



UBT COLLEGE

QUALITY ASSURANCE POLICY

Prishtina, 05.04.2024

Section 1 - Purpose

- (1) This policy outlines the framework through which quality at UBT College is assured, enhanced, and continuously improved across all areas of academic, research, and administrative activities.
- (2) UBT's Quality Assurance (QA) framework reflects the institution's commitment to evidence-based decision-making, stakeholder engagement, and continuous development, in alignment with UBT's strategic vision of leadership in education and research.
- (3) This policy is designed to guide the activities that will contribute to the development of a College-wide culture of continuous Quality Assurance and Improvement, ensuring that UBT achieves its strategic goals and meets the expectations of national and international standards.
- (4) The Quality Assurance framework also ensures compliance with the relevant national legislation, international accreditation standards, and internal performance benchmarks to promote excellence and accountability across the institution.

Section 2 - Scope

- (5) This policy applies to:
 - Governance bodies, committees, and operational units within UBT College, including its Branches.
 - All academic and administrative staff, with specific responsibilities for quality management at both central and faculty levels.
 - Students, alumni, and external stakeholders, whose feedback and involvement are integral to the continuous improvement of UBT's quality standards.

Section 3 - Policy

- (6) UBT College aims to achieve excellence in all aspects of its operations by fostering accountability, transparency, and collaboration under a student-centered approach to education.

Principles

- (7) The following principles guide UBT College's Quality Assurance framework:
 - **Strategic Oversight:** Oversight of quality assurance and compliance with both internal and external standards rests with UBT's senior leadership, including the Quality Assurance Commission and Faculty Sub-Committees.
 - **Continuous Improvement:** The QA framework integrates continuous quality improvement (CQI) processes in all areas, following the Plan-Do-Check-Act (PDCA) cycle, ensuring systematic progress toward institutional goals.
 - **Stakeholder Engagement:** Students, staff, alumni, industry partners, and external experts are regularly involved in the monitoring, review, and enhancement of quality standards.

This engagement is ensured at both central and branch levels, reflecting the diverse contexts where UBT operates.

- Compliance with National and International Standards: UBT adheres to Kosovo's National Qualifications Framework (NQF), European Qualifications Framework (EQF), and the requirements of the Kosovo Accreditation Agency (KAA), ensuring the institution's programs meet global benchmarks for quality.
- Transparent Processes: Clear, accessible plans, policies, and procedures related to educational services, research, and student support are implemented and regularly reviewed for effectiveness.
- Monitoring and Evaluation: Regular monitoring of performance through internal audits, program reviews, and external evaluations, benchmarking progress against established performance indicators and standards.

Section 4 - Quality Assurance Cycle

(8) UBT's Quality Assurance Cycle is divided into four stages:

- Plan: Establishment of policies, processes, and responsibilities for achieving defined quality outcomes. This includes the development of performance standards, indicators, and targets.
- Implement/Monitor: Execution of planned quality activities, with ongoing monitoring and reporting of performance.
- Review: Evaluation of the effectiveness of quality measures and outcomes through evidence-based assessment, considering stakeholder feedback.
- Improve: Identification of areas for improvement, leading to reforms and updates in policies, procedures, and plans for enhanced quality outcomes.

(9) These stages are interconnected, supporting continuous quality enhancement and improvement through iterative feedback loops.

Section 5 - Areas Encompassed by the QA Framework

(10) UBT's Quality Assurance framework encompasses all aspects of its activities, including:

- Academic governance and program delivery (course design, learning outcomes, qualifications).
- Research and research training, including research integrity and collaboration.
- Student experience, from admission to graduation, including support services, learning environments, and student participation.
- Administrative services, including infrastructure, IT services, and financial management.
- External engagement, involving partnerships with industry, government, and the community.
- The framework covers academic governance, research, student experience, administrative services, and external engagement across UBT College **and its branches**, ensuring consistent quality while addressing regional delivery needs.

Section 6 - Quality and Standards Responsibilities

(11) The responsibilities for implementing and monitoring quality assurance are distributed across UBT as follows:

- Senior Leadership: The UBT President and senior management are responsible for ensuring that quality assurance aligns with strategic goals and external standards. Branch leadership ensure that QA policies are effectively implemented locally and aligned with central standards.
- Quality Assurance Commission: Responsible for the coordination and oversight of all quality assurance activities across UBT, including the branches.
- Quality Assurance Circle: Responsible for the coordination and oversight of all quality assurance activities across UBT branches.
- Faculty and Department Heads: Ensure that quality assurance practices are implemented in academic and administrative units.
- Academic and Administrative Staff: Play an active role in maintaining and enhancing quality in teaching, research, and operations.
- Students and Stakeholders: Engage in the quality assurance process through feedback and participation in governance structures.

Section 7 - Monitoring and Evaluation

(12) Quality assurance processes at UBT are regularly monitored and evaluated through:

- Internal Audits: Conducted by the Quality Assurance Office, faculty-level quality teams, and branch-level quality teams to ensure compliance and identify improvement areas.
- External Accreditation: Ongoing assessments by national and international accreditation bodies, ensuring adherence to global standards.
- Performance Indicators: Regular review of key performance metrics aligned with UBT's strategic goals.
- Stakeholder Feedback: Continuous input from students, staff, and external stakeholders informs quality enhancement strategies.

Section 8 - Review and Revision

(13) This policy is subject to periodic review to ensure alignment with UBT's evolving strategic objectives, national legislation, and international quality standards. The review process involves input from all levels of the institution and is overseen by the Quality Assurance Commission. Policy reviews include input from all levels of UBT College and its branches, guaranteeing that continuous improvement reflects both institution-wide and regional perspectives.

Section 9 - Conclusion

(14) UBT's Quality Assurance Policy is integral to its mission of providing high-quality education, research, and services to its community. By fostering a culture of continuous improvement,

ensuring compliance with international standards, and engaging stakeholders at all levels, UBT is committed to maintaining its leadership position in the region.

Approved by:
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President, UBT College
Date: 07.03.2023

Strategy and Action Plan for Operationalizing the Quality Assurance Policy at UBT College

Strategic Goals

Strategic Goal 1: Governance and Oversight

- **Objective:** Establish and strengthen governance structures to provide leadership, ensure accountability, and integrate quality assurance (QA) into all institutional levels.
- **Actions:**
 - Develop governance structures at both central and faculty levels to oversee and monitor QA activities.
 - Implement a transparent, participatory decision-making process for all quality-related decisions and reviews.
 - Conduct regular quality assurance reviews and audits, ensuring proper oversight by senior management and the Quality Assurance Commission.

Strategic Goal 2: Integration of QA with UBT's Strategic Vision

- **Objective:** Align QA processes with UBT's strategic objectives, ensuring that QA drives academic excellence, research innovation, and societal impact.
- **Actions:**
 - Align academic program reviews with UBT's strategic goals, focusing on student-centered learning, research output, and industry engagement.
 - Develop KPIs and performance indicators tied to strategic objectives, ensuring continuous alignment of QA activities with institutional goals.
 - Integrate feedback from QA reviews into institutional planning, budgeting, and performance reviews.

Strategic Goal 3: Stakeholder Engagement and Collaboration

- **Objective:** Engage students, staff, industry partners, alumni, and the wider community in QA processes, fostering a collaborative approach to quality enhancement.
- **Actions:**
 - Build formal mechanisms for collecting feedback from all stakeholders, ensuring their active participation in QA activities.
 - Regularly review and respond to stakeholder feedback in program revisions, curriculum development, and service improvement.
 - Strengthen partnerships with industry and external bodies to ensure practical relevance and innovation in UBT's programs.

Strategic Goal 4: Compliance with National and International Standards

- **Objective:** Maintain full compliance with national and international QA standards, ensuring UBT's programs are accredited and meet the highest benchmarks of quality.
- **Actions:**
 - Conduct thorough internal and external reviews to assess compliance with Kosovo Accreditation Agency (KAA), National Qualifications Framework (NQF), and European Qualifications Framework (EQF) standards.
 - Train academic and administrative staff on accreditation requirements and continuous compliance.
 - Regularly review and update policies to align with changes in national and international higher education standards.

Strategic Goal 5: Continuous Improvement and Innovation

- **Objective:** Foster a culture of continuous improvement through regular monitoring, data-driven decision-making, and integration of innovative practices in teaching, research, and administration.
- **Actions:**
 - Implement the Plan-Do-Check-Act (PDCA) cycle at all levels to ensure continuous improvement in all QA-related activities.
 - Develop action plans for quality improvement based on results from internal audits, external reviews, and stakeholder feedback.
 - Promote innovation in teaching and research by integrating technology, fostering interdisciplinary collaboration, and encouraging the adoption of modern pedagogical methods.

Action Plan for Implementing the Quality Assurance Strategy

Objective	Actions	Timeline	Responsible Unit	KPIs/Performance Indicators
Establish Governance Structures	Finalize the appointment of Quality Assurance Commission	Q1 2023	Quality Assurance Commission,	QA bodies operational at both

Objective	Actions	Timeline	Responsible Unit	KPIs/Performance Indicators
	members and Faculty Quality Sub-Committees.		Senior Leadership	central and faculty levels
Align QA with Institutional Strategy	Develop clear roles and responsibilities for QA leaders, and provide training to faculty members involved in QA activities.	Q1-Q2 2023	QA Commission, HR Department	Training sessions completed, roles clearly defined
	Establish an annual calendar for internal quality audits and reviews.	Ongoing from Q1 2023	QA Office	Annual audit calendar published and followed
	Conduct bi-annual oversight reviews by senior leadership of QA reports and outcomes.	Bi-annually, ongoing	Senior Leadership, QA Office	Review meetings held and documented
	Conduct program reviews to ensure alignment with UBT's strategic objectives, focusing on student outcomes, research, and employability.	Annual, starting Q2 2023	QA Office, Faculty Sub-Committees	Program reviews completed, results integrated into planning
	Develop and monitor institutional KPIs linked to strategic goals in teaching, research, and community engagement.	Q2 2023	QA Office, Strategic Planning Office	KPIs established and monitored, progress reported
	Organize annual strategic review workshops to train staff on aligning QA processes with strategic objectives.	Annual, starting Q3 2023	Senior Leadership, Strategic Planning Office	Workshops held, staff participation rates
Engage Stakeholders Actively	Launch a stakeholder engagement platform for students, staff, industry partners, and alumni to provide input	Q2 2023	QA Office, Communication Office	Platform operational, stakeholder engagement tracked

Objective	Actions	Timeline	Responsible Unit	KPIs/Performance Indicators
Ensure Compliance with National and International Standards	on QA processes and institutional growth. Hold annual QA Stakeholder Summit to discuss quality initiatives, outcomes, and future improvements.	Annual, starting Q3 2023	QA Office, External Relations Office	Summit held, participation metrics, actionable outcomes
	Implement continuous feedback mechanisms (e.g., surveys, focus groups) for students, staff, and external partners to guide improvements in academic and administrative services.	Ongoing	QA Office, Faculty Sub-Committees	Feedback collected regularly, action taken based on feedback
	Conduct internal and external reviews to ensure compliance with KAA, NQF, EQF, and other relevant accreditation standards.	Ongoing, bi-annually	QA Office, Accreditation Office	Compliance audits completed, compliance issues resolved
	Provide regular training and updates to staff on compliance requirements, accreditation processes, and legislative changes.	Q2 2023	HR Department, Accreditation Office	Training sessions completed, compliance awareness increased
	Ensure all program accreditations are up-to-date and that UBT adheres to all KAA reporting and renewal timelines.	Ongoing	Accreditation Office	Accreditation renewals completed, compliance reports filed
Promote Continuous Improvement through PDCA	Implement the Plan-Do-Check-Act (PDCA) cycle for all QA activities, including teaching, research, and administration processes.	Continuous, from Q1 2023	QA Office, Faculty Sub-Committees	PDCA cycle documented and followed in all QA activities

Objective	Actions	Timeline	Responsible Unit	KPIs/Performance Indicators
Foster Innovation in Teaching and Research	Develop Quality Improvement Action Plans (QIAPs) at both faculty and institutional levels based on internal and external reviews.	Annual, starting Q2 2023	QA Office, Faculty Quality Sub-Committees	QIAPs developed and implemented, outcomes tracked
	Conduct thematic reviews every three years on key areas such as teaching quality, research output, and administrative efficiency.	Every 3 years, ongoing	QA Office, Faculty Sub-Committees	Thematic reviews completed with documented outcomes
	Integrate technology into the teaching and learning environment, including e-learning platforms, research collaboration tools, and data-driven teaching methods.	Q2 2023	IT Department, QA Office	Technology usage in teaching and learning tracked
	Encourage interdisciplinary research collaborations by offering grants and incentives for cross-departmental projects.	Q3 2023	Research Office, QA Office	Interdisciplinary research projects funded and tracked
	Train faculty on innovative pedagogical methods, including blended learning, active learning, and research-led teaching.	Ongoing, from Q2 2023	HR Department, QA Office	Training sessions held, faculty adoption of new methods

Detailed Outcomes and Monitoring

Outcome	Monitoring and Evaluation Mechanism
Strengthened Governance and Oversight	Monitoring governance structures through quarterly reviews, faculty reports, and senior leadership oversight.

Outcome	Monitoring and Evaluation Mechanism
Alignment of QA with Strategic Goals	Regular evaluation of program outcomes, performance metrics, and KPIs aligned with institutional objectives.
Increased Stakeholder Engagement	Annual stakeholder satisfaction surveys, QA Summit feedback, and regular stakeholder input on academic and administrative improvements.
Compliance with National and International Standards	Internal audits and external accreditation reviews conducted bi-annually, compliance reports submitted, and corrective actions implemented where necessary.
Enhanced Continuous Improvement Practices	Documented outcomes of the PDCA cycle for all QA-related activities, with tracking of Quality Improvement Action Plan (QIAP) implementation across faculties and the institution.
Increased Innovation in Teaching and Research	Innovation in teaching tracked through feedback on pedagogical methods, use of technology, and interdisciplinary research collaborations monitored via research funding, output, and collaboration metrics.