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The Chairman of the Academic Council
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# REGULATION FOR QUALITY ASSURANCE

## Article 1
## Legal basis

This regulation was drafted and issued in full accordance with the Law on Higher Education of the Republic of Kosovo, no. 04/L-037; The Statute of the College as well as the legal and by-laws in force that include the scope of this regulation, as well as the legal and by-laws in force that relate to the scope of this regulation.

## Article 2

## Purpose

Through this Regulation, the standards, procedures and methods of quality assurance and evaluation of the quality of work at the Tempulli College (hereinafter the College) are defined.

This regulation defines the role and responsibility of organizational units in the College for the realization of quality assurance and evaluation activities, as well as defines the mechanisms, processes that align the College with ENQA standards for quality assurance and evaluation.

**This Regulation defines insurance and assessment in the following areas:**

- Organizational structures for quality assurance;
- Quality of Study Programs;
- Educational process;
- Educational and scientific work - research;
- Human resources (academic and non-academic staff);
- Students;

- Textbooks, literature, library , IT cabinets and laboratories;
- Environment (educational spaces) and equipment;
- Involvement of students in the process of ensuring and improving the quality of work;
- Alumni (graduates);
- Employers.

## Article 2
## Internal quality assessment and quality assurance policy

The quality culture in the College is being built through the establishment of quality assurance structures that guarantee the participation of all actors in the quality assurance process. The College is developing from diverse experience of the staff, active communication with stakeholders and teamwork in program design, their management, evaluation and continuous improvement.

## Article 3

## Organizational structure for quality assurance

The College develops the quality assurance process at three levels: Institutional level, program level and module level. The responsibility for quality assurance rests with the management who work in accordance with the policies and regulations for quality assurance and are supported by the quality assurance office.

## Article 4

1. The Academic Council approves the quality assurance regulation and approves annual reports, special reports and the improvement plan.

2. Based on the recommendations for quality improvement, the Steering Council adapts the budgetary needs and the development strategy of the College.

3. The management undertakes the actions foreseen for the quality assurance procedures and submits the annual reports to the Academic Council.

4. The Program Committee analyzes the evaluation reports of the program, the progress of the teaching process, the passability of students, etc. and meets at least twice a semester.

## Article 5

1. The quality assurance committee ensures the implementation of international standards and the standards of the Kosovo Accreditation Agency, as well as proposes relevant recommendations to the Academic Council. The committee approves the academic calendar for quality assurance and quality assessment instruments. The Committee reports to the Academic Council and also promotes a culture of quality in the College.

2. The quality assurance committee consists of:
   2.1 From one representative (academic staff) from each study program;
   2.2 A student representative;
   2.3 A representative from the administration;
   2.4 College Director (ex-officio)

3. The mandate of the members of the quality assurance committee is related to the mandate of the Academic Council.

**Article 6**

1. **Activities of the quality assurance committee**
   1.1. The Commission implements policies and procedures for quality assurance in accordance with the College's charter, international and national standards.
   1.2. Approves the quality assurance calendar;
   1.3. Approve assessment instruments.
   1.4. Ensures effective and efficient implementation of quality assurance in academic and administrative structures.
   1.5. It supports the working team in the drafting of SER in accordance with the Quality Assurance Standards.

**Article 7**

1. The Office of Quality Assurance is an independent structure supervised by the General Secretary of the College.
2. The quality assurance office is responsible for:
   2.1 organizing the process of evaluation and continuous improvement of quality assurance in cooperation with the academic and administrative staff.
   2.2 Data collection from assessment processes;
   2.3 Data processing and drafting of reports.

## Article 8
## Drafting and Approval of Programs

1. **Steps for approving a new study program:**
   - 1.1 The initiation of the process for a new program can come from the academic staff, industry/alumni, recommendations of experts, etc.;
   - 1.2 The request from the above-mentioned actors is submitted to the program coordinator, respectively to the program committee.
   - 1.3 After the approval of the request by this body, the request is processed for approval by the Academic Council;
   - 1.4 The Governing Council evaluates the rationale for approving/not approving the new program;
   - 1.5 The program design process continues with the formation of the program design team which, in consultation with the academic staff, alumni and businesses, harmonizes the new program with market needs;
   - 1.6 The Academic Council approves the new curricula drawn up by the working team.

## Article 9

The steps of drafting/revision of existing programs during the accreditation process are the same as the process of drafting new programs.

## Article 10

Existing programs may be revised at any time when the College deems this process necessary. The evaluation of the need for revision of the program can come from the evaluation reports of the program by students, from the evaluation reports of external actors including alumni and businesses (research which is carried out once in three years).

## Article 11
## Quality Assessment and Improvement Process

1. Regular monitoring, evaluation and review of study programs aims to ensure that provision remains appropriate and creates a supportive and effective learning environment for students.
2. Quality assurance assessment and improvement process includes the assessment of:

   - 2.1 Program;
   - 2.2 Modules;
   - 2.3 Infrastructure;
   - 2.4 Academic staff.

## Article 11
## Introduction of new modules and modification of existing modules

1. In the change process for quality improvement, the College has the right to add and change elective courses without having to go through the accreditation process. In order to improve the quality, change the existing modules or even include new elective modules as a result of evaluation recommendations, or the request of students, academic staff, businesses, etc.
2. In this case, the College follows the following procedures:
   2.1 Proposals for a course can come from the initiative of students, academic staff, the business community, management decision or the recommendation of an external evaluator.
   2.2 The proposal should include the syllabus, the value of the credits, the year in which it is offered, the prerequisites for taking the module and the impacts on the current syllabus.
   2.3 The request for the new elective subject is sent to the Coordinator of the relevant program, if the proposed module is in harmony with the program.
   2.4 Proposals are presented to the Program Committee, and the proposal is sent for approval to the Academic Council;
   2.5 The College has the obligation to notify AKA - regarding the offering of the new elective subject in the relevant program.

## Article 12

## Involvement of students in the monitoring and quality assurance process

1. Students are involved in the evaluation process for quality assurance. Cooperation between the College and students is done through the Student Parliament. Students have their representatives in the Quality Assurance Commission. All College students are directly involved in the quality assurance assessment of College processes through student questionnaires.
2. Students are assessed in the following areas:
   2.1 The evaluation questionnaire of the subject, academic staff and the teaching process in each semester;
   2.2 Study program evaluation questionnaire once a year;
   2.3 Infrastructure and services assessment questionnaire for students.

## Article 13

Evaluations are anonymous and completed electronically. The data collected from the questionnaires are processed and reports are drawn up which are submitted to the Coordinator of the relevant program, the secretary and the management of the College.

## Article 14

### Student learning, teaching and assessment

1. The evaluation of the teaching process by the students is incorporated into the evaluation questionnaire of the academic staff and is carried out in accordance with the quality assurance calendar.
2. The results of the evaluation of the teaching process will be analyzed by the Coordinator of the relevant program and the findings of the evaluation will be addressed through the development plan of the academic staff.
3. Every teacher has the right to see the evaluation results related to his/her work. This information gives academic staff feedback on their work.

## Article 15

### Evaluation of teachers and administrative staff

**1.** The evaluation of teachers is done by students every semester, by colleagues and management.
**2.** At the end of each academic year, the program coordinator sends each teacher evaluation reports from students, peer evaluation, and management evaluation reports.
3. The program coordinator also prepares an individual development report for each teacher. He sends these reports to the Director of the College who, after receiving these documents from all Program Coordinators, draws up the academic staff development plan.

## Article 16

1. Ensuring the quality of teachers is realized through adequate activities in the process of leadership with human resources, as follows:
   1.1 Continuous planning and follow-up of the needs for the engagement of teachers in the various scientific - research and educational fields;
   1.2 The selection of teachers according to the Statute and the special Regulation, the selection of the academic staff, defining the criteria and procedures;
   1.3 Creating conditions for continuous educational and scientific excellence of teachers;
   1.4 The permanent and regular monitoring of quality assessment in this area, as provided for in this Regulation.

## Article 17

The work process of the administrative staff is evaluated by the students once during the academic year, while the performance of the administrative staff is evaluated by the General Secretary of the College.

## Article 18
## Assessment of infrastructure and support services

1. The College, within the framework of the questionnaire for the evaluation of the programs by the students, also evaluated the infrastructure and supporting resources. Data collected through questionnaires are processed by the quality assurance office and a report is drawn up, which is sent to the Program Coordinator and the College Director, who draw up the action plan for quality improvement.
2. The infrastructure assessment includes the assessment of: university textbooks, literature, library, laboratories and computing cabinets.

## Article 19

## Public information

1. The College provides information on the institution's activities that are useful to prospective and current students, alumni, other stakeholders and the public.
2. The College provides information on the content of the programs it offers such as: learning outcomes of the programs, qualifications they provide, student selection criteria, teaching procedures, as well as information on graduates and employees.
3. Also in accordance with the standards of the Accreditation Agency, the College evaluated public information from all actors such as: students, academic staff, administrative staff, alumni and businesses.

## Article 20

## External Evaluation

1. Based on the Law on Higher Education, the College is subject to external evaluation, namely the Institutional accreditation process and relevant programs by the Kosovo Accreditation Agency (KAA).

2. The Director of the College in cooperation with the office for quality assurance, in accordance with the accreditation procedures, coordinates the agenda of the institutional evaluation process or programs such as the duration of the institutional evaluation process/programs,

meetings with the actors designated by AAK, etc. It also coordinates the activities of all participants in the evaluation process such as: administration, professors, students, businesses and alumni, who are the focus of the evaluators.

3. Relying on the information provided by the Institution through the self-evaluation report as well as from the visit that the agency makes together with the external evaluators, the evaluators compile a report, which is presented to the College and then published.

4. The detailed procedures of the accreditation process are determined by AAK.

**Article 21**
**Transitional provisions**

This regulation enters into force on the day of approval by the Academic Council, and with the entry into force of this regulation, the preliminary regulation nr. 11/23 dated 10.10.2023 is repealed

Chairman of the Academic Council

Dr. Sc. Mevlan Bixhaku

(Signed)