



Kolegji AAB
CILËSI. LIDERSHIP. SUKSES!

REGULATION no. 2220/13
FOR INTERNAL
COMMUNICATION

In order to increase the effectiveness, clarification and facilitation of communication and reporting lines, the Rector issues the following:

**REGULATION no. 2220/13
FOR INTERNAL COMMUNICATION**

Article 1

Through this regulation, vertical and horizontal communication within AAB University is regulated.

Article 2

Official communication at the University is conducted through official motions and emails.

Article 3

Administrative personnel

The administrative staff is accountable for their work to the Vice Rector for Administration. The administrative staff communicates through official e-mail and for any kind of request addresses the line supervisor.

Article 4

Technical staff

The technical staff is accountable for their work to the Technical Service Manager. The technical staff, for any kind of request addresses the direct supervisor, respectively the Technical Service Manager.

Article 5

Managing staff

Vice Deans

The Vice Dean for his duties reports to the Dean of the Faculty

- The Vice Dean conducts his official communication with the other staff via official e-mail and always cc his supervisor respectively the Dean of the Faculty.
- The Vice-Deans always conduct the official communication between them by inserting their supervisor in cc, respectively the Deans.
- The Vice Dean for any academic request shall address the Dean of the Faculty.
- The Vice Dean for each financial request addresses the Supply Manager and puts the Dean on cc.
- Vice Dean for any technical requests shall address the Technical Service Manager and Dean on cc.



Article 6

Deans

The Dean for his duties is accountable to the Vice Rector for teaching matters

- The Dean conducts the official communication with his subordinates and the staff with the highest hierarchical position through the official e-mail and always adds his supervisor on cc, respectively the Vice Rector for teaching matters.
- The Deans always conduct the official communication between them by inserting their supervisor in cc, respectively the Vice-rector for teaching matters.
- The Dean for each academic request addresses the Vice Rector for teaching matters.
- The Dean for each financial request addresses the Supply Manager and puts the the Vice Rector for teaching matters on cc.
- Vice Dean for any technical requests shall address the Technical Service Manager and adds the Vice Rector for teaching matters on cc.

Article 7

Vice-Rectors

The Vice Rector reports to the Rector for his duties

- The Vice Rector conducts the official communication with his subordinates and the staff with the same hierarchical position through the official e-mail and always adds the Rector on cc.
- The Vice Rectors always conduct the official communication between them by inserting Rector in cc.
- The Vice Rector for any academic request shall address the Rector.
- The Vice Rector for each financial request addresses the Supply Manager and puts the Rector on cc.
- Vice Rector for any technical requests shall address the Technical Service Manager and Rector on cc.

Article 8

Secretary

The Secretary reports to the Rector for his duties.

- The official communication with the other staff of the University is always conducted by inserting the Rector on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and the Rector on cc.

Article 9

Technical Service Manager

The Technical Service Manager reports to the Rector for his duties

- The official communication with the staff with the same hierarchical position is conducted through the official e-mail and always with Rector on cc.
- He/she approves technical requests of special importance after obtaining the consent of the Rector



Article 10

Supply Manager

The Supply Manager reports to the Rector for his duties

- The official communication with the staff with the same hierarchical position is conducted through the official e-mail and always with Rector on cc.
- He/she approves financial requests after obtaining the consent of the Rector

Article 11

Marketing Service Manager

The Marketing Service Manager reports to the Rector for his duties

- He/she conducts the official communication with his subordinates and the staff with the same hierarchical position through the official e-mail and always adds the Rector on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and the Rector on cc

Article 12

Manager of Ferizaj and Gjakova branch

- For tasks of a technical nature is accountable to the Technical Service Manager.
- He/she reports for tasks of a financial and supply nature to the Supply Manager
- He/she reports for academic assignments to the Dean of the respective faculty.

The type of request also determines the competent person to whom it should be addressed.

Article 13

Director of the Library

The Director of the Library is accountable for his duties to the Rector, respectively to his Deputy.

- The official communication with the other staff of the University is always conducted by inserting the Rector on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and the Rector/his deputy.
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Article 14

Student Service Manager

The Student Service Manager reports to the Rector for administration.

- He/she conducts the official communication with his subordinates and the staff with the same hierarchical position through the official e-mail and always adds the Vice Rector for Administration on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and the Vice Rector for Administration on cc.
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Article 15

Financial Manager

The Financial Manager for his duties is accountable to the Vice Rector for Student and Financial Matters.

- He/she conducts the official communication with his subordinates and the staff with the same hierarchical position through the official e-mail and always adds the Vice Rector for Student and Financial Matters on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and the Vice Rector for Student and Financial Matters on cc.

Article 16

Manager of the Office for Quality Assurance

The manager of the quality assurance office for his duties is accountable to the Vice Rector for Teaching Matters.

- He/she conducts the official communication with his subordinates and the staff with the same hierarchical position through the official e-mail and always adds the Vice Rector for Teaching Matters on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and the Vice Rector for Teaching Matters on cc.

Article 17

Quality Assurance Coordinator

The Quality Assurance Coordinator is accountable to the Manager of the Quality Assurance Office.

- He/she conducts the formal communication with the academic staff, deans, vice-deans and staff with the same hierarchical position through the official e-mail and always adds the Manager of the Quality Assurance Office on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and adds the Manager of the Quality Assurance Office on cc.

Article 18

Research Coordinator

The Research Coordinator for his duties is accountable to the Vice Rector for Teaching Matters.

- He/she conducts the official communication with the staff with the same hierarchical position through the official e-mail and always adds the Vice Rector for Teaching Matters on cc.
- For any technical or financial request, it addresses the Technical Service Manager, respectively the Supply Manager and the Vice Rector for Teaching Matters on cc.



Article 19

Communication with the Chairman of the Board

The Chairman of the Board can communicate with the above-mentioned staff and other staff of the University, send them requests, suggestions, proposals, clarifications, etc., as well as the Chairman of the Board can write to the Rector, Vice-Rectors, Secretary, Managers and Deans but always introducing the line supervisor and the Rector on cc.

Article 20

Requests must be brief, clear, correctly addressed and reasoned.

Article 21

If the request is for more sectors, then IT IS sent to all responsible persons and with the line supervisor on cc.

Article 22

Responses to Motions

- Any request will be answered as soon as possible and within 24 hours, except in cases where the same request concerns more than one sector, then the response may be delayed by up to 48 hours.
- In case of non-compliance with the above deadline, then the obliged person is required to provide a justification for the delay in the response to the referring person and his supervisor.
- The same line of communication applies to the response to requests.

Article 23

Communication between persons in the same position is always conducted by introducing the line supervisor on cc.

Article 24

The provisions of this regulation relating to the requirements apply analogously to all other types of communications including notices, recommendations, remarks, proposals and similar.

Article 25

This instruction is based on respecting the principle of hierarchy and facilitating communication.



Article 26

This regulation enters into force on the day it is signed by the Rector.

Prishtina, 30 October 2013

Dr. Lulzim Tafa, Rector
Signed and sealed in original



COMMUNICATION ORGANIGRAM

