



KOLEGJI - COLLEGE  
**BIZNESI**  
Prishtinë

**Pursuant to Article 80 and 21. point h. of the Statute of "Biznesi" College in Prishtina, the High Teaching Scientific Council of "Biznesi" College on 25 September 2020 approved this:**

## **REGULATION FOR QUALITY ASSURANCE AND EVALUATION**

The High Teaching Scientific Council, the Councils of the Departments, the Dean and the heads of the departments are responsible for the issues related to the study, as well as for the execution of the relevant measures on the quality of lectures and work and study conditions in Biznesi College. In order to develop, monitor and continuously audit programs and diplomas, the High Teaching Scientific Council (HTSC) has established the Office for Quality Assessment. This regulation specifies the role and responsibilities of the Quality Assessment Office.

### **Article 1**

#### **Aim**

This regulation aims to:

1. Define the mechanisms and procedures for providing assessment in Biznesi College;
2. Define the role and responsibility of organizational and academic units for the implementation of quality assurance and evaluation activities;
3. Define the mechanisms and processes that align BIZNESI College with ENQA standards for quality assurance and evaluation.

### **Article 2**

The objectives of the quality assurance and evaluation system

1. Evaluation activities are carried out to identify and promote good practices;
2. Evaluation activities are carried out to identify elements that require intervention to improve the existing situation;
3. Evaluation activities are carried out to ensure the continuous advancement of the activity of BIZNESI College;
4. Evaluation activities are carried out to meet the requirements of the accreditation system that are defined by the Kosovo Accreditation Agency.

### **Article 3**

Type of evaluations within the quality assurance and evaluation system

1. Evaluations for institutional accreditation purposes;
  2. Evaluations for the purposes of accreditation of programs at the level of academic units.
- BIZNESI College through the Quality Assessment Office makes possible the progress and improvement of the quality of education in accordance with:
- Law on Higher Education;
  - Founding act and other regulations of BIZNESI College;
  - Standards and guidelines on the accreditation of the Kosovo Accreditation Agency;

#### **Article 4**

The stakeholders of the quality assurance and evaluation system:

1. High Teaching and Scientific Council;
2. Dean;
3. Office for Quality Assessment and Assurance (quality management).

The Office of Quality Assessment and Assurance has been established by the High Teaching Scientific Council, and its competencies are defined by this regulation.

The High Teaching Scientific Council is the body that approves the Regulation on quality assurance and assessment.

The High Teaching and Scientific Council approves the planning for the implementation of quality assurance (quality management) activities.

#### **Article 5**

Dean

1. Ensures that the appropriate conditions exist for the implementation of quality management activities.
2. Ensures that there is the necessary financial support to carry out quality management.
3. Ensures that the results of evaluations are translated into appropriate operational measures and rewards for good practice.

#### **Article 6**

The Office of Quality Assessment and Assurance (quality management) has the following competencies:

- Increase the profile of quality assurance and evaluation, cultivating a quality culture in BIZNESI College;
- Ensures the periodic and annual continuity of the quality assurance and evaluation program;
- Coordinates the collection of views during the course of the participants, especially students;
- Facilitates expert review and information on quality assurance and evaluation reports and entry into action plans;
- Facilitates feedback and guidelines for review and report compilers;
- Facilitates and encourages staff development in teaching, learning and assessment;
- Is an authorized body for the approval of current versions of courses and programs;
- Maintains and prepares statistical information in order to maintain and improve quality;
- Takes responsibility for any additional quality assurance and evaluation process, such as the periodic review to be submitted by Biznesi College;
- Takes the lead in the preparation of documents for external purposes such as: accreditation, cooperation of the College with relevant organizations and institutions;
- Provides the Dean with reports on quality assurance and evaluation, program managers and the Higher Teaching Scientific Council, if required by them;
- Assists the Dean and program providers in the development and implementation of procedures for verification and quality improvement;
- Prepares reports on quality verification upon request.

#### **Article 7**

The quality assessment and development (management) team consists of:

- Head of the Quality Assessment Office,
- A representative from each program,
- Chief of administration,

- Up to two co-opted members,
- Two representatives from students with an average grade above 8 (eight).

For quality assessment and enhancement, the Quality Assessment Office is also supported by special Commissions within the College and within the Quality Assessment Office.

### **Article 8**

The members of the working team are specially elected by the Higher Teaching Scientific Council of BIZNESI College for a three-year term with the possibility of re-election.

At least one third of the members of the central quality assurance and evaluation team continue to be part of the team after a 3-year term to ensure continuity.

The central quality assurance and evaluation team has the following tasks:

- draft a guide to quality assurance assessment activities;
- develop instruments for qualitative and quantitative evaluation;
- draft and review evaluation/self-assessment reports;
- review self-assessment reports on institutional and program accreditation;
- review self-assessment reports on institutional and programs re-accreditation at the level of addressing issues raised by the KAA;
- approve the members of the working groups for conducting evaluations as needed;
- lead the process of publishing assessment reports.

### **Article 9**

In each program, the program teams, under the authority of the respective program managers, are responsible for monitoring the quality and improving the level of programs in accordance with the procedures approved by the Biznesi College.

### **Article 10**

The programming teams prepare an annual action/audit plan, signed by the Dean, which is submitted to the College's quality assurance and assessment working team, enabling full use of these information resources at the time of submission to the Office of Quality Assessment.

### **Article 11**

#### Assessment for institutional accreditation

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

- Assessment of teaching quality;
- Student services assessment;
- Assessment of scientific activity and studies;
- Assessment of administrative services;
- Assessment of international cooperation;
- Assessment of learning resources.

2. Internal assessment data is used for the purposes of institutional accreditation of the College, according to the provisions of the Kosovo Accreditation Agency and planning of interventions to improve the activity of Biznesi College;

3. The assessment of the activities of the College as in point 1 of this article is led by the Commission of quality assurance and evaluation in the College;

4. The process of assessment of the activity of the College as in point 1 of this article is administered by the

Dean with the help of quality assurance and assessment coordinators and the working group, which is established as needed.

## **Article 12**

Assessment for accreditation of College study programs

1. The Dean in coordination with the Head of the Office for Quality Assurance, lead the process of accreditation of programs according to the requirements of the Kosovo Accreditation Agency,

2. The assessment, which is conducted for the accreditation of programs should 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;
- Student services quality;
- The quality of organizational culture and management.

3. In addition to the dimensions of point 2 of this article, the assessment, which is done for the accreditation of programs takes into account other criteria specified by the Kosovo Accreditation Agency

## **Article 13**

In all cases where the Office of Quality Assessment identifies or receives feedback from students for poor performance of the professors, takes all actions to eliminate possible causes and consequences.

## **Article 14**

The Office for Quality Assessment regarding the poor performance of the professors undertakes the following concrete actions: identifies the poor performance of the professor, through feedback from students (through evaluation questionnaires) or directly from the quality assessment committee, makes concrete and professional analysis of the causes of reasons and recommends measures to improve the quality of performance of the specific professor, reporting the relevant data and measures taken to the head of the relevant program, the Dean of Biznesi College, as well as to the responsible academic structures of the College and takes action to increase the quality of the professor's performance (according to article 15 of this Regulation) together with the other responsible units in the College.

In a situation of poor performance and due to lack of continuous interest in teacher engagement or when poor quality teaching in students is determined three times in a row by interviews and surveys, then the Office for Quality Assessment recommends to the Dean to appoint a committee of performance evaluation.

The Commission can issue two types of evaluation decisions: The first warning, warning for exclusion from the teaching process and eventual expelling.

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

## **Article 15**

Taking care of maintaining and increasing quality in the College, for academic staff and students, the quality assurance and assessment working team can propose other activities that consist of maintaining or increasing quality. This can be achieved through: seminars, trainings, workshops, debates, internal publications, consultations, workshops and other additional forms to increase performance and quality at Biznesi College.

### **Article 16**

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

### **Article 17**

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

### **Article 18**

8. Approved on *25 September 2020*, by the High Teaching-Scientific Council of BIZNESI College.

Head of the HTSC

---

Prof. Dr. Shyqeri KABASHI - Dean