



KOLEGJI - COLLEGE  
**BIZNESI**  
Prishtinë

**KOLEGJI "BIZNESI"**

Nr. 555-1/24 Data 30.09.2024  
**PRISHTINË**

# STUDENT MANUAL (FOR QUALITY IN LEARNING)

Pristina in 2024

The Regulation on the commercialization of ideas developed by academic staff and students has been drafted in support of the Decision of the Higher Scientific Education Council, based on Law No. 04/L-037 “On Higher Education in the Republic of Kosovo”, the College Statute, Article 21, point h and Article 71, 72 and all other legislation in force and has been approved by Decision of the Higher Scientific Education Council No. \_\_\_\_\_ dated 29/09/2024

### **Student Handbook Review – September 2024**

The Student Handbook was reviewed and updated in September 2024 in order to reflect the most recent changes in the institution’s academic and administrative policies. This review process aimed to enhance the clarity and coherence of the guidelines intended for students, including study regulations, assessment procedures, academic obligations, student complaint and appeal mechanisms, as well as detailed information on scholarships and forms of financial support available to students, along with academic support and the monitoring of student performance. The updated version of the Student Handbook demonstrates the institution’s commitment to ensuring transparency, quality, and high academic standards, as well as to providing continuous academic, administrative, and financial support to students throughout their academic and professional development.

## Dean's speech

**Prof. Dr. Shyqeri Kabashi**

Congratulations on your choice to study at the Biznesi College , and, in particular, to become part of the College in one of the excellent programs that this College offers.

This manual aims to provide you with information on how to produce quality work and achieve the best results in your studies.

The main goal of the College "Business" is to help you benefit from an excellent education, so that you can have your place in society, as a well-qualified and highly skilled graduate. The College provides the teaching support and the necessary framework for your studies. Success can only be achieved through your personal commitment and dedication to hard work throughout the entire period of studies together with our staff.

This manual, with the information it contains, aims to introduce you to the study process at the College of Business, to the environment that you will have available to you, and to provide the necessary instructions to help you increase the effectiveness of your studies, so that you can achieve the potential of the demands placed on you.

For you, a student who is trying out study for the first time, this manual will provide an important cognitive foundation for the path you need to follow to become capable of preparing for a new world.

The purpose of the Quality and Professional Preparation Handbook is to provide you with practical and easily accessible information regarding the study process to achieve a high level of education. This handbook will provide you with ideas, suggestions and guidelines to enable you to achieve academic success, by doing quality work and being able to submit this work on time.

We suggest you read the Handbook and refer to it throughout your study process - but also remember that it is only a general guide!

For specific requirements, please be sure to refer to your unit guides and learning management system for specific details regarding the assessment requirements of each unit.

If you have any further questions, please consult the relevant academic staff responsible for your units.

I wish you success.

Thank you!

### **Our commitment :**

We engage in research and the highest quality education possible to achieve a positive impact in preparing cadres to bring change to our country, the region, and beyond.

### **Our values:**

The Biznesi College is recognized as one of the leading academic institutions in Kosovo, offering quality studies in the fields of economics, emergency management and law. The College offers scholarships for students, internships in the public and private sectors, linkages of studies in support of the market economy and professional training in several related disciplines.

The College's programs and activities have so far been verified by independent experts, our partners, and international experts, who evaluate our institution very positively in providing quality education for the new generations.

### **Our specific values**

We support and respect the values of human rights, social justice and individual diversity, pursue our mission and vision, and are committed to achieving:

- providing a shared and suitable environment for all staff and students;
- academic integrity, transparency and accountability in the internal governance of the College's activities;
- recognizing and rewarding excellence in research, education, and everything we undertake and do to provide services that will guide science and human development;
- supporting the principles of responsible education, sound management and development effectiveness, which are standards in the regional and global space;
- Commitment to ensuring cooperation with all local, national and international education and training stakeholders.

### **Study programs:**

#### **a. Bachelor's degree**

1. Banking and finance in business,
2. Management and economics,
3. Emergency Management,
4. General law;
5. Computer Science

#### **b. Master**

1. Management and finance,
2. Emergency management.

#### **c. Research Centers**

### **1. Learning Objectives**

At Business College, your education is designed to prepare you for your life after graduation, employment, and career development.

You will gain the necessary knowledge, skills, and networks of knowledge to confidently build a successful career.

As a graduate of the College of Business, you will gain the skills to operate in a globalized world with frequent changes that are occurring while adapting to the social and economic environment.

Our courses are designed to develop attributes that go deeper and beyond current circumstances. They create opportunities for understanding and acting competently to acquire functional career content.

The "Business" College prepares its graduates to be:

1. Responsible and effective citizens in local, regional and global social and economic activism, who:

- engage in an internationalized world,
- demonstrate intercultural competence, and
- demonstrate ethical values.

2. Critical and creative researchers who produce innovative solutions to problems, apply research skills to a range of challenges, and communicate perceptively and effectively.

Each course at the Biznesi College has syllabus and accompanying information, which you can read in the table of contents on the College's website.

During your studies, you will notice a specific emphasis on these reporting and learning objectives - they are referenced in each unit or Branch guide where you study and support the design of assessment tasks, which will be required during the period of undergraduate studies.

The Business College monitors the effectiveness of the objective-driven approach to teaching and learning by ensuring that learning processes are adequate and meaningful.

Learning security is defined as “the systematic collection of educational information, as well as the review and use of information regarding the educational programs offered by the College, with the aim of improving student learning and adequate development.”

In accordance with the standards set by KAA, the Business College undertakes regular evaluation of student work, with the aim of improving teaching and learning practices.

The work done so far defines the "Biznesi" College as a higher education institution very responsive to its promises, but it is also a tool to support the ongoing work in an adequate contemporary form, for the continuous improvement of our educational programs.

In the following chapters of this manual, we explain the impacts of these College practices on your process and development and approach to studying.

### **Professors and mentors**

Teachers and mentors play a key role as facilitators and facilitators of your learning. They are skilled and always ready to help you with your studies. You can contact them personally through direct contacts and using your email account. Their email addresses are

usually listed in the unit guide on the website or can be obtained through direct contacts during the designated consultation hours.

It is important that these relationships are used appropriately and respectfully. Your requests should be adequately expressed when contacting your professor or mentor.

Communication via email is a formal communication channel. Therefore, communication in emails should begin with "Dear".... In addition, it is important to include your student unit code in all emails, as well as the name of your professor, when emailing the lecturer.

Academic staff can usually be contacted during their consultation hours which can be found in the unit or Branch guide, on Moodle, posted on their door or outside the main administration office of the relevant Branch or unit at the entrance.

We remind you that two students have a mentor for consultations and other requests for the process of developing the learning activity.

### **The role of online resources**

The "Business" College uses the Moodle learning management system in E-learning, which offers you the opportunity to access the internet to obtain the necessary information, both educational and administrative, as well as useful material for your more in-depth studies.

The College's "Business" website contains more extensive information about the College on educational policies, co-curricular opportunities, and all other administrative matters.

### **The role of student services, course leaders and coordinators**

The Business College Student Services team is the first stop for any questions regarding your registration, advising and exam results requests and other requests outside of these matters. The administrative service team can help you gain insight into the complexities of study policies and advancement systems, and assist you with questions regarding academic performance issues, course progress, and similar problems. Where appropriate, for your activity, the Student Services team will refer you to contacts with staff, course (program) coordinators or other relevant personnel.

### **Academic Support and Monitoring of Student Performance**

Business College provides continuous academic support to students with the aim of improving their performance, preventing learning difficulties, and increasing success in studies, in accordance with quality standards in higher education.

The institution implements a regular process of monitoring student performance through the evaluation of academic results, class participation, completion of assignments, and progress throughout the semester. This process aims at the early identification of students who face difficulties in the learning process and are at risk of low academic performance.

In cases where difficulties in academic performance are identified, the institution provides supportive measures to improve student outcomes, which include:

- additional consultations with lecturers;
- academic counseling and professional guidance;
- academic mentoring by the relevant staff;
- organization of support activities to improve learning outcomes;
- guidance and support from student services and academic units.

In addition to other forms of academic support, tutoring for students is also included in the syllabuses of each course. Within the teaching process, lecturers provide tutoring and academic guidance to students with the aim of clarifying course content, improving academic performance, and ensuring continuous support in the learning process. Tutoring is conducted through individual or group consultations, according to students' needs and the planning defined in the course syllabus.

The consultation schedule of the academic staff is regularly published on the official website of the institution, ensuring open access for students to academic support and timely counseling.

These mechanisms contribute to the early identification of learning difficulties, the improvement of student performance, and the assurance of the quality of the teaching process in accordance with institutional policies and higher education standards.

### **Scholarships and Financial Aid**

To further support students and ensure equal access to quality higher education, the Biznesi College offers a comprehensive scholarship and financial aid program, which includes:

- Full scholarships awarded for excellent academic achievement;
- Partial scholarships for students with high academic performance;
- Semester scholarships , offered on merit or social basis, which are reviewed and allocated periodically to support the continuity of studies;
- Partial scholarships for family members and special categories , including:
  - children of martyrs and war victims;
  - participants in the Kosovo Liberation Army (KLA);
- Financial assistance for students with special needs , in accordance with institutional policies of inclusion and equality;
- Employment programs for students , which enable them to engage in various activities within the institution to help finance their studies;
- Scholarships and financial support through European Union (EU) projects and other international programs, including cooperation projects, academic mobility, and

institutional development initiatives, which provide additional funding opportunities and international experience for students.

### **Additional support**

The Business College also collaborates with partner banks to facilitate student loans and flexible payment options , ensuring that higher education remains accessible and affordable for all qualified candidates.

Through this broad and flexible framework of scholarships and financial aid, the Biznesi College promotes equal opportunity, academic excellence, and social inclusion , empowering students to pursue and complete their studies without financial barriers.  
[https://kolegjbiznesi.com/Studentet\\_ri/35](https://kolegjbiznesi.com/Studentet_ri/35)

### **Additional important information**

Information about various aspects of life at the College of Business, such as: study resources, course and academic information, and support services, is available online at [www.kolegjbiznesi.info](http://www.kolegjbiznesi.info)

An excellent resource for students is available through the Student Connection in Economics, Emergency and Law.

The College website at <http://kolegjbiznesi.com/Default.aspx?ID=1> .

The site contains important links, information about courses and units, admissions and registration requirements, and branches and study programs, exams and results, administration, study resources, calendars and schedules, IT and computing, support services, careers and internships, as well as clubs and associations such as Alumni.

### **Participation and teaching**

Lectures are essential to your performance as a student.

The lectures provide the necessary material you need for your needs to understand the general and specific nature of the study.

Important concepts and analysis can be referenced by the lecturer and put into context for you. In many learning units, some or all of the lecture material can be found in video format on Moodle. This makes it essential for you to attend lectures and have review lecture materials provided on Moodle.

Classes are also a vital part of your studies. They reinforce lecture material and provide you with an opportunity to discuss material presented in live or online lectures, as well as ask questions about any concerns you may have.

They also provide you with opportunities to develop your oral communication skills. The material presented is not designed just to give you a perspective on a topic but to facilitate your

understanding of the issue under discussion. When there are alternative views on an issue, you need to learn to articulate, critically approach, and evaluate these different positions.

### **Special consideration and extension of the submission deadline for the assignment and assessment**

If you are unable to complete a portion of an assignment or exam due to exceptional circumstances, you may apply for another chance through special consideration, to ensure equity and equal access for all students.

The College has clear policies and procedures for special consideration. The following websites provide:

**main information:** [www.kolegibiznes.com](http://www.kolegibiznes.com)

When students request an extension of time to submit an assignment or exam, an application form must be completed. Reasons for allowing such an action, which include short-term periods, are several circumstances beyond the student's control, such as illness, accident, personal trauma, family issues, emergency situations or injury, etc. Applications, once you are convinced that they need to be made, should be consulted with your mentor, coordinator, program leader, course lecturer or responsible personnel for assessing the request and providing access to the further procedure.

### **Workload**

To be successful, you will need to devote a significant amount of time to personal study outside of class.

This time should be spent reading, preparing for lectures and practical work hours, preparing and practicing assignments, etc. While more classes should be spent in a 'classes and lectures browsed' model, it is essential to preview the syllabus and subjects, tools and literature before each class, in order to benefit most adequately from the student-centered approach to learning.

### **Self-reliance**

At the College you are expected to be more independent and self-reliant than at any other time in your education experience. Unlike teachers at school, at the Biznesi College there are a large number of professors, lecturers and teaching assistants who make up the academic staff and are usually involved in each unit of the programme. They are happy to help you when you need it and you should address the relevant member of academic staff and be clear about what you wish to discuss with them.

As an independent student, it is also your responsibility to regularly attend lectures and classes according to the program requirements. At the same time, it is necessary to do the preparatory work and submit all assignments for assessment on time.

### **Time management**

As a student at the College of Business, you need to learn to manage your time. This is due to the fact that students have a lot of time available outside of scheduled classes. Therefore, they need to balance their commitments, carrying out both family commitments and studies.

Assessment in a unit of study (programme subject) will usually consist of several mandatory activities for the student, such as: reviews, lectures, assignments, essays, colloquia and formal exams.

Literature reviews, online multiple-choice tests, reports, case studies or oral presentations. These are just a few examples of what may be required. Whatever the assignment, it is vital that you read and understand exactly what you are being asked to submit. Details of all assessment tasks for each unit are provided in the unit guide, which you will have access to from the first week of each semester. If you are still unsure about the requirements and need clarification, seek advice from your programme providers and professors: mentor or lecturer. When there is group work in a learning unit, you are expected to manage your groups and group assignments effectively.

A high standard of integrity and honesty is expected of you in the completion of your duties.

Any form of cheating, such as plagiarism, quasi-collaborations, or 'buying an essay', will be penalized under the College's Student Discipline procedures. It's never worth the risk. Always do your job, work to the best of your ability, and plan your time carefully.

The final grade that a student receives in a course/subject will be determined by the professor, the Chief Examiner, taking into account all aspects of the assessment (participation in classes, interactivity, completed assignments, your ideas through essays, etc.). The processes for requesting reviews of results or remarks on work can be found here:

<http://www.kolegibiznesi.com>

The Biznesi College has established procedures to ensure that students are recorded fairly and accurately in the learning record, a process overseen by the program leaders and the dean. This is especially the case after participation in examinations where any potential failures must be noted by the professor and assistant and all academic staff as appropriate, to confirm that a pass/fail grade is appropriate for the knowledge presented.

All learning outcomes are reviewed by the Dean, professor, and course assistant or other teaching associate; other guidance information is available on the Biznesi College website.

### **Exams**

For details of the exam regulations, please refer to the electronic or figurative schedule on the College's visual displays.

The highest standard of honest behavior is expected of students during official examinations.

We do not want any students to be caught cheating during exams, which leads to formal disciplinary proceedings. This is a very serious matter and results in severe penalties, such as expulsion or suspension from the College.

## **Results**

At the end of each semester, after the completion of the exams, an Exam Evaluation Team (Board) is put into action. Its meeting is held to confirm the results, taking into account the student's overall performance. The confirmed results are then published within the specified date in the "Biznesi" College's main activities calendar. Students who pass are evaluated in categories (grades) 6-10.

## **Access to learning**

Successful college study requires the same kind of commitment and effort that is required for a full-time job. This means cultivating independence and taking ownership and responsibility for your learning, especially in terms of managing your time; balancing your studies with other commitments; developing an effective approach to learning, etc.

In this chapter, we discuss the importance of self-reliance and active learning as essential qualities for success in college. We consider some of the different approaches to teaching and learning, as well as activities that you are likely to encounter from your first days to your graduation, of particular importance to your progress and success in gaining the knowledge to acquire the desired skills.

## **Become an active student in learning**

As a student at the College of Business, you will be challenged to move beyond simply memorizing and describing information and facts. Each unit offered by the Biznesi College teaches you how to use the critical and analytical thinking process, both as an individual and as a member of a team. This prepares you for the world of work and further study, because this knowledge is vital to equipping you for success and innovation throughout your life.

Within each unit, you will also learn to communicate clearly, confidently, and appropriately to a wide variety of audiences.

For these reasons, the Business College will increasingly support active, collaborative ways of teaching and learning, which include group-based and team-based tasks and other

activities for maximum benefit. Aim to actively engage in the learning process in the learning unit.

Advances and innovation in specific fields of study occur through systematic research and substantive investigation and research.

Knowledge evolves as researchers challenge, confirm, and modify experiences of previous understandings.

This is known as academic inquiry and discovery. You will also engage in this process when you integrate and apply knowledge, concepts, and theories as part of your learning process.

When investigating an issue for an assignment that is based on evidence and literature, you need to review and integrate a range of perspectives. Demonstrate for yourself how a single topic can be made, based on evidence and literature that results in different positions. When you have formed your answer and structured your written work, express this. You need to tell your reader how you arrived at that view or reached those conclusions.

The ideas and views you read in the literature function as the building blocks of your response. In your writing, don't just explain to your reader the evidence that led you to your view, but express only those thoughts, opinions that are ideas based on evidence and are not always relevant and ultimately evaluated because one innovation can be overturned by another innovation of yours.

### **Critical Thinking**

Critical and analytical thinking enables you to take an objective approach to knowledge, concepts, and theories. This will allow you to:

- integrate contrasting or even conflicting ideas from a variety of sources;
- define or refine your position on an issue or topic;
- justify knowledge and explain how parts work together (analysis);
- evaluate the strengths, weaknesses, advantages and disadvantages of knowledge (critical approach).

This emphasis may differ from how you have approached study in the past. For example, you may have previously expected there to be one right answer, or only two sides to an issue or topic. In College, you will be expected to explore multiple perspectives, synthesize these, and incorporate your own ideas and perspectives. This will enable you to arrive at your own sound and reasoned decisions and judgments.

Thinking critically, there are different approaches or questions that you should consider when reviewing the literature on a particular topic.

1. Identify the argument:
  - What is the author's main point?
  - Does the author use emotional or biased language?
  - What is the author asking you to accept or assume?
2. Identify how the evidence is used:

- Does the author compare one situation to another?
- Does the author apply a general principle to a specific case?
- Is the principle applicable?
- Does the argument recommend a particular course of action?
- Would this action have any undesirable effects?

### 3. Identify the ambiguous words:

- Are you missing the definitions of any words?
- Are those words used consistently?

This process allows you to create a unique argument or thesis and provides evidence to justify your position. Once you have looked at the material critically, you can then consider how these factors work into your own work process for your research paper or work.

The ability to read and write critically shows that you are intelligent and able to reason out judgments based on evidence and arguments. It shows that you understand academic conventions.

Many students may feel uncomfortable with 'experts' because asking questions adds to their workload, but as a College student, you are a new member of a global community of scholars, made up of academics and researchers, so you should ask. It is expected that by thinking, reading and writing critically, you will no longer find academic conventions appropriate.

## **Access to teaching and learning**

Teaching and learning are managed in appropriate ways. In the study programs that students follow at the Biznesi College , more traditional, student-centered methods are used, including lectures and tutorials. Some professors offer a classroom method where you are first guided through online learning before attending class.

Learning activities in a “student-centered” classroom environment are interactive, and the focus of the teaching and learning approaches you may encounter should be determined by the most flexible way for learning.

The teacher requires the student to take responsibility for preparing to learn, even before attending a class.

Whatever the approach, consistent review by you is essential to the learning process and should be established before your class begins.

## **Learning method**

There are many different ways to learn. You may prefer a visual approach, the use of auditory material, or another method. You may need quiet spaces in which to study, or you may

prefer to listen to music while you work. You can best find the answer to written materials about teaching materials for classes online.

It may be more helpful to begin your study from a broad or global perspective of the topic. Alternatively, you may prefer to start with the details and build a global view from there. It is helpful to try different ways of learning, to broaden your study approach.

Regardless of your preferences, you should be independent until you decide what works best for you. Consider how a particular approach helps you study better. Reflecting on the assessment results and feedback from the academic staff member marking your work will help in this process.

Working independently and relying on yourself also means you need to recognize what isn't working for you and ask for help.

While professors alert students to areas in which improvement is required, it is ultimately the student's responsibility to reflect on this feedback and respond appropriately. If you need further assistance, visit the College Digital Library.

The Research and Learning Point will be a good first step. Searching the College website will also provide information about other services needed by students during the learning process.

### **Learning in a given discipline**

As you progress through your studies, you will find that approaches to knowledge in different disciplines of study in the Biznesi College vary in ways that are appropriate for you. Understanding such variation will help you to adjust your thinking and approach across all of your units of study. This is particularly applicable if you are a registered student, i.e. studying in other faculties as well, for example, when you are studying in a first-year law, economics, or emergency unit. The way you access, think about, and structure information will be different from the way you approach time management. You are able to use different forms of data and evidence, and apply critical thinking, analysis in ways that are specific to the unit and its discipline.

To develop a meaningful analysis, you need to think about your units in terms of the following:

- the type of data and information used;
- the way in which data and information are integrated, analyzed and critiqued;
- how to use data and information as evidence in addressing issues and topics;
- the manner of presenting data and information in written form.

This will help you develop your approach and ensure that it is characteristic of your discipline.

### **Preparing for lessons**

Preparing for college classes requires some pre-reading. For example, preparing for a lecture may require background reading in order to gain an understanding of the material. Reading for a class, a detailed lesson, or a seminar may require a much deeper and more detailed approach, including completing a self-test or short quiz to demonstrate your understanding of the material. However, this requires an active rather than passive approach to reading.

Active reading includes:

- reading for understanding;
- critical reading to integrate, analyze, and evaluate ideas .

### **Engagement with lectures**

Lectures and tutorials are an integral part of your learning. Whether online, recorded with audio, or in person, they provide you with the general framework and important approaches to your topic throughout the week.

They allow you to engage with the content of the unit, the academic staff and other students. Even though you are able to download materials and listen to lectures online, attending lectures is important, as this will give you a better understanding of the topic, as well as a clearer direction for your further work in the unit.

Lessons include activities designed to deepen and expand your understanding of the topic.

To get the most out of your lectures, you need to approach them in a systematic way. You may feel a little lost when you start a unit because the ideas and language used may be new. It may also take time to get used to your lecturer's individual communication style.

It is important in these situations to practice active rather than passive learning skills. To do this:

- make sure you have completed the prior reading (often specified in Moodle);
- download the slides before the lecture as a guide for your preparation;
- think about the topic related to the unit;
- to note down new vocabulary or terminology;
- talk to your peers about the content.

### **Engagement in class**

Lessons such as tutorials and seminars are designed to help you learn by engaging in discussions and task-based activities that bring the content to life in practical ways. Just as it is important to attend or engage in lectures, it is important to attend all classes. In fact, instructors may even assign grades for active participation in classes. Active participation is a good way to overcome barriers to learning.

Students are sometimes reluctant to participate in class, that is, to be active with their thoughts, to enrich or clarify the topic being taught. The class will be more complex if you offer your opinion, even to an unfamiliar audience, especially if this learning style is new. The important thing is that you must learn to express your point of view clearly and without hesitation.

If you feel shy about participating in a debate during class, the best way to prepare yourself is to think about asking questions. You can never predict the exact questions, but this preparation will help you develop a more flexible and confident approach to teaching.

In study groups with your peers, you can practice asking these questions and providing answers. It is also important to approach classes as spaces where all participants are aware, respectful, and attentive to others, each contributing to active learning.

Make the most of these learning activities. The key to participation is to be prepared for the topic. Depending on the nature of the unit, preparation may mean completing your pre-reading investigation, online resources, completing exercises, being prepared to discuss issues and answer questions, and then joining in on-site and online discussions by making comments and asking questions.

### **Online learning**

Online learning is an important part of your study. Most of the materials for your courses, including the study guide, are accessible through the College's dedicated Moodle site. As well as providing many of the required materials, the Moodle site provides you with an understanding of the overall programme for the semester including resources, weblinks, assignments and is also an important space for teaching and learning.

Along with your face-to-face commitments and studies, you are expected to manage your time to complete all assigned online assignments each week.

The assignments are designed to consolidate and extend your learning.

There is some flexibility regarding when you work online and how much time you allocate to each activity, but it is your responsibility to structure this component of your study, i.e. your study schedule.

Many hours will operate on the assumption that you have completed your preparation for the activities. Therefore, time will be allocated by you to go over the materials that will remain available for later review.

Online materials allow you greater control over your pace and access, but you shouldn't take an easier option than attending classes. You will be required to complete readings and assignments provided online, as well as attend classes where your learning is applied through group activities. Most online materials include assigned readings, short videos, discussion forums, links to further information, and short quizzes.

You may also be asked to complete multiple-choice tests so that you can assess your progress and level of understanding.

These questions usually do not contribute to your assessment grade. They can also be a hindrance, so it requires a correct answer before you can continue.

Online learning programs are designed to engage, provide a foundation of knowledge, and prepare you for the consolidation of classroom learning.

### **Note for different learning contexts**

All learning activities, whether face-to-face or online, require some form of note-taking. Taking notes helps you process the information you are learning and helps you review it later. But you should not try to write down everything the lecturer says during the lecture. Aim to record only the main points and key information in your own words. Adopt an active rather than passive approach to note-taking.

This will enable you to work efficiently and effectively, as well as make the most of your study time.

There is no one right way or template for taking notes. You should aim to develop a style that suits your own style. For example, some students like to write long notes, while others just jot down key words and bullet points. When developing your own style, you can consider what works for your classmates. For example, in a study group, you can share your approach and learn from each other.

### **Using abbreviations**

Establishing a system of abbreviations will make note-taking more efficient. Examples of abbreviation techniques include:

- abbreviations. For example, the word 'consumer' often used in marketing can be abbreviated as 'consumer'
- using mathematical symbols, such as =, arrows, for example, for 'increase', or \$ for 'decrease';
- create your own set of shortcuts and use these consistently.

### **Lecture**

At the beginning of a lecture, a professor often provides a summary of the learning objectives and material to be covered, usually tying it to the previous week's work. This helps you form a framework or structure in your mind for the details that follow, helping you better understand and place the information within the context of the unit.

If you are writing notes, use a notebook rather than loose paper, which can easily get messed up.

Make sure that the presentation of your notes is clear. You should include any relevant information about the source of your notes.

For example, it's a good idea to write down the name of the unit, the date of the lecture, the title of the lecture, and the name of the lecturer. If you download slides for the lecture, make sure there is enough space on the slide to record all of your notes.

You may prefer to type notes directly on a laptop device during your lectures. Be aware, however, that taking notes this way can be a passive practice. If you choose to type during lectures, make sure you are actively engaging with the material, including your own thoughts and questions.

Some students use a linear system, such as the Cornell system, while others prefer brainstorming and conceptualizing. In developing your own style, look for resources available at the College, such as the website, the library, or talk to a learning skills advisor or librarian.

### **Review**

Review is the final stage and a three-step process for working with new material:  
first, pre-reading the material;  
second, developing an understanding of the material in your lectures and classes;  
third, reviewing the material as part of a post-lesson strategy.

Pre-reading is your first exposure to new content and gives you the opportunity to make sense of the content in your own way, as well as to formulate questions about those issues that you need to get answers to. Classes will give you perspective on acquiring other knowledge and a chance to clarify thoughts. Reviewing is undoubtedly a very good step, because here you take ownership, your material and your development, your perspective and conviction about achievements and prospects.

The topics you cover in your weekly program form a broad and deep picture of the learning. The topics in the overall structure of the unit will help you study more effectively. This approach supports your ability to integrate ideas and to think critically and analytically about your study material, as well as to evaluate and apply it to new situations. You should try to build a picture of the unit as a whole.

This can be achieved by:

- being aware of the learning outcomes for your unit (presented in the unit guide);
- ask yourself how the topics are related to each other;
- linking your weekly topics to these learning outcomes.

### **Discuss your weekly topics with your classmates.**

You may find it helpful to form study groups with a few of your group mates and meet informally for an hour or so. Each week that you work with your study group, you can:

- clarify any material or concepts you do not understand;
- explain your understanding of concepts to others;
- identify gaps in your notes and include important information in them.

Group work requires you to work collaboratively on assigned tasks. These tasks can be informal, team exercises completed over the course of an hour, or formal assessment tasks that require ongoing collaboration until the task is completed. Group size can also range from pairs to larger groups of three to six members.

The evaluation of a team-related task is usually based on the outcome, such as producing a report or presentation.

The goal of group work is to enable you to undertake more detailed and comprehensive projects, leading to deeper learning. This is achieved through the combined talents of group members, contributing knowledge, skills, and ideas.

You also develop communication and teamwork skills such as planning, management, leadership and peer support.

Good start:

- Get to know each other and exchange availability and contact details;
- Decide on a common approach to communication, e.g., online, file sharing, and documentation.

## **MANAGEMENT**

- Discuss grade expectations;
- Analyze the task and do some initial planning.

### **Programming and meetings**

You should set up regular meeting times from the start of the task, including expectations and outcomes for each meeting. Use a meeting agenda and record decisions made, task allocation and progress.

This is an effective way to ensure that meetings are productive. In some units, developing structures and processes around a team assessment task may be part of the unit assessment. This also gives team members an opportunity to become familiar with relevant issues, approaches to teamwork that will help them deepen their knowledge as future professionals.

### **Agenda meetings**

An agenda is a summary of what is to be covered during a scheduled meeting. Including the time, date, attendance, a list of issues to be discussed, decisions to be made, and problems to be resolved.

Decisions are presented in bold and agreed deadlines are in italics. Minutes can be distributed to the team to ensure that all members are clear about their responsibilities and tasks.

### **Contributions to the completion of the task Chairing meetings**

Students can appoint a coordinator or group chair and divide roles in the team created for the implementation of the task, the team chair will plan the agenda and be responsible for leading the meeting, ensuring that team members work harmoniously and share tasks together.

### **Online meetings versus face-to-face ones**

Know the advantages and disadvantages of face-to-face versus online meetings when deciding on a meeting format. Consider the meeting agenda and decide on the most appropriate meeting format.

Checklist for working together effectively:

- Plan and engage in regular meetings;
- Use a simple agenda to manage each meeting;
- Record decisions made and actions taken in meeting minutes;
- Ensure that all group members receive a copy of the meeting minutes;
- Consider the purpose you have set for the meeting, whether the meeting will be face-to-face or online.

### **efficacy**

Before undertaking various tasks, ensure that the group has a clear understanding of all issues. If necessary, to clarify ambiguities, prepare a list of questions for the mentor to gain greater clarity. Consider the strengths of each group member and determine a fair method of dividing the work. For example, it may be helpful to involve all members in this process.

### **Researching the topic**

Initially to identify and compare the main arguments or issues, one team member can look for appropriate examples to support these issues, while the others work in pairs to identify the main points that support the issues and the whole topic.

### **Workload management**

- Develop a shared understanding of the requirements of the task;
- Create an agreed process for addressing the task;
- Determine a fair method for dividing the work;
- Monitor progress and provide feedback during group meetings.

### **COMMUNICATION**

You need to communicate respectfully with each other. Make sure team members listen carefully and attentively to each other's suggestions.

Constructive discussion provides an opportunity to reflect on your performance, effort, and deliver results.

When giving feedback, also focus on the positive rather than just the negative options.

When you receive feedback, don't just assume it's all constructive. Try to create and recognize opportunities to learn from valuable feedback.

### **Dealing with conflict**

Problems usually arise due to group dynamics or task progression. If conflict arises, as a group you need to clearly identify the problem. Seek solutions to address the problem, allowing for specifics, through honest and constructive discussion. Focus discussions on ideas rather than just one individual.

As a group, make any necessary changes and revise the initial plans.

Conflict resolution can be challenging, however, students are encouraged to remain focused on finding solutions and work through any major issues as a team. Consultation with the appropriate member of academic staff should occur if a solution cannot be identified.

### **Common challenges**

The study suggests that the most significant challenges for students working in teams are difficulty coordinating schedules, as well as members who do not contribute equally ("free-riders").

### **Time management**

One of the most important issues for university studies is time management. Time management is essential because studying involves a complex mix of tasks. University study involves processes that are carried out over time (such as the assignment process). You will often have to take assignments, which requires scheduling and allocating the necessary time for a variety of activities (for example, pre-reading for classes, multiple assignments, and exam preparation). The time available for academic study also depends on the management of your extracurricular activities. Time management involves allocating time for tasks, as well as using it effectively.

### **Exams**

Exams at higher education institutions measure more than just knowledge. They test your knowledge in advance, as well as your ability.

For this it is important to:

- apply your knowledge to new situations;
- Explain ideas and arguments clearly in written form;
- solve problems.

Finally, exams are also a way to determine your success and readiness for the next phase of learning within the course.

### **Types of exams**

You may have multiple-choice questions, so to prepare for multiple-choice questions you should be very familiar with the detailed content of the learning units. In many cases, the differences between correct and incorrect question options are subtle and require close and careful consideration. Study the analysis of multiple-choice questions in advance before answering.

### **Appeal Mechanisms for Students**

Business College students have the right to file a **complaint or appeal** on any matter related to:

- the learning process and assessment;
- ethical behavior of other staff or students;
- administrative services;
- violation of their academic rights.

Steps of the appeal procedure

#### **Step 1 – Filing a Complaint**

The student submits the complaint in writing through the Biznesi College Administration.

#### **Step 2 – The Role of**

Administration Administration:

- records the complaint;
- acts as an institutional bridge ;
- forwards the complaint to the relevant Study Program Council (SPC) or to the competent body, depending on the nature of the matter.

#### **Step 3 – Review by the SPC / competent body**

PSC or relevant body:

- examines the complaint;
- takes measures to resolve it within institutional competences.

#### **Step 4 – Complaints Committee**

If the complaint is not resolved at this level (SPC ), the matter is forwarded to the Biznesi College Complaints Committee for reconsideration.

### **Step 5 – HSTC (final instance )**

If a student is not satisfied with the decision of the Appeals Committee, it is reviewed by the Higher Scientific Teaching Council (HSTC) , as the final institutional instance.

All complaints and appeals are handled:

- confidentially;
- impartial;
- without any form of retaliation against the student.

### **Forbidden matters**

Words, structures, images or ideas that you consider to be your own, but in reality were simply taken from someone else while studying literature without citing them, are called 'plagiarism'; this is taken very seriously by the College.

The College Regulations provide many details on how to act with academic integrity and avoid plagiarism, as well as some guidance on how to cite and reference effectively.

What is plagiarism?

Whenever you use ideas from another source, you must clearly identify that source using a citation (within the written text) and a reference (in the reference list). This is also true when you use or base your ideas on data, audio-visual media, or graphics. Any piece of work without citations is plagiarism.

Plagiarism occurs when authors claim ownership of words or ideas that are not their own. It is the 'stealing' of the intellectual property of other authors, is not permitted within the College's work, and is considered unethical. If you copy expressions of ideas, such as text, images, or sentence structures without acknowledging the original creator, the College may take disciplinary action against you, which may result in failure of an assignment or unit, or suspension or expulsion from the College.

It is also unacceptable to copy large amounts of information from other texts, even if the source is cited.

Your work should demonstrate your understanding of the ideas, rather than simply repeating someone else's ideas. Examples of plagiarism include:

- paraphrasing other people's work, words, structures and/or ideas and presenting them without citing the original source;
- copying other people's work, in whole or in part;
- presenting other people's designs, code, or images as your own work;
- using phrases and passages verbatim without quotation marks and/or without proper citation of the original source;
- reproduction of lecture materials without proper evaluation;
- using the same structure and/or flow of argument as another source;
- cutting and pasting another person's work into a new document and claiming it as your own;

- submitting a task (yours or someone else's) that has been previously submitted, including at another institution;
- presenting an assignment that was prepared by someone else as your own work;
- presenting a group assignment as your individual work.

Plagiarism is not limited to published texts, but can also occur when students copy or base their work on that of other people, including other students. It is usually acceptable for students to discuss ideas and develop arguments with other students, but unless an assignment is set that clearly outlines the expected group work, the final product should be based on your own ideas, research, and conclusions.

**Academic integrity** : is the moral code of academia. It involves using, generating, and communicating information in an ethical, honest, and responsible manner.

**Academic misconduct** : means conduct by which a student seeks to gain for himself or herself or another person an advantage that is unfair or unjustified in an academic course or unit of study and includes cheating, collusion, and plagiarism. It may be intentional or reckless conduct.

**Cheating** : means seeking to gain an unfair advantage in a written examination, oral examination, or practical work, which is required to be submitted or completed for assessment in a course or unit of study and includes re-submitting work that has already been assessed in another unit.

**Collusion**: means unauthorized collaboration in written, oral or practical assessable work between two or more persons.

**Plagiarism** : means taking and using another person's ideas or way of expressing them and passing them off as your own without giving proper credit, including using material from any source, staff, students or the internet, published and unpublished works.

### Working with academic integrity :

Using quotations appropriately in your written work.

As explained earlier in this guide, when you present your response to a topic you are expected to review the literature in the field and include the views of other authors. In this sense, the authors' views are used as a basis on which you can build your argument.

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Prof. Dr. Shyqer Kabashi

