



Kolegji AAB
CILËSI. LIDERSHIP. SUKSESI!

REGULATION ON QUALITY ASSURANCE

Persuant to the Statute and the principles of the European Standards and Guidelines for Quality Assurance (ESG), the Senate in its meeting held on 17/12/2021 approves the following:

REGULATION ON QUALITY ASSURANCE

General provisions

Article 1

Object

1. AAB College has established a quality assurance framework which is implemented in accordance with the principles of the European Quality Assurance Area.
2. This regulation defines the internal quality assurance procedures, the scope of internal evaluation, the mechanisms and instruments of evaluation, as well as the bodies responsible for quality assurance.

Article 2

Purpose

The main purpose of internal quality assurance is to ensure and improve the continuous quality of all activities of AAB college and promote a culture of quality among all the actors of the institution.

Article 3

Scope

Quality assurance and self-assessment processes include, but are not limited to teaching and learning processes, study programs, scientific research, artistic activities, internationalization, student administration, infrastructure and other support services.

Article 4

1. Quality assurance processes are carried out within a cycle of planning, implementation, evaluation and review.
2. Quality assurance practices shall be documented, monitored, reviewed and subject to a regular evaluation process.

Article 5



Principles of quality assurance

1. The principles on which quality assurance is based are:
 - 1.1 Quality assurance involves all stakeholders, inside and outside the institution;
 - 1.2 Quality assurance and promotion are part of the development strategy;
 - 1.3 Quality assurance functions are fully integrated into strategic planning and policy-making;
 - 1.4 Quality assurance processes are public and transparent;
 - 1.5 Quality assurance is designed to increase institutional and public trust in AAB College;
 - 1.6 The culture of quality extends and is encouraged in all areas and branches where the institution operates

Article 6

The quality assurance framework envisages the involvement of all member in accepting the responsibilities for the procedures and results of the quality assurance system, as follows:

The Steering Council is responsible for integrating the results of quality assurance into the policy-making and strategic planning of the institution. The Steering Council also approves the strategic quality assurance framework at the institution level.

The Senate is responsible for approving the internal quality assurance regulation as well as ensuring that every study program is subject to regular quality assessment prior to approval. The Rector is responsible for providing sufficient resources for the effective functioning of quality assurance procedures. The Rector ensures that the quality assurance functions are fully integrated into the daily and regular management of the institution.

Deans are responsible for the implementation of the quality assurance system at the operational level and at each stage of the implementation of the study plan.

The academic staff ensures that quality assurance policies are reflected in all their activities in relation the students and their independent scientific work.

The administrative staff supports every member of the academic community to achieve the institutional objectives and to widely disseminate the culture of quality.

The Central Quality Commission drafts and develops quality policies and procedures at the level of the institution and promotes the culture of quality.

The Quality Assurance Office implements strategic guidelines, policies, and procedures of quality at every level and in every field of action in the institution.

Article 7

1. The organizational structure of quality assurance consists of:
 - 1.1 Quality Assurance Commission;
 - 1.2 Quality Assurance Office

Article 8

Quality Assurance Commission

1. The Quality Assurance Commission is a permanent committee established by the Senate.
2. The Commission consists of 5 (five) permanent members. Four (4) members are appointed by the Senate; three (3) of whom are from the ranks of academic staff and one (1) from the rank of students. The Head of the Quality Assurance Office is a permanent member of the Commission according to official duties.
3. The mandate of the members of the Commission appointed by the Senate is three (3) years with the possibility of renewal; except, representatives elected by students who have a mandate of one (1) year with the possibility of renewal.
4. The Quality Assurance Commission is responsible for drafting, implementing and monitoring quality assurance policies and procedure in accordance with the statute and other internal regulations. The Commission is also responsible for assigning procedures and conducting internal and external evaluations.
5. The Commission approves the Quality Assurance Strategy and any other procedures or policies related to quality assurance.
6. The Quality Assurance Commission drafts the rules of procedure which are approved by the Senate.

Article 9

1. The duties and responsibilities of the Quality Assurance Commission are as follows:
 - 1.1 proposes to the Senate the approval of the Regulation on the Quality Assurance;
 - 1.2 approves the Quality Assurance Manual;
 - 1.3 reviews and approves the development plan of the institution for quality assurance;
 - 1.4 reviews and approves the annual work plan of the Quality Office;
 - 1.5 reviews and approves internal evaluation reports;
 - 1.6 examines and determines the methods of internal evaluation;
 - 1.7 reviews and approves questionnaires and other quality assurance instruments;
 - 1.8 appoints members of commissions for conducting evaluations;
 - 1.9 advises on the approval and development of modules and study programs;
 - 1.10 promotes a culture of quality within the institution.
2. The Quality Assurance Commission shall report to the Senate.

Article 10

Quality Assurance Office

1. The Quality Assurance Office is an independent structure which is overseen by the Quality Assurance Commission.
2. The role of the Quality Assurance Office is to provide professional support and leadership, administrative, guidance and support for quality assurance at all level of institution and in the implementation and administration of regular internal and external evaluations.
3. The Quality Assurance Office consists of:
 - 3.1 Head of the Quality Assurance Office;
 - 3.2 Quality Assurance Officer;
 - 3.3 Quality Assurance Coordinators at the Faculty level;
 - 3.4 Quality Assurance Coordinators are the brans level;
4. Duties and responsibilities of the Quality Assurance Office are:
 - is responsible for the implementation of all processes related to external and internal quality assurance;
 - implements the Quality Assurance Strategy of the institution;
 - implements quality assurance policies and processes in accordance with the Quality Assurance Strategy;
 - conducts regular and periodic evaluations within different units and levels of the institution;
 - ensures that external requirements for quality assurance are implemented at all levels and units of the institution;
 - ensures that all actors of the institution, including academic staff, administrative staff, students and relevant external parties are an integral part of quality assurance processes;
 - ensures that quality assurance processes are an integral part of the regular activities of the institution and aim to improve the learning process within the institution;
 - ensures that the institution has at its disposal the necessary mechanisms and instruments and that every office process is performed on the basis of accurate data, information and statistics of the institution;
 - ensures the advancement of information management which enables effective and informed decision-making within the institution;
 - ensures that the polices of digitalization of the teaching process within institution are advanced in order to increase the quality of the teaching process;
 - ensures that European Standards and Guidelines for Quality Assurance (ESGs, as well other applicable documents in the European Higher Education Area (EHEA) are widely implemented within the institution;
 - is committed to the creation and development of quality assurance in cooperation with all relevant actors.
5. The Quality Assurance Office shall report to the Quality Assurance Commission.



Article 11

1. The duties and responsibilities of the Head of Quality Assurance Office are:
 - leads the process of quality assurance within the institution in accordance with the Quality Assurance Strategy;
 - prepares and manages all activities and processes related to the internal evaluation of the institution;
 - meets the deadlines for carrying out internal evaluation processes at different levels and units of the institution designated by the Quality Commission;
 - administers and analyzes questionnaires aimed at evaluating various sectors;
 - is responsible for drafting various reports, information and analysis regarding the evaluation of study programs;
 - maintains data and statistics generated from various evaluations in a database which may be accessible to management;
 - coordinates the agenda of activities with quality coordinators at the level of faculties and departments;
 - ensures that all quality assurance are transparent and public to relevant stakeholders;
 - analyzes the results of reports in the exam deadlines and gives periodic recommendations;
 - provides recommendations for the review of study programs in the database generated by internal evaluations;
 - analyzes curricula and syllabi for each department and ensures that they are in compliance with internal or external requirements according to the legislation in force;
 - manages the accreditation process during the external evaluation period;
 - cooperates with the Kosovo Accreditation Agency (KAA) and continuously follows the procedures and requirements issues by the KAA;
 - cooperates with the Deans of the faculties as well as the quality coordinators of the faculties regarding professional issues of the office;
 - supervises and supports professors in the implementation of curricula;
 - evaluates the staff regularly while supervising and supporting their development through training.

2. The Head of the Quality Assurance Office shall report to the Rector.

Article 12

1. Duties and responsibilities of the quality assurance officer are as follows:
 - implements work plan and calendars at the Quality Assurance Office;
 - assists the leader in designing and reviewing internal evaluation questionnaires;
 - administers questionnaires conducted with students, academic staff, administrative staff, employers, industry and any other questionnaire planned by the office;
 - assists the leader in compiling reports based on the data generated from the above questionnaires;
 - assists the Head of Quality Assurance in organizing ad hoc meetings with students (focus groups) to address their requests and need;

- ensures standardization and harmonization of curricula/ syllabi;
- monitors the implementation of syllabi;
- monitors the online platform- namely monitoring the work of the academic staff regarding the publication of electronic materials on online platforms;
- monitor the reports after the end of the semester;
- assists the leader in administering and conducting internal evaluations for accreditation purposes;
- Performs other tasks according to the requirements and needs of the office.

Article 13

1. The faculty has at least one Quality Assurance Coordinator who performs responsibilities for all study programs offered in the faculty.
2. The Quality Assurance Coordinator at the faculty actively cooperates with the Quality Assurance Office.
3. The Quality Assurance Coordinator at the faculty works on the basis of the semester and annual work plan which is approved by the Central Quality Commission.
4. The main tasks of the Quality Assurance Coordinator at the faculty are:
 - Implements work plan and calendars at the Quality Assurance Office at the faculty level;
 - Compiles and reviews questionnaires which are specific to the faculty;
 - administers questionnaires conducted with students, academic staff, administrative staff, employers, industry and any other questionnaire planned by the office at the faculty level;
 - assists the leader in compiling reports based on the data generated from the above questionnaires which are specific at the faculty level;
 - assists the leader in compiling reports based on the data generated from the above questionnaires which are specific at the faculty level;
 - assists the leader in organizing ad hoc meetings with students (focus groups) to address their requests and need related to the study programs offered at the faculty;
 - participates in meetings, working groups, and debates organized by the Faculty Council and provides input form a qualitative perspective on the procedures for reviewing and completing study programs of faculty;
 - ensures standardization and harmonization of curricula / syllabi;
 - monitors the implementation of syllabi;
 - monitors the online platform - namely monitoring the work of the academic staff regarding the publication of electronic materials on online platforms;
 - monitors semester reports after the end of the semester;
 - assists the leader in administering and conducting internal evaluations for accreditation purposes
 - performs other tasks according to the requirements and needs of the office.



Article 14

Quality Assurance Coordinator in the branch

1. The branch has at least one quality assurance coordinator at the branch level who performs his responsibilities for all study programs offered in the branch.
2. The Quality Assurance Coordinator in the branch actively cooperates with the Central Office of Quality Assurance of AAB College.
3. The Quality Assurance Coordinator in the branch works on the basis of the semester and annual work plan which is approved by the Central Quality Commission.
4. The main task of Quality Assurance Coordinator in the branch are:
 - implements the work plan and calendar of activities at the branch level;
 - drafts and reviews questionnaires that are specific to the branch;
 - administers questionnaires conducted with students, academic staff, administrative staff, employers and any other questionnaire planned by the office;
 - assists the leader in compiling reports based on the data generated by the questionnaires which are specific at the bench level;
 - organizes and administers ad hoc meetings with students (focus groups) to address their requests and needs related to the study program offered in the branch;
 - participates in meetings, working groups and debates organized by the Faculty Council and provides input from a qualitative perspective on the procedures for reviewing and completing study programs;
 - monitors the implementation of syllabi of study programs offered in the branch;
 - monitors reports after the end of the semester;
 - assists the leader in administering and conducting internal evaluations for accreditation purposes;
 - performs other tasks according to the requirements and need of the office.
5. The Quality Assurance Coordinator shall report to the director of the branch for administrative matters; for the content concerning the quality assurance procedures, the coordinator shall report to Central Office of Quality Assurance of AAB College.

Article 15

1. The institution may establish the Quality Assurance Office at the faculty level if there is any interest in doing so, in terms of specific need..
2. The Office for Quality Assurance at the faculty level is a structure which is supervised by the Central Office for Quality Assurance.
3. In case of the existence of the Office for Quality Assurance at the faculty level, the Teaching Council of the Faculty establishes a Commission for Quality Assurance within the faculty to assign special assessments which are not applied at the level of the institution.

Article 16

Quality Assurance Instruments

1. Quality assurance instruments, which are an integral part of the quality assurance framework, are:
 - 1.1 Questionnaire for the evaluation of the subject;
 - 1.2 Questionnaire for the evaluation of the academic staff;
 - 1.3 Questionnaire for the evaluation of practical work;
 - 1.4 Questionnaire for infrastructure assessment;
 - 1.5 Questionnaire on the evaluation of student support services;
 - 1.6 Questionnaire for evaluation by the academic staff;
 - 1.7 Questionnaire for evaluation by the administrative staff;
 - 1.8 Questionnaire for the evaluation of graduate students;
 - 1.9 Questionnaire for the evaluation of employers;
 - 1.10 Questionnaire for the evaluation of the industry;
 - 1.11 Questionnaire for undergraduate students;
 - 1.12 Questionnaire for students who withdraw from studies.

Article 17

Qualitative Instruments for Quality Assurance

1. Qualitative Instruments for Quality Assurance include, but are not limited to, focus groups and ad hoc commissions for the evaluation of specific topics relevant to the institution, or specific topics that may cover all areas of the institution.
2. The establishment of ad hoc commissions is realized through the decision of the Central Quality Commission according to the recommendation of the Quality Assurance Office.
3. Administration of quality instruments for quality assurance is a process that is properly documented.

Article 18

Internal and External Evaluation

1. Internal evaluation is an ongoing and regular process of critical evaluation of the quality and performance of the institution's areas of action.
2. Student questionnaires for the evaluation of the subject, academic staff, infrastructure and support services are realized at the end of each semester.
3. Administrative and academic staff questionnaires are realized every academic year.
4. Questionnaires with students who graduate and questionnaires with employers and industry are realized every academic year.
5. Questionnaires for undergraduate students and students who withdraw from studies are completed continuously.
6. Other deadlines for the realization of internal evaluations with qualitative instruments are determined and approved by the Central Assurance Quality Commission.



7. The external evaluation is performed during the accreditation period, as provided in the decisions of the accreditation body.
8. In accordance with the work plans, the institution may be subject to external voluntary evaluation either in the country or by an international quality evaluation agency recognized under the laws in force of Kosovo.

Article 19

Electronic Quality Management System

1. The Quality Assurance Office administers the quality assessment procedures through the electronic platform of the institution.
2. The data collected from the evaluations as well as the reports from evaluations re stored in the database, which enables the efficient management of the information
3. In order to advance the quality of data management, the Quality Assurance “Office administers the e-Quality platform.

Article 20

Quality Assurance Guide

1. The Quality Assurance Guide is a document approved by the Central Quality Commission.
2. The guide describes in detail the quality assurance processes and procedures for internal and external evaluation.
3. The Quality Assurance Guide is a public document which is published on the institutional website as well as on internal electronic platforms.

Article 21

Entry into force

1. This regulation shall enter into force after approval by the Senate and signature by the Rector:

Dr. Sc. Bujar Demjaha, Rektor





Ref. nr. 1301 /2021 Prishtinë, 12 . 12 .2021

The Senate of AAB college, in the meeting held on 17.12.2021 made the following:

DECISION

The Quality Assurance Regulation is APPROVED

The decision shall be delivered to:

Vice-rectors

The Secretary

Deans

Dr.sc. Bujar Demjaha, Rektor

