



## **BATUMI NAVIGATION TEACHING UNIVERSITY LTD**

**APPROVED BY**  
Representative Board Resolution #-----

Chairman of Representative Board

----- L. Khvedelidze

„-----”-----**2018**

### **Report on Quality Management System Analysis of 2017**

**sd №2-020101-01**

**Batumi**

**2018**

## Preface

1. Developed by: Quality Assurance Service
2. Approved by: Representative Board

Registered copy of this Report is kept to the Head of Administration-Chancellor  
Soft copy is kept in all subdivisions

## Table of contents

N	Chapters	Page
1.	Scope of application	3
2.	General provisions	3
3.	Fulfillment of measures by the Administration to be taken in accordance with the results of previous Quality System Analysis	4
4.	Evaluation of internal audit results	5
5.	Evaluation of external audit results	6
6.	Audit conducted by Maritime Transport Agency Commission for inspection of maritime educational institutions and maritime training centers	6
7.	Staff training	6
8.	Results of surveys conducted by Quality Assurance Service	7
9.	International Maritime Training Center	15
10.	Educational process	15
11.	Library	15
12.	Fulfillment of fundamental processes	15
13.	Works performed according to nonconformities revealed in everyday activity	16
14.	Analysis of complaints	16
15.	Sufficiency of statutory documents	16
16.	Recommendations for improvement of Quality Management System	16
17.	Conclusion	17

## 1. Scope of application

1.1 Report on Batumi Navigation Teaching University Quality Management System Analysis for the year of 2017, includes BNTU Quality Management System.

## 2. 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.

2.3 Quality Management System Analysis is based on the following:

1. Results of educational process analysis;
2. Results of internal and external audits;
3. Results of analysis of documentation of Quality System elaborated and introduced in BNTU in accordance with ISO 9001:2015 International Standards;
4. Results of elimination of other identified nonconformities;
5. Customer feedback;
6. Functioning of processes and compliance of services;
7. Changes that may affect Quality Management System;
8. Improvement recommendations.

### 3. 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 (2016) and taking into account of long-term strategic plan of development, there were set goals in the field of quality for the year of 2017, namely:

No	Goals of 2017 in the field of quality	Fulfillment	Note
<b>1. In the field of educational activity</b>			
1.1	Retraining / Qualification upgrading courses for professors, lecturers and instructors – 10 specialists were sent	3 instructors, 3 administrative staff members and 25 professors and teachers took Retraining / Qualification upgrading courses. In total, 31 specialists were trained.	
<b>2. In the field of scientific and innovative activity</b>			
2.1	Scientific conferences and workshops (1 scientific conferences)	1 International research-to practice conference "Modern marine technologies, social and economic problems and ways of their solution" (BNTU). III International Conference "Ukraine-EU: Modern Technology, Business and Law" (with co-organization and participation of BNTU, Slovakia Austria-Hungary) 1scientific workshop "Formation of innovative economics in Georgia in Eurointegration conditions (problems, challenges, prospects)".	
2.2	Publication of textbooks (2 textbooks)	2 textbooks have been prepared. Management: cases, trainings, business games Electric devices, principles of electronics and diagnosis and repair of digital devices, Part I, Ship electric equipment, electric devices, digital apparatus and control systems, Part II	
2.3	Updating/development of lecture courses (readers) (2 lecture courses)	All lecture courses effective in BNTU have been updated	
2.4	Conduction of scientific popular lectures for the purpose of provoking interest of students of research activity	Public lecture "Black Sea – Pollution problems".	
<b>3. In the field of development of social and educational activity</b>			
3.1	10% discount on tuition fee for successful students	10% discount on tuition fee was applied to 23 students	In 2015 - 9, in 2016 - 24 students; scholarship was awarded to 5 students
3.2	Support of professional growth of young employees	Training of 1 employee was funded: K. Goletiani	
<b>4. In the field of development of information activity</b>			
4.1	Equipment of 2 lecture halls with multimedia equipment for the purpose of application of modern technologies in educational process	5 lecture halls were equipped	
<b>5. In the field of international cooperation</b>			
5.1.	Participation in international conference (1 conference)	5 professors took a part in	See, p.2.1

		International Conference "Ukraine-EU: Modern Technology, Business and Law"	
5.2.	Invitation of one foreign expert for the purpose of conduction of public lecture for logistics specialty students	Public lecture of Horacio Guillermo Vazquez Rivarola, representative of Manuel Belgrano National Nautical School (Argentina), Director of Maritime Museum	Conducted for Marine Engineering Faculty students
<b>6. In the field of development of Education Quality Management System</b>			
6.1.	Survey of Teaching university alumni for the purpose of determination of level of satisfaction and employment-supporting competencies and interfering factors (20 alumni)	Survey of alumni was conducted; 20 alumni were surveyed	
6.2.	Increase in satisfaction of crewing companies and other employers by 5%	Survey of 10 employers for the purpose of determination of level of their satisfaction	See, p.8
<b>7. In the field of development of material and technical resources</b>			
7.1.	Increase in library book collection by 2% in comparison with previous year	Library book collection has been replenished with 251 books, it is about 1,5 %	
7.2.	Increase in number (purchase) of computer devices, audio and visual facilities by 5%;	During 2017, 39 units were purchased (21 PCs, 9 printers, 4 projecting devices, 4 notebooks), which means increase in by 12%	At the beginning of 2017, 312 units of computer equipment
7.3.	Upgrading of navigation bridge	Software/visual upgrading of navigation bridge (upgrade of Navi-Trainer Simulator to latest version NTPro 5000 version 5.35, ECDIS MNS34)	One work place was added (ECDIS MNS 34)
<b>8. In the field of development of PR activity</b>			
8.1.	Arrangement of "Door Open Day" and offsite promotion visits	Door Open Days was arranged – March 23; offsite visits in region's schools.	
8.2.	Preparation and distribution of promotion materials (1 TV spot, leaflet - 500 pcs. Calendar - 500 pcs., pen - 500 pcs.)	Prepared: 1 TV spot, leaflets, calendars, pens in sufficient amount	

#### 4. Evaluation of internal audit results

In 2017, July 5-18, scheduled internal audit was conducted in Batumi Navigation Teaching University structural units on compliance with the requirements of International Quality Standards ISO 9001:2015 and internal documentation.

Audit was conducted on the basis of №01-08 Order of the Rector as of June 28, 2017, sd №2-020101-03 "Internal quality audit procedures" and sd №2-030102-07-28.06.17 "Planning schedule of Quality Management System internal audit".

As a result of internal audit there were revealed 2 (two) nonconformities, and corresponding acts of nonconformities and corrective measures 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		
		«Major»	«Minor»	Sum
7	BNTU service provision	0	2	2
	Total nonconformities	0	2	2

**4<sup>1</sup>. Report on results of record management audit conducted in BNTU sub-divisions in 2017**

On December 11-21, 2017, audit of records was conducted in Batumi Navigation Teaching University. Audit was aimed at inspection of files sorted in BNTU sub-divisions according to file register approved by office of records, 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. As a result of audit 22 acts were drawn up.

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

Results of record audit showed that record-keeping process in sub-divisions is improved in comparison with previous years. Quality Assurance Service, Administrative office and archive permanently carry out works for improvement of record-keeping procedures.

**5. Results of Quality Management System external audit**

On January 18, 2017, audit of Quality Management System recertification was conducted. As a result of audit, two acts of nonconformities and one act of observation were drawn up. Plan of measures for elimination of nonconformities/correction of observations was developed (sd №2-020103-07-15.02.2017) and works for elimination of nonconformities were performed. All the nonconformities were eliminated within fixed terms.

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

On June 27, 2017, Maritime Transport Agency conducted planned audit (sd №2-030102-07-20.07.2017 Plan of corrective measures in accordance with №4 Report). All nonconformities/recommendations were eliminated/fulfilled within fixed terms.

**7. Staff training**

In 2017 there were planned retraining/training/ proficiency enhancement of 10 specialists. 3 instructors of International Training Center were retrained; , 4 administrative staff members and 25 professors and lecturers took training.

## 8. Works carried out by Quality Assurance Service

### 8.1. Summary analysis of academic year of 2015-2016

#### Summary analysis of academic year of 2015-16 and recommendations

##### Survey and monitoring

During academic year of 2016-2017, BNTU Quality Assurance Service conducted the following activities, required for the monitoring of educational process and university activity in general:

1. Student survey regarding their satisfaction with the quality of educational process and organizational matters;
2. Student survey regarding their satisfaction with education quality;
3. Survey of academic/invited staff;
4. Monitoring of lectures and presentation;
5. Survey of employers;
6. Analysis of educational process results.

Overall, during academic year of 2016-2017, 80 BNTU students were surveyed by randomization. Abovementioned survey allowed Quality Assurance Service to conduct unbiased analysis of educational process, make corresponding conclusions and give relevant recommendations to BNTU administrative units. In particular, as a result of monitoring of lecture-presentations, beneficial and negative aspects of lecture process in BNTU were identified, namely:

##### **The following beneficial aspects deserve special mention:**

1. Interesting and diversified lectures - 90%;
2. Maximum involvement of students in lecture process - 95%;
3. High-level professional competence of lecturers - 90%.
4. Educational process is result-oriented to the maximum - 90%;
5. In contrast with previous years, students are fully informed about educational process - 91%;
6. Both, students and lecturers are satisfied with the level of technical equipment - 97%;
7. Knowledge evaluation system is relevant and comfortable for students, as well as for lecturers - 96%;

##### **The following negative aspects deserve special mention:**

1. 5% of lecturers violate requirements of time management and uses lecture hours ineffectively;
2. Results of mid-term exams and errors made are not reviewed properly.

**Survey of satisfaction of students (analysis of survey results)** showed most of surveyed students of both, Marine-Engineering and Logistics faculties positively evaluates work of Teaching University with relation to quality of educational process and organizational part. Scope and content of educational courses, information delivered by teachers and Administration are acceptable for all BNTU students.

Evaluations such as "Bad"/"Worst" has not been given.

The fact that 45% of surveyed persons think that results of mid-term exams and errors made are not reviewed properly should be considered necessarily. As well as, the fact that 20% of surveyed persons not intensively use BNTU library (work in reading hall is implied).

**Survey of student satisfaction with education quality (analysis of survey results)** showed maximum satisfaction of students of both faculties regarding knowledge evaluation system and attitude of lecturers towards students. It should be also noted that e-system of management of education process effective in BNTU from 2016-17 academic year provided maximum transparency of evaluation process.

**As a result of education process monitoring** it was identified that involvement of students in curriculum-independent activities is still topical. It is desirable that lecturers pay more attention to the aspects relating to expression of opinions by each students and more intensive involvement into the process of understating of issue under consideration. As well as, it is recommended to provide additional consultations for some lecturers regarding improvement and optimization of presentations.

**Survey of satisfaction of employers** (summarizing analysis, academic year 2016-2017)

The purpose of the survey was determination of satisfaction of employers with the level of competencies of alumni employed by them, and identification of requirements of employment market to the alumni of particular educational programme. Survey was conducted by means of questioning. On the basis of survey results it was identified that employers consider personal development motivation of alumni, their ability to fulfill tasks independently, enhancement of competencies etc. important so as alumni could fulfill assigned duties with no expense to the company. The following are considered of high-priority from the requirements specified for potential employees:

1. Personal development motivation - 95,3%
2. Ability to independently enhance competencies – 95,3%
3. Responsibility – 94,5%
4. Level of background knowledge of specialty – 93,8%
5. Level of practical skills – 94,1%
6. Ability to freely use modern information and communication technologies – 90,6%
7. Knowledge of foreign language – 88,8%
8. Knowledge of today's software relating to the specialty - 82,1%
9. General intellectual competencies - 80%
10. Communication skills – 61,3%

It has been revealed 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. Along with standard questionnaire, employers were asked to express their opinions in writing about foreign languages necessary for employment, and indicate foreign languages in preference manner. 100% of surveyed employers think that knowledge of Russian and English languages is necessary for alumni (taking into consideration of marine field specificity); 30% thinks that additionally knowledge of Turkish is also preferable (taking into account of specificity of logistics industry).

## 8.2 Educational process

Analysis of educational process of academic year of 2013-2014, shows that educational process in BNTU is carried out in accordance with the requirements of current programmes.

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

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

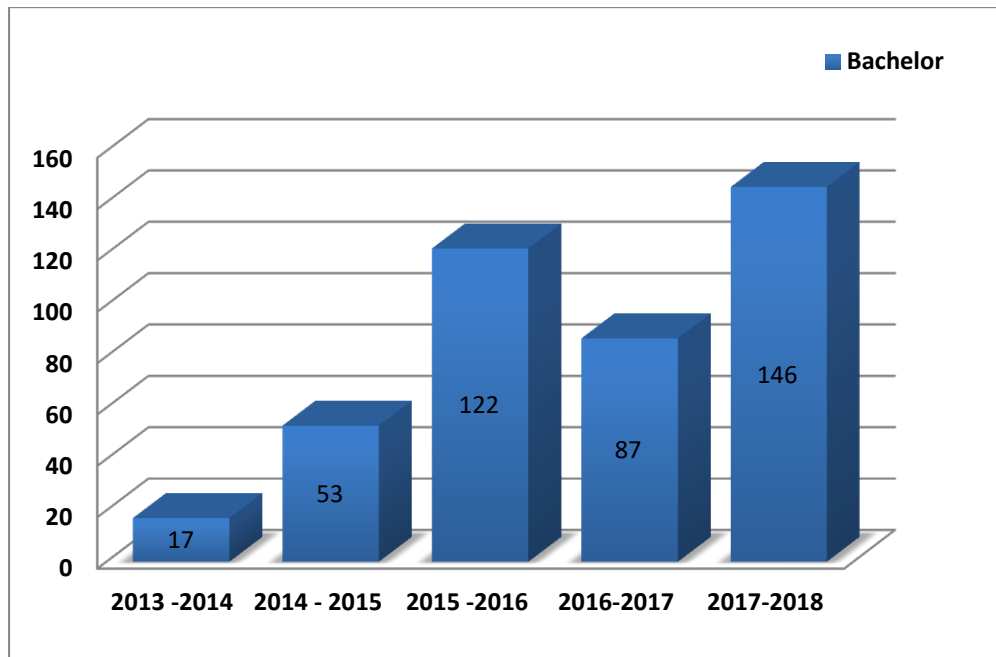


7. Teaching technologies

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.

See, quantitative indices of academic performance of students in Annex 1.

**Diagram 2. Number of students of Marine-Engineering Faculty according to years**



Number of students, enrolled at Marine-Engineering Faculty

Marine Navigation: Bachelor: by Unified National Exams – 30, by mobility – 18, foreign students – 1, and by internal mobility – 31.

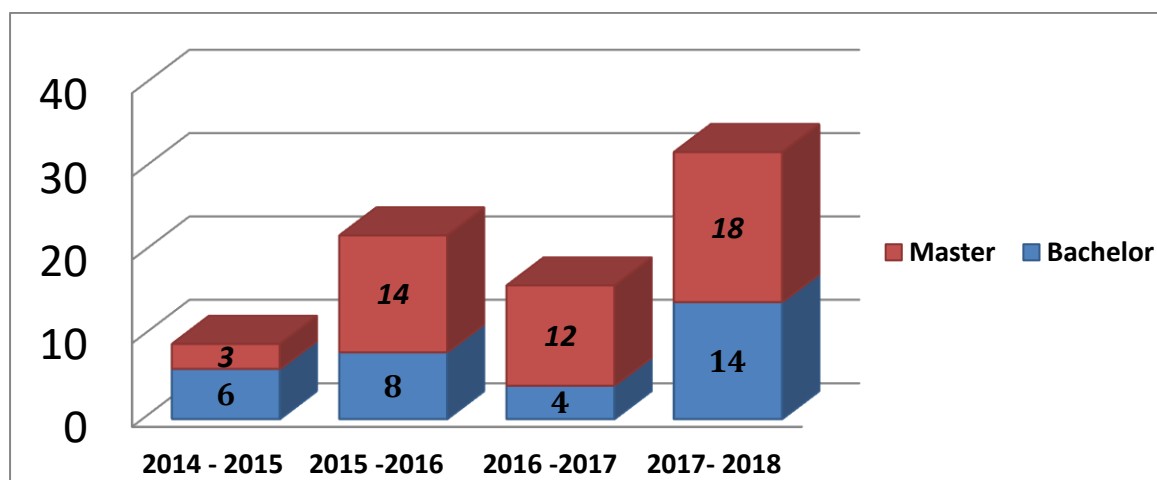
Ship Mechanics: Bachelor: by Unified National Exams -9, by mobility – 14, foreign – 4, foreign citizens-7.

Number of students of Bachelor’s programme is increased by 59 students in comparison with previous year.

This is may be due to the following external factors:

1. Increase in number of persons willing to obtain marine education;
2. Growth in popularity of BNTU.

**Diagram 3. Number of students of Logistics Faculty according to years**



In 2016-2017 academic year, 16 students were enrolled at Logistics Faculty, including at Master’s programme -12 students, and at Bachelor’s programme - 4 students  
 In 2017-2018 - 32 students, including 18 at Master’s programme, and 14 at Bachelor’s programme.

This may be due to the following factors:

- 1. Intense development of logistics as industry in Georgia;
- 2. Increase in number of logistics firms and companies;
- 3. Process of formation of Georgia as Eurasian corridor;
- 4. Growth of demand on high-qualified transportation field experts in employment market.

**Educational programmes. SWOT analysis**

**1. Bachelor’s educational programme Marine Navigation**

Strengths	Weaknesses
<p>The programme is accredited on the basis of #190 Resolution of Accreditation Council as of December 10, 2013. The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2015 and IQNet International Certificates. The programme is a special higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia (including Law of Georgia On Training and Certification of Mariners), International Conventions, statutory documents and standards – International Maritime Convention, STCW-78 (International Convention on standards for training, certification and watchstanding), Manila Changes of 2010, IMO statutory documents, International Maritime Registrar. Teaching University academic staff and invited experts, as well as representative private sector employed in maritime field, employers and marine field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers.</p> <p>Human resources involved in implementation – marine field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes. Material resources corresponding to the programme specificity – laboratories equipped in accordance with International standards, special training rooms, ship devices hall, training center and simulator training center equipped with simulators and state-of-the-art software Navi-Trainer RADAR/ARPA/ECDIS: simulators (Engine Room Simulator ERS 2000/3000, Liquid Cargo Handling Simulator (LCHS 4000/5000) and special equipped rooms: Engine Team and Resource Management, Elementary First Aid, Oil and Chemical Tanker, Fire prevention and</p>	<p>No weaknesses at this stage</p>

<p>Fire Fighting, Personal Safety and social responsibilities, Personal Survival Techniques, Tanker familiarization, ISPS Code, Dangerous goods and training ship Elite that provide proper implementation of programme, special training of students to obtain right of employment on a ship, and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in crewing companies. Compliance of competencies of programme alumni (Bachelor of Marine Sciences (Marine Navigation) with international standards provides their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Master's programme). The programme provides possibilities for alumni to be employed by specialty in international navigation and crewing companies. Programme alumni are able to gradually obtain next rank of navigator of commanding staff on the basis of recognized term of service on a ship and corresponding training in accordance with the Law of Georgia on Training and Certification of Mariners (from captain's mate through shipmaster). For the purpose of employment of programme alumni Teaching University has concluded contracts with crewing companies.</p>	
<p><b>Development possibilities</b></p>	<p><b>Implementation risks</b></p>
<p>Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students. Possibilities of involvement of persons with many-years working experience in marine industry in the implementation of programme, including foreign experts. Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies.</p>	<p>Difficulties relating to employment of programme alumni in local labor market due to absence of local ship-owner company.</p>

**2. Bachelor's educational programme Ship Mechanics**

Strengths	Weaknesses
<p>The programme is accredited on the basis of #191 Resolution of Accreditation Council as of December 10, 2013; The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2015 and IQNet International Certificates. The programme is a special higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia (including Law of Georgia On Training and Certification of Mariners), International Conventions, statutory documents and standards – International Maritime Convention, STCW-78 (International Convention on standards for training, certification and watchstanding), Manila Changes of 2010, IMO statutory documents, International Maritime Registrar. Teaching University academic staff and invited experts, as well as representative private sector employed in maritime field, employers and marine field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers. Human resources involved in implementation – marine field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes. Material resources corresponding to the programme specificity - laboratories equipped in accordance with International standards, special training rooms, ship devices hall, training center and simulator training center equipped with simulators and state-of-the-art software; simulators (Engine Room Simulator ERS 2000/3000, Liquid Cargo Handling Simulator (LCHS 4000/5000) and special equipped rooms: Engine Team and Resource Management, Elementary First Aid, Oil and Chemical Tanker, Fire prevention and Fire Fighting, Personal Safety and social responsibilities, Personal Survival Techniques, Tanker familiarization, ISPS Code, Dangerous goods and training ship Elite that provide proper implementation of programme, special training of students to obtain right of employment on a ship, and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in crewing companies. Compliance of competencies of programme alumni (Bachelor of Marine Sciences (Ship Mechanics) with international standards will provide their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Master's programme). The</p>	<p>No weaknesses at this stage</p>

<p>programme provides possibilities for alumni to be employed by specialty in international navigation and crewing companies. Programme alumni are able to gradually obtain next rank of navigator of commanding staff on the basis of recognized term of service on a ship and corresponding training in accordance with the Law of Georgia on Training and Certification of Mariners (from captain's mate through shipmaster). For the purpose of employment of programme alumni Teaching University has concluded contracts with crewing companies</p>	
<p><b>Development possibilities</b></p>	<p><b>Implementation risks</b></p>
<p>Possibilities of involvement of persons with many-years working experience in marine industry in the implementation of programme, including foreign experts. Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies.</p>	<p>Difficulties relating to employment of programme alumni in local labor market due to absence of local ship-owner company.</p>

### 3. Bachelor's educational programme "Ship Propulsion Machinery "

Strengths	Weaknesses
<p>The programme is accredited on the basis of #84 Resolution of Accreditation Council as of July 24, 2015. The programme is implemented jointly by Teaching University and Nikolayev Admiral Makarov National University of Shipbuilding. Georgian implementer holds Quality Management ISO 9001:2015 and IQNet International Certificates. The programme is the special higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Laws of Georgia and Ukraine (including Law of Georgia On Training and Certification of Mariners), International Conventions, statutory documents and standards – International Maritime Convention, STCW-78 (International Convention on standards for training, certification and watchstanding), Manila Changes of 2010, IMO statutory documents, International Maritime Registrar. Teaching University and Admiral Makarov National University of Shipbuilding academic staff and invited experts, as well as representative private sector employed in maritime field, employers and marine field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers. Human resources involved in implementation – marine field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes. Material resources corresponding to the programme specificity - laboratories equipped in accordance with International standards, special training rooms, ship devices hall, training center and simulator training center equipped with simulators and state-of-the-art software; simulators (Engine Room Simulator ERS 2000/3000, Liquid Cargo Handling Simulator (LCHS 4000/5000) and special equipped rooms: Engine Team and Resource Management, Elementary First Aid, Oil and Chemical Tanker, Fire prevention and Fire Fighting, Personal Safety and social responsibilities, Personal Survival Techniques, Tanker familiarization, ISPS Code, Dangerous goods and training ship Elite that provide proper implementation of programme, special training of students to obtain right of employment on a ship, and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in crewing companies. Compliance of competencies of programme alumni (Bachelor of Marine Sciences (Ship Mechanics) with international standards will provide their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Master's programme). The programme provides possibilities for alumni to be employed by specialty in international navigation and crewing companies. Programme alumni are able to gradually obtain next rank of navigator of commanding staff on the basis of recognized term of service on a ship and corresponding training in accordance with the Law of Georgia on Training and Certification of Mariners (from captain's mate through shipmaster). For the purpose of employment of programme alumni Teaching University has concluded contracts with crewing companies.</p>	<p>No weaknesses at this stage</p>
<p><b>Development possibilities</b></p>	<p><b>Implementation risks</b></p>
<p>Possibilities of involvement of persons with many-years working experience in marine industry</p>	<p>Difficulties relating to</p>

in the implementation of programme, including foreign experts. Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies	employment of programme alumni in local labor market due to absence of local ship-owner company.
---	--

#### 4. Bachelor's educational programme "Organization and Management of International Transportation"

Strengths	Weaknesses
The programme is accredited on the basis of #192 Resolution of Accreditation Council as of December 10, 2013. The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2015 and IQNet International Certificates. The programme programme is a special higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia (including Law of Georgia On Training and Certification of Mariners), International Conventions, statutory documents and standards – International Maritime Convention, STCW-78 (International Convention on standards for training, certification and watchstanding), Manila Changes of 2010, IMO statutory documents, International Maritime Registrar. Human resources involved in implementation – logistics field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes. Material resources corresponding to the programme specificity – laboratories equipped in accordance with International standards, special training rooms provide proper implementation of programme, special training of students to obtain right of employment in logistics companies and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in logistics companies. Compliance of competencies of programme alumni (Bachelor of Transportation) with national and international standards provides their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Master's programme); The programme provides possibilities for alumni to be employed by specialty in local and international transportation and logistics companies. For the purpose of employment of programme alumni Teaching University has concluded contracts with logistics companies	No weaknesses at this stage
Development possibilities	Implementation risks
Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students Possibilities of involvement of persons with many-years working experience in logistics field in the implementation of programme, including foreign experts. Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies.	Not identified at this stage

#### 5. Master's educational programme "Transport logistics"

Strengths	Weaknesses
The programme is accredited on the basis of #193 resolution of Accreditation Council as of December 10, 2013. The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2015 and IQNet International Certificates. Transport Logistics Master's programme is the higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia. Teaching University academic staff and invited experts, as well as representative private sector employed in logistics field, employers and transportation field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers. Human resources involved in implementation – logistics field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes. Material resources corresponding to the programme specificity – laboratories equipped in accordance	No weaknesses at this stage

<p>with International standards, special training rooms provide proper implementation of programme, special training of students to obtain right of employment in logistics companies and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in logistics companies. Compliance of competencies of programme alumni (Master of transport) with national and international standards provides their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Doctoral programme). The programme provides possibilities for alumni to be employed by specialty in local and international transportation and logistics companies. For the purpose of employment of programme alumni Teaching University has concluded contracts with logistics companies.</p>	
<b>Development possibilities</b>	<b>Implementation risks</b>
<p>Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students. Possibilities of involvement of persons with many-years working experience in logistics field in the implementation of programme, including foreign experts.</p>	<p>Not identified at this stage</p>

### Recommendations of Quality Assurance Service

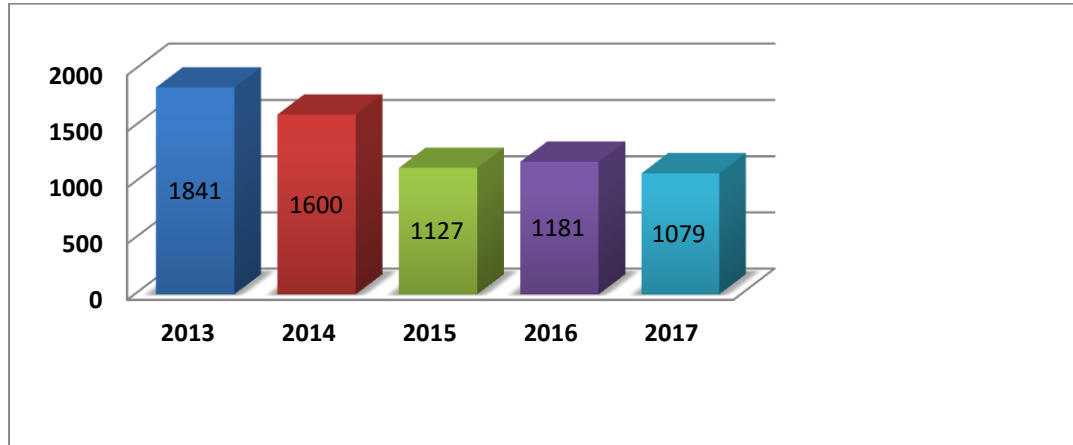
Batumi Navigation Teaching University Quality Assurance Service recommends Marine-Engineering and Logistics Faculties to consider faults identified in the basis of survey and analysis conducted by Quality Service in faculty plans of the academic year of 2017-2018, and plan the ways of their elimination. It is recommended that BNTU Administration provide planning and conduction of professional method competence development trainings and courses for the implementers of BNTU educational programmes, including at international level. BNTU Quality Assurance Service positively evaluates works performed during academic year of 2016-2017 in Batumi Navigation Teaching University for the purpose of improvement of education quality.

### SWOT analysis (2016-2017 academic year)

<b>Strengths</b>	<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>• Permanent structure;</li> <li>• Library book collection (including digital);</li> <li>• Peer-reviewed scientific magazine;</li> <li>• High-qualified academic and invited staff;</li> <li>• Provision of educational process considered by educational programmes with material and technical resources;</li> <li>• Information and communication technologies;</li> <li>• Unlimited access to Internet;</li> <li>• Short-term (one year) and long-term (six year) strategic development plan;</li> <li>• Proficiency enhancement events for lecturers and teachers - trainings for modern teaching and learning methods, international retraining of instructors;</li> <li>• Membership of Withersby digital library network;</li> <li>• Active involvement of students in university activity;</li> <li>• Active involvement of students in student conferences;</li> <li>• Memorandums with corresponding organizations for the purpose of internship of students;</li> <li>• Active involvement of employers in development of academic programmes;</li> <li>• Implementation of joint international programme;</li> <li>• Membership of international consortium.</li> </ul>	<ul style="list-style-type: none"> <li>• Students have to be involved in student self-governance activities more actively;</li> <li>• Academic and invited staff have to be more involved in introduction of new teaching methods;</li> <li>• Slow rate of translation and publication of foreign language textbooks.</li> </ul>
<b>Opportunities</b>	<b>Threats</b>
<ul style="list-style-type: none"> <li>• Possibility to participate in international educational programs;</li> <li>• Invitation of foreign experts of maritime and logistics fields for the purpose of involvement in educational process;</li> <li>• Realization of student self-governance projects;</li> <li>• Arrangement of university sports center;</li> <li>• Development of new educational programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Migrational processes;</li> <li>• Absence of national maritime fleet;</li> <li>• Severe competition between experts in employment market;</li> <li>• Permanently increasing competition in education market.</li> </ul>

## 9. International Maritime Training Center

**Diagram 1.** Number of trainees of International Maritime Training Center according to years



Trainees of the International Maritime Training Center are BNTU alumni and mariners/maritime field experts.

Although, number of trainees in 2014-2015 was reduced in comparison with 2013, generally due to the reduction in number of BNTU alumni (Vocational III, IV stages and vocational higher education) and enrolled students during recent three years and growth in competition (formation of new training centers), number of trainees in 2016 is increased in comparison with 2015, and in 2017 we have reduction in comparison with 2016 (about 10%).

### 9.2. Results of evaluations of courses and instructors by trainees

Quality Assurance Service analyzes evaluation of training courses annually, 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). At present analysis of evaluation of 12 basic courses is conducted. Most of answers of trainees are favorable, however there are some questions on which trainees refrained from answers, or answered partially.

## 10. Library

At the end of 2017, library book collection includes 16261 books. During 2017, book collection has been increased by 251 units of book, among them, special literature -174, literary read – 77. Based on these data, book collection in 2017 has been increased by 1.45 % in comparison with 2016.

## 11. Fulfillment of fundamental processes

- a. All educational programmes effective in BNTU are developed and approved properly.
- b. 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.

## **12. Works performed according to nonconformities revealed in everyday activity**

- a. BNTU applies mf-2-Nº08-07-10.05.10 “Log-book for registration of nonconformities revealed in everyday activity” in its established form.
- b. This log-book is used in sub-divisions as well, where any nonconformity is fixed and eliminated within predetermined terms.

## **13. Analysis of complaints**

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

## **14. Sufficiency of statutory documents**

- a. Completeness of statutory documents was analyzed during internal and external audits.
- b. BNTU has full set of statutory documents for the purpose of Quality Management System provision.
- c. In 2017, all internal statutory documents have been revised and relevant changes have been made in accordance with the requirements of new edition of International Quality Standard ISO 9001:2015; new editions of internal statutory documents have been issued.

## **15. Recommendations for improvement of Quality Management System**

- Familiarization with Quality Management System documentation by responsible staff and carrying out of activity in accordance with the requirements of these documents;
- Monitoring of recordkeeping;
- Conduction of periodic inspection of documents;
- Continuous monitoring of national legislation and modifications made, and notification of concerned persons about it;
- Re-training/ proficiency enhancement of teachers and instructors;
- Conduction of themed internal trainings;
- Analysis of material and technical resources of departments and purchase of required equipment, guidance facilities and literature;
- Provision of International Maritime Training Center with internal and external statutory documents.

## **16. 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 9001:2015 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 familiarized with QMS requirements and involved in related activities;
9. 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 2018.

Agreed:

Head of Quality Assurance Service

N. Miqeltadze

Quality Manager

O. Tsintsadze

Chief quality specialist of International Training Center

E. Chikovani