

According to article 15 paragraph 1 of Law for Higher Education, nr. 04/ L-037 and in support of article 48 and articles paragraph 1.4, and articles 190, 191 and 192, of the Statute of the University "University of Applied Sciences in Ferizaj (University), the Senate of University on the meeting held on the date 23.12.2022 approved this:

REGULATION FOR QUALITY ASSURANCE

I. General Provisions

Article 1

Purpose

1. This regulation aims determination of the mechanisms, standards and procedures of quality assurance and evaluation of the work of the University, study programs in all levels, programs of long live learning and continues programs on professional training and sets evaluation systems;
2. The purpose of this regulation is set up of the system for quality assurance in University for improvement of the experience of the students, starting from the application, registration, lectures, exams and diploma thesis, up to employment and long live learning, in accordance with Strategic Plan 2022-2026 of the University;
3. This regulation defines the responsibilities of the management, academicall units and administration in University and other stockholders for realization of the activities for quality assurance;
4. Ensures that the quality assurance is established in all organizational levels and is included in all normative acts of the University;
5. Internal actors of the system for quality assurance are students, academics staff, academicall units, administrative and technical staff, professional services, professional bodies and management bodies of the University;
6. External actors of the system for quality assurance (businesses, civil society, central and local governmental institutions etc.) are involved in the verification of the validations of the quality of the work in University, as a source of the data's for evaluation.

7. This regulation defines processes, procedures and mechanisms that align University with European standards on quality assurance.

Article 2

Mission for Quality Assurance of the University

To develop, achieve, hold high level of quality management, based on the highest international standards of quality assurance, offering a management system for quality assurance at the all levels of the work, procedures and activities in University and all its members, through improvement, and continues development.

Article 3

Jurisdiction of the Regulation

1. In accordance with the University Strategy, this regulation set up standards and procedures for quality assurance in the fields as follows:
 - 1.1. Mission and the policies for quality assurance in University;
 - 1.2. Organizational structures for quality assurance;
 - 1.3. Development of the processes, procedures and instruments for quality assurance;
 - 1.4. Promotion of the culture to ensure quality assurance;
 - 1.5. Design of the instruments to measure quality assurance;
 - 1.6. Internal and external evaluation of the quality assurance;
 - 1.7. Awareness of the stakeholders (academicall staff, administrative staff, students and community) on the quality assurance system;
 - 1.8. Transparency of the activities;

Article 2

Actors in the process of the quality assurance

Actors in the process of the quality assurance in the University are:

1. Governing Council;
2. Senate of the University;
3. Rector;
4. Commission for Quality Assurance;

5. Office for Quality Assurance;
6. Coordinator for quality assurance in University level;
7. Coordinator for quality assurance in faculty level;
8. The Dean of the Faculty;
9. Program Committee;

Neni 5

Governing Council

1. Allocates the needed budget, bases on the proposals from the Rector and Senate, for improvement of the quality assurance in the University;
2. According to the needs organise meetings and discuss topics related to quality assurance and progress made, challenges and needs;
3. According to the needs, Governing Council might request the coordinator for QA to report on the level of the quality assurance in the University;
4. Approves request for new study programs;

Article 6

Senate

1. Senate approve and at least once in two years' reviews Regulation on Quality Assurance;
2. Appoint the members of the Commission for Quality Assurance;
3. Review and approve the annual working plan for Quality Assurance to implement processes, procedures and instruments for quality assurance evaluation;
4. According to the needs organize meetings and discuss topics related to progress in quality assurance, challenges and needs in process of quality assurance;

Article 7

Management

1. Rector and Vice-Rector for quality assurance ensure that exists needed conditions for realization of the activities for evaluation and improvement of the quality assurance;
2. Rector and Vice-Rector for quality assurance ensures that planning and financial support to realize the activities for quality assurance is favorable;

3. Rector and Vice-Rector for quality assurance ensures that the results of evaluation are translated in operational measures for needed improvements, for awards and good practices;
4. Vice-Rector for quality assurance supervise, support and coordinate all mechanisms for quality assurance;
5. Rector approve requests for quality assurance improvement, for issues related to the academicall staff, infrastructure and identified needs from the dean, commission for quality assurance etc,
6. Rector and Vice-Rector for quality assurance undertake measures based on the reports of the evaluation for quality assurance;
7. Vice-Rector for Budget, Finances and Infrastructure together with General Secretary:
 - 7.1. Supervise aspects related to teaching resources and student services in university;
 - 7.2. Supervise the teaching infrastructure and other supporting services in university;
 - 7.3. Annalise the evaluation of the quality assurance and prepare the plan for improvement in relation to the infrastructure, student services and administration;
 - 7.4. Monitors the implementation of the plan for the update of the student services;

Article 8

Commission for Quality Assurance

1. Commission for Quality Assurance, is advisory commission and is composed of:
 - 1.1. Vice rector for quality assurance (ex-officio, chairman);
 - 1.2. Coordinator for Quality Assurance in the level of the University (ex- officio);
 - 1.3. Coordinator for Quality Assurance and Academicall Development in the Faculty level (ex- officio);
 - 1.4. Official for Quality Assurance (ex- officio);
 - 1.5. One member from each academicall unit, which is not part of governing structures (Dean, Rector, Vice rector, Governing Council);
 - 1.6. One official from administration;
 - 1.7. One representative from the students, with average grade over 8 and possess good English language knowledge.
2. Members of the commission, are proposed by Rector and are approved from the Senate for the mandate not more then 4 (four) years connecting with the mandate of the Senate;

Article 9

Duties and responsibilities of the Commission for Quality Assurance

1. The duties and responsibilities of the Commission for Quality Assurance are:
 - 1.1 Design of the policies for ensuring the quality assurance in accordance to the Standards and Guidelines for Quality Assurance in the European Area for Higher Education (ESG), standards for Institutional Accreditations of Higher Education in Republic of Kosova, Strategic Plan 2022- 2026 of the University, and Strategy for Quality Assurance;
 - 2.1 Approve manuals, procedures and needed instrument to ensure quality assurance;
 - 3.1 Design the annual plan and calendar of activities for quality assurance;
 - 4.1 Review of the reports of the self-evaluation for institutional accreditation and study programs in accordance to the standards;
 - 5.1 Implementation, monitoring, and control of the evaluation processes.
 - 6.1 Hold at least two meeting per years;
 - 7.1 Recommend trainings for quality assurance, academicall staff, administration and students;
 - 8.1 Recommend to the management of the University to undertake measures, improve the quality assurance, in case of identification of the eventual defects and deviations in quality assurance;
 - 9.1 Reports to the Senate once per year.

Article 10

Office for Quality Assurance

1. The duties and responsibilities of the Office for Quality Assurance are:
 - 1.1. Increase of the awareness activities within the institutions in relation with the importance of the quality assurance;
 - 1.2. Coordinates with the staff of the University implementation of the policies and procedures for quality assurance;
 - 1.3. Support the design of the documents and other guidelines needed for quality assurance;
 - 1.4. Actively contributes in University in relation to the realization of the activities connected to the quality assurance;
 - 1.5. Support preparation of the internal evaluation reports;
 - 1.6. Collect and archive needed documents as it is requested from the Kosovo Accreditation Agency (KAA), and in coordination with institutional

- coordinator for quality assurance hold regular correspondence with KAA;
- 1.7. In cooperation with CQA (Coordinator for Quality Assurance) organize the process of institutional accreditation and assist in process of accreditation for study programs;
 - 1.8. Administer process of evaluation for academicall staff, administrative, student services, and infrastructure etc.;
 - 1.9. Manage process of distribution, publication of the reports on evaluation activities;
 - 1.10. Offer operational assistance for Commission of Quality Assurance;
2. Office for quality assurance is supported by coordinators for quality assurance in the faculty level, administrative officials and academicall staff in preparing needed analyses.

Article 11

Coordinator for quality assurance in the level of the University

1. The duties and responsibilities of the Coordinator for Quality Assurance are:
 - 1.1. Planning, development and management of the process for quality assurance;
 - 1.2. Take care that organizational and academicall unit of the University structures implement dynamic of the action plans for implementation of the accreditations and progress in implementation of the recommendations, where for the same inform the Rector;
 - 1.3. Collaborates and coordinates activities with Vice- Rector responsible for quality assurance, office for quality assurance, coordinator for quality assurance in the faculty level and other organs;
 - 1.4. Leads, communicate, and offer support for group of external experts in the process of institutional accreditation and accreditation of study programs;
 - 1.5. Monitor and control implementation of the processes of the procedures for quality assurance;
 - 1.6. Active participation in activities (congresses, conferences and workshops), with aim of updating process of quality assurance with latest international trends;
 - 1.7. Support and take care on the progress of the reports of the self-evaluation for the study programs and institutional.
 - 1.8. Prepare summary reports for evaluation of the infrastructure, administration and student services.

Article 12

Coordinator for quality assurance in the level of the Faculty

1. The duties and responsibilities of the Coordinator for Quality Assurance in the level of the faculty are:
 - 1.1. Planning, development and management of the process for quality assurance in the level of the faculty;
 - 1.2. Take care that faculty implement dynamic of the action plans for accreditation processes and recommendations of AAK, prepare reports once per year for the progress of the implementation of the recommendations;
 - 1.3. Collaborate and cooperate activities with institutional coordinator for quality assurance, office for quality assurance, and other organs;
 - 1.4. Monitor and control the implementation of the processes and procedures for quality assurance in the level of the programs;
 - 1.5. Active participation in activities (congresses, conferences and workshops), with aim of updating process of quality assurance with latest international trends;
 - 1.6. Support and take care on the progress of the reports of the self-evaluation for the study programs and institutional
 - 1.7. Prepare summary reports of the evaluation of the staff, and courses.

Article 13

Dean of the faculty

1. The duties and responsibilities of the Dean of the faculty related to the quality assurance are:
 - 1.1. Monitors the teaching process and reports related to the progress of the process;
 - 1.2. Evaluation of the performance for academicall staff;
 - 1.3. Preparation of the activity plans for implementation of the standards for quality assurance in the level of the faculty and study programs;
 - 1.4. Preparing the action plan for the implementation of the expert's recommendations of AAK, in the level of the faculty;
 - 1.5. Design the plan on improvement of the academicall staff, subjects and study programs of the faculty that came out from the internal evaluation and take care that this plans are implemented;
 - 1.6. Report to the management on the annual bases level of:
 - 1.6.1. Achievements of the quality assurance standards
 - 1.6.2. Realization of the recommendations of the experts of KAA

1.6.3. Addressing the findings of the internal evaluation for quality assurance

Article 14

Program committee

1. The duties and responsibilities of the program committee related to the quality assurance are:
 - 1.1. Analyze curricula of the programs and courses, reviews report of self-evaluation of the programs and take care for implementation of the recommendation;
 - 1.2. Analyze the progress in the subject over passing and propose measures to undertake;
 - 1.3. Analyze data's, on the level of abandonment the university,
 - 1.4. Review and propose measures to low level of the abandon the students from studies;
 - 1.5. Monitor the satisfaction of the students with study programs;
 - 1.6. Recommends to the Senate and CES additional measures for improvement of the quality assurance;

Article 15

External evaluation

1. University is subject to institutional external evaluation and study programs from Kosova Accreditation Agency (KAA).
2. External evaluation are internationals which undertake evaluation of the institutions and study programs on which are specialized.
3. Their comments and recommendation are taken seriously in consideration and are implemented.
4. In external evaluation of the study programs includes external actors of the community, including Industrial Advisory Board (IAB), of the academicall units, business community and external stockholders. For this aim are organized periodical surveys through particular questioners.

Article 16

Internal evaluation

University in continuity realize activities of the internal evaluation with:

1. Internal actors (academicall staff, administrative staff and students), and

2. External actors (Alumni and Industry)

Article 17

Areas of the internal evaluation in the institutional level

University realize internal evaluation activities in the institutional level in continues manner, in the following areas:

1. Evaluation of the quality assurance in the infrastructure;
 - 1.1. From students
 - 1.2. From academicall staff,
2. Evaluation of the quality of the student services from students;
3. Evaluation of the administration and management from the academicall staff;

Article 18

Areas of the internal evaluation in the level of the faculty and study programs

University realize activities of internal evaluation in the level of the faculty and study programs in continues manner, in the following areas:

1. Evaluation of the academicall staff and teaching process from:
 - 1.1. Student,
 - 1.2. Academicall staff (colleague's evaluation)
 - 1.3. Dean,
2. Evaluation of the courses from:
 - 2.1. Students,
 - 2.2. Academicall staff (self-evaluation),
3. Evaluation of the study program from:
 - 3.1. Students,
 - 3.2. Graduated
 - 3.3. Alumni,
 - 3.4. Industry
4. Evaluation of the practical work in laboratory from the students;

Article 19

Initiation of the evaluation

1. Commission for Quality Assurance, prepare annual plan for quality assurance, which elaborates activities that are undertaken on the yearly bases, standard for the ways of the realization, as well actors that has to realize also them, financial cost.
2. Annual plan is public in the web page of the University;
3. Annual plan includes evaluation activities of the academicall unit, while those can develop their particular detailed plan for evaluation;
4. Additional activities for evaluation can be initiated and cases when on issue is addressed from the relevant parties, as are: Ministry of Education, Science and Technology, Management of the University, and Senate.

Article 20

Period of time for realization of the evaluation

1. Evaluation and period of time for their realization based the annual calendar for quality assurance;
2. Once per year are realized evaluation of:
 - 2.1. Study programms from students
 - 2.2. Infrastructure from the staff and students
 - 2.3. Studnets services from students
 - 2.4. Administration from the academicall staff
 - 2.5. University from administration
3. In each semester are realized evaluation of:
 - 3.1. Courses and teachers from students,
 - 3.2. Courses from teachers of particular courses;
4. Once in three years realize evaluation of the programms from:
 - 4.1. Alumni and
 - 4.2. Industry

Article 21

The use of the data from the evaluation

1. Data's of the evaluation provided in these Regulation, are used for improvement of the quality assurance in the institutional level and study programs;
2. Data's of the evaluation provided in these regulation, are used to prepare annual strategic planning of the University and setting priorities for development activities;
3. Data's of the evaluation provided in these Regulation, are used for identification of the measures that are needed to be undertaken from the level of academicall unit's ore central management to address issues of interest;
4. Data's from evaluation of the courses from the students, will be in disposal of the teacher and management of academicall unit and are used for purpose to improve performances of teachers and academicall advancements of the personnel according to the statute requests;
5. All data from the evaluation will be public in the web page of the University by respecting principle of confidentiality. Excluded are data for individuals of each academicall staff, which will not be public.

Article 22

Standards and principles of evaluation

1. Evaluation are don with aim to improve quality assurance and not pre judgment;
2. Process of evaluation is based on the principles of the consortium and all parties and actors involved in the process;
3. Evaluation realized in the frame of the system for quality assurance based on the Standards and European Guidelines for Quality Assurance and manual for quality assurance of KAA;
4. All summary reports of the activities of evaluation of the quality assurance will be transparent and the same will be published.

Article 23

Application for new study programs

1. Application for new study programs is done based on the quality assurance criteria's specified in this regulation;
2. Application for new study programs can be done after meaningful study of the

reasonability, and in accordance to the objectives of the Strategic Plan of the University;

3. Reasonability for the opening new study program, are argued through the report of the reasonability,
4. Process and detailed steps for development of the new study programs must be described in the manual for quality assurance.

Article 24

Compilation, entry into force and implementation

1. This regulation entry into force after the approval from the Senate of the University.
2. As well this regulation can be compiled and changed with the request of the Rector, Commission for Quality Assurance, and Office for Quality Assurance and afterward are approved from the Senate of the University.

Article 25

Final provisions

1. By entering into force of this regulation, Regulation for quality assurance No. Prot.:1647/21, date:07.06.2021 will be abolished.

Chairman of the Senate

Prof. Dr. Agron Bajraktari, Rector

[Signed]
