20 Student career monitoring procedure
		3.2.2. Management of studies <i>Deputy director for studies, Deans</i>	Study planning, organization, execution, monitoring, evaluation of achievements and crediting of results.	<ul style="list-style-type: none"> ▪ PA-06 Planning and organization of studies procedure
		3.2.3. Administration of student support <i>Head of Centre of studies, carrier & occupation</i>	Providing academic, financial and adaptive support to College students.	<ul style="list-style-type: none"> ▪ College's student support and student adaptation procedure
		3.3. Quality assurance of studies <i>Deputy director for studies</i>	<p><i>Internal</i> quality assurance of studies. These activities include:</p> <ol style="list-style-type: none"> 1. the management of the Internal Quality Assurance System for Studies (IQAS), which specifies a set of interrelated measures and documents that help to ensure the quality of studies at the College, as well as the links with the recommendations of the Standards and Guidelines for Quality Assurance in the European Higher Education Area and the College's Strategic Plan. 2. Monitoring of study fields, performance and qualification development in the MSCPI. <p><i>External</i> quality assurance of studies is based on periodic participation in external quality assurance procedures organised by the SKVC and further follow-up with improvement/improvement actions based on expert recommendations.</p>	<ul style="list-style-type: none"> ▪ IQAS manual ▪ Monitoring system of College performance indicators MSCPI ▪ Procedure for External Evaluation and Accreditation of Studies, the evaluation areas and indicators
		3.4. Ensuring internationalisation of studies <i>Coordinator of International Relations</i>	Coordination of international relations, search for funding opportunities for international exchange projects, search for and liaison with international partners, outreach to students, faculty and staff, recruitment, selection, organisation of mobility, and quality	<ul style="list-style-type: none"> ▪ PA-18 International relations assurance procedure

			assessment (feedback from participants and identification of opportunities for the development of international relations)	
		3.5. Academic project implementation <i>Head of International Relations, Marketing & Projects Department</i> <i>Project Manager at International Relations</i>	Finding, submitting and executing academic projects for the College and its partners, planning project activities, appointing responsible persons, supervising, administering, implementing and reporting on academic projects.	<ul style="list-style-type: none"> ▪ PA-14 Academic project management
4.	R&D management <i>Deputy director for research and development</i>	4.1. Applied research and dissemination of results <i>Deputy director for research & development, Deans</i>	Planning, organizing, conducting and disseminating applied research activities and evaluating the quality and level of the results of applied research.	<ul style="list-style-type: none"> ▪ PA-23 Management of the R&D procedure
		4.2 Outsourced project activities <i>Deputy director for research & development, Deans</i>	Organizing and carrying out R&D and consultancy activities. The procedure for the establishment, change, dissolution and operation of research groups in the College's academic units and units whose regulations provide for the performance of R&D activities shall be regulated.	<ul style="list-style-type: none"> ▪ PA-23 Management of the R&D procedure
5	Non-formal education <i>Deputy director for research & development</i>	Organization and administration of non-formal education <i>Deputy director for research & development, Deans</i>	Planning, organizing, implementing, monitoring and evaluating the results of non-formal education.	<ul style="list-style-type: none"> ▪ PA-22 Organizing and administering non-formal education procedure
SUPPORT PROCESSES				
These processes ensure the efficient functioning of core processes and include document and physical resource management functions, communication.				

6	Documented information and records <i>Head of Human Resources & Documents Management Department</i>	6.1. Documents and records management <i>Head of Human Resources & Documents Management Department</i>	It regulates the preparation, modification, receipt, registration, distribution, transmission, handling, archiving and management of documents.	<ul style="list-style-type: none"> PA-01 Documents and records management procedure
		6.2. Management of documents and records on electronic space <i>Head of IT centre</i>	Regulates the procedures for documents and records in electronic media, ensuring the management, integrity and security of e-documents, as well as access rights to documents and records.	<ul style="list-style-type: none"> PA-02 Management of documents and records on electronic space procedure
7	Infrastructure and procurement <i>Deputy director for research & development</i>	7.1. Infrastructure development <i>Deputy director for research & development</i>	<ul style="list-style-type: none"> Assessment of the need for fixed and short-term assets; Maintenance, preventive, routine and overhaul procedures; Procedures for the use of services required by the infrastructure. 	<ul style="list-style-type: none"> PA-12 Infrastructure development procedure
		7.2. Providing studies with material resources <i>Deputy director for research & development</i>	Ensuring the adequacy and sufficiency of the material resources needed for studies.	<ul style="list-style-type: none"> PA-12 Infrastructure development procedure
		7.3. Management of investment projects <i>Deputy director for research & development</i>	Procedures for realizing investment needs through the sourcing, planning, design and execution of infrastructure investment projects.	<ul style="list-style-type: none"> PA-21 Management of investment projects procedure
		7.4. Administration of IT systems <i>Head of IT centre</i>	Proper use and protection of computer hardware and software, development of the necessary infrastructure, technical, programmatic and organizational tools, increasing the efficiency of software use.	<ul style="list-style-type: none"> PA-13 Administration of IT systems procedure
		7.5. Public procurement administration <i>Lawyer</i>	The Law on Public Procurement regulates the procurement of goods, services or works, the purpose of which is to conclude public sales contracts.	<ul style="list-style-type: none"> Republic of Lithuania Law on Public Procurement of the and other legal acts regulating public procurement

8	Management of internal and external communication <i>Head of international relations, marketing & projects department</i>	▪	Establishing a unified approach to the management of the College's communications: <ul style="list-style-type: none"> ▪ Building the image of the College. ▪ Student attraction and marketing of study programmes. ▪ Maintenance and dissemination of the College's website, social media pages (internal and external dissemination management). ▪ The order of using College insignia. 	▪ PA-15 Communication management procedure
IMPROVEMENT PROCESSES				
Improvement involves systematically measuring results (e.g., monitoring customer satisfaction, checking compliance, measuring effectiveness (internal audits, self-assessment)) and taking and managing improvement and enhancement actions. These processes/activities contribute to meeting the interests and needs of stakeholders and increase the College's impact on society and other stakeholders.				
9	Ensuring feedback <i>Management representative for quality</i>		Organising and conducting stakeholder surveys at the College (collecting information, analysing data, using the results and publicising them) to improve/enhance the quality of studies.	▪ PA-10 Conducting surveys procedure
10	Organizational performance and continual improvement <i>Director</i>	10.1. Internal (self)evaluation of the institution	Annual review and analysis of the College's various areas of activity, strategic indicators and SWOT, its presentation to the College Council, and the dissemination of this information.	▪ The Law on Higher Education and Research
		10.1.1. Annual director's report <i>Director</i>		
		10.1.2. Management review <i>Management representative for quality</i>	Vidinės kokybės vadybos sistemos rezultatyvumo ir atitikimo paskirčiai analizė, veiklos rodiklių stebėjimas ir analizė, kokybės vadybos sistemos gerinimas, vidaus audito rezultatai, korekciniai ir koregavimo veiksmai.	<ul style="list-style-type: none"> ▪ ISO 9001:2015 Kokybės vadybos sistemos. Reikalavimai. ▪ ISO 21001:2018 Švietimo organizacijos vadybos sistema ▪ KAVSA
	10.2. External evaluation of the institution	The external evaluation of the institution is based on periodic participation in external quality assurance procedures organized by the SKVC and follow-up with improvement actions on the basis of expert recommendations. These activities include the	<ul style="list-style-type: none"> ▪ PA-08 Conducting institutional self-analysis procedure ▪ <i>The procedure for the external review and accreditation of higher education institutions and branches of foreign higher</i> 	
	10.2.1. Management of institutional self-analysis			

		<i>Deputy director for studies</i>	basic principles of quality assessment of a higher education institution, the main aspects of the external evaluation of the College's performance, the procedure for the preparation of the self-assessment, the process, and the regulation of the areas and criteria to be assessed.	<i>education institutions, evaluation areas and indicators</i> <ul style="list-style-type: none"> ▪ <i>Methodology for conducting an institutional review in higher education</i> ▪ <i>Guidelines for the preparation of the HEI self-assessment summary</i>
		10.2.2. Monitoring the implementation of external evaluation recommendations <i>Management representative for quality</i>	Follow-up of the progress report on the improvement measures foreseen to address identified weaknesses and improve performance following the external evaluation of the HEI	<ul style="list-style-type: none"> ▪ <i>Methodology for conducting an institutional review in higher education</i>