

REPUBLIC OF KOSOVO
ISPE COLLEGE



REGULATION OF ISPE COLLEGE
ON THE QUALITY ASSURANCE AT ISPE COLLEGE

Approved on 10.11.2011 by the decision of the Council of College

PRISHTINA 2011

Based on Law no. 04/L-037, date September 9, 2011 "On Higher Education of the Republic of Kosovo" and the Statute of ISPE College, The Council of ISPE College adopts this:

REGULATION

ON THE QUALITY ASSURANCE AT ISPE COLLEGE

GENERAL PROVISIONS

Article 1

This regulation aims at regulating the conditions, manner of organization and realization of the educational programs and the maintenance and improvement of the education quality in compliance with the Law on Higher Education, the internal regulations of ISPE College as well as the standards and the leading lines of accreditation set out by the Kosovo Accreditation Agency.

Article 2

The ISPE College supports multiple teaching/research forms from various disciplines and diverse sophistication. The Quality Assurance Office has established rules and instructions on the method which is supported by the European vision in all processes related to teaching and research.

Article 3

Quality verification team shall be composed by: Head of Quality Office, a representative from each faculty and the Head of Administration.

COMPETENCES OF THE COORDINATOR OF QUALITY ASSURANCE OFFICE

Article 4

The Coordinator of the Quality Assurance Office shall be responsible and helps to be realized the following:

1. Leading with professional and quality service for teaching/learning;
2. Provides advices and explanations to the bodies of the institution in relation to the implementation of quality legal provisions;

3. Drafts, respectively carries the harmonization of regulations and general requirements of the institution concerning the control process and quality performance;
4. Coordinates the work of the assessment commission, of the academic policy committee, of the disciplinary commission and of the other commissions of the institution related to the teaching and the quality;
5. Takes care for the evidences of the quality of infrastructure, equipments, inventory and enriching the library of the institution;
6. Takes care for the implementation of ISPE Council decisions, and other institutional bodies related to the quality performance;
7. Assists the ISPE Director for the harmonization and coordination of work, of services and of other bodies of the Institution;
8. Signs decisions and other acts issued by the Quality Assurance Office;
9. The Coordinator of the Quality Assurance Office responds for his work to the Director of the Institution;
10. Takes care and is responsible for matters of confidence in the Institution and out of Institution sources;
11. Organizes the system of registration and archiving documents, while respecting the general regulations of the Institution; Archives documents dealing with the quality; Request the documents from the relevant organ if/when are needed for further tracking purposes;
12. Performs other duties prescribed by normative acts of the Institution.

ADMINISTRATIVE COMMITMENTS AND RESPONSIBILITY OF QUALITY ASSURANCE OFFICE

Article 5

1. Quality Assurance Office is responsible for official documents and regulations of the Institution in relation to quality, Bulletins, official Books etc;
2. Responsible for official documents and regulations of the Institution in relation to quality;

3. Deals with the harmonization of school hours, the schedule of exams and the holiday schedule;
4. Monitors and records the progress of learning-classes held and those missed;
5. Takes care for the organization and progress of exams;
6. Responsible for the Code of Conduct of the Institution;
7. Responsible for the implementation of learning programs of the Institution;
8. Responsible for the collection of the Syllabuses-work plans from the professors;
9. Creates reports about and regularity and learning progress according to the submitted syllabuses;
10. Conducts anonymous surveys with students and teachers;
11. Creates reports of analyzing the success of each term of exams;
12. Responsible for securing the property of the institution, updates, settings, and all the usual reports about the quality of assets and property;
13. Monitors the maintenance of offices and cabinets of teachers, equipments and controls for possible damages; Organizes equipment repair and office machinery.

QUALITY ISSUES RELATED TO PERSONNEL

Article 6

1. Quality Assurance Office informs employees about the process of continuous quality control.
2. Ensures that the employees' personal dossiers are completed according to the working place requirements that they cover; May be authorized to sign contracts, certificates and various certificates, in absence of Director.
3. Submits the report of the work of all administrative staff to the Director;
4. Responsible for preparation of all reports related to personnel;

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1. The Quality Assurance Office cares for the quality of the academic work (essay, seminars, resume etc).
2. Regarding the plagiarism in the student work may be taken the following measures:
 - a) lose the right to enter in the exam up to two consecutive terms;
 - b) lose of the right to continue studies at the ISPE College.
3. Plagiarism on the defending work of the bachelor thesis and of the master thesis brings lose of the science degree in relevant field.

Article 8

Coordinator for quality according to the description of his duties shall be obliged to continuously monitor the quality in the teaching/learning process. To meet its obligations, quality coordinator proposes models for continuous report of teaching and professional activities in the College with continuous demands for the professors and other administration employees.

PROCEDURES FOR CONTINOUS IMPROVEMENT

Article 9

Analysis of results and evaluation are done in continuously from the Quality Assurance Office, which continuously maintains for the:

1. Harmonization of syllabuses and programs provided by the provisions of the Bologna Declaration;
2. Assessment of professors by the students on an ongoing basis and the direct and individual report by the professor on this evaluation, always keeping the discredit and interpersonal relations;
3. Reporting on student's attainability;
4. Statements of the final tests as well as models for the assessment of students by professors;
5. Reports concerning the adherence of the teaching hours;

6. Reports in relation to realization of practical work and student's internships;
7. Statements of documentation for the curriculum implementation etc.

Article 10

By maintaining and enhancing the quality at the College, the Quality Assurance Office may propose other activities that consist in maintaining or increasing the quality such as: seminars, workshops, debates, internal website publications.

Article 11

This regulation enters into force on the date of approval.

Prishtina, 10.11.2011

Chairman of the Council of ISPE College

Prof. Dr. Dr hc Hagen Lichtenberg

