



UBT
QUALITY MANUAL

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1. UBT Mission

UBT offers a dynamic and innovative 21 century academic environment. UBT provides a supportive and challenging opportunity for the students, faculty and staff in participatory and self-governance setting.

Building on a tradition of teamwork between Students, faculty, staff and administrators, UBT is committed to enhance its participation as an active member of community by providing learning opportunities driven by teaching and research excellence, intellectual interaction and creativity.

UBT is a preeminent center of intellectual and cultural activity in Kosovo, improving the region's quality of life through the skills, knowledge, experience and engagement of its faculty, staff, students and alumni

2. UBT Vision

The UBT will be a modern and leading higher education institution in Kosovo, committed to apply excellence in teaching, learning and research within an inclusive student-centered environment through applying a multi-disciplinary approach that will contribute to the economic, social and cultural development of Kosovo and beyond

There are certain core values at UBT

- Sought after place to study and work
- Dynamic environment that promotes personal and professional development
- Reference point that disseminates international best practices and quality standards



- Centre that rewards excellence in learning, teaching, research and innovation
- Actions driven by the agreed benefits of all our stakeholders and community

Scope of the system in terms of monitoring and measuring resources standard model ISO 9001:2015 is entirely applicable for all faculties, branches and departments under the UBT.

The current education levels are provided:

- Bachelor studies (3 year studies)
- Master studies (2 year studies)

Details of bachelor and master studies are found below at section 5. Curricula offered.

3. Strategic Plan

UBT has strategic and developmental plans, where activities and initiatives for achieving the mission and its vision are specified.

UBT operates according to its Strategic Plan, which explicitly states vision, mission and strategic goals of the college. At the same time in the plan, objectives leading toward the achievement of outlined goals are clearly determined. A business plan followed by a detailed annual operational plan for each school, and a research strategy, are important documents, which fulfill UBT's strategic and developmental portfolio of documents. These documents serve as guiding documents in the implementation of the mission, as well as present the fields for continuous improvement of quality and creating and enabling an environment for learning, science and research. (See attached docs)



Strategic Goals:

Strategic Goal 1 – Achieving Academic Excellence

Strategic Goal 2 – Maintaining and increasing International and regional partnerships

Strategic Goal 3 – Creating Positive Working and Learning Environments

Strategic Goal 4 – Partnering with the community

Strategic Goal 5 – Developing Research, innovation and business centers

Strategic Goal 6 – Expand new study programs by offering unique opportunities for the young

4. Enrolment Regulation

For enrollment to a study program at UBT students have possibility during all year but they will start following lectures when the study program begins, at the beginning of academic year-October.

Documents needed for enrolment are:

- Certificate of success of each year of secondary school
- Diploma of secondary school
- Birth certificate
- Copy of ID card
- 2 photos format 4x6 cm

Students will have an examination to test their knowledge for the respective study program, and based on test results students will get admission to additional courses.

5. Curricula offered

UBT offers the following study programs:



Faculty	Level	Total Programmes
1. Architecture and Spatial Planning	Bachelor	12
	Master	1
2. Computer Science and Engineering	Bachelor	16
	Master	6
3. Construction Engineering and Infrastructure	Bachelor	1
	Master	6
4. Energy Engineering and Management	Bachelor	8
	Master	1
	Level 5	8
5. Food Science and Biotechnology	Bachelor	3
	Master	1
6. Law	LLB	3
	LLM	3
7. Management, Business and Economy	Bachelor	5
	Master	4
8. Mechatronics Management	Bachelor	8
	Master	3
9. Modern Music, Digital Production and Management	Bachelor	5
10. Political Science (PosSIG)	Master (joint)	1
11. Political Science	Bachelor	3
	Master	2



12. Media and Communication	Bachelor	1
	Master	1
13. Agriculture and Environmental Engineering	Bachelor	4
14. Public Policy and Management	Master	2
15. Integrated Design	Bachelor	4
16. Arts and Digital Media	Bachelor	1
17. Nursery	Bachelor	1
18. Pharmacy	Master	1
19. Stomatology	Master	1
20. Technician of Anaesthesiology	Bachelor	1
21. Technician of Radiology	Bachelor	1
22. Information Systems	Bachelor	1
	Master	1
Total	Bachelor	82
	Master	30
	Level 5	8
Total programme (Bachelor & Master)		112

6. Description of QA unit and its executive staff (work and responsibility profile)

UBT has an office designated for Quality Assurance (quality circle). The establishment of the Office for Quality Assurance within the university has shown a relief in the involvement process



of all other groups in the university, as well as in the follow up of a continuous quality improvement. The Office for Quality Assurance has its organizational chart, which defines the functions of all staff in the process of quality assurance. The Office for Quality Assurance drafts an annual development plan, in which it foresees indicators and criteria for quality assurance. OQA (Office for Quality Assurance), QAC (Quality Assurance Commission) and QAG (Quality Assurance Group) are obliged to issue an evaluation report for the entire calendar year by the end of each year. Measures foreseen by the report are reviewed by the Commission for Quality Assurance which then makes a decision for their application in practice. (For further details please see the Administrative Guidance

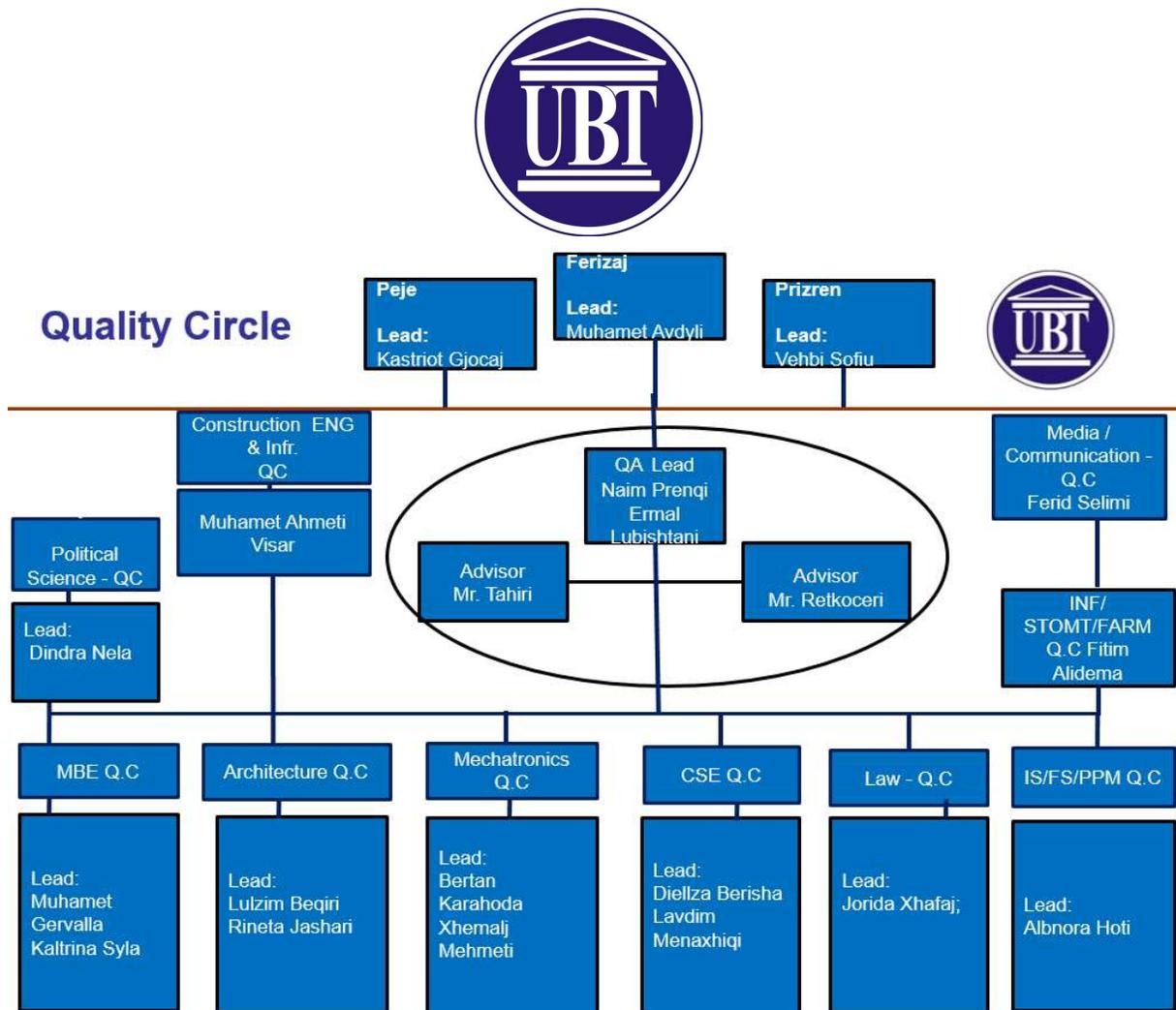
UBT has also established a modern system of quality assurance, which is certified by quality assurance standards criteria of ISO 9001:2015. This system is evaluated by external experts and is certified by an accredited European and international institution.

The quality circle includes core processes, management processes and support processes.

The basic principle of UBT's strategy for quality assurance is based on European standards and guidelines for quality assurance.

The main objective in the quality assurance work in UBT is the continuous improvement of transparency towards all UBT stakeholders as well as their involvement in the process of quality assurance.

This continuous retaining and building of quality will be maintained via continuous participation in international forums for quality assurance (EOQ, ENQA, etc).



6.1 Internal structures for quality assurance

UBT has a modern structure (system) for quality assurance (QA) by involving all stakeholders in this process. The administrative guidance for QA regulates the work of the Office for Quality Assurance in close cooperation with the Committee for Quality Assurance and Groups for Quality Assurance (Find attached).

6.2 Instruments for quality assessment-questionnaires



Pursuant with the regulation for advance in academics and quality assurance and also as described in the annual plan of the Office for Quality Assurance, the evaluation instruments in the institution are presented to all stakeholders, starting from students, academic staff, administrative staff, alumni and industrial partners. These instruments are composed of questionnaires designed in a specific manner for each respective group of stakeholders. These questionnaires are prepared and approved by the Committee for Quality Assurance in a special meeting. The evaluations in the institution are foreseen to be conducted on a regular basis (per semester, per academic year).

Types of internal and external evaluations:

- External examiners' reports
- Internal and external quality assurance panel reports
- Evaluator reports from funding agencies
- Feedback, both formal and informal, from industry partners and others
- Feedback from students, academic and administrative staff, graduates
- Course board reviews
- Internal auditors' reports
- Department and School Meetings

In this respect UBT has foreseen the advance of the electronic evaluation system for students (online feedback).

6.3 Follow-up procedures and use of evaluation results

UBT can be considered as a leader in the implementation and promotion of quality in higher education in Kosovo. Main aspects which impact in this respect are as follows:

- The work in the continuous quality assurance in the institution is process-oriented (Process Oriented)
- Certified by ISO 9001 from well respected international institutions



- The functioning of the Office for Quality Assurance
- Involvement of all stakeholders
- Preparation and development of documents and regulations for quality assurance
- Involvement of external international experts in the process of quality assurance and in self-evaluation
- Partnership with offices for quality assurance from partner universities
- EFQM support process

The on-going system for the improvement of quality presents an active circle at UBT, which helps the continuous quality improvement (according to the circle of Deming). Each evaluation result is translated into the strategy for improvement. Each QAG (Quality Assurance Group) collects evaluations in each faculty which then are considered in a special meeting where recommendations for improvement are made. These evaluation and recommendations are sent for review to the Committee through the Office for Quality Assurance for decision making and implementation. (Find attached the Administrative Guidance. The office for quality assurance is oriented towards leading principles of the European Area for Higher Education and its plans are based on the Law on Higher Education in Kosovo and on the Strategy for Higher Education in Kosovo. OQA attempts to put into evaluation every process of the university and the evaluation results will be used for setting measures in order to improve quality and performance of the institution. Participation in international forums for quality assurance (EOQ, ENQA, etc.), rise of interuniversity cooperation for quality assurance and the exchange with partner universities enabled the involvement of trends and European quality culture within UBT. However, the lack of quality criteria at the national level and the lack of a general culture for quality and European and international standards in the country can be considered as a threat in this process.

7. QUALITY ASSURANCE REGULATION



Based on provisions of Law No. 04/L-037 on High Education in the Republic of Kosovo, as well as the provision of Article 88 of the Statute of the HEPP UBT College, the President approves this:

Quality Assurance Regulation

BASIC PRINCIPLES

Article 1

The basic values in the mission of the UBT College (hereinafter: UBT) are academic excellence and assurance of high quality standards.

With UBT 2025 Strategy the priority focus shifted from development to quality to achieving the highest standards of Excellence. The goal anticipates development of mechanisms, procedures and criteria for monitoring and assuring quality of educational, scientific and research, as well as artistic and professional activities.

Considering the applicable legislation, regulation and the recommendations of the relevant national and international authorities and organizations (ENQA, EUA) in the area of quality assurance, UBT shall: collect and analyze the representative quality assurance indicators, periodically conduct detailed self-evaluations independently or as a part of external evaluation, develop and implement general and specific tools for quality assurance as a means of permanent attention, dedicated to quality assurance.

This document represents a comprehensive overview of the UBT quality assurance mechanisms and a set of rules for monitoring and quality assurance, which are to be followed by the relevant bodies at the institutions and at the individual members



The institution is committed to the provision of higher education of the highest quality, relevant to the needs of the individuals and organizations in Kosovo. The achievement of the highest quality requires that the College have in place quality assurance and control procedures that enable the institution to identify areas that may be improved and undertake the actions necessary to make these improvements.

The College is committed to ensure an ethos of quality in all of its activities and to embed a culture of continuous improvement in the provision of services to students and to the wider community.

Quality assurance procedures and improvement initiatives are based on the analysis of information, data and reports gained through a structured process of evaluation, monitoring and feedback from internal and external stakeholders

PROCEDURAL GOALS

Article 2

Through the procedures of quality assurance in educational activities, the relevant bodies the UBT, Faculty and member level, the institution aims to advance:

- Develop and implement strategic goals and procedures in the area of quality
- Relevance of procedures regarding confirmation, monitoring and periodical assessment of study programmes,
- Relevance of student learning outcomes assessment,
- Provision of the quality of teachers, associates and other staff, their preparation and training for the support they offer to students,
- Recognition of excellent results of the individual teacher's and associate's contribution, professional expertise or attitude towards their work,
- Establishment of suitable conditions for educational activities and student support services,
- Establishment of a relevant ICT system,



- Delivery of information on study programmes and UBT activities to the public.

Through the procedures of quality assurance in scientific research, artistic and professional activities, the relevant bodies at UBT and members level aim at:

- Compliance of scientific research, artistic and professional activities with the strategic plan and with the European directions and standards,
- Connection of research to other activities and using the results of the scientific research, artistic and professional activities in education,
- Encouragement of the employees to publish relevant results of the scientific research, artistic and professional activities and to record and register the publications,
- Transfer of knowledge into practice.

QUALITY ASSURANCE MECHANISMS

Article 3

General tools for quality assurance consist of planning, reporting, external evaluations, self-evaluations and accreditations:

3.1 *Annual planning and reporting* is in line with the Rules and regulations for preparation of work programme, financial plan and annual report of UBT. The rules define planning and reporting on quality and the use of indicators adopted by the UBT Academic Council. Annual planning and reporting provides for constant monitoring of the UBT achievements, national comparisons and international comparisons, reporting to the funder and the publics, it includes measures for improvement and financial measures.

3.2 *Voluntary external evaluations* of the UBT or of the departments/faculties, initiated by own interest, required by the funder, the founder or by the law. External evaluations are conducted in line with the evaluator's methodology, which typically includes preliminary



detailed self-evaluations. External evaluations can be conducted by local and international organization (EFQM/ISO Standards).

3.3 *Accreditations of study programmes* and higher education institutions as provided by the Law on Higher Education in Kosovo, as a prerequisite for implementation of the new programmes and institutions within the prescribed period.

3.4 *International Accreditation* - When possible, the UBT also makes use of international accreditation according to the methodology of the relevant association or accreditation organization.

Article 4

Specific mechanisms for quality assurance are directed towards quality assurance of the staff, the students, learning process, student support, research and other activities:

4.1 *Staff* - Open calls for the recruitment of staff enable recruiting of the best staff in Kosovo and abroad. Regular review of staff orientation and implementation of ethics procedures in staff employment should form part of quality assurance in staff employment. Performance Assessment of staff members by the students represents an essential component of quality assurance. UBT staff members should be regularly trained in teaching and research. The training is provided by the individual staff members by both UBT and external providers. UBT management is responsible for training of the teaching staff. The Human Resource Department is responsible for ensuring the training of the professional staff at the institution.

4.2 *Students* - First years of undergraduate studies enrolment procedure provides a platform for correlation between the available enrolment places and the enrolment interest related to the achievements in secondary education. UBT students additionally require specific



skills tests, such as artistic talent tests. Entry requirements are defined by the accredited study programmes and anticipate selection of candidates according to their average grade in the previous education cycle.

4.3 *Learning Support Process* - Tutorial system was approved by the UBT Academic Council.

It includes tutorials offered by students primarily to novices and tutorials offered by teachers and intended for constant monitoring and student support during the whole period of study. The system improves the students' progression rate, shortens the time of study and improves the quality of achieved learning outcomes. UBT Career Centre and the supporting services offer information on studies, study opportunities, practical training, international exchange and employment possibilities for the future students as well as for the enrolled students. The centre provides for detailed career counselling, job seeking and career planning training courses, provides for contacts between future students, employers, follows-up on graduates' career paths, etc. Through these activities, it influences the quality of individual student's choices, improves the learning process, shortens study duration and improves employment prospects of graduates. Keeping contacts with the graduates and external stakeholders is intended to follow-up on their employability possibilities, their employment and their pursuit of careers immediately after graduation and to assess the implemented study programmes. It serves as a feedback to UBT in conducting enrolment policy, improving programmes and it helps future students to make a more informed choice. The UBT extracurricular activities are programmes of sports, culture, social activities and further education, which are organized outside regular curricula. Their fundamental purpose is to enrich the study and the students' lives, and to enrich the entire institution. They complement study and contribute to the development of individual competences. Extracurricular activities which take place in accordance with the programmes approved by the UBT Academic Council.



4.4 *Infrastructure and resources* – regular infrastructure audit serves to measure students and staff satisfaction with services provided. It also aims to ensure that facilities, learning resource and equipment is compatible with the intended learning outcomes. Regular library and information system audit serve to ensure that books and ICT are in line with programme requirements.

4.5 *Research* - assurance system includes peer-reviews of the programme and project applications, reports on the activities and the assessment of the results. The quality of the international research projects is assured by the funding agencies in accordance with the calls requirements and their own evaluation procedures. Quality of research and development intended directly for market partners is monitored directly by the contract. Transfer of knowledge is provided through the UBT Knowledge Transfer Centre Incubator, intellectual property service office, development of Legal Institute, programmes and through the autonomy of the services to sell services directly on the market.

4.6 *Multipurpose tools* - Students surveys are a part of the systematic annual quality assurance of the institution, its Faculties study programmes, subjects and the teachers. They represent the feedback to the teachers, students, to the management of faculties and UBT. They are intended for improvement of study conditions and teaching. They are used as a basis for the staff appraisal, for consultations between the management and the employees and for making decisions regarding the subjects and the teachers. The surveys are conducted according to the provisions of the Rules and regulations on students' surveys, approved by the Academic Council. The UBT international office and other relevant services promote inclusion of the institution and its faculties into associations in the area of co-operation in international student and staff exchange relations, in giving scholarships to students, in attracting foreign students, in preparation and implementation of joint programmes and projects. International research activities are promoted also by the UBT Project office. Institutional awards for recognition of work achievements of the UBT staff, the students



and the external distinguished experts are awarded as stipulated by the Rules and regulations on the awards and as stipulated by the Rules and regulations on Student Scholarships. With these awards and honours, the institution gives recognition for excellent scientific and research results and encourages the staff and the students to excellence in their efforts. The institution sets the quality standards for the its members and gives financial incentives for achieving or surpassing these standards. The purpose of these awards is to improve quality and to achieve the strategic goals.

QUALITY ASSURANCE PROCEDURES

Article 5

In accordance with the criteria provided by Article 4 of the present regulation and the general academic principles, the assessment process shall include:

5.1 Procedures for the design and approval of new programmes, subjects and modules – the purpose of these procedures is to ensure that a proposed programme or modification is compliant with the mission, policies and strategic plan, fulfilling an identifiable need for industry, business or local community, complaint with policies and procedures of Kosovo Accreditation Agency, European Standard Guidelines and other best practices in European Higher Education Area, appropriateness of academic breadth and depth with learning outcomes are consistent with the levels of knowledge or competence as described by the Kosovo Qualification Framework, maximise opportunities for students in terms of access, transfer and progression routes and consistent with physical, human resources to deliver the programme.

The new programme design and is implemented in a number of stages: a new programme proposal is submitted by a relevant Faculty or Departments via a Programme Application Form, the proposal is then submitted to Academic Council, if approved by Academic Council, a programme development committee is established. This Committee develops



the programme using a standard programme document template covering justification, rationale, course schedule, learning outcomes. Once the programme document is completed, the Faculty initiates an Internal Review process and submits a proposal to Executive Council outlining the resource requirements for the programme. Recommendations arising from the Internal Review process are incorporated into a revised programme document. The application for a new programme is then submitted to Kosovo Accreditation Agency by the Secretary General of the College. The programme application, subject to fulfilment of minimum criteria, is approved or rejected by the National Quality Council. If approved, KAA establishes an external panel to review the documentation and visit the College. If recommended for accreditation, the programme document then incorporates changes proposed by the KAA External Evaluation Team. The final document is submitted to Academic Council for approval to run the programme.

5.2 Procedures for student assessment – Assessment allows students to determine what, how well, students are learning. The purpose of having in place procedures for the assessment of students is to ensure that the College operates assessment methods that are fair, consistent and transparent, comply with standards determined by KAA or other validating bodies, comply with the standards in respect of the National Qualification Framework, evaluate student learning on the programme, are effective in measuring the achievement of the desired learning outcomes of the programme, provide students with opportunities to demonstrate application of knowledge, skills and attitudes and provide feedback to students to assist them in improving their performance.

5.3 Procedures for ongoing monitoring of programmes – the purpose of these procedures is to ensure that systematic processes exist and are managed in order to collect and analyse information supportive of the continuous improvement of the programmes, monitor student achievement in relation to stated learning outcomes of programmes and gauge the



effectiveness of programme assessment mechanisms, create a quality culture within the College at both staff and student level such that stakeholders are aware of their roles and responsibilities in relation to programme quality, support overarching periodic reviews of the institution and Faculties.

The main procedures to be followed in this area are as follows: Faculty Councils are established for each of the College programmes – the main focus of the Council is to monitor and improve the ongoing delivery of the programmes for which they are responsible. The Council is comprised of the Dean, all academic staff lecturing on the programme, support staff representatives, student representatives and industry representatives. The Council will complete and present to Academic Council an Annual Programme Report for each programme as per the Standard Operating Procedures and Key Performance Indicators. The Faculty Management will consider the reports, critical performance related issues and recommendations. Programme appraisal by students is implemented by the Faculty Quality Assurance Committee. Appraisal is obtained from the Student Questionnaire which are agreed at institutional level. Each student carries out a formal survey using the Standard Questionnaire at least once per academic year. A short summary is prepared for every subject and Lecturer. Sensitive information is reported only to the Dean.

5.4 Procedures for programme evaluation - the institution undertakes a regular periodic evaluation of programmes once every three years. This procedure is implemented as part of the accreditation process and is essential to ensure that the offer is catered to student needs and labour market. The evaluation process serves to review the programme learning outcomes, programme teaching and learning methodology, assessment and its courses. The evaluation process also reviews the programme outcomes, graduates and impact in the industry and community. The process is composed of: programme self-evaluation,



programme strategy and proposed revisions document. The composition of the programme self-evaluation is regulated by Standard Operating Procedures and includes: The Dean, Chairs of Departments, two academic staff members, student representative, alumni representative, programme administrator, student services officer and industry representatives. The self-evaluation process may also include external experts.

5.5 Procedures for selection, appointment, appraisal and development of staff - the quality assurance procedures in staff selection process, appraisal and staff development are outlined in the Quality Manual. The procedure aims to ensure that the criteria and procedure for staff selection is fair and transparent and in line with the criteria stipulated in the Law on Labour and Law on Higher Education. These principles that underpin the recruitment process are those of fairness, credibility, equal employment opportunity and merit. Decisions to recruit are made in the context of an overall staffing plan that takes into account long-term academic and operational needs. The Human Resource Manager is responsible for developing, managing, evaluating and implementing appropriate selection, appointment and recruitment procedures.

5.6 The Quality Manual outlines the procedures for staff appraisal and development. Accurate identification of training needs is essential in order to bridge the gap between existing skills base and desired institutional performance. The purpose of the quality assurance procedures is to ensure that every staff member has undergone the regular staff appraisal process and identification of training needs. The College implements A Performance Management System. The system involves setting individual targets by staff in agreement with supervisor, targets are aligned to Faculty needs, an annual review of outcomes and a review of the delivery of the agreed development measures and priorities.



5.7 *Procedures for evaluating premises, equipment and facilities* - the Quality Manual also outlines the procedures for the evaluation of premises, equipment and facilities. The procedures relate to: audit of lecture rooms carried out during winter and summer breaks to allow repairs, adjustment and optimal conditions for learning process, room usage audit, procurement procedures for cleaning, catering, security and maintenance process, procedures for servicing and maintenance of College premises in line with evolving requirements and teaching methodology.

5.8 *Procedures for evaluating student services* – these procedures cover the following services: library and information services, computing services, student support services, technical services, communications. The responsibility for quality assurance in student support services rests with Quality focal point at Student Services Office. Respective Academic Council Committee also determines the quality parameters and requirements. The quality assurance processes in Student Support Services are detailed in the respective Chapter.

5.9 *Procedures for evaluation the governance and quality assurance policy* – the institution implements regular internal and external audits to ensure that its governance and quality assurance policy is effective and ensures continuous improvement. The procedure involves: internal audit by the Governing Body, Periodic Institutional Audit and Management Quality Assurance Review. The internal audit process is implemented by international auditing institutions and covers all the activities of the institution: human resource management, risk management, MIS, fee collection and registration, computer audit and internal communication.

5.10 *Procedure for the evaluation of public information* - The review of the public information aims to ensure that UBT publishes information about their activities, including programmes, which is clear, accurate, objective, up-to date and readily accessible. The



Review procedure should document whether the institution has published information about activities, programmes it offers, selection criteria, intended learning outcomes, qualification it awards, the methods of teaching, learning and assessment, learning opportunities and graduate employment information

QUALITY ASSURANCE RESPONSIBILITIES

Article 6

All the employed, the students, especially the Rector, the Deans, the Academic Council, the Faculty Council, their commissions, the Governing Board, the student councils and Quality Managers are responsible for quality assurance.

6.1 Rector - The Rector's responsibilities according to the provisions of the UBT Statute are primarily on: development of quality assurance mechanisms/tools, regular application of the quality assurance mechanisms at the UBT level and at the level of the faculties, especially in the area of: open calls, application of students questionnaires, conducting the enrolment procedure in accordance with the employability of graduates, tutorials, improvement of administrative procedures and professional staff training. Further responsibilities include annual reporting to the UBT Academic Council, to the funders, to internal and external publics on the quality issues and on the achievements, taking decisions on periodical detailed self-evaluations and external evaluations of the UBT and faculties, adopting criteria (indicators) of quality. Within the Rector's jurisdiction, his/her quality assurance responsibilities should also include proposing and adopting measures for quality improvement, including authorizing a Vice-Rector for quality assurance, proposing to members of Quality Committee to the Academic Council and the nomination of the commission for strategy monitoring.

6.2 Dean - The Dean's responsibilities according to the provisions of the UBT Statute primarily relate to regular application of the quality assurance mechanisms on the level of



the Faculty, especially in the area of: open calls, application of students questionnaires, conducting the enrolment procedure in accordance with the employability of graduates, tutorials, improvement of administrative procedures and professional staff training, annual reporting to the Faculty Council, to the funders, to internal and external publics on quality issues and on achievements, implementation periodical detailed self-evaluations and external evaluations. Furthermore, within the Dean's jurisdiction, proposing and adopting measures of quality improvement, authorizing a Vice-Dean/Officer for quality assurance, presiding the Faculty quality assurance commission and establishing professional services for quality assurance at Faculty level.

6.3 *Academic Council* - Academic Council is entrusted primarily with the role of protecting academic standards and making recommendations in relation to academic matters. It is primarily tasked with ensuring that academic policies relating to teaching and learning are consonantly applied across all programmes in tandem with ensuring the implementation of the academic regulations laid down in the Quality Assurance Manual. The Council has particular responsibility to make recommendations for the establishment of appropriate structures or procedures to ensure that the quality objectives are met, make recommendations for the selection, admission and retention of students, approve new programme proposals, review annual programme reports to make recommendations based on this, review student and staff feedback, review the regulatory framework governing the assessment and examination of students and offer industry specific guidance and advice as to the proposed programmes of study. The Academic Council gives consent to the proposed criteria for quality assessment and adopts guidelines for improvement of scientific research, artistic and educational activities. At least once a year discusses reports on quality assurance and adopts measures for improvement. The Academic Council nominates its members to the UBT quality assurance committee for regular monitoring of quality and for forming proposals



6.4 *UBT Quality Assurance Commission* - The college has established a Quality Assurance Committee (QAC) The CQA consists of 9 members: Quality Manager, local professors, international professors, students, alumni, and one representative from Kosovar industry. The main objective of the body is to ensure that the policies, processes and procedures set down in the UBT Quality Manual are implemented. The Committee is also responsible to review the policy in line with European Standard Guidelines, oversee the implementation of quality assurance processes in teaching, learning, curriculum development, student assessment, student support services and public information. The Quality Assurance Committee regulates the academic and administrative service evaluation, quality improvement and approval of quality standards, preparation and supervision of the self-evaluation process, makes the necessary preparations for the external evaluation of UBT, reviews policies and procedures in the context of quality improvement, coordination of internal control standards, identifies the situation and performance indicators, develops improvement activities and periodic monitoring and evaluation of academic programmes, student services, resources and stakeholder engagement policies.

The responsibilities of the UBT quality assurance committee, according to the rules, are: discussing annual work programmes focusing on the goals and the quality improvement measures, discussing business reports focusing on quality assurance reports, discussing approaches towards periodical detailed self-evaluations and external evaluations, discussing results of evaluations and discussing proposed measures for improvement, discussing effects of individual quality assurance mechanisms/tools and proposing improvement measures, reporting to the Academic Council and to the Governing Board on quality achievements, forming improvement proposals for adoption on both decision making bodies, monitoring implementation of student questionnaires and forming proposals for improvement of their use, monitoring the quality assurance system performance at UBT level and proposing improvement measures.



6.5 *Faculty Council* - The Faculty Council on quality assurance report at least once a year and adopts quality improvement measures. The Council nominates a quality assurance sub-commission for regular monitoring of quality assurance and for proposing improvement measures.

6.6 *Faculty Quality Assurance Sub-Commission* - The responsibilities of the Faculty quality assurance sub-commissions, according to the rules, are: discussing annual work programmes focusing on the goals and the quality improvement measures, discussing business reports focusing on reports on quality, discussing approaches towards periodical detailed self-evaluations and external evaluations, discussing results of evaluations and proposed measures for improvement, discussing effects of individual quality assurance mechanisms and proposing improvement measures, reporting to the Faculty Council on quality achievements, proposing improvement measures for adoption on both decision making bodies, monitoring implementation of student questionnaires and proposing improvement measures for their use.

6.7 *Quality Circle of the Branch* - The Branch Quality Circle of the branch, adhering to UBT regulations, is responsible for implementing quality assurance processes that are specifically tailored to the needs and context of the Branch, ensuring they are responsive and relevant to local conditions. The Circle works in close coordination with the central Quality Office, central Quality Commission, as well as the respective Faculty's QA Officer and Faculty's Sub-Commission, to ensure alignment and consistency with UBT's overall quality assurance standards and procedures. The designated Quality Assurance Officer at the Branch oversees all quality management activities specific to the Branch, maintaining compliance with the institution's overarching quality standards. The Circle is committed to continuous improvement by identifying areas for improvement at the Branch level and developing and implementing appropriate action plans. In terms of its subordination, the Quality Circle operates under the oversight of the central Quality Office and central Quality



Commission, ensuring that the Branch's quality assurance activities align with the strategic objectives and quality standards of UBT College. It is integrated into the broader institutional quality assurance structure, with the Branch QA Officer reporting both to the central Quality Office for overarching institutional matters and to the Faculty's QA Officer for faculty-specific issues. The Circle's activities and decisions are subject to review and approval by the central Quality Commission, ensuring compliance with institutional policies and contributing to the overall quality assurance of the College. In terms of reporting, the Quality Circle reports directly to the central institution's Quality Commission and furnishes data to the Faculty's Sub-Commission regarding programs that operate under the Branch's umbrella, ensuring comprehensive oversight and effective management of quality assurance activities at the Branch level..

6.8 *Quality Manager* - The Quality Manager is the administrative officer responsible for coordinating and implementing the policies adopted by the Quality Assurance Committee. The institutional Quality Assurance Office is fully staffed and has a separate budget line to implement all quality assurance processes. The Quality Assurance Committee regulates the academic and administrative service evaluation, quality improvement and approval of quality standards, preparation and supervision of the self-evaluation process, makes the necessary preparations for the external evaluation of UBT reviews policies and procedures in the context of quality improvement, coordination of internal control standards, identifies the situation and performance indicators, develops improvement activities and periodic monitoring and evaluation of academic programmes, student services, resources and stakeholder engagement policies. The institution has also recruited Quality Assurance Officers in all Faculties and Departments. Quality Assurance processes at Faculty level are overseen by Quality Assurance Sub-Committees.

6.9 *Faculty's QA Officer* - The Faculty's Quality Assurance (QA) Officer holds the responsibility of overseeing and coordinating quality assurance processes within the faculty. This includes collaborating with the Branch's QA Officer to incorporate branch-specific data into the Faculty's Annual Internal Self-Evaluation Report and ensuring the



alignment of quality assurance activities with the institution's broader objectives. The Faculty QA Officer plays a pivotal role in the preparation and integration of quality reviews, and in managing the faculty-level self-evaluation and external evaluation reports. Subordinated directly to the central Quality Assurance Office, the Faculty QA Officer ensures that the faculty's quality assurance processes are in compliance with UBT College's overall standards and policies. They are responsible for reporting to the central office, providing insights and data for institution-wide quality assessments. The Faculty QA Officer also liaises with the Quality Commission, contributing to the development and implementation of quality improvement measures at both the faculty and institutional levels. This role is crucial in maintaining a high standard of quality assurance within the faculty while ensuring its seamless integration with the centralized quality assurance framework of UBT College.

- 6.10 Branch Quality Assurance Officer - The Quality Assurance Officer at the branch is tasked with implementing and managing the branch-specific quality assurance processes, collaborating closely with the Faculty QA Officer for the integration of annual quality reviews into the Faculty's Annual Internal Self-Evaluation Report. The Officer organizes and validates branch-specific data for these reports and assists in preparing external self-evaluation reports relevant to branch programs. Subordinated to both the central Quality Assurance Office and the Faculty QA Officer, the Branch QA Officer ensures alignment with UBT's overarching quality standards while maintaining responsiveness to branch-specific needs. The Officer is accountable to the Branch Quality Circle for local oversight and reports directly to the Faculty QA Officer, providing essential data for faculty-level evaluations. Additionally, they coordinate with the central Quality Assurance Office for broader institutional quality assurance matters and are responsible for preparing comprehensive external institutional self-evaluation reports for the Branch. This role is pivotal in integrating the Branch's quality assurance activities within the overall framework of UBT College, ensuring compliance, consistency, and contribution to the institution's continuous improvement in quality assurance



QUALITY MANUAL

Article 7

The College Quality Assurance Manual was produced and revised to conform to the ESG 2015 Guidelines on internal quality assurance, ISO 9001:2015 and EFQM. It describes the key structures, processes, policies, procedures, performance measures and quality assurance mechanisms that facilitate a systematic approach to embedding a quality improvement approach within the institution. The manual describes the specific assurance procedures are implemented during the life cycle of our programmes to ensure the delivery of a superior and consistent product. These can be summarized under the seven areas identified in the European Standard Guidelines for Internal Quality Assurance within Higher Education institutions: (1) policy and procedures for quality assurance, (2) approval, monitoring and periodic review of programmes, (3) assessment of students, (4) learning resources and student support, (5) quality assurance of teaching staff, (6) information systems and (7) public information.

QUALITY ASSURANCE REPORTS

Article 8

The UBT quality assurance committee prepares the annual report on quality in accordance with the Rules for the preparation of the annual work programme, financial plan and the annual report. The purpose of the report is monitoring the situation and the effects of the quality assurance system at institutional and faculty level.

The basis for the report are annual reports by faculties, reports from other bodies and services as well as additional analyses. The report consists of the assessment of the main institutional activities (educational, scientific research, artistic and professional) and the assessment of the quality assurance system.



The Annual Quality Report has two constituent parts: the summary of quality analysis and activity reports.

The Summary includes a description regarding all areas (activities), listed in the Article 5 (1. Teaching, 2. Research, development and artistic activities, 3. International activities, 4. Libraries, reading facilities and publishing activities, 5. Investment and maintenance, rooms and equipment, 6. ICT, 7. Human resources, staff, 8. Student services, tutoring, student council and extracurricular activities/activities of interest). The UBT and Faculty quality indicators and the strategic goals are used to assess the quality.

Activity Report for developing the quality assurance system: composition and functioning of the commission or the body responsible for quality assurance, preparation of the quality assurance documents, instruments and indicators, implementing student questionnaires on educational activities and other questionnaires and analyses, possible external evaluations and accreditations.

The Quality Manager prepares the report by March 20 for the previous year. The report is discussed by the Academic Council and other bodies. The report is forwarded to the faculties, the staff and the students and is published in a suitable form. The report is also published in a print publication

Faculty Quality Sub-Committees prepare and submit a Faculty quality assurance report by February 20 for the previous year. The report is discussed by Faculty Council and other bodies.

SELF-EVALUATION REPORTS

Article 9

The UBT quality assurance commission co-operates with other College bodies and with the Faculties when preparing and implementing external institutional evaluation. A self-evaluation report with the assessment of the quality situation is prepared. The self-evaluation report is a basis for the external evaluators' assessment and for their special report. Both reports are discussed by



the UBT bodies, including the Academic Council and the Governing Board, which both adopt decisions regarding proposals and implementation of improvement measures.

The College can assess implementation of the improvement measures, adopted after the institutional self-evaluation and external evaluation, through a follow-up evaluation.

An extended self-evaluation report is prepared by Members every 3-5 year and in connection with the external evaluation by the Kosovo Accreditation Agency. The external evaluation is performed according to the provisions of Law on Higher Education and the special regulations adopted by the competent authorities. The Kosovo Accreditation Agency prepares a visit and after the visit an external evaluation report, which is the basis for the decision on the prolongation of the accreditation.

Article 10

The Faculties monitor the implementation of the study programmes (undergraduate, post-graduate, life-long-learning) and if needed, especially before larger changes to the programmes, conduct a programme evaluation. This kind of self-evaluation is based on criteria, adopted by the Kosovo Accreditation Agency, and can include adaptations if necessary. Comments and opinions of the staff, the students, the graduates and the users are appropriately gathered. Strengths and weaknesses are assessed and improvement measures are proposed.

The self-evaluation can be complemented with external evaluation (or accreditation) of a study programme, by experts from other higher education institutions or other organizations (associations, agencies) in Kosovo or abroad. These evaluations (accreditations) are conducted by some international professional associations according to their own rules.

DATA COLLECTION

Article 11



Data on educational, research, artistic and professional activities are collected and published for the purpose of their assessment and propositions of improvement measures and follow-up revisions. Beside the statistical data, collected by the Kosovo Agency for Statistics, the institutions responsible also collect data. The method of data publication is decided by the Dean and Rector.

Collecting and publishing data follows the relevant rules on personal data protection. The indicators defined by the Faculties and the College bodies in charge of quality assurance) are used for the assessment of quality. These indicators are intended for self-evaluation of the and represent the basis for improvement measures and follow-up reviews.

The College and Faculties should regularly implement the Student Survey, Staff Survey, Alumni Survey and Stakeholder Survey

FINAL PROVISIONS

Article 12

The Quality Assurance Regulation of UBT shall enter into force on the day following the date of adoption hereof by the Academic Council.

PRISHTINË,

President of UBT College,

Data, 03.09.2023
