



KOLEGJI - COLLEGE
BIZNESI
Prishtinë

KOLEGJI "BIZNESI"

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QUALITY ASSURANCE POLICY

Pristina 2024

The quality assurance policy has been drafted in support of the Decision of the High Scientific Teaching 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 High Scientific Teaching Council No. _____ dated 27/09/2024

Quality Assurance Policy Review – September 2024

As part of the institutional commitment to continuous quality assurance and improvement, the Biznesi College has reviewed and updated the Quality Assurance Policy in September 2024. This process aimed to align the institutional policy with the latest developments in academic and administrative policies, as well as with quality assurance standards and accreditation requirements.

The Quality Assurance Policy Review has been developed in a structured and comprehensive manner, ensuring the active participation of all academic and administrative units. Through this process, the principles related to institutional inclusion, shared responsibility for quality and building a sustainable quality culture at all levels of the institution have been strengthened.

As part of the review, the Quality Assurance Policy has been updated to clearly reflect the role of academic and administrative units in planning, implementing, monitoring and improving academic and administrative processes. The revised policy also emphasizes the importance of transparency, systematic use of feedback and continuous improvement as key elements of the quality assurance system.

PART I

1. Biznesi College aims to develop training aimed at increasing quality and controlling it, therefore, for this purpose, Biznesi College has created sufficient mechanisms through which it will do so.
2. In order to manage quality, the Biznesi College has created the following mechanisms: trainers, as module carriers, and the head of trainers/instructors who also acts as a quality coordinator.
3. After the start of the program, candidates who are part of the training will have ongoing supervision and evaluations.
4. After completing each module, according to the curriculum, trainers will evaluate the participating candidates and decide whether or not the candidate has passed the theoretical and practical testing.
5. Each trainer and module leader, in collaboration with the leader, tests candidates for the module in which they are the leader.
6. The trainer leader, who also acts as the quality coordinator, together with the other trainers, will conduct another final assessment of the candidates at the end of the program.
7. In the event of candidates failing, additional hours will be held by the trainers and they will be allowed to be re-evaluated again, from the beginning, for the relevant module in which they were not successful.
8. The quality coordinator, together with the management of Biznesi College, will continuously supervise the progress of the program.
9. For the purpose of quality control, candidates will also be given the opportunity to express their opinion about the program as well as the program trainers, through self-evaluation.
10. The quality coordinator will take into account each remark and suggestion of the candidates that they have expressed in their evaluation.
11. Candidates participating in the training will also be able to submit complaints, even anonymously, to receive their impressions regarding the program and the trainers.

12. The training material, along with the lectures, will be prepared by the trainers together with the quality coordinator.
13. In order to ensure quality, the trainers and the quality coordinator will ensure that the literature is provided and that the program curriculum is strictly implemented.
14. At the end of each training course, candidates will evaluate the trainers on their performance, based on an anonymous questionnaire.
15. In case of poor performance by the coach, the results will be analyzed and measures will be taken against the respective coach.
16. The basis for the coach's dismissal will be performance below 50%.

PART II

1. The internal plan for quality assurance within the qualification includes:
 - a) Entrance tests;
 - b) Meetings between the quality coordinator and trainers;
 - c) Trainers' contact with candidates;
 - d) Evaluation of candidates by trainers;
 - e) Monitoring of training by the quality assurance coordinator;
 - f) Evaluation of candidates per module and final assessment;
 - g) Review of candidate evaluations;
 - h) Measures to be taken when reviewing candidate evaluations;
 - i) Review of candidate complaints;
 - j) Discussion of monitoring results and feedback;
 - k) Improvement measures and development of an improvement plan.
2. Entrance tests are mandatory if there are more candidates than allowed by the accreditation decision.
3. The quality assurance coordinator holds regular meetings with trainers, with the aim of coordinating and improving results, as well as discussing feedback.
4. Trainers inform the quality assurance coordinator about the needs that candidates may have regarding the progress of the program.
5. Trainers are required to have contact with the candidate and inform him/her of any needs that the candidate may have during the course of the program.

6. The quality assurance coordinator can conduct regular monitoring of the progress of the lesson and keep a report on how the learning process is being conducted.
7. The quality assurance coordinator, during the monitoring process, will report on each trainer and their assessment per hour.
8. At the end of each module, the trainers will evaluate the candidates and submit the evaluation files to the quality assurance coordinator.
9. The quality assurance coordinator at the beginning of the training defines a monitoring plan. The monitoring plan defines at least one visit within the module, within the respective group.
10. The quality assurance coordinator and trainers are required to have a meeting after the training to analyze the candidate's assessment and the measures that need to be taken. An improvement plan should be developed to implement the findings.
11. The Quality Assurance Coordinator will organize regular meetings to review any complaints from candidates.
12. The results are reported to the quality committee.

PART III

QUALITY ASSURANCE SYSTEM IN BUSINESS COLLEGE, INCLUDING HIGHER EDUCATION

BIZNESI College has officially adopted a quality assurance policy that describes the institutional quality assurance system, processes, mechanisms, instruments, reporting, data collection, timelines, quality cycle, responsibilities of all individuals and units involved in these processes. The quality assurance policy is a public document.

Within the framework of this policy, the College of Business ensures the active and continuous involvement of all academic and administrative units in quality assurance processes and functions. All units contribute to the planning, implementation, monitoring and improvement of quality, in accordance with their institutional role and responsibilities.

This institutional commitment is realized through structured cooperation between academic units, administrative units and the Quality Assurance Office, with the aim of building a shared culture of quality, transparency and institutional accountability.

The self-assessment in the College of Business, drafted by the working group, is carried out with the participation of all academic staff, including professors and assistants of the academic units and relevant programs. The self-assessment process is carried out based on the statute of the College and the regulation on quality assurance with reference number 380-1/19 of 30.09.2019. This regulation describes: the quality assurance system, policies, procedures, mechanisms, instruments, reporting, data collection, monitoring, deadlines, quality cycle, responsibilities of all individuals and units involved in these processes.

At the institutional and unit level, academic and administrative leaders prioritize and articulate strengths, weaknesses and priorities in action plans that are modeled broadly and actively disseminated. The assessment and planning processes for quality improvement in the College of Business are integrated into the planning processes based also on the College statute (articles 74 - 76) which regulates Internal Quality Assurance in the College of Business, the Principles of the functioning of the internal quality assurance system and the Functions of the Standing Committee for Quality Standards Assurance.

The Quality Assurance Office coordinates the operation and performance of quality assurance activities and ensures that information is disseminated and the quality culture is promoted through a range of communication mechanisms.

Performance assessments serve as a reflection of the efficiency and effectiveness of the functioning of the College of Business in all areas of activity. This assessment is reported before the end of each semester to the College management and responsible governance bodies, including indicators for quality assurance and improvement measures, as well as for decisions related to learning outcomes for students.

Assessments are conducted in accordance with international assessment standards. Performance assessments influence the motivation of academic staff and public appreciation in case of positive results and the implementation of appropriate measures aimed at improving work in case of negative results (College Regulation on Quality Assessment – Articles 21, 36, 42 and 50). These results are taken into account by the governing bodies of the College of Business and have an impact on the allocation of human, financial and material resources for quality assurance.

The assessment of the quality of academic activities, student and administrative services is carried out once a year through questionnaires coordinated by the Standing Committee for Ensuring Quality Standards. The questionnaires are compiled in detail by the Standing Committee for Ensuring Quality Standards of the Biznesi College, based on the standard structure of the questionnaires (College Statute - Article 76). The assessment of the quality of teaching by students is carried out once a year through anonymous questionnaires coordinated by the Standing Committee for Ensuring Quality Standards. Ten percent (10%) of the best annual results of the assessment of the quality of teaching will be published by the head of the committee. The head of the committee is obliged to discuss with the teachers ranked in the 10%

of the lowest annual results by students and to jointly decide on measures to be taken to improve the quality of teaching. Also, data from graduates and employers is collected through Alumni.

All programs that are evaluated based on the reports of the quality office are reviewed by the program providers and in accordance with these requirements, all advantages and disadvantages of the program are identified, and the same are taken into account in the program review procedures. The results and recommendations for improvements are based on the statute of the College (Article 76) that regulates quality assessments to achieve objectives, adapt work and economize the measures taken.

For all quality office assessments, reports are produced that include graduate surveys, employment outcome data, employer feedback, and subsequent graduate performance that are used to provide evidence of the appropriateness of intended learning outcomes and the extent to which they have been achieved. These quality office reports are also applied to analyze other necessary steps that need to be taken to improve program curricula.

All quality office reports are provided to program providers for the delivery of each program and these reports include detailed data for each program which help program providers to undertake planned strategies for the continuous advancement of the program. In these quality office reports, the curricula of each program are continuously evaluated and re-evaluated and the necessary recommendations are issued for increasing the quality of the program and its performance.

The College supports and facilitates training in the field of internal quality management for all its staff. Key performance indicators that are applied for objective measurement are identified for monitoring and evaluating the performance of various programs and units within the institution and the institution as a whole. The format for defining indicators and standards is consistent throughout the institution. Parameters for comparing the quality of performance are defined for the institution as a whole, as well as for academic and administrative units. These standards include the institution's past performance, but also comparative experiences from abroad.

The Biznesi College provides training for quality office staff on specific issues related to the creation and implementation of quality assurance mechanisms that cover various resources and activities of the institution (survey design, various quality assessment methods, data collection, data analysis, etc.).

The Quality Office within the Biznesi College evaluates and reports on the status of the program on an annual basis. The evaluation involves all stakeholders, including the academic and administrative staff of the College, as well as external experts and representatives of the private and public sector community, as needed.

Students are a key part of the evaluations, because they are directly involved in the performance evaluation of academic and administrative staff. Also, through Alumni, graduates serve as additional parties in the design and implementation of quality assurance processes.

Description of the internal quality assurance system

BIZNESI College has officially adopted a quality assurance policy that describes the institutional quality assurance system, processes, mechanisms, instruments, reporting, data collection, timelines, quality cycle, responsibilities of all individuals and units involved in these processes. The quality assurance policy is a public document.

The Higher Teaching-Scientific Council, the Dean and program heads are responsible for issues related to study, as well as for the execution of relevant measures on the quality of lectures and working conditions at the "BIZNESI" College.

In order to develop, monitor and continuously audit quality, the Higher Scientific Education Council (HSEC) has established the Office for Quality Assessment.

The Quality Assessment Office (QAO), with the aim of ensuring the smooth running of the overall activity at the "BIZNESI" College, within the framework of its activities and responsibilities, has its objectives and vision, which consist of:

- Sustainable development of professional experience,
- Inter-university and inter-institutional cooperation, with the aim of advancing learning,
- Achieving the highest possible results,
- Ensuring professional quality in the theoretical and practical fields of economic, legal and emergency management sciences,
- Continuous reform of curricula to improve the quality of teaching,
- Building a long-term strategy for improving the quality of teaching with the aim of producing highly skilled professionals in the fields of economics, law and emergency management,
- Continuous evaluation of academic programs, with the aim of ensuring and improving the quality of teaching,
- Organizing advisory meetings with students about academic programs and practical forms of ensuring the quality of teaching, through advisory and testing mechanisms,
- Continuous adaptation of academic programs to the Bologna system.

Institutional regulations for program quality assurance procedures

The scope of the quality assurance regulation is provided for in Article 3 of the Quality Assurance Regulation. This Regulation defines the internal quality assurance and evaluation in the following areas: a) Organizational structures for quality assurance; b) Quality assurance entities; c) Study programs; ç) Knowledge control process; d) Efficiency of teaching, research and professional practices; dh) Human resources (academic staff and academic assistants); e) Students; ě) Graduation; f) Textbooks, literature, libraries and laboratories at the university; g) Non-educational support; gj) Environment (educational space) and equipment; h) Administrative and financial activities; i) Involvement of students in the evaluation process and external experts.

Based on Article 4 of the Regulation on Quality Assurance , quality is understood as meeting the standards required for the activities of the Biznesi College, namely as an effort to meet and continuously improve the results of all activities implemented by the College.

Quality assurance work is seen as a sustainable, systematic, well-structured care with the aim of achieving quality in all activities carried out by the College.

Quality assurance is also supported by other College regulations, especially the College's Internal Regulations, the Regulation on the Code of Ethics, the Regulation of the Higher Scientific Teaching Council, the Regulation on Scientific Calls, the Regulation on Scientific Research, the Regulation on Policy Determination, the Regulation on Master's Studies, etc., which are published on the College's website.

The Quality Assessment Office assesses the performance of the Biznesi College in meeting the required standards in their individual activities. Quality assessment also includes identifying the strengths and weaknesses of the activities with the long-term goal of ensuring that quality standards are consistently met and, where possible, exceeded towards excellence.

The evaluation process involves applicants for studies, students of Bachelor and Master level programs, participants of lifelong learning programs, graduates, employers and relevant local and foreign experts. The ultimate goal and commitment is to ensure quality improvement in all activities offered by the College.

The College, based on Article 6 of the Regulation on Quality Assurance, drafts policies and procedures for internal quality assurance. Internal quality assurance is the assessment and guarantee of the quality of the exercise of the Institution's activity in the academic field every 6 months before the end of the winter and summer semesters; in the administrative field once a year; and in the financial field once a year. Internal quality assurance can be carried out in general or in part. It is carried out by the institution itself through: a) The internal hierarchical organizational structures of the College, which plan, organize and guarantee the implementation of policies, strategies and procedures for the fulfillment of its vision; b) The Permanent Committee for Quality Standards Assurance at the institution level, which cooperates and coordinates the work with the internal quality assurance units at the College level.

Article 7 of the Regulation on Quality Assurance provides for the principles of the functioning of the internal quality assurance system, which are based on:

- a) Guaranteeing transparency, which is achieved through the publication of reports with periodic findings for student - academic staff, program manager - academic staff assessments;
- b) Maintaining contacts with current students and alumni, as well as with their employers;
- c) Assessing the use of contemporary teaching and learning methods in order to promote the preparation of an interactive student;
- ç) Creating a culture of continuous improvement and growth;
- d) Guaranteeing the provision of study programs in accordance with the needs of the labor market and society in Kosovo;
- dh) Guaranteeing the participation of academic staff and students in the self-evaluation process and in benefiting from external expertise for quality assurance.

According to Article 8 of the Regulation on Quality Assurance, the responsible actors of the quality assurance and evaluation system of Biznesi College are: 1. The Higher Academic and Scientific Council; 2. The Dean; 3. The Standing Committee for Ensuring Quality Standards; 4. The Office for Evaluation and Quality Assurance (Quality Management).

The Office of Quality Assessment and Assurance was established by the Higher Scientific Teaching Council, and its competencies are defined by this regulation (see Article 14).

The Higher Scientific Teaching Council is the body that approves the Regulation on quality assurance and evaluation, approves the planning for the implementation of quality assurance activities (quality management). The responsibilities and duties of these responsible actors are provided in detail from Article 9 to Article 13 of the Regulation on quality assurance.

Article 43 of the Regulation on Quality Assurance also provides for the Assessment of Student Quality, which is carried out through activities and standards in the following areas: a) Selection of students upon their registration; b) the teaching process; c) the organization of students; d) continuous and regular processing and analysis for the assessment of quality in this area in accordance with this Regulation.

Also, Article 44 of the Regulation on Quality Assurance provides for the assessment of the quality of textbooks, literature, libraries and various laboratories as a necessary process in the successful development of the educational process and this process is carried out through: a) providing university textbooks that enable the achievement of the goals set according to the study program and subjects; b) providing a sufficient fund of literature, a fund that enables the achievement of the goals set according to the study program and subjects; c) providing modern laboratory equipment for the development of the teaching process and for the needs of students; d) providing sufficient space for the efficient use of the library and laboratories by students and academic staff of the College. In this regard, the Office of Quality Assurance and Assessment, in the process of regular assessment, through surveys, collects data and attitudes of students, academic staff, on the following aspects of the quality of textbooks, literature, library and various laboratories, thereby achieving: a) sufficient provision of textbooks according to academic standards; b) assessment according to ECTS (credits); c) the content of textbooks with sufficient data, according to the requests of students during the acquisition of knowledge in certain subjects; d) sufficient provision of the library with literature and textbooks and making this library fund and its premises available to students.

A more important issue in the evaluation process provided for in Article 45 of the Regulation on Quality Assurance is the evaluation of the quality of the teaching space and equipment, which is carried out through: a) providing space and new information technology equipment, to achieve the goals of the quality of the teaching process, at least in accordance with national and European standards; b) ensuring uninterrupted internet connection and making it available to lecturers and students; c) continuous evaluation of the quality of these equipment according to the number of students as well as according to the requirements for ensuring the quality of the study programs, teaching and research-scientific process of the College; ç) identifying current equipment and predicting future needs; d) applying appropriate measures for the safety and protection of the health of employees, students and all other persons around them, in accordance with the law.

In addition to the above-mentioned assessments, according to the College Regulation on Quality Assurance - Articles 46, 47 and 48, the assessment of national, international cooperation and Public Relations is also foreseen. The national assessment assesses a) cooperation with university centers for development and promotion, in the context of the mission, goals and tasks of the College; b) the total number of projects; c) contacts and cooperation with graduate students and their associations; d) contacts with employers. The international cooperation assesses a) participation in European educational programs; b) the international character of study programs; c) exchange of academic staff with other academic centers in the country and

abroad; d) exchange of students with other academic centers in the country and abroad; d) the development of teaching in foreign languages; dh) the use of foreign literature, while the evaluation of public relations evaluates: a) the College's open days to familiarize potential students with the opportunities for study and research at this College; b) cooperation with the printed and electronic media; c) participation in education fairs.

Procedures for reviewing study programs

"BIZNESI" College, with the aim of developing the highest quality academic programs, has established the Curriculum Development Committee (College Statute, Article 32 and Internal Regulations, Article 27.) which has the following duties:

- periodically analyzes the development of curricula;
- compares curricula with curricula of other universities;
- initiates curriculum changes.

Proposals and recommendations for changing and supplementing curricula by the Commission are submitted for approval to the Higher Educational - Scientific Council of the "BIZNESI" College, which makes a decision on changing, supplementing or creating new curricula.

Mechanisms for implementing quality assurance measures

The mechanisms for implementing quality assurance measures are assessments through anonymous questionnaires, which are conducted according to international assessment standards, also supported by the aforementioned Tempus project.

The purpose of the Questionnaires is to assess:

- management measures at all levels of the institution;
- study programs and organization of studies;
- quality of teaching;
- research, investigation and scientific activities (seminars);
- student attendance;
- results of colloquiums and exams.

Effects of Assessment Results:

- Motivation and public appreciation in case of positive results;
- Implementing appropriate measures to improve performance in the event of negative results.

Measures Taken in Case of Poor Results:

In all cases when the Quality Assessment Office identifies or receives feedback from students about poor performance of the professor, it takes all actions to eliminate the possible causes and consequences.

The Quality Assessment Office takes the following concrete actions regarding the poor performance of the professor: identifies the poor performance of the professor, through feedback from students (through evaluation questionnaires) or directly from the quality assessment committee, conducts a concrete and professional analysis of the causes and reasons and recommends measures to advance the quality of the performance of the specific professor and

reports them to the program manager, the Dean and the responsible academic structures of the College, as well as takes actions to increase the quality of the professor's performance (according to Article 10 of the Quality Assurance Regulation) together with other responsible units.

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

Based on Article 36 of the Regulation on Quality Assessment, the Evaluation Committee consists of 3 teachers, one responsible from the relevant program and two experienced teachers from the subjects assigned for evaluation. The Committee can issue three types of evaluation decisions: First warning, preliminary exclusion from the teaching process and final dismissal.

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

Follow-up procedures for improvement and use of assessment results

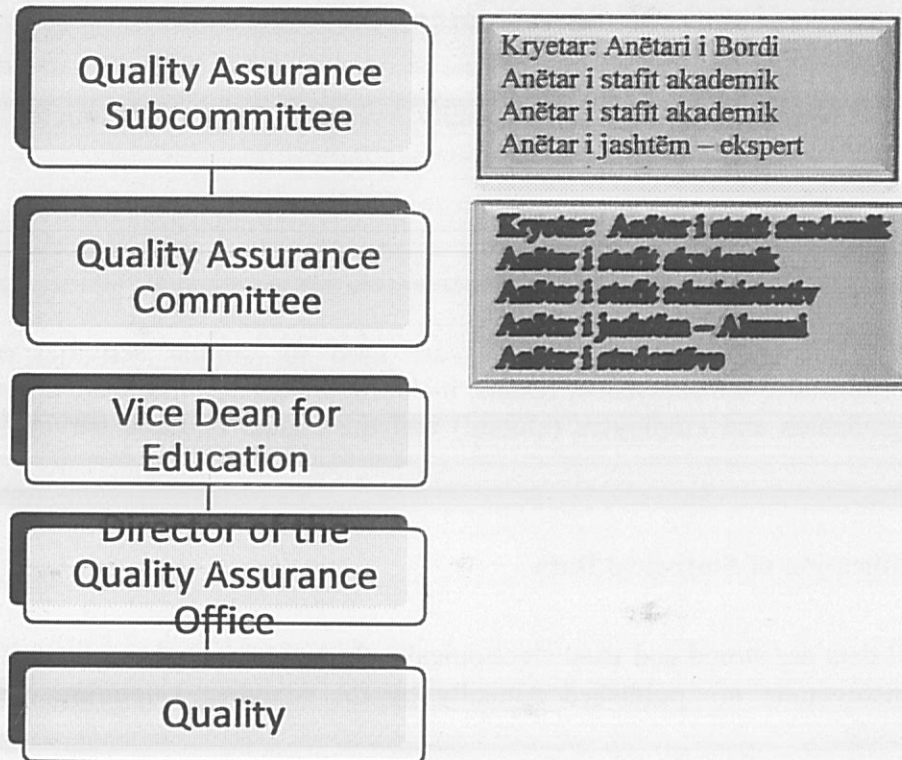
Analysis of results and their evaluation are carried out continuously by the quality management office, which also takes care of:

- Harmonization of syllabi and programs with the provisions of the Bologna Declaration,
- Continuous evaluation of teachers by students and direct reporting to the teacher individually on this evaluation, always maintaining interpersonal relationships,
- Reporting on student progress,
- Reflection of final tests as models for student assessment by teachers,
- Reporting on adherence to the teaching schedule,
- Reporting on the implementation of practical work and internships of students,
- Overview of documentation for the implementation of the curriculum, etc.

Assessments related to performance and strategic objectives

Performance assessments and results related to ongoing routine activities, as well as strategic objectives, are carried out through surveys, which are published on the College's website.

Organizational structure for Quality Assurance in the College of Business



Quality Management Office

The Quality Management Office is established within the central administration of the institution and is adequately staffed, while resources and administrative support are continuously provided for its effective functioning. According to Article 14 of the Quality Assurance Regulation, the rules for the overall quality assessment are determined. The Quality Assessment Office is the organizer of the quality assessment and assurance processes.

Quality Assurance Committee

The HESC has established a Quality Assurance Committee, which includes - representatives from each program, - from the administration, - One external member (Alumni) and - Two representatives from students and the coordinator between the branches of the institution. The activities of the Office for Evaluation and Advancement of Quality are supervised by the Permanent Committee for Ensuring Quality Standards within the College. (For more information, see Article 30 of the Statute of the College of Business). The members of the Quality Assurance Committee are specially elected by the KLMSH of the College of "BIZNESI" for a period of two years with the possibility of re-election.

Roles and Responsibilities of the Quality Assurance Office

They are defined according to the KB Quality Assurance Regulation (articles 12, 13, 14 and 15).

Surveys and Polls

Common forms and survey instruments are used for similar activities across the institution and responses to the analysis of results, including trends over time, are collected from students, staff, graduates and employers (alumni) and the results of these surveys are made public.

Storage and Publication of Statistical Data

Statistical data are stored and used electronically through a central database. The results of the quality assessment are published annually by the Standing Committee for Quality Standards Assurance.

Quality assurance data

All quality assessment results are taken into account by the quality office, which manages the quality of teaching and learning throughout the year through self-assessment of academic staff, student assessment and student pass rates. Based on this data, academic success, student workload and the rate of graduate employability can be determined. This data is available and serves to prepare reports for monitoring and improving quality.

Quality assurance organization

The organization of quality assurance is carried out on a permanent basis through evaluation, reporting and improvement.

Revised

Date 27.09.2024

Shyqeri Kabashi-Dean

