



**Immanuel Kant
Baltic Federal
University**




National Centre for
Public Accreditation

SUMMARY REPORT OF THE EXTERNAL EVALUATION

of the cluster of educational programmes in

“Tourism” (43.04.02),
“Hospitality Industry” (43.03.03),

delivered by the Federal State Autonomous Educational
Institution of Higher Professional Education
“Immanuel Kant Baltic Federal University”



2016

While preparing this Summary Report we used information from the Self-Evaluation Report and the Report on the External Review of the cluster of educational programmes in "Tourism" (43.04.02), "Hospitality Industry" (43.03.03), delivered by the Federal State Autonomous Educational Institution of Higher Professional Education "Immanuel Kant Baltic Federal University".

The presentation document for the use by the National Accreditation Board.

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GENERAL INFORMATION ON EDUCATIONAL INSTITUTION

Full name of the educational institution	<i>Federal State Autonomous Educational Institution of Higher Professional Education "Immanuel Kant Baltic Federal University"</i>	
Founders	<i>Ministry of Education and Science of the Russian Federation</i>	
Year of foundation	<i>1947 – Kaliningrad Pedagogical Institute 1966 – Kaliningrad State University 2005 – Russian State University named after Immanuel Kant 2010 – Immanuel Kant Baltic Federal University</i>	
Location	<i>Russia, 236041, Kaliningrad, A. Nevskogo 14</i>	
Rector	<i>Doctor of political sciences, professor Klemeshev Andrey Pavlovich</i>	
License	<i>Series AAA №002625 reg. № 2506 dated from 22.02.2012 permanent</i>	
State Accreditation	<i>Certificate of State Accreditation Series 90A01 № 0001060 reg. №0995 of 15.05.2014 valid till 15.05.2020</i>	
Number of students	<i>10891 among them:</i>	
	<i>full-time</i>	<i>8782</i>
	<i>on-site and off-site</i>	<i>141</i>
	<i>part-time</i>	<i>1968</i>

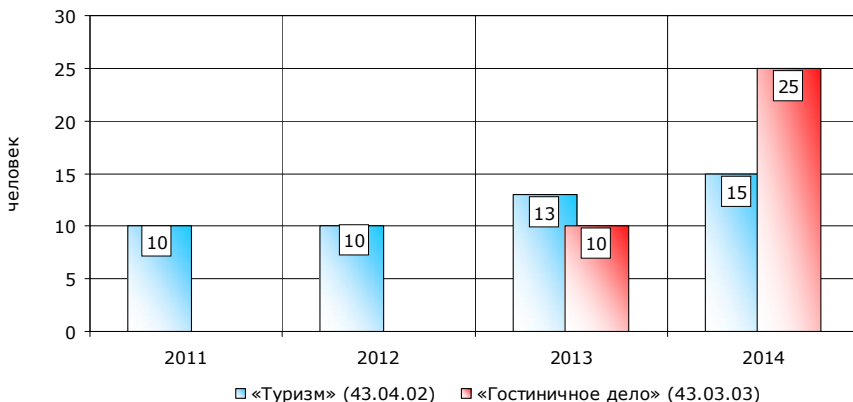
INFORMATION ON THE EDUCATIONAL PROGRAMMES UNDERGOING ACCREDITATION

Educational programmes	<i>"Tourism" (43.04.02) "Hospitality Industry" (43.03.03)</i>
Level of training / Standard period of training	<i>Bachelor's degree programme / 4 years Master's degree programme / 2 years</i>
Structural subdivisions (head)	<i>Institute of Recreation, Tourism and Sports (Doct. Geogr. Sc., professor Korneevets Valentin Sergeevich)</i>
Major departments (heads of major departments)	<i>Department of Social and Cultural Services and Tourism (Cand. Ped. Sc., Kostyuk Anatoly Petrovich)</i>
Date of the site visit	<i>October 05-07, 2015</i>
Person responsible for public accreditation of the study programme	<i>Deputy director for academic affairs Dragileva Irina Ivanovna</i>

SAMPLING RESULTS OF THE PROJECT "THE BEST EDUCATIONAL PROGRAMMES OF INNOVATIVE RUSSIA"

Indicators	2015
Cluster of the educational programmes "Tourism" (43.04.02), "Hospitality Industry" (43.03.03)	
Number of the given programmes in the RF	554
Number of higher educational institutions to offer the given programmes	388
Number of programmes – winners of the project (% from total amount of these programmes offered in the RF)	5 (0,9%)
Kaliningrad region	
Number of the given programmes offered in the region	5
Number of programmes – winners of the project (% from total amount of these programmes offered in the region)	2 (40%)
Number of higher educational institutions and subsidiaries in the region	29
Total number of programmes offered in the region	128
Total number of programmes – winners of the project (% from total amount of these programmes offered in the region)	52 (40,6%)

REFERENCE DATA ON STUDENT ENROLLEMENT FOR PROGRAMMES



ACHIEVEMENTS OF THE EDUCATIONAL PROGRAMMES

Quality of the delivered educational programmes

The quality of educational programmes is ensured by teaching materials developed by teachers and posted at the official website of the University. Based on the results of master's thesis defense for 2013 and 2014, 12 people defended with an excellent mark, 6 – with a good mark. Employment of graduates of the programme "Tourism" is 100%. There hasn't been graduation within the programme "Hospitality Industry" yet. The University was awarded with a memorial sign "For achievements in staff training for tourist industry", and award "Leaders of tourist industry – 2014".

Provision of up-to-date education

In order to provide an up-to-date content of educational programmes meetings of the Educational and Methodological Board are regularly conducted, since 2015-2016 of the academic year all majors of the educational cluster switch to a modular system of education, which allows using a wider range of educational technologies in the study process. Surveys of students, representatives of professional communities of the region, graduates are conducted, curricula of leading Russian and foreign universities are analyzed; methods of achievement of objectives of educational programmes are improved; staff of the Institute takes regular part in meetings of the Educational and Methodological Board in Education in the sphere of service and tourism. The University is a member of the Association of Higher Education Institutions in the sphere of service and tourism.

Teaching staff (competence of the teaching staff)

Competence of the teaching staff corresponds to the objectives and tasks of the educational programmes. Teachers regularly improve their qualification as well as undertake retraining courses if necessary. On the basis of the Russian State University of Tourism and Services Studies the teaching staff undertook the following retraining courses: "Management of Hospitality and Tourism Industry" - 320 hours (Utukina V.N., Petrov D.A., Grinko Z.I., Ivleva O.V., Anokhin A.Y.); "Hotel Business Administration" - 510 hours (Kropinova E.G., Artemova I.M., Semonova L.V.); "Technology and administration of Hospitality and Tourism Industry" - 510 часов (Filippov Y.Y., Korneevets V.S., Dragileva I.I., Zimoglyadova V.V., Lychak Y.D.). Shapoval E.V., Mutavchi E.P., Lychak Y.D., Ivleva O.V., Ostapenko A.A., Filippov Y.Y. study or completed the Master degree programme in "Tourism".

Scientific activity

Graduating department of the programmes "Tourism" and "Hospitality Industry" is the Department of Social and Cultural Services and Tourism. In the process of research the teaching staff carried out work in the frameworks of approved research project "Tourism Industry: Evolution,

Management, Marketing and Cross-border Cooperation in Baltic Region" in the following research areas: problems of a high school in research work of the department; problematic of cross-border research including the sphere of tourism; study of tourism and recreation potential of Europe, Baltic region, Russia and its sustainable use; study of tourism and recreation potential of the Kaliningrad region; development of international tourist itineraries in Baltic region; marketing in tourism, branding and geobranding of the territory. Major international project is "Crossroads 2.0" "Lagoons as crossroads for tourism and interactions of peoples of South-East Baltic: from the history to present". Scientific activity is reflected in department reports in science.

Material and technical base

The material and technical base of the Institute of Recreation, Tourism and Sports is annually renewed in accordance with the development programme of the University. All classrooms are equipped according to the up-to-date requirements. All subdivisions are supplied with computers and other equipment. The Institute is planning to purchase transportable language laboratory to improve language proficiency of students.

Five-storey training center which is a structural subdivision of the Institute of Recreation, Tourism and Sports was founded to ensure practice-oriented education of students of the programme "Hospitality Industry". The training center comprises of a hotel (2 floors, 23 rooms and capacity – 46) and a hostel (2 floors, 24 rooms and capacity – 56). The training center has in total 102 places used for training of students of the programme "Hospitality Industry". All rooms have a set of dishware, bedclothes and bathroom supplies. The training center is equipped with a reception desk and necessary software: Fidelio, Amadeus and Opera.

Employability of graduates

Training in the frameworks of the programme "Hospitality Industry" has been carried out only for the second year, consequently there has not been graduation yet. Nevertheless students of the specialty "Social and Cultural Services and Tourism", programme "Hospitality Industry" realize themselves successfully in the Kaliningrad region as well as abroad. Employment of graduates of the programme "Tourism" is 100%. The programme is also used for getting basic tourist education.

Academic mobility of students

Students and postgraduate students take active part in the International programme of academic exchanges Erasmus Mundus MULTIC. To ensure a sufficient level of foreign language knowledge the main language is given during 7 semesters, since the 5th semester it is studied as a business foreign language. Foreign language for professional aims was introduced in curricula of the programme "Tourism". The Institute of Recreation, Tourism and Sports implements a net Master

degree programme together with the Southern Federal University. In June-July 2016 the Institute of Recreation, Tourism and Sports has planned exchange of student groups to amplify the subject of research work. According to curricula exchange of students is planned for the 3rd semester (2 year of study, autumn semester).

International projects

The Institute of Recreation, Tourism and Sports develops relations in the sphere of tourist education with its partners in Russia: Southern Federal University (Rostov-on-Don), Altai State University (Barnaul), as well as abroad. Foreign partners of the University are: High School named after I. Rusetski (Olsztyn, Poland); University of Greifswald (Germany); Technological Educational Institute of Central Macedonia, (Serres, Greece). At present administration of the Institute carries out search of new contacts to improve participation of students in international projects.

EXTERNAL REVIEW PANEL



Wadim Strielkowski (Czech Republic)

Review Chair, foreign expert

Ph.D. professor of the Faculty of Social Sciences, Charles University, professor of the National University of Ireland, Galway, expert in international migration, energy economics, tourism economics and digital marketing, member of the University Association for Contemporary European Studies (UACES), the Association of Evolutionary Economic

A nominee of the Centre for Quality Assessment in Higher Education



Natalya Tarkhanova (Russian Federation)

Deputy Review Chair, Russian expert

Candidate of Geographical Sciences, associate professor, deputy director of the Institute of Sports, Tourism and Service of the South Ural State University (National Research University)

A nominee of the Guild of experts in the sphere of professional education



Ludmila Khukhlyndina (Republic of Belarus)

Panel member, foreign expert

Candidate of Historical Sciences, associate professor, Head of Department of Studies and Scientific-methodical work of Belarusian State University, professor of the Department of International Relations

A nominee of the Ministry of Education of the Republic of Belarus



Aleksandra Boichenko (Russian Federation)

Panel member, representative of professional community

Executive director of "Yantarny kruis"

A nominee of "Yantarny kruis"



Igor Kirsanov (Russian Federation)

Panel member, representative of students

5th year student, Radiotechnical Faculty of Baltic Fishing Fleet State Academy, subdivision of Kaliningrad State Technical University

A nominee of the Kaliningrad State Technical University



Xuhong Guo (China)

Observer

Doctor of Chemical Sciences, professor of the Department of Chemical Technology of the East China University of Science and Technology

A nominee of the Higher Education Evaluation Center of the Ministry of Education (HEEC)

COMPLIANCE OF THE EXTERNAL REVIEW OUTCOMES WITH THE NCPA'S STANDARDS

STANDARD 1. Policy (mission, vision) and procedures for quality assurance

Compliance with the standard: **substantial compliance**

Good practice

The Institute of Recreation, Tourism and Sports has strictly formulated and published objectives and development strategies of educational programmes. Tasks and objectives of educational programmes are corrected with account of sociological surveys, ratings, requests and recommendations of all stakeholders.

Educational programmes take into account market conditions and are based on the best Russian experience in training of specialists. Regional and national requirements to quality assurance are taken into account in implementation of educational programmes. The Institute conducts regular consultations with partner organizations; coordinates professional competences and elective part of curricula in order to make the regional component actual; subject of course works and graduation thesis are formulated by employers; representatives of professional community are included in final state attestation commission.

The Institute is a member of Association of enterprises of tourism industry of the Kaliningrad region and representatives of the Institute are regular participants of all events held by the association.

Areas for improvement:

- It is necessary to define the mechanisms of involvement of students, graduates and employers in the procedures of quality assurance of students' education.
- It is important to develop procedures describing methods of achievement and mechanism of correcting the objectives of the educational programme.
- It is recommended to add to a system of quality assurance of educational programmes a new structure – student union on quality.
- It is necessary to create the development strategy of the Institute including strategy of international activity.

STANDARD 2. Approval, monitoring and periodic review of study programmes

Compliance with the standard: **substantial compliance**

Good practice

Working curricula and programmes of course units are annually reviewed after discussions at the departments with account of recommendations of the final state attestation chairs as well as scientific interests of teachers. The principle of a three-level education is taking into account in designing curricula, a competence-modular approach is used and opinions of students (elective disciplines) and employers are taken into account. The system of interconnection between the University and employers (association of enterprises of tourism and hospitality industry) is formed.

Efficiency monitoring of implementation of educational programmes is carried out annually during the final state attestation, following the results of interim assessment and graduates' employment at the labour market.

Internal and external assessments of the educational programme are held twice a year by the way of surveys of students, teaching staff and representatives of employers.

Areas for improvement:

- It is necessary to improve teachers' participation in the development of curricula.
- It is recommended to consider the possibility of introducing changes into the elective part of the educational programme in accordance with demands of students and graduates (financial capability, accountancy, ethics and psychology of relations).
- It is necessary to work out regulation on an individual work of students.
- It is important to introduce changes in academic programmes in part of suggested reading.
- It is necessary to spell out the mechanism and assessment order of efficiency of educational programmes.
- It is recommended to document realization of internal and external assessment of the educational programme.
- It is advisable to remake the content of academic programmes in accordance with competencies defined in curricula.
- It is necessary to develop network communication with other HEIs, including foreign ones.

STANDARD 3. Assessment of student learning outcomes / competencies

Compliance with the standard: **substantial compliance**

Good practice

Different methods of assessment are used in intermediate and final control. Current academic performance rating is carried out through written works, essays, tests, oral interviews as well as during practical and laboratory work, seminars.

The University conducts development of a point-rating assessment system of students' knowledge based on a complex approach of students to mastering the discipline and acquisition of necessary skills and knowledge for further professional activity.

In the frameworks of research students take part in fairs, youth projects, roundtables held jointly with representatives of tourist business as well as annual conferences, seminars of an international, federal, regional and university levels. The University uses the motivation system of students in order to improve academic performance and participation in research work, social and sport life of the Institute.

Exchange programmes of students are delivered in the frameworks of partner relations with a number of European educational and scientific centers. In-demand of graduates of a tourism cluster is high enough.

Areas for improvement:

- It is necessary to use procedures of independent assessment of learning outcomes and attract representatives of professional community to participate in the project of Federal exam in the sphere of professional education on a regular basis.
- It is recommended to intensify efforts to establish partner relations with foreign HEIs which allowed extending perspectives of international cooperation. It is important to pay special attention to institutions of higher education of nearby countries.
- It is necessary to develop the subject of research which allows attracting junior students to research work.
- It is recommended to create a resource where students may get acquainted with assessment criteria or to specify this information in the programmes of discipline.
- It is necessary to carry out certification of funds of assessment tools.

STANDARD 4. Quality assurance of teaching staff

Compliance with the standard: **full compliance**

Good practice

The teaching staff of the University and practitioners of the tourism industry of the Kaliningrad region take part in the implementation of educational programmes. The share of teachers with academic degrees is from 72% to 100%. The share of practitioners varies from 9% to 14%.

The University has a policy supporting scientific achievements of teachers through grants and participation in international programmes, conferences, joint projects and other events.

There exists a rating mechanism of assessment of teachers' activities.

Teachers of the Department of Social and Cultural Services and Tourism constantly improve their qualification by the way of short-term courses and retraining courses.

Areas for improvement:

- It is necessary to organize a diagnostic system of the quality of teaching.
- It is required to expand the geography of involved teachers from other HEIs including foreign ones by the way of using information and communicative technologies.
- It is recommended to expand the participation geography of teachers in joint international projects and foreign internships. For that purpose it is necessary to expand the periods in conducting the study process for the teaching staff.

INFORMATION ON THE LEADING TEACHERS OF THE EDUCATIONAL PROGRAMMES

Korneevets Valentin Sergeevich

Doctor of Geographical Sciences, professor, director of the Institute of Recreation, Tourism and Sports, Honoured Worker of Higher School, medal "For contribution into the Russian Science" of the National Academy of Tourism, medal of the University of Gdańsk

Zaitseva Natalya Aleksandrovna

Doctor of Economic Sciences, professor of the Department of Social and Cultural Services and Tourism, business coach of Oratorics, head of the Department of development of educational activity of the Federation of restaurant-keepers and hoteliers, Honoured Worker of Science and Technique of RF, medal of the Federal Agency in Tourism

Fedrovo Gennady Mikhailovich

Doctor of Geographical Sciences, professor, director of the Institute of Nature Management, Spatial Development, and Urban Planning, Honoured Worker of Higher School, Honoured Worker of Science of RF

Zinin Leonid Viktorovich

Doctor of Physical and Mathematical Sciences, head of Department of Mathematic Modeling and Data Systems, Honoured Worker of Higher School

Kostyuk Anatoly Petrovich

Candidate of Pedagogical Sciences, acting head of Department of Social and Cultural Services and Tourism

Dragileva Irina Ivanovna

Candidate of Geographical Sciences, assistant professor of the Department of Social and Cultural Services and Tourism

Semenova Lyudmila Valerievna

Candidate of Economic Sciences, assistant professor of the Department of Social and Cultural Services and Tourism

Kropinova Elena Gennadijevna

Candidate of Economic Sciences, Candidate of Geographical Sciences, assistant professor of the Department of Social and Cultural Services and Tourism, Honoured Worker of Higher Professional Education of RF

Anokhin Aleksey Yurievich

Candidate of Pedagogical Sciences, assistant professor of the Department of Social and Cultural Services and Tourism

STANDARD 5. Learning resources and student support

Compliance with the standard: **full compliance**

Good practice

The material and technical base of the Institute is annually renewed in accordance with the development programme of the University. All classrooms are equipped according to up-to-date requirements: 2 computer classrooms, 14 classrooms for lectures and practical studies, 1 multifunction reading room with a sufficient number of equipped computer places.

Students have access to e-library systems, e-books and dissertations, periodic, abstract and scientometrical databases through e-resources of the University library.

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The Institute creates conditions for unhampered and comfortable training of handicapped students.

Areas for improvement:

- It is necessary to equip the library with modern editions in particular in electronic format.
- It is recommended to develop the programme of perspective edition of study materials by efforts of the teaching staff of the Institute.
- It is necessary to develop a feedback system with students to assess satisfaction with the organization of the study process.

STANDARD 6. Information system providing effective implementation of the study programme

Compliance with the standard: **substantial compliance**

Good practice

Information collection, analysis and distribution are conducted through a complex information system developed at the University.

This system allows getting information about major indicators of activity of an educational institution, students, their academic performance, cost of resources of education, in-demand of graduates; teaching materials; carries out intermediate control of knowledge in test or practical form, allows organize extracurricular communication of teachers and students.

Students, teachers and other interested parties are involved in assessment process through the rating system of students and teachers, surveys and questionnaires.

Areas for improvement:

- It is recommended to attract more actively teachers to creating e-books.
- It is necessary to assure periodicity of review of teaching materials in “Hospitality Industry”.

STANDARD 7. Public information

Compliance with the standard: **substantial compliance**

Good practice

The University has a well-structured website with information about tasks and objectives of educational programmes, qualifications, competencies, volumes and terms of mastering, expected learning outcomes, content, forms of attestation, information about the teaching staff, as well as curricula.

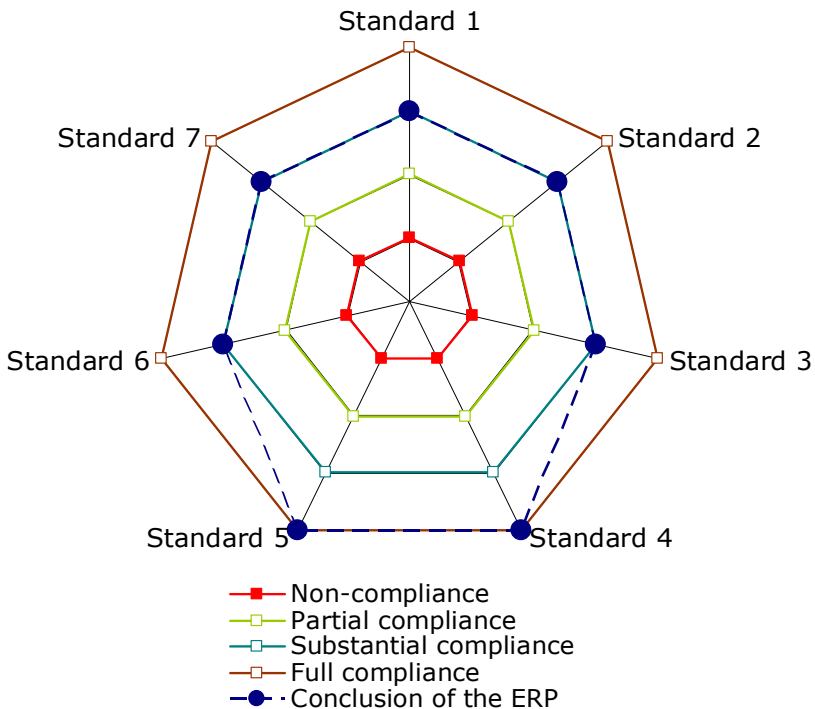
Information about employment and in-demand of graduates is published at the employment centre of graduates of the University.

Information about the quality and achievements of students, graduates and teachers of the educational programme is published at the official website of the educational institution, in regional media and information stands.

Areas for improvement:

- It is required to develop career-guidance programmes.
- It is necessary to inform public about the results, achievements through involvement of students and graduates by the way of conducting advertising and informational campaigns through Mass Media and Internet.
- It is necessary to create a webpage at the official website of the Institute about graduates' employability.

DISTRIBUTION DIGRAM OF THE EXTERNAL REVIEW OUTCOME



Standard 1. Policy (mission, vision) and procedures for quality assurance

Standard 2. Approval, monitoring and periodic review of programs and qualifications

Standard 3. Assessment of student learning outcomes / competencies

Standard 4. Quality assurance and competencies of teaching staff

Standard 5. Learning resources and student support

Standard 6. Information system providing effective implementation of the study program

Standard 7. Public information

CONCLUSION OF THE EXTERNAL REVIEW PANEL

Based on the self-evaluation report analysis, documents and data submitted and interviews the External Review Panel came to the conclusion that educational programmes "Tourism" (43.04.02), "Hospitality Industry" (43.03.03), delivered by the Federal State Autonomous Educational Institution of Higher Professional Education "Immanuel Kant Baltic Federal University" substantially comply with the standards and criteria of public accreditation of the National Centre for Public Accreditation.

The External Review Panel recommends the National Accreditation Board to accredit the educational programmes "Tourism" (43.04.02), "Hospitality Industry" (43.03.03) for the period of 6 years.

SCHEDULE OF THE SITE VISIT OF THE EXTERNAL REVIEW PANEL

Time	Activity	Participants	Venue
October 5			
08.45	Arrival at BFU		Administrative building, BFU
09.00 – 11.00	Training for the ERP members		Administrative building, BFU
11.00 – 13.00	Meeting of the ERP with the university administration and staff members responsible for accreditation	Rector, Vice-Rectors, ERP	Administrative building, BFU
13.00 – 14.00	Lunch		
14.00 – 14.30	Transfer to Building № 6		
14.30 – 15.30	Excursion around the university	ERP	Building 6
15.30 – 16.30	Meeting with directors of Institutes and heads of departments	Director of the Institute, deputy directors, heads of departments, Manager, ERP	Building 6, room 211
16.30 – 17.00	Work with documents	ERP	Building 6, room 214
17.00 – 18.00	Meeting with representatives of employers	Representatives of employers, ERP	Building 6, room 211
18.00 – 18.30	Internal meeting of the ERP	ERP	Building 6, room 214

Time	Activity	Participants	Venue
October 6			
9.45	Arrival at BFU		Building 6
10.00 – 11.00	Meeting with students	Students, ERP	Building 6, room 211
11.00 – 11.30	Internal meeting of the ERP	ERP	Building 6, room 214
11.30 – 12.30	Meeting with teaching staff	Teaching staff, ERP	Building 6, room 211
12.30 – 13.30	Lunch		
13.30 – 15.30	Internal meeting of the ERP.	ERP	Building 6, room 214
15.30 – 16.30	Attending classes	ERP	Building 6
16.30 – 17.30	Meeting with alumni	Alumni, ERP	Building 6, room 211
17.30 – 18.00	Internal meeting of the ERP	ERP	Building 6, room 214
October 7			
08.45	Arrival at BFU		Building 6
09.00 – 11.30	Internal meeting of the ERP: discussion of preliminary results of the site visit, preparation of the oral report of the panel	ERP	Building 6, room 214
11.30 – 12.00	Transfer to main building		
12.00 – 13.00	Lunch		
13.00 – 15.00	Closing meeting of the External Review Panel with BFU representatives	Administration of the University, ERP	Main building