

Preface

1. **Developed by: Quality Assurance Service**
2. **Approved by: Representative Board**
3. **Registered copies of this Report are kept:
To the Head of Administration-Chancellor
In Quality Assurance Service.**

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Scope of application

1.1 Report on Batumi Navigation Teaching University Quality Management System Analysis for the year of 2013, includes BNTU Quality Management System.

General provisions

2.1. Quality Management System Analysis was conducted with the participation of Head of BNTU Administration and heads of structural units.

2.2 Materials for the conduction of analysis and preparation of Report were submitted by the heads of structural units.

Quality Management System Analysis is based on the following:

Results of educational process analysis;

Results of internal and external audits;

Results of analysis of documentation of Quality System elaborated and introduced in BNTU in accordance with ISO 9001:2008 International Standards;

Results of elimination of other identified nonconformities;

Customer feedback;

Functioning of processes and compliance of services;

Changes that may affect Quality Management System;

Improvement recommendations.

Fulfillment of measures by the Administration to be taken in accordance with the results of previous Quality System Analysis

On the basis of previous analysis of Quality System (2012) and taking into account of long-term strategic plan of development, there were set goals in the field of quality for the year of 2013, namely:

№	Goals of 2013 in the field of quality	Fulfillment	Note
1. In the field of educational activity			
1.1	Trainings for innovative methods of teaching (3 trainings)	One training -“Active teaching in higher education field” (discussion and role games) was conducted in which 20 professors and lecturers took place.	Conduction of these trainings were delayed due to works for programme accreditation; 2 trainings are to be conducted in 2014.
1.2	Preparation of 4 educational programmes (2 Bachelor’s and 2vocational educational programmes) taking into account of Manila requirements	2 Bachelor’s programme (Ship Mechanics, Marine Navigation) and 2 vocational programmes (Ship's cook, Ship electrician) were prepared taking into account of Manila requirements.	
1.3	Preparation of 3 programmes for retraining of mariners taking into account of Manila requirements	5 programmes were prepared: 1.”Basic training for oil and chemical tanker cargo operations” 2. Advanced training for oil training cargo operations 3. Leadership and teamwork 4. Bridge resource management 5. Basic Training For Oil And Chemical Tanker Cargo Operations	
1.4	Preparation of 6 new English-language programmes	Following English-language programmes were prepared: Bachelor’s programme: Marine Navigation; Vocational - Deck plate sailor, Engine room sailor, Logistics operator, nurse assistant.	
1.5	Development of V stage draft standard of maritime vocational education	V stage draft standard was developed and submitted to Maritime Transport Agency for examination.	
1.6	Retraining / Qualification upgrading courses for professors and lecturers - 7 specialists were sent	Inspiring and Empowering Teachers of English”, English language Fellow Program and English Teachers Association of Georgia 18.05.2013. 4 English teachers from BNTU were participated in the training. Ballast Water Management (compliance and operational Use of ballast water management). Batumi, 2013. 1 full professor and 3 instructors from BNTU were participated in retraining program.	
1.7	Consideration of Maritime Labour Convention (MLC-2006) requirements in teaching process	Maritime Labour Convention (MLC-2006) is considered in all maritime educational programmes	
2. In the field of scientific and innovative activity			
2.1	Scientific conferences and workshops (1 scientific	Scientific conference of lecturers and students (10.05.2013).	1 workshop will be arranged in 2014

	conference, 2 workshops)	1 workshop - Logistics transportations, logistics procedures of transportation. Logistics and region's innovative economic development strategy program up to the year of 2030, BNTU.	
2.2	Translation of text-books and textbooks of innovative teaching methods (3 textbooks, 2 methodological guidelines)	2 textbooks translated from Russian (A. H. Пипченко, В. В. Пономаренко – Эл. Оборудование, электронная аппаратура и системы управления – Одесса, 2007, История Мореплавания, Ю. Гришин, Одесса, 1966.)	Third textbook was not translated as indicated academic course (Logistic administration) was removed from the programme. BNTU published 2 textbooks: 1. Principles of organization of transport and logistics networks. Book 1. General course in logistics. 2013. Authors: T. Aphkhazava, K. Goletiani ISBN 978-9941-22-124-8, ISBN 978-9941-125-5 universal@internet.ge 2. Principles of organization of transport and logistics networks. Book 2. Transport logistics. 2013. Authors: T. Aphkhazava, K. Goletiani ISBN 978-9941-22-124-8, ISBN 978-9941-126-2 universal@internet.ge
2.3	Preparation of lecture courses (readers) (10 lecture courses)	9 lecture courses were prepared: Ship's electrical engineering and maintenance, Sh. Baramidze, BNTU, 2013; Theory of ship's combustion engines (Part I-II), BNTU, 2013. Hydromechanics, T. Artmeladze, BNTU, 2013; Thermodynamics and thermal transmission, T. Artmeladze, BNTU, 2013; Basic conventional training, BNTU, 2013; Commercial operation and management of maritime transport, I. Mudriani. BNTU, 2013; Pollution of marine environment. BNTU, 2013; Transport economics, K. Goletiani, BNTU, 2013; Theoretical basics of transport, K. Goletiani, BNTU, 2013.	
3. In the field of development of social and educational activity			
3.1	Growth in activity of students by 50% (sporting, research, cultural and recreational etc. events)	Activities of students were increase by 50% in comparison with previous year	
3.2	Growth in summer employment of students by 15%	On the basis of contract executed with Batumi City Hall, 25 students were participated in summer employment, 5 students were employed at training ship Elite in repair works.	In 2012, 10 students were employed.
3.3	10% discount on tuition fee for successful students	10% discount on tuition fee was applied to 27 students	In 2012, 17 students;
3.4	Support of professional growth of young employees - 3	Training of 3 employees was funded: E. Chikovani, E. Tavberidze, R. Okani.	

	specialists		
In the field of development of information activity			
4.1.	Connection of additional 3 computers to internal network	Additional 4 computers were connected to network.	
In the field of international cooperation			
5.1.	Development and implementation of joint projects together with Georgian and foreign educational institutions	BNTU took a part in EC project “research and innovation”, “Cooperation in the field of investigation of marine casualties”, in which educational institutions of foreign countries were participated together with Georgian representatives (Odessa State Marine Academy, Azerbaijan State Marine Academy etc.)	
5.2.	Exchange program of professors, lecturers and instructors (1 at Logistics faculty, 1 at Maritime Engineering faculty);	A. Labartkava, Candidate of Technical Sciences, arrived from Admiral Makarov National University of Shipbuilding (Ukraine) and conducted 3 demonstration lectures within educational programme “Ship Mechanics”;	Similar visit is planned for the programme “Marine Navigation” in 2014.
In the field of development of Education Quality Management System			
6.1.	Increase in satisfaction of customer – student by 10%	Rate of satisfaction of students was increased by 8% according to specialties.	
6.2.	Survey of Teaching university alumni for the purpose of determination of level of satisfaction and employment-supporting competencies and interfering factors (60 alumni);	Survey of alumni was conducted but based on their employment only 25 alumni were surveyed.	
6.3.	Survey of crewing companies and other employers for the purpose of determination of level of their satisfaction;	Survey of employers for the purpose of determination of level of their satisfaction was conducted.	
In the field of development of material and technical resources			
7.1.	Upgrading of 3 simulators in accordance with requirements of STCW-78 Conventions;	2 simulators were upgraded in accordance with requirements of the Convention: physical models were added to GMDSS simulator, rescue boat was upgraded; new version of engine room simulator ERS-5000 was purchased and installed in new class room.	
7.2.	Upgrading of laboratory of chemistry and physics;	Laboratory of chemistry and physics was upgraded	
7.3.	Replenishment of library book collection by 5%;	In 2013, number of library books was increased by 30% in comparison of 2012, and by 3% in comparison of book collection in general.	
7.4.	Increase in number (purchase) of computer devices, audio and visual facilities by 10%;	Increased in by 10 %;	
In the field of development of PR activity			
8.1.	Participation in annual education exhibition (ExpoGeorgia);	BNTU took a part in annual education exhibition (Expo Georgia).	
8.2.	Preparation and distribution of promotion materials (1 TV spot,	Prepared: TV spot, leaflets, calendars, pens.	

	leaflet - 1000 pcs. Calendar - 1000 pcs., pen - 1000 pcs.)		
8.3.	Placement of information and promotion materials at web-page.	Information and promotion materials are regularly placed at BNTU web-page.	

4. Evaluation of internal audit results

4.1. In 2013, July 9 -18, internal audit was conducted in Batumi Navigation Teaching University structural units for the purpose of compliance with the requirements of International Quality Standards ISO 9001:2008 and internal documentation. Audit was conducted on the basis of №02-30 Order of the Head of Administration-Chancellor (as of July 3, 2013), sd №2-020101-08 “Internal quality audit procedures” and sd№2-030102-07-03.07.13. “Planning schedule of Quality Management System internal audit”.

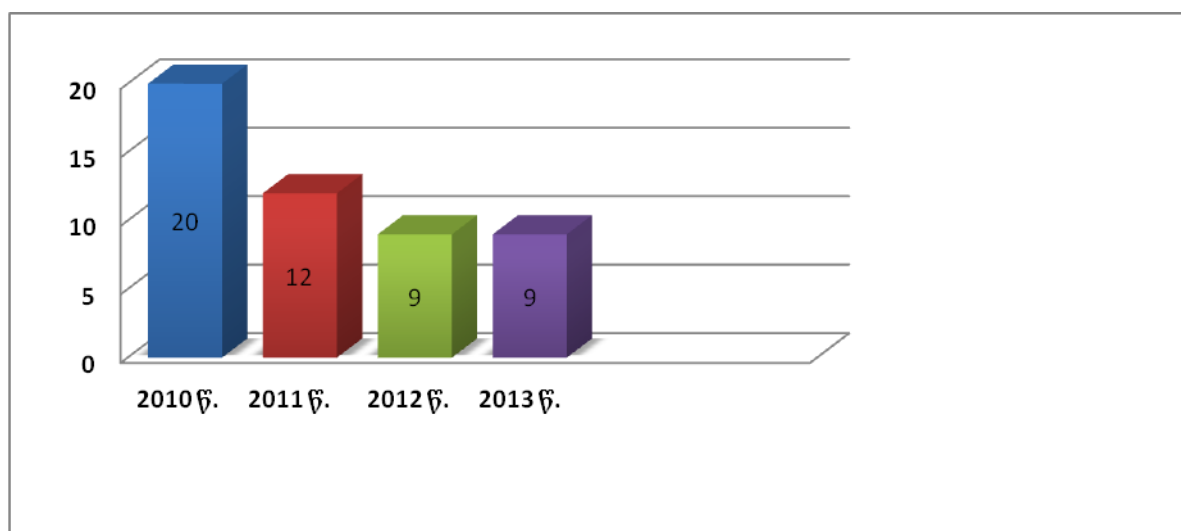
4.2. As a result of internal audit there were revealed 5 (five) nonconformities and 4 (four) observations, and corresponding acts of nonconformities and corrective measures and observation were executed. Together with the heads of sub-divisions corrective measures were developed and terms of elimination of nonconformities were fixed. Acts were sent to corresponding sub-divisions. Nonconformities were eliminated within fixed terms.

Distribution of nonconformities revealed in BNTU Quality System elements during internal quality audit

№	Titles of quality manual chapters	Number of nonconformities		
		«0»	«1»	Sum
4	Quality Management System	0	3	3
7	BNTU service provision	0	1	1
8	Measurement, analysis, improvement	0	1	1
	Total nonconformities	0	5	5

Distribution of nonconformities revealed during internal quality audit is represented on diagram below according to years. Diagram shows that in 2010, during internal quality audit there were revealed 20 nonconformities, in 2011 - 12, in 2012 - 9, in 2013 - 9 nonconformities.

Diagram 1. Nonconformities revealed during internal quality audit according to years



4¹. Report on results of record management audit conducted in BNTU sub-divisions on February 20-27, 2013

Organizational part of audit

On February 18, 2013, audit was conducted in BNTU structural sub-divisions on the basis of №02-13 Order of BNTU Chancellor; execution of corresponding documents on the basis of results and preparation of documents for delivery to archive was assigned to Administrative Office (E. Shervashidze) and archive (I. Tunadze). Quality Manager (O. Tsintsadze) provided verbal consultations to the staff involved in audit process. Administrative office delivered №02-13 Order (18.02.2013) and audit planning schedule to structural sub-divisions.

Audit was aimed at determination of effectiveness of work with documents in BNTU sub-divisions; namely, fulfillment of requirements of approved procedure for record identification was audited, documents were selected for delivery to archive or for destruction by expert commission; also there were inspected legality of records in documents, completeness of documentation and observance of order of execution of documents.

16 acts were drawn up after audit.

As a result of audit, recordkeeping-related nonconformities were identified in structural sub-divisions. In most cases, number of records indicated in register did not correspond to the actual number of records. As well as there were revealed records not indicated in the register, and non-identifiable records. In some cases, validity of documents in fails was violated, order of execution of documents and completeness of documentation was not observed.

State of elimination of nonconformities revealed during previous audit was inspected and no remarks have been fixed with this regard. During audit there were selected documents subjected to delivery to archive and destruction.

Structural sub-divisions were given recommendations and terms for elimination of nonconformities (01.03 2013). All the nonconformities were eliminated within the fixed terms.

On the basis of audit results, new consolidated register of records was drawn up, which was agreed with heads of corresponding structural units and approved in accordance with the established rules.

Results of record audit showed that there is need of more work with the persons, responsible for sub-division recordkeeping for the purpose of improvement and enhancement of compliance with the requirements of effective Law of Georgia regarding recordkeeping.

5. Evaluation of external audit results

5.1. European Maritime Safety Agency (EMSA) audit

On October 22-23, 2012, European Maritime Safety Agency (EMSA) conducted audit in Batumi Navigation Teaching University. Some nonconformity was revealed as a result of audit. Nonconformities revealed as a result of European Maritime Safety Agency audit and their corrective measures are referred to in the plan of corrective measures for nonconformities revealed by European Maritime Safety Agency on October 22-23, 2012.

5.2. Authorization and accreditation

1. For the purpose of authorization and establishment of compliance of educational programmes with the standards of fulfillment of accreditation conditions, monitoring service of the National Center for Educational Quality Enhancement conducted audit in BNTU on August 22 -25, 2012. Revealed defects were considered and eliminated.

2. On October 15-18, 2012, group of authorization experts conducted audit on compliance with authorization standards. As a result of audit there were revealed nonconformities and thus, BNTU authorization was rejected on the basis of resolution of educational institution authorization council (Protocol №26, 16.11.2012).

3. At BNTU Marine Engineering and Logistics faculties, departments of Navigation, Mechanics, Humanitarian and social, and liberal arts and sciences, and logistics there were revealed and eliminated nonconformities indicated in the conclusion.

4. On November 19, 2012, a letter (№02/1289) on BNTU re-authorization application was sent to the National Center for Educational Quality Enhancement.

5. On December 6-8, 2012, group of authorization experts inspected state of defect elimination and as a result of their conclusions, and on the basis of №04 resolution of educational institution authorization council as of February 15, 2013, Batumi Navigation Teaching University Ltd. has been awarded the status of higher educational institution (Teaching University) and the right of implementation of vocational educational programmes for the term of 5 years.

6. On the basis of resolution of Educational Programme Accreditation Council as of December 10, 2013, all higher educational programmes have been accredited.

- Resolution №190 10.12.2013- Marine Navigation Bachelor's programme was accredited.
- Resolution №191 10.12.2013- Ship Mechanics Bachelor's programme was accredited.
- Resolution №192 10.12.2013- Organization and Management of International Transportation Bachelor's programme was accredited.
- Resolution №193 10.12.2013- Transport Logistics Master's programme was accredited.

5.3. Results of Quality Management System external audit

5.3.1 Measures for elimination of nonconformities revealed as a result of external audit of Quality Management System

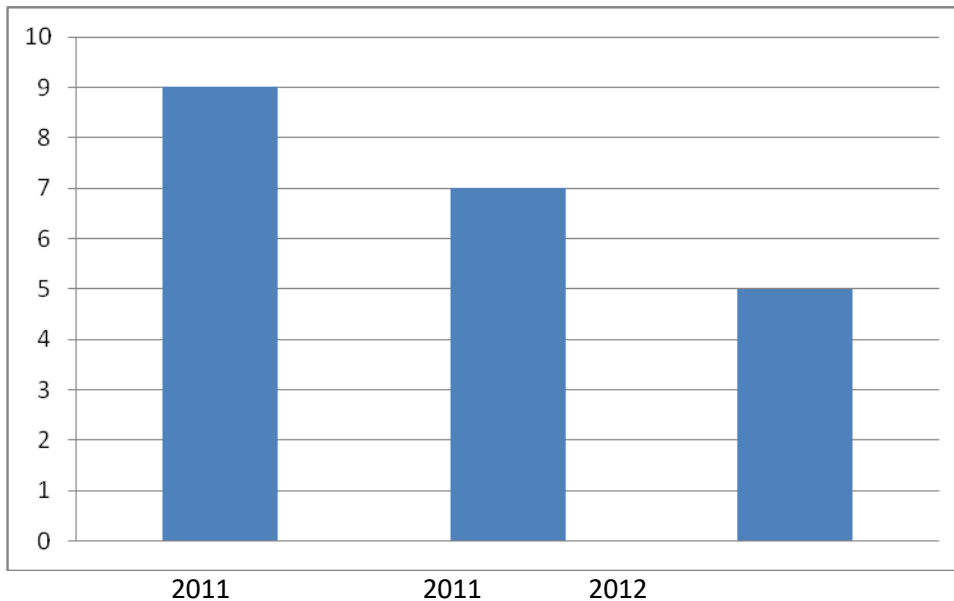
On December 24 -25, 2012, next audit of Quality Management System was conducted as a result of which there were revealed 5 nonconformities, and hence acts and observations were made.

On the basis of nonconformities revealed as a result of Quality Management System external audit, plan of measures for elimination of nonconformities was developed (sd №2-020103-07-08.01.2013), and corrective measures were taken, namely:

1. On the basis of **Nonconformity Act № 12.02601.310-24.12.2012**, and in accordance with №02-13 (18.02.13) order of the Head of Administration-Chancellor, on February 20- 27, structural units subjected to audit of records in accordance with the requirements of sd №2-020101-07- "Procedur of audit of records" and sd №2-010105-"Record Register". On the basis of audit results corresponding acts were drawn up and relevant recommendations were provided.
2. On the basis of **Nonconformity Act № 12.02602.310-24.12.2012**, evaluation and analysis of providers according to past and current activities was conducted on the basis of experience of cooperation of Teaching University with them.
3. On the basis of **Observation Act № 12.02603.310-24.12.2012**, new rules of keeping of application log-book of International Maritime Training Center (ns 20-18) was accepted, in accordance of which training manager shall inspect log-book weakly and make remark (signature, date) at right bottom side.
4. According to **Observation Act № 12.02604.310-24.12.2012**, taking into account of results of record audit in subdivisions, new record register sd №2-010105 was developed; it was reviewed by permanent expert commission and approved by Representative Board.
5. On the basis of **Observation Act № 12.02605.310-24.12.2012**, periodic insection of sd №2-030103-20- "Effective forms applied in International Maritime Training Center" was conducted. On the basis of results of periodic inspection, №3-14.01.13 change revision sheet was developed, and corresponding changes were made. Corresponding remark in periodic inspection revision sheet was made and change was indicated in change revision sheet.

In comparison of external audit results of previous years, nonconformities are reduced for example, in 2011 2 external audits were conducted, and during first audit 9 nonconformities were revealed, and during second-7, in 2012 - 5 nonconformities.

Diagram 2. Nonconformities revealed during external audit of quality according to years



6. Audit conducted by Maritime Transport Agency Commission for inspection of maritime educational institutions and maritime training centers

Elimination of nonconformities revealed during unscheduled inspection of BNTU International Maritime Training Center conducted on August 15, 2013 by Maritime Transport Agency

Point A) Personal survival techniques (IMO Model course 1.19)

Educational course equipment is brought in compliance; namely, rescue belt is regular style and has safe working load markings.

Point B) Fire prevention and fire fighting (IMO Model course 1.20)

Fire fighting coastal training equipment (fire hydrants, emergency shower) has corresponding IMO symbols.

Point C) Advanced fire fighting (IMO Model course 2.03)

Fire fighting coastal training equipment (fire hydrants, emergency shower) has corresponding IMO symbols.

Point D) Basic training for oil and chemical tanker cargo operations (IMO Model course 1.01)

Basic training for oil and chemical tanker cargo operations was equipped with additional personal protective equipment.

All chemicals, used during educational process, in practical training (methanol, silver nitrate, manganese, hydrochloric acid, nitric acid) have their corresponding Material Safety Data Sheets.

Point E) Advanced training for oil training cargo operations (IMO Model course 1.02)

Basic training for oil and chemical tanker cargo operations was equipped with additional personal protective equipment.

(Protective goggles, gloves, apron). All oil products, used during educational process, in practical training have corresponding Material Safety Data Sheets. Safety Data Sheet.

Point F) Bridge Resource Management (IMO Model course 1.39 /1.22)

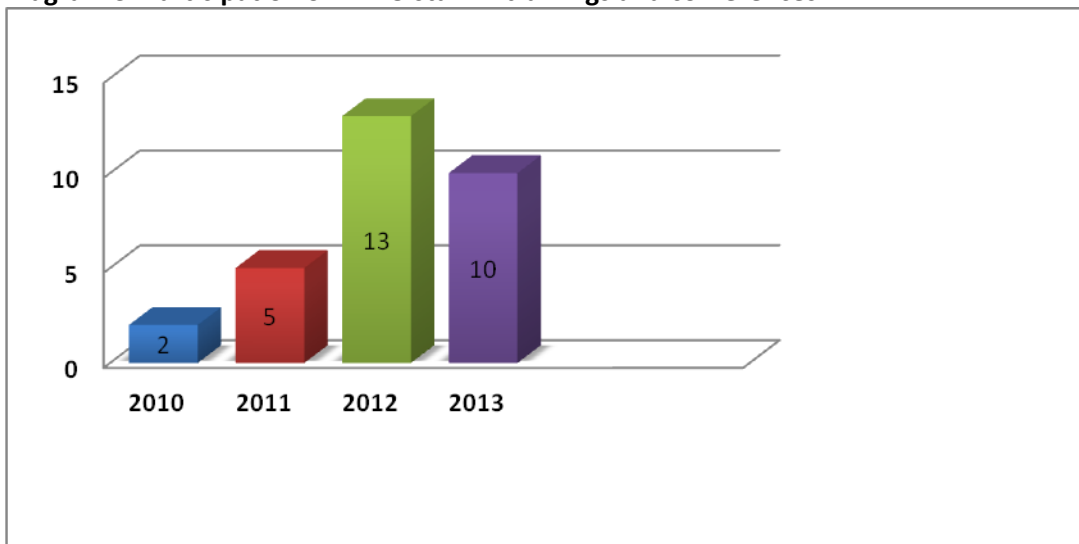
Navigation bridge was equipped with VHF radio-receiving set, which is connected to instructor and GMDSS station.

The following works were performed in accordance with the plan of corrective measures, on the basis of #7 Protocol of audit conducted on October 01-0, 2013 by Maritime Transport Agency Commission for inspection of maritime educational institutions and maritime training centers:

1. New e-mails were created for all structural units, by means of which documents required for activity will be sent to them.
2. In 2013, during Quality Management System Analysis, performed and to be performed objectives will be examined in details. Developed report will be approved by means of signature of manager.
3. Log-book for registration of term certificates was developed for the purpose of control of certificate terms. Plan of staff proficiency enhancement and certification was developed for 2014.
4. Place of keeping of job instructions are indicated in each job instruction (to the Chancellor, in sub-divisions, in Quality Assurance Service).
5. Modifications to sd№2-020101-08 – Internal Quality Audit Procedure, have been developed in accordance with the established rules.
6. Modifications to sd№2-020101-05 –Management Procedures of Nonconforming Services have been developed in accordance with the established rules.

7. Staff training

Diagram 3. Participation of BNTU staff in trainings and conferences



In 2013 number of trainings for BNTU employees was less than in previous year; however, number of certified employees was increased as a result of such trainings.

8. Results of surveys conducted by Quality Assurance Service

8.1. Survey of academic/invited staff

1. Survey showed that most of lecturers and teachers favorably evaluate programmes and their implementation conditions. Both, evaluation system and compliance with educational program objectives and outcomes are evaluated favorably.
2. Lecturers expressly evaluate activities of BNTU Academic Council, Administration and Quality Assurance Service as the best.
3. Dynamic of monitoring of lectures, educational process and programmes are also positive.
4. Issue of Georgian textbooks remains problematic for BNTU, as the evaluation “Not sure” has been given to the issues related to Georgian textbooks and application of technical facilities at lectures.

5. No negative evaluation regarding any issue was given.
6. BNTU Administration and QAS work for quite some time now and intensively continue work regarding Georgian textbooks.

8.2. Survey of alumni satisfaction and analysis of survey results

In market economy conditions it is necessary to develop and implement educational programmes, which will be focused on satisfaction of alumni and educational service customers, as well as satisfaction of social expectations and economic interests. Alumni satisfaction monitoring was aimed at survey of satisfaction of alumni by educational process in Batumi Navigation Teaching University, existing infrastructure, human resources, student support, educational programmes, obtained education (knowledge and skills) and Batumi Navigation Teaching University in general, for the purpose of consideration of their opinions and attitude, improvement of Teaching University infrastructure and educational process, administrative, academic and information support services of students, modification of current educational programmes and determination of needs of development of new educational programmes.

25 alumni were participated in survey. As a result of survey analysis it may be said that the level of alumni satisfaction is high.

It is planned to involve more alumni in alumni satisfaction monitoring process (at this stage it was impossible due to professional activity of alumni) and compare obtained result with previous results to get more complete and clear picture.

Survey of satisfaction of students with education quality and educational process (analysis of survey results)

Survey was conducted for the purpose of determination of general satisfaction of students with education quality and educational process. 51 students of Marine-Engineering Faculty were surveyed.

On the basis of obtained results it may be concluded that most of surveyed students positively evaluates work of Teaching University with relation to quality of educational process and organizational part.

It should be also considered that only few surveyed students evaluate particular aspects of survey theme negatively ("Bad" and "Very bad" – 1.5%). Namely, they think that it would be better to raise awareness of students regarding teaching format of educational courses, dates and rules of conduction of trainings, mid-term exams, and final exams.

Based on abovementioned, the following is necessary for the correction of defects:

Recommend faculties to improve student awareness raising and support mechanisms, arrange meetings with curators, acquaint them with the opinions of students and develop corresponding measures, provide on-time placement of educational process-related information at the web-page of Teaching University and monitor information updating.

8.3. Survey of satisfaction of students with educational process

Analysis of survey results by subjects

Survey was conducted for the purpose of determination of general satisfaction of students with quality of education and organization of educational process.

On the basis of survey results we recommend teachers of specialization subjects to carry out educational process more effectively; particular guidance works were executed with lecturers and teachers of specialization subjects. Generally, rating index of survey at Logistics faculty is higher than at Marine-Engineering Faculty. Quality Assurance Service prepared corresponding recommendations and remarks for Marine-Engineering Faculty.

8.4. Survey of satisfaction of employers (analysis of survey results)

1. Importance of alumni competencies and satisfaction of employers with the level of alumni competence
On the basis of analysis of employer survey results it was planned to determine level of importance of particular competence of Teaching University alumni and satisfaction of employers with such competence level.
Notwithstanding of small number of surveyed persons, it impossible to make some conclusions; namely, it is important that all the competencies offered by us are equally prioritized.

During survey none of competencies was evaluated as “Not important” or “Absolutely unimportant”, which means that competencies, provided for by educational programmes are adequate and focused on training of employable specialists.

It turns out that not only special knowledge and skills are important for employers, but their abilities to immediately and properly obtain and use competencies, which correspond to their official duties. Hence, theoretical knowledge and practical skills obtained in academic environment are not sufficient; it is necessary for students to form motivation of personal development, continuation of study, enhancement of knowledge and skills, as well as knowledge of foreign language, modern information and communication technologies and special software and their application in practice are also very important.

On the basis of analysis of survey results we can talk about employer’s expectations and areas of improvement of alumni competencies that will promote improvement of educational programmes, compliance of learning outcomes with labor market requirements, and in the view of this, provision of alumni competitiveness. Results of employer survey will be completely taken into account during modernization of BNTU educational programmes.

Examination of employment supporting competencies and interfering factors

Analysis of survey results

Survey was conducted for the purpose of determination of alumni employment possibilities, employment supporting and interfering factors. Survey will show the competencies preferred by alumni, employment supporting factors, as well as employment interfering factors and to what extent the opinion of alumni is coincident with the opinions of employers.

As a result of survey, employments supporting three main competencies were identified: high level theoretical and practical training, information competence and technical competence.

Absence of maritime fleet and national employment market were identified as employment interfering factors.

Little number of alumni does not allow to show complete picture; however, this survey identifies main supporting and interfering conditions that may appear in maritime industry regarding employment and further education.

8.5. Analysis of lecture monitoring

BNTU Quality Assurance Service conducted monitoring of lectures. Totally, lectures of 15 different lecturers were attended. As a result of educational process monitoring conducted by QAS representatives the following remarks and corresponding recommendations have been made:

General remarks and recommendations		
1	Material and technical resources	Special technical staff should pay attention to serviceability of visualization technical equipment to be used in educational process.
2	Educational process	Inefficient and incomplete use of contact time during lecture should be avoided; Issues, examined by a lecturer during lecture shall completely coincide with the issues indicated in syllabus; Each lecturer shall provide maximum involvement of students in educational process. Each student should be able to freely express his/her opinion and demonstrate level of knowledge that will allow lecturer to adequately evaluate

		<p>student. Lecturers, with minor verbal problems due to their education obtained in Russian, should work on themselves and strictly control utterance during lecture. Lecturers should accurately and responsibly keep grade-book. It is not allowed to leave activities of a student unevaluated and ignore absence.</p>
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9. Educational process

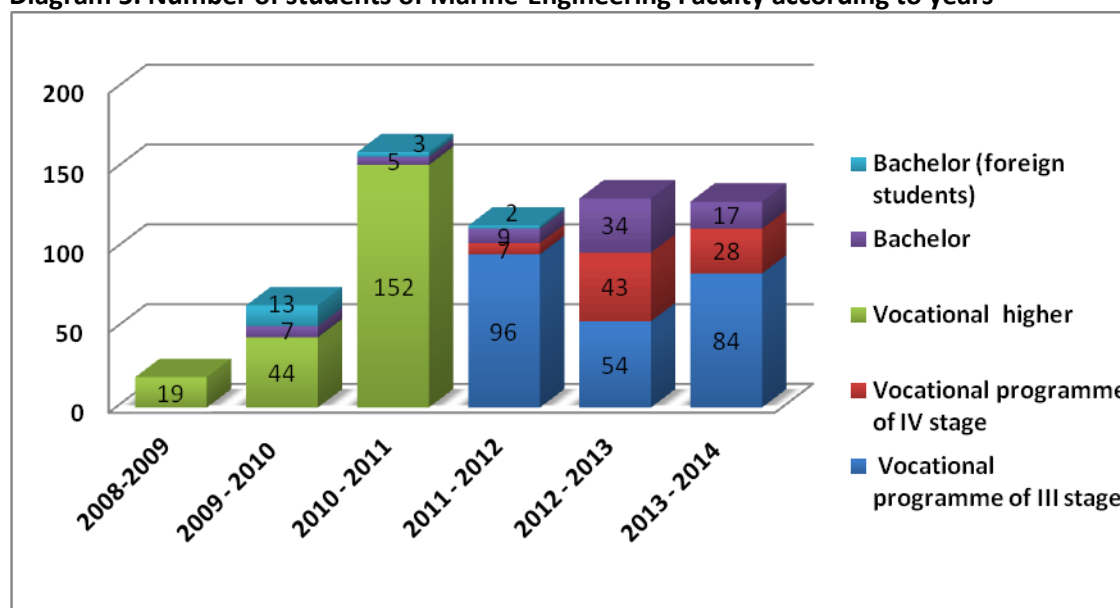
Conducted analysis allows identifying main components of educational process in BNTU:

1. Teaching staff;
2. Students;
3. Teaching content;
4. Material and technical provision of educational process;
5. Class time;
6. Economic costs;
7. Teaching technologies.

Interrelation and interconnection of abovementioned components form educational process structure. Hence, measures for improvement of educational process quality should be developed taking into consideration of these components.

Analysis of academic performance of students showed that total level of academic performance of students of Marine-Engineering, as well as Logistics Faculty for 2012-2013 academic year are satisfactory. All three evaluation categories are represented. Moreover, it should be also noted that in comparison with previous academic year, positive trend in student evaluation process is evident, and number of A, B and C grades exceeds the number of D, E and Fx grades. Also, number of students, obliged to complete particular educational course again amounts to 4% of total number of students that is less than previous year rate by 2%.

Diagram 5. Number of students of Marine-Engineering Faculty according to years



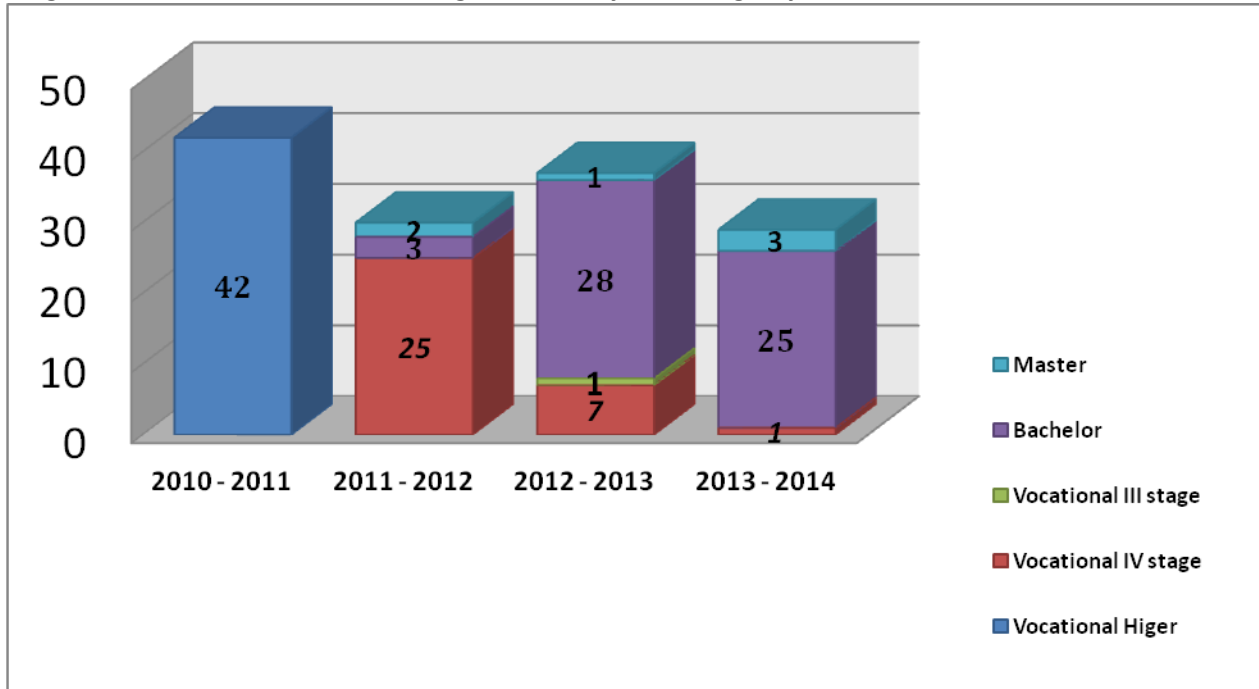
On the basis of diagram above it may be said that number of students enrolled at Bachelor’s programme of Marine-Engineering Faculty is reduced.

This is caused by the following external factors:

1. Reduction of number of persons willing to get maritime education;
 2. Most of prospective students could not pass Unified National Exams;
- Internal factors:

1. At the moment of filling-in of applications BNTU had no fundable programme.

Diagram 6. Number of students of Logistics Faculty according to years



9.2. 2012-13 Academic year

SWOT Analysis

Internal environment	
Strengths	Weaknesses
<ul style="list-style-type: none"> • Permanent structure; • Library book collection (including digital); • Intra-university scientific magazine • High-qualified academic and invited staff; • Provision of educational process considered by educational programmes with material and technical resources; • Information and communication technologies; • Unlimited access to Internet; • Short-term (one year) and long-term (six year) strategic development plan; • Proficiency enhancement events for lecturers and teachers - trainings for modern teaching and learning methods, international retraining of instructors; • Membership of Withersby digital library network; • Active involvement of students in university activity; • Active involvement of students in student conferences; 	<ul style="list-style-type: none"> • Students have to be involved in student self-governance activities more actively; • Students are passive and not sufficiently involved in educational process quality monitoring; • Academic and invited staff have to be more involved in introduction of new teaching methods; • Efforts of Administration regarding improvement of student support (awareness) are not sufficient. • During replenishment of book collection it is recommended to purchase more examples of each textbook. • Rate of translation and publication of foreign language textbooks is slow.

<ul style="list-style-type: none"> • Memorandums with corresponding organizations for the purpose of internship of students; • Active involvement of employers in development of academic programmes; 	
External factors	
Opportunities	Threats
<ul style="list-style-type: none"> • Obtainment of accreditation; • II stage of EMSA audit; • Possibility to participate in international educational programs; • Invitation of foreign experts of maritime and logistics fields for the purpose of involvement in educational process; • Realization of student self-governance projects; • Arrangement of university sports center; • Development of new educational programmes; • Improvement of student support services. 	<ul style="list-style-type: none"> • Migrational processes; • Functioning of one stage of education in extinction mode; reduction in number of student due to functioning of vocational higher education in extinction mode; • Severe competition between experts in employment market in the field of business; • Permanently increasing competition in education market.

10. International Maritime Training Center

Diagram 4. Number of trainees of International Maritime Training Center according to years:

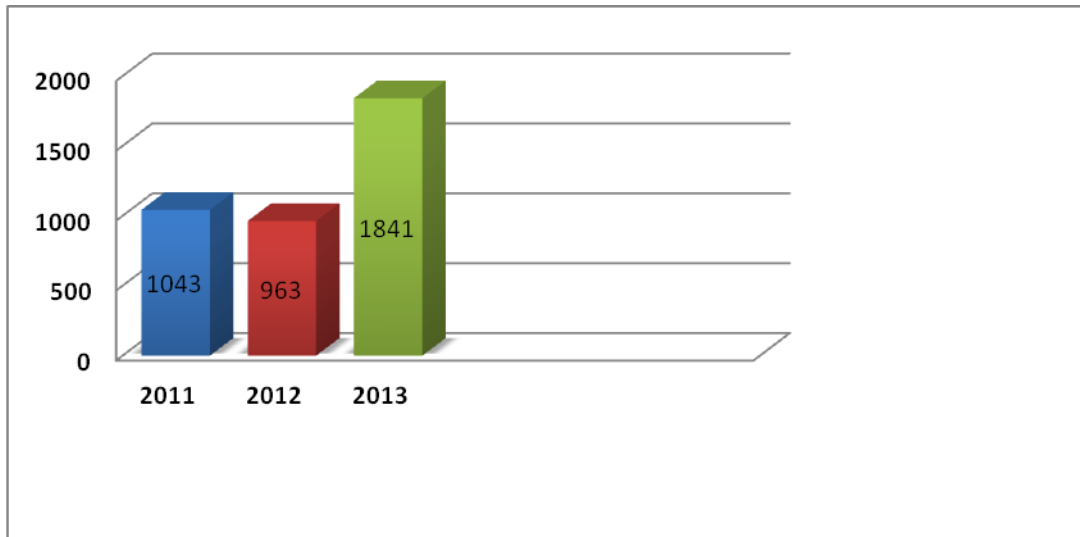


Diagram shows that number of trainees in comparison with previous year is almost doubled. Growth is directly linked to the improvement of service quality.

10.2. Results of evaluations of courses and instructors by trainees

- ▶ Upon completion of each training course in Batumi Navigation Teaching University International Maritime Training Center, trainees evaluate courses, that imply filling-in questionnaire of approved form.
- ▶ Quality Assurance Service analyzes evaluation of courses by trainees once in a year, and it is aimed at identification of indicators of quality of implementation of courses and readiness for implementation of such courses (equipment, study environment and conditions).

► Information obtained as a result of evaluation of courses by trainees will allow us to identify all the weaknesses, respond quickly and eliminate them, and take corresponding measures for the improvement of teaching quality.

Results and recommendations

- Lots of ship command staff and officers, as well as crew members are taking training in BNTU International Maritime Training Center.
- At present, minimum number of course trainees in BNTU International Maritime Training Center amounts to 2, and maximum - 30.
- Based on survey results, most of answers are positive. It should be also noted that evaluation analysis of 12 training courses was conducted as well. Special attention was given to evaluation of courses updated in accordance with the requirements of Manila-2010 and new training courses by trainees. Trainees positively evaluated courses in terms of quality and their content.

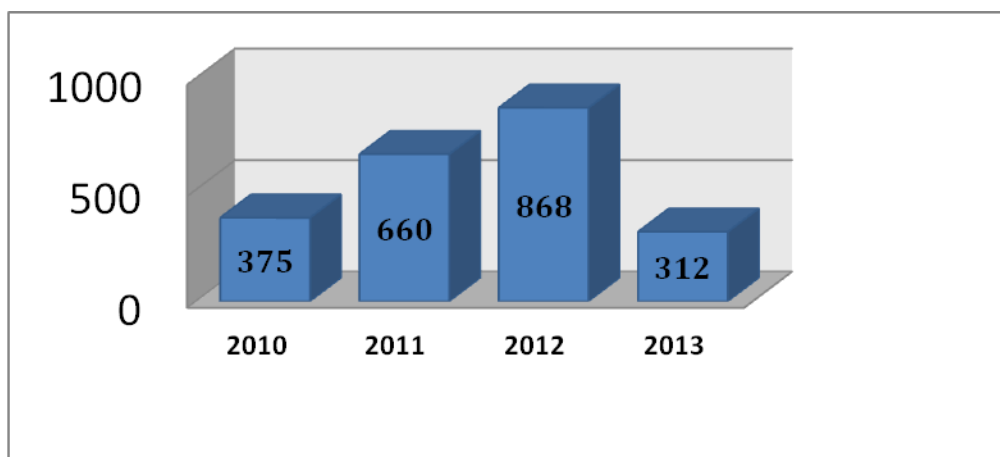
11. Library

In 2013, library book collection has been replenished by 312 books, among them, special literature -195, foreign language books – 41, and other - 76. Book collection was increased by about 3%, and in comparison with 2012, approximately by 30%.

In 2013, 82 members of a library were registered, and 246 books were taken out. Book circulation per year amounted to 845 units of books, among which special literature -540, foreign language books - 357, and other - 13.

Diagram below demonstrates incoming delivery of books in library on the basis of data of recent 3 years showing that number of books in library is increased in comparison with previous years. For example, comparing 2012 and 2011 years, number of books is increased by about 30%; it should be also noted that number of books related to speciality was increased by about 70% in comparison with previous year, and in 2013 – by 30%.

Diagram 7. Number of books in library according to years



12. Fulfillment of fundamental processes

1. All educational programmes effective in BNTU are developed and approved properly.
 2. Programmes of International Maritime Training Center are developed, agreed and approved properly.
- Within analysis period, corresponding recommendations were developed on remarks and weaknesses related to fundamental processes, and corresponding works were performed.

13. Works performed according to nonconformities revealed in everyday activity

1. BNTU applies “Log-book for registration of nonconformities revealed in everyday activity”-in accordance with sd№2-020101-05- “Management Procedures of Nonconforming Services”.
2. This log-book is used in sub-divisions as well, where any nonconformity is fixed and eliminated within predetermined terms.

14. Analysis of complaints

1. For recording and analysis of complaints BNTU is keeping “Complaint registration log-book” in the established form.
2. Within analysis period no complaints were received.

15. Sufficiency of statutory documents

1. Completeness of statutory documents was analyzed during internal and external audits.
2. BNTU has full set of statutory documents for the purpose of Quality Management System provision.
3. With regard to accreditation, 31 internal statutory documents and 15 forms were revised and re-issued:

16. Offers for improvement of Quality Management System

- Conduction of audit of records in sub-divisions;
- Conduction of periodic inspection of documents;
- Continuous monitoring of national legislation and modifications made, and notification of concerned persons about it;
- Agreement of File Register with State Archive;
- Improvement and enhancement of recordkeeping;
- Sending of Quality Assurance Service staff at training courses for internal auditors;
- Re-training of teachers and instructors;
- Conduction of themed internal trainings (2 trainings “Active teaching in higher education institution”);
- Analysis of material and technical resources of departments and purchase of required equipment, guidance facilities and literature;
- Conduction of inspections of lectures;
- Improvement of educational process control;
- Improvement of academic achievement of students;
- Provision of International Maritime Training Center with internal and external statutory documents;
- Introduction of technical training of staff in Teaching University (preparation of corresponding documents, organization and conduction of trainings);
- Provision of maximum involvement of staff in operation of Quality Management System.

17. Conclusion

1. Quality Management System is introduced in BNTU since 2002.
2. QMS corresponds to ISO 9001:2008 requirements, internal procedures, and activity governing documents.
3. QMS corresponds to the policy in the field of quality and it is effective;
4. Policy in the field of quality corresponds to the requirements of ISO 9001:2008 and BNTU Administrations;
5. Policy in the field of quality: General policy and strategy, and policy in the field of quality, as well as objectives and obligations in the field of quality are determined by BNTU Administration and whole BNTU staff is aware of;
6. Additional resources are required for improvement of Quality Management System and its better functioning;
7. Corrective measures are developed according to nonconformities revealed during QMS internal and external audits, and they are eliminated within fixed terms;
8. Staff is aware of QMS requirements and involved in related activities;
9. Re-certification of Quality Management System is planned for the year of 2014.

10. Results of analysis, remarks and recommendations referred to in this document shall be applied for the purpose of development of objectives in the field of quality of BNTU for the year of 2014.

Agreed:

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