



UNIVERSITETI "KADRI ZEKA" GJILAN
UNIVERSITY "KADRI ZEKA" GJILAN
Zija Shemsiu, 60000, Gjilan, Kosovë
www.uqgj.org

Rektori

Prof. Asoc. Dr. Bajram Kosumi

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STANDARDS ON INTERNAL QUALITY ASSURANCE IN THE UNIVERSITY "KADRI ZEKA" GJILAN

Gjilan, 2016

Standards for quality assurance is an important document for the development of the UKZ that sets basic priorities of the quality assurance and the way of its implementation. This document may be periodically reviewed and amended and may serve as a document for drafting the Regulation on procedures for quality assurance of the institution. This Regulation will be based on Standards and Guidelines for Quality Assurance in the European Higher Education Area ESG).

UKZ is committed to fulfil its mission; the university is determined to permanently and consistently seek for quality improvement and integration in the unified system and area of the European Higher Education.

1. Structural organization standard

UKZ shall be accountable for internal quality assurance in all its organizational units. In order to achieve this, a quality assurance group shall be established with a responsibility for continuous development, implementation and improvement of the quality system in the UKZ based on the Law on Higher Education in the Republic of Kosovo for internal quality assurance, as well as based on Standards and Guidelines for Quality Assurance in the European Higher Education Area.

The Quality Group shall be composed of the *Quality Assurance Office* under the UKZ Rector's Office and by representatives for quality assurance in each academic unit – Faculties.

The Quality Group shall draft a regulation on its function and all the required documentation for quality system management in its constituent units.

Within the budget of the institution, UKZ shall allocate the funds needed for developing, maintaining and improving the quality system.

The UKZ Senate shall approve all the documentation on quality system.

2. Internal Quality Assessment Standard

The Quality Assurance Office shall plan organization of the internal quality assurance assessment of the study programmes and the institutional internal assessment. In order to implement this, an internal assessment group shall be set up having a representative from student's organizations. If necessary, an external expert shall be invited. The internal assessment group will be established by respective unit. It shall have an operational authority and access to all data of the institution. Internal assessment shall be conducted in compliance with respective guidelines of the Kosovo Accreditation Agency (KAA). Conclusions drawn from internal assessment shall be based on statistical analysis of data; on findings from registers, surveys, questionnaires and interviews organized with academic staff, non-academic staff and students. Heads of the units evaluated shall publish the outcomes of the assessment.

Internal assessment of study programmes or the institution shall be organized, as a rule, once a...? If necessary, the academic unit – Faculty may organize partial assessments more frequently.

The manner how an internal assessment is organized, how activities will be carried out, responsibilities and the manner how results are presented will be determined by respective regulations and procedures.

The Quality Assurance Office in cooperation with the Kosovo Accreditation Agency (KAA) shall organize a training for members of the assessment group. The respective unit shall undertake measures to ensure to the assessment group members proper conditions for the implementation of this task.

The unit shall have a responsibility to ensure necessary financial resources to cover all activities of the internal assessment process.

The Quality Assurance Office shall continuously maintain contacts with the Kosovo Accreditation Agency (KAA) in order to implement the internal and external quality assessment.

3. Standard on the Periodical Study Programme Review

At the end of each academic year, the Faculty shall organize a periodic review of the study programme and its teaching regulation. The Dean of the faculty shall activate the review team that will be responsible for this process. During the review, the attention should be given to the following:

- a. *Review of allocation of credits to respective disciplines or group-disciplines;*
- b. *Review of teaching programmes for specific subjects;*
- c. *Review of the constituent elements of disciplines and allocation of credits among them (lectures, seminars, assignments, projects, labs, etc.);*
- d. *Review of the study programme regulation;*
- e. *Review of the necessary didactic basis for the implementation of the study programme, identifying deficiencies and undertaking necessary measures for the successive year;*
- f. *Review of literature used, deficiencies observed and measures undertaken to improve the situation;*
- g. *Review of study programme implementation in the respective academic year;*
- h. *Review of control procedures of knowledge/exams and analysis of control outcomes;*
- i. *Review of feedback from students.*

Successful implementation of the review process shall require collection of the required data throughout the academic year. The office of the Faculty Dean shall organize the process of getting feedback from students regarding the development of the teaching and learning process in all disciplines.

At the end of academic year, teachers shall provide a written report on all aspects of the teaching process organized for respective disciplines, identifying issues and proposing solutions including control procedures for knowledge and results achieved.

The Rector and the Vice-Rector for Teaching, Scientific Research and Students' Issues shall continuously check the flow of the teaching and learning process by recording all deficiencies in the teaching process, which shall be subject to review.

4. Standard of recording, preserving and reporting of the data

All the gathered data, pursuant to the above standard, must be saved in a special folder of the study programme in the faculty's archive. This folder shall be made available to the review team at the moment when the study programme undergoes the review.

The review report must determine changes to be carried out in the study programme and in its teaching regulation, in the implementation process, in the material and didactical basis, in academic staff, in the control procedures of students' assessments, and in the feedback process from students.

The review report of the study programme must be analysed by the Senate and the latter shall approve it. The Rector's Office shall undertake measures for the implementation of the action plan pursuant to the defined timeframe.

Rector

Prof. Asoc. Dr. Bajram Kosumi

(signed)