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KOLEGJI - COLLEGE
BIZNESI
Dega në Prizren

DEVELOPMENT PLAN OF BIZNESI COLLEGE – PRIZREN BRANCH

2025 - 2029

Kolegji Biznesi, Branch Prizren
2025

This Development Plan of Biznesi College – Prizren Branch, including the Branch’s only study program, “**Banking and Finance in Business,**” for the period **2025–2029**, was reviewed and approved by the **KLMSH on 27 May 2025**, as well as by the responsible structures of the Prizren Branch and Biznesi College, in accordance with their institutional competencies.

Content

Content	Error! Bookmark not defined.
ABBREVIATIONS.....	4
1. INTRODUCTION	5
2. PROFILE OF THE BRANCH AND THE STUDY PROGRAM.....	6
2.1 Branch Profile.....	6
2.2 Profile and Context of the Study Program	6
3. ALIGNMENT WITH THE MISSION, VISION AND VALUES OF BIZNESI COLLEGE.....	7
3.1 Mission of the Study Program	7
3.2 Alignment with the Institutional Vision.....	7
4. BRANCH INFRASTRUCTURE AND SERVICES.....	7
4.1 Physical Infrastructure.....	7
4.2 Career Counselling.....	8
4.3 Alumni Club	8
4.4 Quality Management Office	8
4.5 Cooperation Agreements	8
4.6 Branch Budget	8
5. DEVELOPMENT PRIORITIES	9
Table 5.1 — development priorities	9
6. DEVELOPMENT OBJECTIVES	10
Table 6.1 — development objectives	10
7. ACTION PLAN	11
7.1 Action Plan for Development Objective 1	11
7.2 Action Plan for Development Objective 2	12
7.3 Action Plan for Development Objective 3	13
7.4 Action Plan for Development Objective 4	15
7.5 Action Plan for Development Objective 5	15
7.6 Action Plan for Development Objective 6	16
8. MONITORING, EVALUATION AND REPORTING ON THE IMPLEMENTATION OF THE PLAN	18
Table 8.1 — Monitoring and Reporting Process.....	19
9. REFERENCES.....	19

ABBREVIATIONS

- **KAA** — Kosovo Accreditation Agency
- **ECTS** — European Credit Transfer and Accumulation System
- **KLMSH** — Higher Teaching and Scientific Council
- **KPI** — Key Performance Indicator
- **DO** — Development Objective
- **DP** — Development Priority
- **QMO** — Quality Management/Assurance Office

1. INTRODUCTION

This document defines the development direction of **Biznesi College – Prizren Branch** for the period **2025–2029**. The Branch operates a single study program, **“Banking and Finance in Business,”** and, for this reason, the Branch Development Plan and the Study Program Development Plan are integrated into a single coherent document. Its purpose is practical: to provide the **Head of the Study Program, the Program Council, the Branch Quality Management Office, and other Branch structures** with a concrete work plan specifying what needs to be done, who is responsible, within what timeframe, and how implementation will be verified, rather than merely presenting a statement of intentions.

The initial accreditation of the study program by the **Kosovo Accreditation Agency (KAA)** established the minimum framework for the curriculum. This Development Plan goes one step further by organizing the work for the next five years, including **curriculum review, strengthening cooperation with the banking sector, scientific research, internationalization, enhancement of the Branch’s infrastructure and services, and strengthening the quality assurance mechanism**. The Branch remains an integral part of Biznesi College and implements, at its own level, the directions set out in the **Institutional Strategic Plan 2025–2029**, while independently administering several of its own functions, including the **Quality Management Office, Alumni Club, cooperation agreements, and a budget separate from the Main Campus in Prishtina**.

The preparation of this Development Plan complies with the applicable legal framework, including the **Law on Higher Education, the Statute of Biznesi College, and the KAA Standards for the accreditation of Bachelor study programs**, and is specifically based on:

- the **Institutional Strategic Plan of Biznesi College 2025–2029**;
- the latest reports on the review of the study program’s curriculum and syllabi;
- the **SWOT analysis and comparative analysis (benchmarking)** of the study program, prepared as a separate institutional document;
- the decisions and recommendations of the **KAA external expert panel** arising from the accreditation process;
- data from student, alumni, and employer surveys collected by the **Branch Quality Management Office**;
- the annual reports of the **Program Council and the Branch’s administrative structures**.

The Plan was developed through cooperation between the **Head of the Study Program, course coordinators, the Branch Quality Management Office, and the Branch administration**, with consultation involving academic staff and representatives of the financial sector. It is not regarded as a static document: **implementation is reported on annually, and the Plan is reviewed whenever legislative or market conditions change or when new KAA requirements are introduced**.

2. PROFILE OF THE BRANCH AND THE STUDY PROGRAM

2.1 Branch Profile

Biznesi College has its **Main Campus (Headquarters) in Prishtina** and a single branch located in **Prizren**. The Branch operates as an organized unit within the College, with its own administrative and academic structure, while remaining fully aligned with the institutional framework and quality standards established by the Main Campus of Biznesi College.

The **Prizren Branch** is focused on a single study program, **“Banking and Finance in Business.”** This single-program focus enables the Branch to concentrate its academic and administrative resources entirely on the development and consolidation of the program, thereby strengthening the Branch’s identity as a **reference centre for banking and finance education in the Prizren region**.

Beyond the academic curriculum, the Branch operates through its own supporting structures, which are administratively independent from the Main Campus of Biznesi College in Prishtina, including the **Quality Management Office, Alumni Club, cooperation agreements, and the Branch budget**. These structures are addressed in detail in **Section 4** of this document and constitute an integral part of the overall development of the Branch, rather than being limited solely to the academic study program.

2.2 Profile and Context of the Study Program

The **“Banking and Finance in Business”** program is a **Bachelor’s degree program comprising 180 ECTS credits**, offered at the **Prizren Branch of Biznesi College**, with an accredited capacity of up to **200 students**. The program prepares graduates for three main areas of employment: **banking and microfinance institutions, financial departments of private-sector businesses, and public administration** (treasury, customs, and taxation).

The curriculum structure follows the standard **Bologna framework**: the first two years provide a foundation in **economics, accounting, and management**, while the third year focuses on specialization in **banking, financial markets, and financial analysis**, culminating in a **professional internship and Bachelor’s thesis**. This structure has been benchmarked against similar programs at the **University of Ljubljana, University of Split, “Aleksandër Moisiu” University of Durrës, and University of Prishtina**, and has been found to be aligned with them in terms of ECTS credits and key subject areas (see the accompanying **Study Program Benchmarking document**).

The context in which the program operates has two characteristics that directly influence its development planning. First, the **banking sector in Kosovo is undergoing rapid digitalization**, including mobile banking, contactless payments, and fintech processes, which requires the continuous updating of technical and professionally oriented courses. Second, as the only program of this nature in the **Prizren region**, the program enjoys a local competitive advantage but also bears greater responsibility for establishing its own professional internship partnerships, as the number of bank branches in the city is limited compared with Prishtina.

The **curriculum review process** is based on concrete feedback and evidence, including the results of **end-of-semester student surveys, annual meetings with representatives of partner banks,**

and reports prepared by the Branch Quality Management Office on student performance in each course.

3. ALIGNMENT WITH THE MISSION, VISION AND VALUES OF BIZNESI COLLEGE

This Plan is not a document separate from the **Biznesi College Strategy**; rather, it represents the way in which the **Prizren Branch and its study program implement that strategy in practice**, specifically in the field of banking and finance.

3.1 Mission of the Study Program

The Study Program prepares professionals for the **banking, financial, and business sectors**, equipping them with sound technical knowledge in **accounting, financial analysis, and risk management**, as well as high standards of professional ethics. Graduates are prepared to enter the labour market and perform professionally from the first year after graduation, rather than possessing only general theoretical knowledge. This is achieved specifically through:

- a curriculum that is updated every two years based on developments in the banking sector and changes in financial regulations;
- direct cooperation with financial institutions to provide **real-world professional internships**, rather than relying solely on classroom simulations;
- a strong emphasis on **professional ethics and integrity**, which are essential in a highly regulated field such as banking and finance;
- openness to **research and innovation**, particularly in the field of banking digitalization.

3.2 Alignment with the Institutional Vision

Biznesi College aims to position itself as an institution recognized for **academic quality and strong links with the labour market**. For the Prizren Branch, this vision translates specifically into strengthening its position as a **leading provider of banking and finance education in the Prizren region**, while maintaining a level of quality comparable to equivalent programs offered in Prishtina.

The institutional values of **quality, integrity, and social responsibility** do not remain abstract principles at the Branch level. They are translated into concrete practices, such as the **periodic review of syllabi, transparency of student assessment criteria, and the annual accountability of the Head of the Study Program to the Program Council and the Branch's administrative structures**.

4. BRANCH INFRASTRUCTURE AND SERVICES

The sustainable development of the Branch is not limited to the academic curriculum; it also encompasses the **physical infrastructure, student services, and administrative structures** that enable the Branch to function effectively as an organized unit within Biznesi College. This section describes these elements and provides the basis for the development objective dedicated to them (**DO6, detailed in Section 7.6**).

4.1 Physical Infrastructure

The Branch has **teaching facilities (classrooms and lecture halls)** equipped for the effective delivery of the teaching and learning process, an **IT laboratory** for courses requiring practical computer-based work (*Introduction to Informatics, Informatics in Business*, and other modules with digital components), as well as a **library with physical learning resources** that directly support the courses within the study program. The continuous maintenance and upgrading of this infrastructure—particularly the enrichment of the library with new titles in line with updates to the literature specified in course syllabi—remains an ongoing priority of the Branch.

4.2 Career Counselling

The Branch provides **career counselling services** to students of the study program, supporting them in identifying their professional goals, preparing for the labour market, and connecting with professional internship and employment opportunities in the **banking and financial sector**. This service directly complements the objectives of the “**Professional Internship**” course and contributes to preparing students for the transition from academic studies to their professional careers.

4.3 Alumni Club

The Branch maintains an **Alumni Club**, organized at the Branch level and separate from the corresponding structure at the Main Campus. The Club serves as a bridge between the program’s graduates and current students, creating opportunities for **mentoring, sharing professional experiences, and alumni engagement in academic activities**, including guest lectures, professional panels, and labour market information activities.

4.4 Quality Management Office

Quality assurance at the Branch level is administered by a **Quality Management Office** organized within the Branch itself. It operates separately from the equivalent structure at the Main Campus while maintaining full coordination with the institutional quality assurance mechanisms of Biznesi College. This Office is responsible for the continuous monitoring of the **quality indicators** described in **Section 8** of this document.

4.5 Cooperation Agreements

The Branch administers its own **cooperation agreements with financial institutions, banks, and businesses in the Prizren region**, separately from the cooperation agreements established at the central level of the College. This autonomy enables the Branch to develop partnerships specifically tailored to the **local economic context**, as also envisaged under **Development Objective DO2**.

4.6 Branch Budget

The Branch administers its **own budget, separate from the budget of the Main Campus**, providing greater flexibility in the financial planning of activities and investments directly related to the needs of the study program and its students. Budget planning is based on the **development priorities established in this document**.

5. DEVELOPMENT PRIORITIES

The **development priorities** have been defined in accordance with the strategic orientation of **Biznesi College**, the mission of the study program, the results of the program review, the recommendations of external accreditation experts, and contemporary developments in higher education and the financial sector.

Their definition has been based on the analysis of **institutional documentation, benchmarking results, and feedback from students, alumni, and employers.**

Table 5.1 — development priorities

No.	Development Priority	Description	Alignment with the Institutional Strategic Plan
DP1	Enhancement of academic quality and curriculum development	Continuous updating of the curriculum, syllabi, learning outcomes and literature, in accordance with higher education standards and labour market needs.	Supports the institutional priority for academic quality and continuous improvement of study programs.
DP 2	Strengthening the practical component and cooperation with the financial sector	Development of the practical component through professional internships, case studies and cooperation with financial institutions and businesses in the Prizren region.	Supports the institutional priority for cooperation with the community and enhancement of employability.
DP 3	Development of scientific research and innovation	Promotion of scientific research, involvement of students in research activities and promotion of a culture of innovation.	Supports the institutional priority for the development of scientific research and innovation.
DP 4	Internationalization and development of partnerships	Expansion of cooperation with national and international higher education institutions and financial institutions, and promotion of academic mobility.	Supports the institutional priority for internationalization and expansion of partnerships.
DP 5	Quality assurance and sustainable development of the study program	Strengthening quality assurance, monitoring and continuous improvement mechanisms, based on evidence and stakeholder involvement.	Supports the institutional priority for effective governance and a culture of quality.
DP 6	Strengthening the Branch infrastructure and institutional services	Continuous development of the Branch's physical infrastructure (classrooms, IT laboratory, library), student services (career counselling, Alumni Club) and administrative capacities (quality assurance, cooperation agreements and budget).	Supports the institutional priority for the sustainable development of infrastructure and services at the Biznesi College Branch.

The development priorities serve as the basis for defining the **development objectives** and preparing the **Action Plan**, in line with the institutional mission, quality standards, and the needs of the financial sector and the Branch itself.

6. DEVELOPMENT OBJECTIVES

The development objectives have been formulated in accordance with the **mission of the study program, the strategic orientation of Biznesi College, and the priorities of this Plan**. They are based on the **periodic review of the study program, recommendations of accreditation experts, quality assurance mechanisms, and the identified needs of the labour market and the Branch itself**.

Table 6.1 — development objectives

No.	Development Objective	Link to Priority	Expected Result
DO 1	To continuously improve the academic quality of the study program through periodic review of the curriculum, syllabi, learning outcomes, and literature.	DP1 – Academic Quality and Curriculum	Updated curriculum and syllabi, with aligned learning outcomes.
DO 2	To strengthen the practical component of the study program and develop students' professional competencies through cooperation with the financial sector.	DP2 – Practical Component and Cooperation	Improved quality of the teaching and learning process and enhanced practical competencies of students.
DO 3	To promote the development of scientific research and innovation by increasing the participation of staff and students in research activities.	DP3 – Scientific Research and Innovation	Increased research activity and greater student involvement.
DO 4	To expand national and international cooperation through academic partnerships and mobility.	DP4 – Internationalization	Increased institutional cooperation and academic mobility.
DO 5	To strengthen quality assurance and continuous improvement mechanisms based on evidence and stakeholder involvement.	DP5 – Quality Assurance	Continuous improvement of quality and effectiveness of decision-making.
DO 6	To strengthen the Branch's physical infrastructure, student services, and administrative capacities in line with the growth of the study program and students' expectations.	DP6 – Branch Infrastructure and Services	More consolidated and functional infrastructure, services, and administrative capacities for the Branch's students and staff.

The development objectives translate the priorities into **measurable and achievable results**. Their implementation is supported through the **Action Plan (Section 7)**, which defines the specific activities, responsible parties, timelines, implementation indicators, and monitoring mechanisms for each objective.

7. ACTION PLAN

This section operationalizes the six **Development Objectives (DO1–DO6)** through specific activities. For each objective, it specifies the **planned activities, responsible structures, annual timeframe (2025–2029), Key Performance Indicator (KPI) with its target, and the source of verification demonstrating implementation**.

7.1 Action Plan for Development Objective 1

To continuously develop and improve the academic quality of the study program through the periodic review of the curriculum (annually), updating of syllabi and literature, and alignment with higher education standards and labour market needs.

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
Periodic review of the curriculum (every two years) in accordance with developments in banking and finance and the labour market.	Head of the Study Program, Program Council			✓		✓	2 approved review reports during the period (2027 and 2029)	Review reports, meeting minutes
Updating syllabi and aligning them with learning outcomes and contemporary teaching methods.	Course Coordinators, Head of the Study Program	✓	✓	✓	✓	✓	100% of syllabi reviewed before the beginning of the academic year	Approved syllabi
Updating core and supplementary literature with contemporary scientific	Course Coordinators	✓	✓	✓	✓	✓	At least 70% of literature titles published within the last 10 years	Syllabi and literature lists

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
sources.								
Assessment of the alignment of learning outcomes with the National Qualifications Framework.	Head of the Study Program, Program Council		✓			✓	Report with recommendations ; at least 80% of recommendations implemented within the following year	Study program documentation
Initial and periodic analysis (every two years) of student workload and its alignment with ECTS credits.	Head of the Study Program, Quality Management Office		✓		✓		Analysis report completed according to the established timeframe; deviation from the planned workload below 10%	Analysis reports

The implementation of these activities will ensure that the **curriculum and academic content remain up to date and aligned with developments in the field of banking and finance**, while maintaining academic quality and supporting the continuous improvement of the teaching and learning process.

7.2 Action Plan for Development Objective 2

To strengthen the practical component of the study program and develop students' professional competencies through cooperation with the financial sector, contemporary teaching methods, and opportunities for practical development.

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
Development and expansion of cooperation with banks, financial institutions, and businesses for professional	Head of the Study Program, Dean	✓	✓	✓	✓	✓	Number of active agreements with financial institutions: at least 2 new agreements by 2030	Cooperation agreements, reports

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
internships.								
Organization of study visits and professional activities in financial institutions.	Head of the Study Program	✓	✓	✓	✓	✓	At least 2 study visits per academic year	Activity reports, supporting evidence
Engagement of experts from the banking sector in lectures and seminars.	Head of the Study Program	✓	✓	✓	✓	✓	At least 3 experts engaged per year	Activity programs, reports
Development of professional internships in accordance with the learning outcomes and competencies of the study program.	Head of the Study Program, Course Coordinators	✓	✓	✓	✓	✓	95% of students complete the professional internship within the planned timeframe	Internship reports, student records
Promotion of active teaching methods (case studies, projects, financial analyses).	Course Coordinators	✓	✓	✓	✓	✓	Annual increase of at least 2 courses applying active teaching methods	Syllabi, monitoring reports

Cooperation with the financial sector, study visits, engagement of experts, and professional internships contribute to the **development of students' professional competencies and enhancement of graduates' employability**.

7.3 Action Plan for Development Objective 3

To promote the development of scientific research and innovation by encouraging the active participation of academic staff and students in research activities and fostering an academic culture.

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
Integration of scientific research findings and contemporary developments into the teaching and learning process.	Course Coordinators	✓	✓	✓	✓	✓	At least 1 new topic or source from scientific research integrated into each core course every year (distinct from the general administrative review of syllabi, which is measured separately under DO1)	Syllabi and course materials
Supporting the participation of staff and students in scientific conferences, seminars, and workshops.	Head of the Study Program	✓	✓	✓	✓	✓	Number of participants: annual increase of at least 3 participants	Activity reports, certificates
Encouraging students to participate in research activities and academic papers.	Course Coordinators	✓	✓	✓	✓	✓	At least 10 students involved per year	Activity reports, study program records
Organization of informative activities on research ethics and academic integrity.	Head of the Study Program, Quality Management Office	✓		✓		✓	At least 1 activity organized per year	Activity reports and relevant materials

The development of scientific research and the promotion of an academic culture create an environment that supports **critical thinking, academic integrity, and the gradual involvement of students in research activities**, in support of the institutional mission for the advancement of knowledge.

7.4 Action Plan for Development Objective 4

To develop institutional cooperation and promote the internationalization of the study program through the expansion of academic partnerships, support for mobility, and participation in international activities.

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
Development and expansion of cooperation with national and international institutions.	Dean, Head of the Study Program	✓	✓	✓	✓	✓	Increase the number of active cooperation agreements (national and international) to at least 5 by 2030	Cooperation agreements, reports
Supporting the participation of staff and students in mobility programs (e.g., Erasmus+).	International Cooperation Office, Head of the Study Program	✓	✓	✓	✓	✓	Number of mobility participants: annual increase of at least 2 participants	Mobility reports, certificates
Organization of lectures and seminars with professors and experts from partner institutions.	Head of the Study Program	✓	✓	✓	✓	✓	At least 2 activities per year	Agendas, activity reports
Promotion of opportunities for cooperation and internationalization within the study program.	Head of the Study Program	✓	✓	✓	✓	✓	At least 3 announcements/information activities per year	Announcements, study program reports

The implementation of this objective strengthens cooperation with **national and international partners**, creating opportunities for the **exchange of experiences, academic mobility, and professional development**, in line with the institutional strategic orientations.

7.5 Action Plan for Development Objective 5

To strengthen the quality assurance and continuous improvement mechanisms of the study program through systematic monitoring, the use of evidence, and the active involvement of stakeholders.

Aktiviteti	Përgjegjësi	2025	2026	2027	2028	2029	KPI (me shënjestër)	Burimi i Verifikimit
Monitoring the implementation of the Development Plan and periodically assessing the progress achieved.	Head of the Study Program, Program Council	✓	✓	✓	✓	✓	Annual monitoring report prepared and reviewed within the established timeframe	Annual reports, meeting minutes
Analysis of the results of student, alumni, and employer surveys.	Quality Management Office, Head of the Study Program	✓	✓	✓	✓	✓	Survey response rate $\geq 40\%$; improvement measures proposed each year	Analysis reports, action plans
Monitoring the implementation of recommendations arising from quality assurance and accreditation processes.	Head of the Study Program, Quality Management Office	✓	✓	✓	✓	✓	At least 80% of recommendations implemented within the established timeframe	Monitoring reports
Organization of periodic meetings with students, staff, and stakeholders.	Head of the Study Program	✓	✓	✓	✓	✓	At least 2 meetings per year	Meeting minutes and reports
Preparation of the annual study program development report and identification of measures for the following year.	Head of the Study Program	✓	✓	✓	✓	✓	Annual report approved within the institutional deadline	Annual report, decisions of the Program Council

he use of evidence from **quality assurance processes**, the analysis of stakeholder feedback, and the monitoring of the implementation of recommendations serve as a basis for **decision-making and the further development of the study program**, in accordance with **KAA standards**.

7.6 Action Plan for Development Objective 6

To strengthen the Branch's physical infrastructure, student services, and administrative capacities, thereby directly supporting academic quality and the student experience.

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
Periodic assessment of the condition of classrooms, the IT laboratory, and teaching equipment, and implementation of improvements based on identified needs.	Branch Manager	✓	✓	✓	✓	✓	Regular infrastructure assessment completed; improvements implemented as needed	Infrastructure assessment reports
Continuous enrichment of the Branch library with new titles, in accordance with literature updates in the syllabi.	Branch Library, Head of the Study Program	✓	✓	✓	✓	✓	Library collection regularly updated in accordance with the literature specified in the syllabi	Library register, procurement lists
Continuous provision of career counselling services for students of the study program.	Career Counselling Office	✓	✓	✓	✓	✓	Functional service regularly available throughout the academic year	Reports of the Career Counselling Office
Development of regular Alumni Club activities and involvement of alumni in the academic life of the study program (guest lectures, mentoring).	Alumni Club, Head of the Study Program	✓	✓	✓	✓	✓	Regular alumni activities documented each academic year	Alumni Club reports

Activity	Responsible	2025	2026	2027	2028	2029	KPI (with Target)	Source of Verification
Consolidation of the functioning of the Branch Quality Management Office, in coordination with the College's institutional mechanisms.	Branch Quality Management Office	✓	✓	✓	✓	✓	Regular quality reports, documented and communicated to the relevant structures	Reports of the Branch Quality Management Office
Management and expansion of the Branch's cooperation agreements with financial institutions and businesses in the Prizren region.	Branch Cooperation and Agreements Office	✓	✓	✓	✓	✓	Active cooperation agreements documented and regularly updated	Register of cooperation agreements
Continuous planning and reporting of the Branch budget, in accordance with the development priorities of this Plan.	Branch Administration	✓	✓	✓	✓	✓	Budget regularly planned and reported in accordance with development priorities	Annual Branch budget reports

This objective recognizes that the sustainable development of the Branch depends equally on **infrastructure, student services, and administrative capacities**, as well as on the academic curriculum itself, and ensures that each of these areas receives dedicated attention and monitoring.

8. MONITORING, EVALUATION AND REPORTING ON THE IMPLEMENTATION OF THE PLAN

The monitoring, evaluation, and reporting on the implementation of this Development Plan constitute an important part of the continuous development process of the Branch and its study program. Responsibility for monitoring lies with the **Head of the Study Program, the Program Council, the Branch Quality Management Office, and other relevant structures**, each in accordance with its respective competencies. Monitoring is based on the analysis of the **performance indicators defined in the Action Plan** and on the documentation providing evidence of the implementation of the planned activities.

Reporting on implementation is carried out **annually**. The annual report includes an analysis of the activities implemented, an assessment of the achievement of the objectives, identified challenges, and recommendations for improvement. The findings are used to plan activities for the following year. In the event of changes in **higher education legislation, quality assurance standards, or institutional priorities**, the Development Plan may be revised in accordance with the internal procedures of **Biznesi College**.

Table 8.1 — Monitoring and Reporting Process

Activity	Responsible	Frequency	Source of Verification
Monitoring the implementation of the planned objectives and activities	Head of the Study Program	Ongoing	Monitoring reports, meeting minutes
Review of progress in the implementation of the Development Plan	Program Council	At least once per year	Meeting minutes and decisions
Analysis of quality assurance results	Branch Quality Management Office, Head of the Study Program	Every academic year	Quality Management Office reports and improvement plans
Preparation of the annual report on the implementation of the Plan	Head of the Study Program	Annually	Annual Study Program Report
Review and updating of the Plan, as necessary	Head of the Study Program, Program Council	As needed	Decisions of the competent bodies

Successful implementation of this Plan requires the **continuous commitment of all responsible structures of the Branch**. Regular monitoring, the use of evidence in decision-making, and stakeholder involvement will contribute to the achievement of the development objectives for the period **2025–2029**.

9. REFERENCES

- Law on Higher Education in the Republic of Kosovo.
- Statute of Biznesi College.
- Strategic Plan of Biznesi College 2025–2030.
- Standards for Accreditation of Bachelor's and Master's Degree Programs, Kosovo Accreditation Agency (KAA).
- Annual Review Report of the **"Banking and Finance in Business"** Study Program.
- Study Program Benchmarking and SWOT Analysis (separate institutional document).
- Reports of the Branch Quality Management Office and the Program Council.



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