



KOLEGJI - COLLEGE  
**BIZNESI**  
Prishtinë

**REGULATION  
ON QUALITY ASSURANCE  
OF BIZNESI COLLEGE**

**Prishtina 2019**

The Regulation on Quality Assurance of BIZNESI College has been drafted in support of the Decision of the Higher Scientific Teaching Council, based on Law no. 04 / L-037 “On Higher Education in the Republic of Kosovo”, the Statute of the College, article 81; the internal Rules of BIZNESI College, heading 6 and article 85, paragraphs 1 and 2; and based on all other legislation in force and approved by the Decision of the Higher Scientific Teaching Council no .\_\_\_\_\_ dated 27/09/2019, of BIZNESI College.

## **CHAPTER I GENERAL PROVISIONS**

### **Article 1 Legal Basis**

1. Regulation on quality assurance of BIZNESI College, based on Law no. 04 / L-037 “On Higher Education in the Republic of Kosovo”, the Statute of the College article 81; the internal Regulations of BIZNESI College, heading 6 and Article 85, paragraphs 1 and 2; as well as based on all other legislation in force and approved by the Decision of the Higher Scientific Teaching Council.

2. The Regulation is subject to changes in form and content in accordance with any amendment to the laws and bylaws governing the activity of Higher Education in the Republic of Kosovo and the Statute of BIZNESI College. The Regulation shall respect any international act ratified by the Republic of Kosovo concerning the system and principles of functioning of Higher Education on issues of quality assurance, evaluation and management.

### **Article 2 Purpose of the regulation on quality assurance**

1. This Regulation aims to specify all the activities of the quality assurance and evaluation bodies of BIZNESI College by:

- a) Providing a summary of data on the Teaching process and on the institution's study programs according to indicators set against existing national and international standards;
- b) Assessing the coordination of the Teaching process and the Scientific research activity of the institution;
- c) Analyzing the structure, quality and academic development of the staff;
- d) Analyzing the strengths and weaknesses of the College as a whole, and of the branches, units and programs in particular;
- e) Providing the necessary means to carry out the evaluation;
- ë) Ensuring the expansion and updating of the previously analyzed database which will serve for external evaluation by experts and consultants, domestic or foreign.

2. This regulation controls the functioning of the Quality Assurance Council, and aims to regulate the process of evaluation of education, Teaching, research and any services in the College such as quality development, establishment of internal control system, application, development and evaluating , adopting quality indicators, making all necessary preparations during this process and managing it.

3. The Regulation sets out the mechanisms and procedures for ensuring quality assessment at BIZNESI College.

4. The Regulation defines the role and responsibility of the organizational and academic units for carrying out quality assurance and evaluation activities.

5. This Regulation specifies the mechanisms and processes that align BIZNESI College with ENQA standards for quality assurance and evaluation.

6. This Regulation conducts evaluation activities that are carried out to identify and promote good practices; recognize elements that require intervention to improve the existing situation; ensure the

continuous advancement of the activity of BIZNESI College; and meet the accreditation system requirements set by the Kosovo Accreditation Agency.

### **Article 3**

#### **Scope of the regulation**

1. This Regulation defines internal quality assurance and evaluation in the following areas:
  - a) Organizational structures for quality assurance;
  - b) Quality assurance entities;
  - c) Study programs;
  - ç) Knowledge control process;
  - d) Effectiveness of Teaching, researching and professional practices;
  - dh) Human resources (academic staff and academic support);
  - e) Students;
  - ë) Graduation;
  - f) Textbooks, literature, libraries and laboratories at the university;
  - g) Non-educational support;
  - k) Environment (educational premises) and equipment;
  - h) Administrative and financial activity;
  - i) Involvement of students in the evaluation process and external experts.

### **Article 4**

#### **Quality assurance and evaluation**

1. Based on this regulation, the quality is understood as meeting the standards required for BIZNESI College activities, namely an effort to exceed them and to continuously improve the results of all activities implemented by the College.

2. Activity on quality assurance is seen as consistent, systematic, well-structured care with a view to achieving the quality of all the College activities.

3. Quality assurance is also supported by other College Regulations, in particular the internal Regulation of the College, the Code of Ethics, the Higher Education Council Regulation, the Regulation on Scientific ranks, the Regulation for Scientific research, policies, Regulation for Master studies, etc.

4. The Quality Assessment Office evaluates the performance of BIZNESI College and its constituents in meeting the standards required in their individual activities. Quality assessment also involves identifying the strengths and weaknesses of activities with the long-term goal of ensuring that the quality standards are constantly met and, where possible, exceeded to perfection.

5. The evaluation process includes the applicants for study, Bachelor and Master degree students, participants in lifelong learning programs, graduates, employers and relevant national and international experts. The ultimate goal and commitment is to ensure quality improvement in all activities offered by the College.

6. Quality assessment consists of several independent processes and takes place at multiple levels of management, it means, at the level of the College as a whole, in other directions and constituents,

branches and units, as well as other components such as the courses of study levels etc., as defined by law and related regulations.

7. The basic principle of developing a system on quality assurance and evaluation lies in a coordinated and cross-sectoral approach, finding solutions that are common and de-unified for all members of the College.

#### **Article 5** **Educational and creative activities**

1. Scientific, research, developmental, innovative, and educational activities related to other creative activities constitute an integral unit with the primary purpose of providing students with current state of the art knowledge.

2. The quality of educational and creative activities shall be ensured and evaluated both in relation to the applied study programs and to the implemented lifelong study programs.

3. All fields of study at BIZNESI College are subject to all quality assurance and evaluation requirements set by the Ministry of Education, Science and Technology.

#### **Article 6** **Internal quality assurance at BIZNESI College**

1. The College shall develop policies and procedures for internal quality assurance. Internal quality assurance is the evaluation and guarantee of the quality of the institution's activity in the academic field every 6 months before the end of the winter and summer semesters; in the administrative field once a year; and in the financial field once a year. Internal quality assurance can be performed in whole or in part. It is implemented by the institution itself through:

a) Hierarchical internal organizational structures of the College which plan, organize and guarantee the implementation of policies, strategies and procedures to fulfil its vision.

b) The Standing Committee on Quality Assurance at the institutional level which co-operates and coordinates the work with the internal quality assurance units at the College level.

2. In the context of external quality assurance, the College shall be subject to periodic evaluation and comparative institutional evaluation of study programs in accordance with the legislation in force.

3. The manner of functioning of the quality assurance system is set out in this regulation.

#### **Article 7** **Principles of operation of the internal quality assurance system**

1. The internal quality assurance system relies on:

a) Ensuring transparency which is achieved through the publication of reports with periodic findings on student-academic staff evaluations and program director - academic staff;

b) Keeping in touch with current students and alumni, as well as with their employers;

c) Assessment of the use of contemporary Teaching and learning methods in order to promote the preparation of an interactive student;

d) Creating a culture of continuous improvement and growth;

d) Ensuring the provision of study programs in accordance with the needs of the labor market and society in Kosovo;

dh) Ensuring the participation of academic staff and students in the self-assessment process and in gaining from external quality assurance expertise.

#### **Article 8**

## **Responsible actors of the quality assurance system of BIZNESI College**

1. The actors in the quality assurance and evaluation system are:
  1. Higher Scientific Teaching Council;
  2. Dean;
  3. Standing Committee on Quality Assurance
  4. Office for quality assessment and assurance (quality management).
2. The Office of Quality Assessment and Assurance is established by the Higher Scientific Teaching Council and its powers are defined by this regulation.
3. The Higher Scientific Teaching Council is the body that approves the Regulation on quality assurance and evaluation.
4. Higher Scientific Teaching Council approves planning for implementation of quality assurance (quality management) activities.

### **Article 9**

#### **The responsibilities and duties of the Higher Scientific Teaching Council for quality assurance**

1. The Higher Scientific Teaching Council for Quality Assurance has the following responsibilities and duties:
  - a) Guarantees the autonomy of the College, academic freedom and the rights of students;
  - b) Guarantees internal quality assurance;
  - c) Guarantees the achievement of the objective of a College based on Scientific research and establishes mechanisms for the evaluation of Teaching and research activity of academic staff;
  - ç) Approves in advance the mid-term and long-term strategic plan of Teaching development and research and proposes it to the Board for final approval;
  - d. Approves lesson plans by branch,
  - f. Develops employment criteria for academic staff,
  - e. Drafts the strategic development plan of the College, as well as it takes initiative to establish new units (branches) that will function within the College.
  - h. Approves the structure of studies,
  - f. Approves the admission and promotion of academic staff, and the appointment of program leaders, branches and units of the College.
  - g. Submits proposals to the Board for financial support for the opening of new branches and units,
  - k. Approves student admission criteria,
  - h. Adopts the College regulation on quality assurance,
  - i. Approves annual reports on the Teaching and research activity of the College and submits it to the College Board,
  - j) Examines certain issues as requested by the student parliament,
  - k) Approves new study programs, as well as their changes and closures;
  - l) Approves new programs of Scientific research, changes and their closure;
  - ll) Proposes the closure and reorganization of the College, as well as the separation or merger with other Higher education institution (s);
  - m) Submits a request to the Kosovo Accreditation Agency for external quality assessment and accreditation of study programs, branches or the College itself;
  - n) Approves the detailed annual report of the College activity compiled by the Dean's Office and forwards it to the Kosovo Accreditation Agency;
  - nj) Elects members of the standing committees for a two-year term;
  - o) Approves the annual plan of academic and research activities.

**Article 10**  
**Dean's duties and responsibilities for quality assurance**

1. The Dean of quality assurance has the following responsibilities and duties:
  - a) Directs the Higher Scientific Teaching Council;
  - b) Proposes for election to the Higher Academic Scientific Council the nominees for the responsibilities of the College, such as the Secretary General, program directors, academic staff and branch directors, and makes appointments after their approval by that Council.
  - c) Signs and certifies the diploma of completion of studies, grades statement and certificate of completion without the right to delegate the signature to other persons;
  - c) Proposes the Teaching-Scientific staff who will have a lower teaching load by specifying this workload for the academic year,
  - d) Approves the calendar of the teaching process for each academic year according to the instructions of the Ministry of Education, Science and Technology;
  - e) Establishes ad hoc committees and working groups on specific issues, studies and activities;
  - f) Organizes the work for the internal evaluation of the College.
  - g) Prepares and submits to the Board the strategic development plan of the institution;
  - gj) Exercises controls over the quality of teaching, research, implementation of employment contracts and any other activities performed by the College structures;
  - h) Signs academic agreements or protocols of cooperation of the College with third parties as well as the membership in national and international associations. As for agreements requiring Board approval, the Dean signs them after their prior approval.

**Article 11**  
**Responsibilities and duties of the Standing Committee on Quality Assurance**

1. The mission of the Standing Committee on Quality Assurance is to ensure the internal quality of the College and the programs offered by it in accordance with national and international standards. In order to carry out its mission, the Standing Committee on Quality Assurance has the following responsibilities and duties:
  - a) Develop an institutional development plan for quality assurance and submit it for approval to the Higher Scientific Teaching Council;
  - b) Evaluate for the first time, the new programs to be offered, before their approval by the Higher Scientific Teaching Council;
  - c) Continuously assess the programs offered by the College if they are in compliance with quality standards and their coherence;
  - c) Cooperate with the Kosovo Accreditation Agency and to evaluate upon request, in case of accreditation of programs or quality assessment;
  - d) Assess teaching and research activities in the main units / branches of the College in accordance with quality standards and draft relevant internal evaluation reports;
  - dh) Follow the policies drafted by the Higher Scientific Teaching Council for quality assurance and take appropriate measures to implement its decisions;
  - e) Develop and organize for students the questionnaire on the quality of teaching in all programs offered by the College for every semester;
  - ë) Conduct tracer studies on student employment performance after their academic training and the effectiveness of the programs offered;
  - f) Report to the Higher Scientific Teaching Council on the results of the evaluation and make proposals regarding the improvement of quality standards;
  - g) Collaborate with foreign quality assurance agencies that are members of the European Quality Assurance Network (ENQA).

**Article 12**  
**Quality Assessment Office**

1. The quality assessment Office shall guarantee the quality of educational, creative and development activities.
2. The quality assessment Office is responsible for ensuring and evaluating the quality of all types of study programs at BIZNESI College.
3. In the case of any deficiencies being identified, the quality assessment Office shall ensure their correction through the Head of the Office and the ECTS Coordinator.
4. The quality of the College programs and other components, long-term monitoring for internal quality assessment and educational and creative activity are presented in the annual report of the Office.
5. The quality assessment Office may set up its own working groups and advisory bodies in particular with regard to the accreditation of study programs.
6. A standing workgroup of the Office for quality assessment shall consist of at least one representative from each program, the ECTS coordinator, a representative from branches and institutes and a student representative who shall be regularly informed of the activities of the quality assessment Office by its Chairman and who shall be invited to attend its meetings as requested by the quality assurance Office by providing communication among the decision-making factors.

**Article 13**  
**Responsibilities and duties of the Quality Assessment and Assurance Office**  
**(quality management)**

1. The Office for and Quality Assessment and Assurance works to establish a uniform procedure for the submission, negotiation and approval of study programs with the main purpose of applying for accreditation.
2. The Office intends to apply for institutional accreditation and re-accreditation for the field or fields of study. It compiles the self-assessment report to apply for accreditation of a study program or application for institutional accreditation.
3. Submitting by the Institution in sufficient time to comply with the prescribed procedures and to comply with the administrative deadlines of the KAA (Kosovo Accreditation Agency) in accordance with the law regarding the subsequent implementation of accredited study programs.
4. The procedure for handling accreditation of individual study programs is managed by the Head of the Quality Assessment Office, preferably in collaboration with the vice President.
5. The quality assessment Office, in accordance with its needs, the nature of the discussion issues and its rules, establishes working groups to assist in the evaluation of the quality of the proposals submitted in particular in clarifying the differences between individual areas of study and the potential of creative activities, integration or experiences in specific areas of education and study programs.
6. The preparation of accreditation materials is regulated based on the guidelines and manuals of the Kosovo Accreditation Agency.
7. The Quality Assessment and Assurance Office (quality management) has the following responsibilities and duties:
  - a) Increase the quality assurance and evaluation profile by cultivating a quality culture at BIZNESI College;
  - b) Ensure periodic and annual attendance of the quality assurance and assessment program;



- c) Coordinate collecting of point of views during the participants' study course, in particular students' opinions;
- c) Facilitate expert review and information on quality assurance and assessment reports as well as access to action plans;
- d) Facilitate feedback and guidance for compilers of reviews and reports;
- dh) Facilitate and encourage the development of the staff in Teaching, learning and assessment;
- e) It is an authorized body for the approval of current versions of courses and programs;
- ë) Holds and makes statistical information for the purpose of maintaining and improving the quality;
- f) Takes responsibility for any additional quality assurance and evaluation processes, such as periodic review to be submitted by BIZNESI College;
- g) Takes the lead in preparing documents for external purposes such as: accreditation and cooperation of the College with relevant organizations and institutions;
- h) Provides the Dean, the program officers and the Higher Scientific Teaching Council, if required, with reports on quality assurance and evaluation;
- i) Assists the Dean and program providers in developing and implementing quality verification and improvement procedures;
- j) Prepares report on quality verification upon request.

#### **Article 14**

##### **Composition of the Office of Quality Assessment and Assurance**

1. The team comprising the office for quality assessment and development (management) is composed of:
  - Head of the Office of Quality Assessment,
  - One representative from each program,
  - Head of administration,
  - Up to two co-opted members,
  - Two representatives from students with an average grade above 8 (eight).
2. For quality assessment and promotion, the Office of Quality Assessment is also supported by the Special Committees within the College and the Office of Quality Assessment.

#### **Article 15**

##### **Structure and duties of the team members for quality assurance and assessment**

1. The members of the working group for quality assurance and assessment are specifically selected by the Higher Scientific Teaching Council of BIZNESI College for a three-year period with the possibility of re-election.
2. At least one-third of the members of the quality assurance and assessment central team continue to be part of the team after a 3-year mandate to ensure continuity.
3. The quality assurance and assessment central team shall:
  - develop a guide to quality assurance and assessment activities;
  - develop instruments for qualitative and quantitative evaluation;
  - develop and review evaluation, self-evaluation reports;

- review self-assessment reports for institutional and program accreditation;
- review self-assessment reports for institutional re-accreditation and programs at the level of addressing issues raised by the KAA;
- approve the members of the working groups for conducting assessments as needed;
- lead the process of publishing evaluation reports.

## **Article 16**

### **Working process of the quality assurance and assessment central team**

1. The quality assurance and assessment central team should plan the organization of internal quality assessment of institutional study and internal evaluation programs.
2. In order to accomplish the above mentioned, an internal evaluation task force should be set up including a representative of the main units, student council, the Office of Information Technology and Registrations. If necessary, an external expert representative is invited.
3. The internal evaluation shall be carried out in accordance with the relevant guidelines of the Kosovo Accreditation Agency.
4. The conclusions of the internal evaluation shall be based on the statistical analysis of the data, the findings drawn from the registers, the surveys, questionnaires and interviews organized with academic staff, non-academic staff and students. The managers of the evaluated units shall publish the results of the evaluation carried out.
5. Not later than 30 days after the end of the semester the quality assurance and assessment central team shall submit the semester evaluation report to the Dean.
6. Internal evaluation of study or institutional programs shall be organized, as a rule, once a year. If necessary, partial assessments are organized even more frequently.
7. The manner the internal evaluation is organized, the activities carried out, the responsibilities and the way the results are presented shall be specified in the relevant regulations and procedures.
8. The quality assurance and assessment central team shall maintain a continuous relationship with the Kosovo Accreditation Agency for the purpose of conducting internal and external quality assessment.
9. The quality assurance and assessment central team has to participate in training organized by state or international quality assurance and assessment institutions, as well as to organize internal evaluation training for other participants in the evaluation quality process.
10. The quality assurance and assessment central team shall receive recommendations on the criteria, methods and general indicators (which have been made public prior to the start of the internal evaluation), as well as the criteria and methods appropriate for the periodic evaluation of the system by the Agency of Kosovo for Accreditation and the Ministry of Education, Science and Technology.
11. The quality assurance and assessment central team prepares the final evaluation report of the survey and presents it to the Dean, within 10 days.

## **Article 17**

### **Rights and duties**

#### **of the head of the Team for quality assurance and assessment**

1. Except as provided in laws and instructions, the head of quality assurance and assessment central team shall also have the following rights:
  - a) Make use of all the opportunities offered by the institution in compliance with all established rules;
  - b) Require that all obligations arising out of the performance of the assigned task be observed and implemented;
  - c) Demand from the authorities and governing bodies of the College their respect for all rights deriving from the Labour Code and the Law on Higher Education;

d) Demand from colleagues such an ethical and moral spirit to comply with the legislation in force.

2. The head of the quality assurance and assessment central team also has the following duties:

a) While performing the activities to respect the principles of civic ethics and the College Code of Ethics by displaying a model consistent with the activity carried out at the College;

b) Fulfil with responsibility the task entrusted to them by showing their professional and intellectual abilities;

c) Respect with responsibility the work discipline;

d) Maintain the material basis of the charge;

e) Maintain professional secrecy, not disclose information about the task performed without the authorization of the relevant managing authority;

f) Implement the instructions that are necessary when performing the assigned task;

g) Carry out duties in compliance with the applicable laws and regulations or orders of the respective directors;

h) Plan, organize and coordinate the work of the quality assurance and assessment central team and working groups in the main units;

i) Ensure that broad discussion of internal quality assessment is facilitated aiming to create a fully acceptable quality assessment report;

j) Conduct official communication with the governing bodies of the College, as well as with the evaluation body in the Higher education system in Kosovo;

k) Participate in activities related to scientific projects in the College;

l) Perform administrative processing of academic titles files;

m) Participate in the compilation of project documentation for diplomas of both cycles;

n) Prepare the documentation for the meetings of the College Higher Scientific Teaching Council related to the curricula;

o) Perform operational activities related to both the full-time and part-time systems;

p) Perform activities related to the graduation of bachelor and master students;

q) Perform activities related to student transfers to the College etc.

## **Article 18**

### **Rights and obligations**

#### **of members of the assurance and assessment central Team**

1. The members of the quality assurance and assessment central team have the same rights and obligations as the team leader. They should actively participate as much as possible in the work of the committees set up in the College branches and units to make contacts and present the opinions of the members of the academic community and be able to evaluate weaknesses and strengths of the function of the activity at BIZNESI College.

## **Article 19**

### **Working Groups**

1. The quality assurance and assessment central team at BIZNESI College may create its own working groups with representatives of key units, the students council, the Office of Information Technology and Registration, etc., who may be entrusted with the job and specific issues such as: evaluation of specific study programs, control of resources and finances, training of academic / non-academic staff and their upgrading, student services, external cooperation, international activities and similar.

**Article 20**  
**Organization of evaluation**

1. At the end of each academic year the College shall organize the periodic evaluation of the study program and the teaching system development process.
2. The Dean of the College activates the internal quality assessment working group which shall be responsible for this process.

**Article 21**  
**Duties of the Working Groups set up by**  
**Central Team at BIZNESI College on quality assurance**

1. During this evaluation, the attention shall be paid to:
  - a) Assessing the credit allocation for the disciplines or the respective group - disciplines according to the programs;
  - b) Assessing the specific curricula and subjects;
3. Assessing the constituent elements of the disciplines and allocating credits among them (lectures, seminars, assignments, projects, laboratories, etc.).
4. Assessing the study program regulation;
5. Assessing the necessary didactic basis for the realization of the study program, identification of deficiencies and taking measures for the following year;
6. Assessing the literature used, shortcomings noted and measures to improve the situation;
7. Assessing the implementation of the study program in the respective academic year;
8. Assessing the knowledge / exam control procedures and analysis of audit results;
9. Assessing the feedback received from the student
2. Internal evaluation teams in branches, programs and units should report periodically as well as whenever information or other data is requested from the quality assurance and evaluation central Team at BIZNESI College.

**Article 22**  
**Improving the level of programs**

1. For each program, the program teams under the authority of the respective program directors are responsible for monitoring the quality and improving the level of programs in accordance with the procedures adopted by BIZNESI College.

**Article 23**  
**Using information sources**

1. Programming teams prepare annual action / revision plans signed by the Dean and submitted to the College quality assurance and assessment working team enabling full use of these sources of information at the time of submission from the Office of Quality Assessment.

**Article 24**  
**Director of the study program**

1. The director of a Bachelor or Master degree program together with BIZNESI College Board is responsible for the quality of the respective study program.
2. The director of a study program methodically manages the accomplishment and development of the study program.

3. The director of a study program is appointed and dismissed by the Dean after a discussion with the vice Dean. The Board of BIZNESI College is immediately notified of the appointment or dismissal of the study program director.

4. The College shall provide relevant data on the work of the director of a study program.

5. The director of a study program is obliged to participate in the work of the College Board and to respect its methodological guidelines and recommendations.

6. The director of a study program ensures the progress of the respective program in all its subjects including the provision of internship in cooperative institutions.

7. The director of a study program regularly evaluates the results of students and professors on all compulsory and elective courses in the program, discusses the needs of students with them and reflects the results of surveys.

## **Article 25**

### **Office for International Cooperation**

1. The office for international cooperation has the mission to assist the Office of Quality Assurance and Assessment in the process of international cooperation.

2. The communication language of the Office for international cooperation is English. Documents compiled by the Office for international cooperation are also in English.

3. The Office for international cooperation of BIZNESI College is Dean's advisory body. The main objectives of this office are to evaluate the direction and quality of the Teaching, educational and creative activities of the College in relation to contemporary international practices.

4. The ongoing task of the Office for international cooperation is to promote the College's involvement in international Scientific and educational networks as well as the internationalization of BIZNESI College in order to enhance its international relevance and excellence in the field of educational and creative activities.

5. The Office for international cooperation has the task to support the College involvement in worldwide relations, with bodies aiming to expand scientific knowledge and the international movement of students and researchers.

## **Article 26**

### **Application procedure for accreditation of a study program**

1. The intention to apply for an accreditation of a study program (or extension of its specialization) or for an extension of the validity of accreditation shall be prepared by the Director of the Study Program in constant coordination with the Office for Quality Assurance.

2. While preparing the application for an accreditation (especially in the case of re-accreditation), the Director of the program constantly monitors the feedback received and operates in accordance with the rules.

3. Application includes data, name, type of program (Bachelor, Master) and profile (academic or vocational orientation) of a study program and forms of study, name of study program Director, summaries of courses of study base profile and their director, as well as the prospects of students in the labour market, information on estimated number of students, description of study program and curricula.

4. When submitting an application the College shall assess whether it can provide the appropriate teaching premises, literature and other teaching and learning resources for the accomplishment of the study program and in the case of a vocational orientation program whether it can provide necessary conditions.

5. If there is any doubt about the capacity of the premises for the implementation of the Program, then the matter is discussed with the Dean and the Office for quality assessment before the application is submitted. If in doubt, the Dean and the Office for quality assessment initiate a procedure to supplement the information on facilities and support resources for the implementation of the study program.

6. Any application submitted by the Program is required to comply with the Statute of the College and strategic plans. If the application does not correspond to the College long-term objectives, the program director is obliged to provide an explanation of the strategy change and the sustainable reasons for submitting the project to the Dean.

7. The Chairman of the Office of Quality Assessment shall inform the Dean of the new application of a study program after completing its documentation. When there are objections, the Dean returns the application within five days and after the necessary adjustments made, the Dean submits this application to the Higher Scientific Teaching Council who after approving the level and need of this application confirms it.

### **Article 27**

#### **Institutional Accreditation**

1. The manner of applying for institutional accreditation is based on the requirements of the Kosovo Accreditation Agency and includes the Self-Assessment Report which describes and assesses the fulfilment of the requirements of accreditation standards in higher education.

2. Application for institutional accreditation in one or more fields of education may be prepared only after being approved by the College Higher Scientific Teaching Council.

### **Article 28**

#### **Cooperation with other institutions in securing accreditation**

1. In case when the implementation of certain programs of study is expected to cooperate with another public higher education institution or a local public research organization or another country, this shall be specified in the application for institutional accreditation or accreditation of the study program.

2. The terms of cooperation shall be determined by an agreement of the participating colleges or universities in accordance with the legislation in force. The terms of cooperation are approved by the Dean upon the submitted proposal of the Board after the matters of cooperation have been approved by the College Higher Scientific Teaching Council.

### **Article 29**

#### **Validity of Accreditation and Authorization for Implementation of a Study Program**

1. The period of validity of accreditation of a program of study awarded shall be determined and a decision shall be taken by the Kosovo Accreditation Agency including any subsequent decision of that Agency during the period of validity of the accreditation.

### **Article 30**

#### **Expiration of an Institutional Accreditation**

1. An institutional accreditation for a field or area of education ends upon the expiration of the period for which it was granted or with the revocation of accreditation by the Kosovo Accreditation Agency or upon the notice of BIZNESI College for the Kosovo Accreditation Agency with which the College has decided to waive further institutional accreditation.

### **Article 31**

#### **Self-assessment report of a study program**

1. A self-assessment report of a study program is one of the key supporting documents for evaluating the quality of BIZNESI College educational activities.

2. The self-assessment report for a study program shall include in particular:

a) Assessing compliance with legal standards and program requirements of studies within the field of higher education; the goals of the College and the programs it develops as a whole or in particular regarding compliance with the requirements of the Kosovo Accreditation Agency.

b) The results of feedback mechanisms (in particular, student and graduate evaluation, surveys, evaluation by graduate employers) and their analysis by the study program Director or the Board.

c) Assessment of the connection between the creative activities of the Professor or the Lecturer and the subjects taught by them.

c) Evaluation of students' creative activities especially the quality of their diploma works.

d) Assessment of the level of involvement of teachers and students in cooperation with national and international institutions.

dh) Evaluation of educational, creative, technical and material provision of the study program.

e) Assessment of the ratio of success in admission procedures, ratio of failure to complete a study program, ratio of completion of a study program and applicability to job market of the graduates.

ë) These data are always provided for the period from the last Self- Assessment Report, a SWOT analysis of the study program, assessing its strengths and weaknesses, as well as other threats and opportunities for development.

f) Outline of the strategy of further development of the study program.

3. The Self-Assessment report of a study program includes the period since accreditation or authorization to implement a study program within an institutional accreditation.

4. The Self-Assessment report of a study program is processed at least once during the study program accreditation period. An addition to this report is produced annually, assessing any changes in the quality of the study program since the previous evaluation.

## **Article 32**

### **Publication of Information**

1. The main results of the evaluation of the quality of study programs, creative activities of branches, institutes, units, programs and teaching and scientific activities of the College, linked together with approved rules and a summary of the College main agenda are published in continuity in the public section of the Internet. The College Self-Assessment report on educational and creative activities of the College and its supplements is made available to all institutions, bodies of BIZNESI College, the Kosovo Accreditation Agency and the Ministry of Education, Science and Technology.

## **Article 33**

### **Assessment for institutional accreditation**

1. BIZNESI College carries out evaluation activities continuously in the following areas:

- Assessment of the quality of teaching;
- Assessment of services for students;
- Assessment of scientific activity and studies;
- Assessment of administrative services;
- Assessment of international cooperation;
- Assessment of learning resources.

2. Internal evaluation data shall be used for purposes of institutional accreditation of the College in accordance with the provisions of the Kosovo Accreditation Agency and planning interventions to improve the College performance.

3. The evaluation of the College activities as referred to in point 1 of this Article shall be governed by the quality assurance and assessment Committee of the College.

4. The process of evaluation of the College activity as in point 1 of this article is managed by the Dean with the assistance of the quality assurance and evaluation coordinators and the working group which is established as needed.

#### **Article 34**

##### **Assessment for accreditation of College study programs**

1. The Dean, in coordination with the Chairman of Quality Assurance Office leads the program accreditation process as required by the Kosovo Accreditation Agency,

2. The evaluation, in order to be carried out for program accreditation shall include information on:

- Quality of teaching and learning;
- Quality of scientific activity;
- International cooperation;
- Graduates' perceptions of the quality of studies;
- Employers' perceptions of the quality of graduates;
- Quality of services for students;
- The quality of organizational culture and management.

3. In addition to the dimensions of point 2 of this Article, the evaluation which is done for the accreditation of programs is based on other criteria specified by the Kosovo Accreditation Agency.

#### **Article 35**

##### **Survey**

1. Quality control of teaching is carried out through surveys. The Survey Form is designed by this office in cooperation with the main and core units according to the modalities specified by them, then approved by the Dean.

2. The Survey process is conducted periodically and conducted by the Office of Information Technology and Registrations according to the modalities set by the Office for College Quality Assurance.

3. The Office of Information Technology and Registration, within 15 days, sends the survey results to the Office for College Quality Assurance which within 10 days prepares the final evaluation report of the survey and forwards it to the Dean's office.

#### **Article 36**

##### **Assessing the professors' teaching performance**

1. In all cases when the Office for Quality Assessment identifies or receives feedback from students on professors' poor performance, they shall take all actions to eliminate the possible causes and consequences.

2. The Office for Quality Assessment, regarding the poor performance of the professor, takes the following concrete actions:

a) Identifies the poor performance of professors through feedback from students (through evaluation questionnaires) or directly from the quality assessment committee;

b) Conducts a concrete and professional analysis of the causes and recommends measures to enhance the quality of the performance of the particular professor reporting relevant data and measures taken to the respective program director, the Dean of the College, and to the responsible academic structures of the College and takes actions to enhance the quality of the performance of the professor along with other responsible units of the College.



2. In a situation of poor performance and due to the continuing lack of interest in teacher engagement or when three times the consecutive interviews and surveys determine poor quality in Teaching, the Office for Quality Assurance recommends the Dean to set up a committee for evaluating poorly rated teacher's performance.

3. The evaluation committee consists of three teachers, one responsible for the respective program and two experienced teachers from the assigned subjects for evaluation.

4. The committee may issue two types of evaluation decisions: the first warning, pre-exclusion from the Teaching process and eventually the dismissal.

### **Article 37** **Annual activity plan**

1. In order to accomplish the mission, BIZNESI College plans all activities for quality assurance every academic year. The Draft Action Plan for the academic year is prepared by the Office for Quality Assurance prior to the start of the new academic year and sent to the Dean for approval.

2. The work plan for the academic year contains the following areas:

a) The educational process: the necessary number of professors and associates, work plans and operational plans for each subject;

b) Students: number of students by years, guidelines and indicators for successful study;

c) Scientific-research and educational work, as well as publishing activity, project planning and publications;

c) Library: provision of new publications;

d) Space and equipment: basic equipment needed for work;

dh) Internal quality assessment (as defined in this Regulation).

### **Article 38** **Quality Assessment of Study Programs**

1. The quality of study programs is accomplished through the creation and preparation of special standards and appropriate modalities, in order to:

a) Fulfil the mission and vision of BIZNESI College;

b) Realize the goals of study programs;

c) Develop the efficiency of studies;

c) Modernize the content of study programs;

d) Continuous collection of information from quality assurance entities on the quality assessment of study programs.

2. The Office for quality assurance reviews the quality of study programs as directed to meet standards and in particular:

a) Design of Study Programs based on the latest achievements with market competitiveness;

b) Compliance with the advanced needs of society based on the collection of appropriate information from specialized institutions;

c) Comparison with foreign study programs of which at least two must be from the European education in each study program based on the collection of relevant information from foreign institutions.

3. The Office for quality assurance reviews the efficiency of studies under existing study programs based on data collected by the College Teaching Secretariat. This efficiency of studies can be measured by the following data:

- a) Percentage of students passing from one year to another;
- b) Average grades by years of study;
- c) Number of graduated students;
- ç) Average grade of graduated students at all levels of study;
- d) Proportion of graduated students compared to the number of students enrolled in each study program;
- dh) Average study time for each study program.

**Article 39**  
**Assessing the Quality of the Teaching Process**

1. Assessment of the quality of the Teaching process is provided through:
  - I. Organizing, preparing and sharing the Teaching process in a way that the student:
    - a) Develop communication and interactive skills;
    - b) Apply basic theoretical concepts;
    - c) Develop skills that will enable the student not only to work but also to acquire new knowledge;
    - d) Be accountable if he/she is a member of a team;
    - e) Develop thinking and problem solving skills;
    - f) Develop knowledge integration skills.
  - II. Ensuring the quality of academic and non-academic staff in particular ensuring professional working relationships with students and ensuring appropriate conditions for research and teaching excellence.
  - III. Providing the necessary number of in-house and invited lecturers and especially full-time lecturers as well as creating conditions for the smooth development of lectures at the planned level.
  - IV. Ensuring the quality of the library's book fund as well as all the space available in it;
2. In order to ensure internal quality, the techniques of organizing and preparing the teaching process include preparing of the syllabus before the semester, (lectures and seminars) the work plan for each subject in that semester, as well as organization of exams. Such plans should be presented to students in a variety of forms, at least on the first day of the semester with the exception of the exam organizing plan which may be prepared no less than 30 days before the start of the exam term.
3. The plan of curriculum development and of exam organization is prepared by the program and branch directors in collaboration with the Office for Quality Assurance of BIZNESI College taking into account students opportunities and requirements, subjects load, efficient use of building environments and other factors. The Teaching Secretariat should be correct in posting the plan for the development of the teaching process and the schedules of lectures and exams in the announcement booths as well as on the College official website.
4. The office for quality assurance in the regular assessment process through the survey collects the attitudes and data of the internal and invited lecturers on the following aspects of the teaching process evaluation:
  - a) Providing information relevant to the learning process;
  - b) Conducting lectures and examinations in accordance with the approved plan;
  - c) Maintaining professional reports of academic and non-academic staff in relation to students;
  - d) Opportunities for acquiring sufficient skills and knowledge during the teaching process in certain subjects in accordance with the plan. In this regard, the Office shall prepare a report on the conducted survey which shall be submitted to the Dean.

**Article 40**  
**Evaluation of Educational and Scientific Research Work**

1. In order to ensure the quality of scientific-research and educational work as well as to ensure the quality of work at the College, the governing bodies and the academic staff shall continuously engage in the creation, preparation and realization of educational, scientific and research projects in accordance with:

- a) College Strategy and Policy;
- b) The needs and expectations of the company;
- c) Best practices of foreign educational and research institutions;
- ç) Quality assurance needs in other areas of the College to which this Regulation

applies;

d) The availability of internal and external resources for the implementation of programs and projects in accordance with standards.

2. Research activities are evaluated according to:

- a) The number of publications;
- b) The number of citations by foreign authors (quoted from databases);
- c) The number of national and international projects submitted;
- ç) The total number of national and international projects implemented;
- d) Participation in national and international scientific seminars, conferences and symposia and roundtables;
- e) The total number of scientific meetings organized etc.

**Article 41**  
**Academic Staff Quality Assessment**

1. Assessment of the quality of academic staff is carried out through appropriate and continuous activities as follows:

- a) Continuous planning and presentation of the needs for the engagement of the academic staff in various Scientific-research and educational fields;
- b) The selection of academic staff in accordance with the Statute and the Regulation on Rules and Procedures of Employment for College Staff specifying the criteria and guidelines in advance;
- c) Creating conditions for the continued educational and scientific excellence of the academic staff;
- ç) The objective and correct presentation of quality assessment in this field as seen in this Regulation.

**Article 42**

Academic Staff Quality Assessment Criteria

1. The selection of the academic staff is done in accordance with the criteria and procedures for selection with scientific titles determined by the Statute and the internal regulation of the College. The periodic evaluation of the quality of the academic staff of the College is done by the high education evaluation body under this Regulation:

- a) Qualifications of the academic staff in accordance with the legal acts of the College;
- b) Implementation of the criteria for selection at the College level;
- c) Covering all scientific fields with academic staff;
- ç) Conducting regular student surveys on the quality of academic staff and taking into account their opinion;

- d) Implementation of the incentive mechanism and rewards by the institution;
- dh) Organizing courses for training and development of the academic staff.

2. The Office for quality assurance shall take the following quality improvement measures which shall carry out activities under the Law on Higher Education, the Statute and Internal Regulation of the College. In the following it proposes and undertakes measures to improve the quality of work of academic and non-academic staff.

#### **Article 43**

##### **Student Quality Assessment**

1. Student quality assessment is carried out through activities and standards in the following areas:

- a) Selection of students during their enrolment;
- b) Study process;
- c) Student organization;
- ç) Continuous and regular processing and analysis of quality assessment in this field in accordance with this Regulation.

#### **Article 44**

##### **Quality of Texts, Literature, Library and Laboratories**

1. Assessing the quality of textbooks, literature, libraries and various laboratories is indispensable in the successful development of the educational process and is achieved through:

- a) Providing university textbooks which enable the achievement of the objectives set out in the study program and subjects;
- b) Providing sufficient literature fund which enables the achievement of the goals set out in the study program and subjects;
- c) Providing modern laboratory equipment for the development of the teaching process and for the needs of the students;
- ç) Providing sufficient space for the efficient use of the library and the laboratories by the students and the academic staff of the College.

2. The Quality Assurance and Assessment Office, through the regular evaluation process, collects data and students' attitudes, academic staff's attitudes and the following aspects of quality of textbooks, literature, libraries and various laboratories reached:

- a) Adequate supply of textbooks according to academic standards;
- b) ECTS (credit) assessment;
- c) Content of the textbooks with sufficient data, as required by the students when acquiring knowledge in the particular subjects;
- d) Sufficient provision of the library with literature and textbooks and making available this library fund as well as its facilities for the service of students.

#### **Article 45**

##### **Quality Assessment of Classroom and Equipment**

1. Assessment of the quality of teaching environment and equipment is carried out through:

- a) Providing new information technology space and equipment for the achievement of the quality goals of the Teaching process, at least in accordance with national and European space standards;

- b) Providing uninterrupted internet connection and making it available to lecturers and students;
- c) Continuous evaluation of the quality of this equipment according to the number of students as well as the requirements for quality assurance of study programs, Teaching and research process of the College;
- ç) Identifying current equipment and forecasting future needs;
- d) Applying appropriate safety measures, the protection of the health of employees, students and all other persons around them in accordance with the law.

**Article 46**  
**National Cooperation**

- 1. National cooperation is valued according to:
  - a) Cooperation with university centres for development and promotion in the context of the mission, goals and tasks of the College;
  - b) Total number of projects;
  - c) Contacts and cooperation with graduate students and their associations;
  - d) Contacts with employers.

**Article 47**  
**International Cooperation**

- 1. International cooperation shall be valued according to:
  - a) Participation in European educational programs;
  - b) International character of the study programs;
  - c) Exchange of academic staff with other academic centres at home and abroad;
  - d) Exchange of students with other academic centres at home and abroad;
  - d) Teaching in foreign languages;
  - dh) Use of foreign literature.

**Article 48**  
**Public Relations**

- 1. Public relations are evaluated according to:
  - a) Open days of the College to acquaint potential students with the opportunities for study and research at the College;
  - b) Cooperation with print and electronic media;
  - c) Participation in education fairs.

**Article 49**  
**Content of the Assessment Report**

- 1. The College Quality Assurance Office shall prepare an evaluation report in an objective transparent and public manner including any deficiencies after conducting the evaluation. When preparing the report, this office should make it clear that the report should take into account all the facts about study programs and course programs. This report consists of two parts: the descriptive section and the measurable indicators section with all relevant quantitative data:
  - a) Introduction which explains the evaluation process;
  - b) List of members of the office and working groups of the units that participated in the self-assessment;

c) A list of the bodies, entities and institutions with which the College has cooperated in the evaluation;

ç) Presentation of the positive elements and difficulties encountered during the evaluation process;

d) In the section for current and graduate students, the report should contain data, ideas, comments and suggestions provided by students on all aspects of quality assessment in order to help improve the quality of the evaluation process.

From a practical point of view, students' ideas can be obtained in several ways: through free discussions, interactive talks, through various student surveys, meetings with student governments, ideas in writing or various combinations of the above proposals;

dh) The section about the students should present a separate section in the report. It is very important that the number of students is not selective but that they represent their interests in the College and the study program in which they are studying.

The starting points of the analysis are the mission and goals of the College. The analysis highlights the strengths and weaknesses of each component that is the subject of the evaluation. The analysis is carried out with proposals and a correction plan of activities to eliminate deficiencies and improve the condition.

## **Article 50**

### **Conclusion of the Internal Quality Assessment Report**

1. The conclusion of the evaluation report has the following characteristics:

a) Be as objective, real and transparent as possible bearing in mind that the purpose of evaluation is to improve quality;

b) Be a final comparison with previously completed external evaluation processes carried out by state experts; a performance analysis is put into practice against the identified deficiencies;

c) Express clearly the strengths and weaknesses of the College and avoid highlighting the positive or negative aspects of the College;

ç) Strengths and weaknesses not discussed at the outset of the report should not be published in conclusions that will remain unjustified and affect the conclusions;

d) Strengths and weaknesses that are not discussed in the main part of the report should not be presented in the conclusion;

dh) Improvement plans should be provided in the form of concrete measures.

At the end of the self-assessment report, the measures to be taken should be foreseen according to the results of the evaluation.

2. The size of the self-assessment report should be up to 40 pages, with no attachments.

3. The evaluation report is signed by the Head of the Quality Assurance Office and submitted to the Dean of the College who sees it and submits it to the Higher Scientific Teaching Council. The report is then sent to the Kosovo Accreditation Agency.

4. The College self-assessment Report shall be published in an appropriate place on the official website of the College BIZNESI.

5. While taking care to maintain and enhance the quality of the College, the academic staff and students, the quality assurance and evaluation team may propose other activities consisting of maintaining or enhancing quality. This can be achieved through: seminars, trainings, workshops, debates, internal

publications, consultations, workshops and other forms of enhancement of performance and quality at BIZNESI College.

6. The Head of the Office of Quality Assessment in his office premises maintains an open and honest communication with the College bodies and units as established by BIZNESI College acts to ensure academic development.

7. The Office of the General Secretary is available providing technical assistance to the Office of Quality Assurance working team.

## **Article 51**

### **Entry into force of the Regulation**

1. This regulation shall enter into force 10 days after its approval by the Higher Scientific Teaching Council and signed by the Dean of the BIZNESI College

President of the HTSC

---

Prof. Dr. Shyqeri Kabashi-Dean