



British College
of **Technology**

STAFF MANUAL

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Introduction

The BCT Staff Manual provides a comprehensive framework outlining the roles, responsibilities, and expectations for all personnel at the British College of Technology (BCT). Designed to support both academic and non-academic staff, this manual establishes a foundational understanding of operational procedures, recruitment protocols, disciplinary measures, and functional responsibilities essential for fulfilling the College's strategic objectives. Rooted in policies ratified by the Academic Council and adhering to BCT's commitment to transparency, equality, and professional integrity, the manual aligns with both national and institutional standards to foster a collaborative and merit-based environment.

1. Mission, Vision, and Core Values

1.1 Mission Statement

The mission of the British College of Technology is to provide integrated education tailored to industry needs that encourages sustainable learning, critical thinking, and professional excellence. The College is committed to:

- Offering a curriculum that combines theory and practice to foster advanced knowledge in technology.
- Promoting collaboration with the private sector to provide practical experience for students.
- Encouraging the development of interpersonal and professional communication skills.
- Promoting innovation and applied research as part of the learning process.
- Preparing students to be responsible leaders in an ever-changing world.

1.2 Vision

The vision of the British College of Technology is to become a leader in educating and training technology professionals, recognized for their academic excellence and practical preparation. We aim to be a recognized center for innovation and continuous improvement, contributing to the sustainable development of society and the digital economy.

1.3 Core Values

- **Development of Teaching and Applied Scientific Research:** To develop teaching, scientific research, and contribute to the advancement of the community through innovative projects and initiatives.
- **Equality and Meritocracy:** To be open to all, guaranteeing equality and meritocracy without discrimination in admissions and services.
- **Leading Role in Development:** To play a leading role in the educational, scientific, cultural, social, and economic development of the Republic of Kosovo.
- **European and International Orientation:** To develop its activities with a European and international orientation, promoting cooperation and exchange with other institutions.
- **Advancement of Civic Democracy:** To contribute to promoting and supporting civic democracy through education and student engagement.
- **High Standards in Teaching and Research:** To aim for and support the highest standards in teaching and scientific research, ensuring quality education.
- **National and International Cooperation:** To fully cooperate and participate in all higher education activities at national, regional, and international levels, adhering to European standards

2. Organizational Structure

The organizational structure of the British College of Technology (BCT) is thoughtfully crafted to support cohesive academic and administrative operations. This structure ensures efficient decision-making, quality assurance, and alignment with the College's mission to deliver high-quality education. The key governing bodies and roles include:

- **Governing Council:** The highest authority at BCT, responsible for strategic decision-making, budget oversight, and the appointment of senior leadership, including the Dean. The Council also establishes policies and monitors resource utilization to align with institutional goals.
- **Academic Council:** Oversees academic integrity and standards, ensuring that curricula, teaching, and research activities meet the College's quality benchmarks. The Council is

also responsible for approving academic regulations and coordinating with other governance bodies.

- **Dean:** The executive leader of the College, tasked with overseeing both academic and administrative functions. The Dean ensures that all operations align with BCT’s mission and strategic objectives, managing staff and resources across departments.
- **Vice-Deans:** Key academic leaders, including the Vice-Dean for Teaching and Research and the Vice-Dean for International Cooperation and Quality Assurance. They support the Dean in enhancing educational quality, promoting international partnerships, and overseeing quality assurance.
- **General Secretary:** Manages administrative compliance and oversees legal and regulatory affairs, ensuring the College’s adherence to institutional policies and national laws. The General Secretary also supports the effective coordination of administrative staff.
- **Academic and Administrative Staff:** Play critical roles in delivering educational programs, supporting students, maintaining campus operations, and contributing to quality assurance initiatives. Academic staff focus on teaching and research, while administrative staff ensure operational efficiency and support services.
- **Specialized Committees:** These committees and boards provide focused oversight and advice in key areas:
 - **Quality Assurance Committee:** Ensures academic and operational quality through systematic evaluation and continuous improvement.
 - **Studies Committee:** Advises on curriculum development, program assessment, and academic policies.
 - **Disciplinary Commission:** Manages disciplinary matters and ensures adherence to institutional policies.

- **Industrial Board:** Connects the College with industry, providing insights for aligning academic programs with labor market needs and securing internship opportunities.
- **Library Committee:** Oversees the development and management of library resources to support teaching, research, and learning.
- **Ethics Commission:** Promotes ethical standards across all activities, fostering a respectful, inclusive, and professional environment.

This structure is designed to uphold academic integrity, facilitate collaborative initiatives, and ensure that BCT provides an inclusive and high-quality education for all stakeholders.

3. Roles and Responsibilities of Academic Staff

3.1 Dean of the College

The Dean, appointed by the Governing Council through a competitive and transparent process, serves as the chief executive authority of the College. The Dean's responsibilities include:

- Representing the College in external and public forums.
- Planning, coordinating, and managing both academic and administrative activities across the institution.
- Leading the Academic Council and presenting strategic policy proposals to the Governing Council.
- Implementing and overseeing comprehensive quality assurance mechanisms across all departments.
- Overseeing the development and review of educational programs and managing budget allocations.

The Dean serves a five-year term, renewable based on satisfactory performance evaluations.

3.2 Vice-Dean for Teaching and Research

The Vice-Dean for Teaching and Research supports the Dean in executing academic responsibilities, including:

- Developing the annual academic work plan to ensure high-quality academic services.
- Supervising faculty, evaluating instructional methods, and recommending curriculum improvements.
- Coordinating collaborative initiatives with industry and academic stakeholders.
- Promoting the integration of technological innovations to enhance teaching and learning outcomes.

3.3 Vice-Dean for International Cooperation and Quality Assurance

The Vice-Dean for International Cooperation and Quality Assurance is responsible for:

- Managing and expanding partnerships with international institutions to foster collaboration and knowledge exchange.
- Promoting international mobility opportunities for both academic and administrative staff.
- Preparing quality assurance reports and managing accreditation processes to ensure compliance with national and international standards.

3.4 General Secretary

The General Secretary ensures administrative compliance and legal oversight across BCT.

Responsibilities include:

- Managing regulatory compliance and coordinating administrative procedures within the institution.
- Overseeing human resources and staff recruitment processes in line with institutional policies.
- Ensuring the smooth operation of administrative support services essential to BCT's functionality.

3.5 Internationalization and Mobility

BCT champions a global perspective through its commitment to internationalization and mobility initiatives, encouraging both academic and administrative staff to engage in professional development and collaborative projects that enhance the institution's international presence.

- **Mobility Opportunities:** Staff members can participate in international exchanges, collaborative research, and professional development programs. Such initiatives enrich pedagogical methods, administrative practices, and contribute to BCT's global academic standing.
- **International Partnerships:** Both academic and administrative staff are encouraged to establish partnerships with universities, research institutions, and enterprises internationally to foster collaboration, drive innovation, and maintain BCT's leadership in progressive education.
- **Support and Recognition:** The College provides logistical and financial support for international mobility, covering travel and accommodation expenses. Participating staff are expected to share insights and best practices that align with BCT's strategic goals.
- **Professional Impact:** Engagement in international mobility enhances BCT's standards by integrating cutting-edge teaching methodologies, research innovations, and management strategies into the institution.

4. Code of Ethics

The Code of Ethics at BCT establishes foundational principles guiding the professional conduct of all staff members, fostering a culture of respect, integrity, and responsibility. This code aligns with BCT's commitment to creating a respectful, inclusive, and transparent environment for students, employees, and external stakeholders.

4.1 Ethical Values and Principles

BCT upholds the following ethical principles across all staff roles and responsibilities:

- **Honesty and Integrity:** Commitment to transparency, honesty, and truthfulness in all academic, administrative, and operational activities.
- **Respect:** Creating an environment that honors the dignity, individuality, and diversity of each person.
- **Responsibility and Accountability:** Demonstrating high standards of responsibility, with a commitment to accountability in actions and decisions.
- **Justice and Fairness:** Ensuring equitable treatment in recruitment, evaluation, and decision-making processes.
- **Solidarity and Cooperation:** Encouraging collaboration and teamwork among staff, students, and institutional stakeholders.

4.2 Dignity and Anti-Discrimination

- All members of the College community are obligated to respect the personal and professional integrity of others, upholding each individual's dignity.
- Discrimination is strictly prohibited, with BCT ensuring equal opportunities regardless of gender, ethnicity, religion, age, or disability.
- BCT enforces a zero-tolerance policy for harassment, including verbal, non-verbal, and sexual misconduct, to maintain a safe and supportive environment for all.

4.3 Rights and Duties of BCT Staff

- **Rights:**
 - The right to be treated with respect and dignity in the workplace.
 - The right to work in a safe environment with access to professional development opportunities.
 - The right to academic freedom in teaching and research, consistent with institutional policies and national regulations.
- **Duties:**
 - Adhere to legal, institutional, and ethical guidelines in all professional activities.

- Contribute constructively to a positive and inclusive academic and work environment.
- Avoid misuse of College resources, including unauthorized alterations to institutional records or documentation.

4.4 Conflict of Interest

- All staff must disclose any conflicts of interest to prevent ethical breaches. Transparency in such matters is essential to maintaining trust within the institution.
- Conflicts of interest may arise when personal interests intersect with institutional responsibilities, particularly in cases involving financial gain, favoritism, or competitive advantage.

4.5 Implementation and Enforcement

- The **Ethics Commission** is responsible for enforcing the Code of Ethics and addressing violations. The Commission includes five members, comprising representatives from faculty, administration, students, and external stakeholders.
- Breaches of the Code of Ethics may lead to disciplinary actions, ranging from verbal warnings to more severe measures such as demotion, salary reduction, suspension, or termination, depending on the violation's severity.
- Adherence to these guidelines helps foster a community built on mutual respect, integrity, and high ethical standards, supporting a productive and respectful institutional culture.

5. Industrial Board

The Industrial Board acts as a vital link between BCT and the professional sector, ensuring that academic programs remain responsive to labor market demands and industry trends. The Board's advisory role supports the continuous improvement of BCT's curricula and enhances students' employability through practical, industry-aligned education.

5.1 Role and Responsibilities of the Industrial Board

The Industrial Board fulfills its mission by:

- **Enhancing Institutional Reputation:** Developing strategies to strengthen BCT's reputation within the professional community, thereby attracting high-quality students and partnerships.
- **Curriculum Alignment:** Reviewing and advising on the design and content of curricula to align with industry standards, ensuring graduates have the skills needed in the workforce.
- **Facilitating Industry Collaboration:** Encouraging collaboration between BCT faculty and industry professionals to create opportunities for internships, joint research projects, and hands-on learning experiences for students.
- **Supporting Resources and Funding:** Advocating for and assisting in the acquisition of resources and funding, including scholarships and donations, to advance the College's research capabilities and support student development.

5.2 Composition of the Industrial Board

The Industrial Board is composed of members from diverse fields relevant to BCT's academic programs, including:

- **Industry and Business Leaders:** Representatives with expertise in sectors aligned with BCT's programs, offering insight into current market needs and trends.
- **Academic Representatives:** Members from within BCT's faculty, appointed by the Academic Council, who provide an academic perspective and ensure alignment with the College's strategic goals.
- **Government and Policy Experts:** Representatives from government bodies or regulatory organizations who contribute knowledge on policy requirements and employment trends in technology and related fields.
- **Other Stakeholders:** Additional members, including alumni and representatives from research institutions, selected for their potential to support the College's mission and objectives.

The Academic Council or the Dean appoints members of the Industrial Board based on their expertise, professional background, and relevance to BCT's academic focus. Members serve terms that may be renewed to ensure continuity and sustained collaboration with industry.

6. Library Regulations

The Library at the British College of Technology (BCT) serves as a vital part of the academic environment, offering resources, technology, and services essential for learning, teaching, and research. It supports the College's mission by providing a comprehensive collection of materials and fostering an atmosphere conducive to academic and personal growth.

6.1 Library Services

The Library offers a range of services to support academic activities and enhance the learning experience:

- **Book and Material Borrowing:** Academic and administrative staff, as well as students, have access to a variety of materials for borrowing, including books, journals, and multimedia resources.
- **Information Services:** Assistance is available to help users access, navigate, and utilize library collections and digital resources for research and academic work.
- **User Training and Workshops:** The Library organizes sessions on efficient use of library resources, including navigating research databases and understanding citation practices.
- **Study and Reading Areas:** Dedicated areas are provided for focused study and academic work, designed to accommodate at least 10% of students in each study program simultaneously.
- **Technology Access:** The Library offers computers, multimedia tools, and other technological resources to support research and learning.
- **Academic and Cultural Events:** The Library hosts various events, such as round tables, debates, exhibitions, and screenings, to foster community engagement and promote cultural enrichment.

6.2 User Responsibilities and Regulations

All library users are expected to adhere to specific guidelines to maintain an effective and respectful library environment:

- **Borrowing Limits:** Materials may be borrowed for a period of up to 25 days. Extensions are available if the materials are not requested by other users.
- **Respectful Conduct:** Users must behave respectfully towards others, avoid creating noise, and adhere to all library rules to maintain an atmosphere conducive to study.
- **Proper Handling of Materials:** Users are responsible for the care of borrowed materials and must handle all library resources with respect.
- **Damage and Loss:** Users are liable for replacing or compensating for any lost or damaged materials according to their assessed value.
- **Prohibited Actions:** Users are not allowed to bring food, drink, or potentially harmful items into the library. The use of mobile phones, music, and any disruptive behavior is strictly prohibited.

7. Recruitment and Promotion Procedures

The recruitment and promotion of both academic and administrative staff at the British College of Technology (BCT) are conducted under principles of transparency, fairness, and meritocracy, ensuring alignment with BCT's commitment to quality and professional integrity.

- **Announcement of Vacancies:** Open positions are advertised publicly for a minimum of 15 working days. This period allows adequate time for potential candidates to apply, and ensures equal access to employment opportunities.
- **Application Review and Shortlisting:** The Academic Council, along with relevant department heads, evaluates applications against clearly defined eligibility criteria, ensuring that candidates meet both academic and institutional requirements. Shortlisted candidates are selected based on qualifications, experience, and alignment with BCT's strategic objectives.

- **Interview Process:** Shortlisted candidates are invited to an interview with the Governing Council or designated committee. During this process, candidates present their academic and strategic vision for the role, allowing the Council to assess their potential contributions to BCT's goals.
- **Selection Criteria:** Candidates are evaluated on several key aspects, including:
 - **Academic and Professional Excellence:** Emphasis is placed on academic achievements, relevant work experience, and professional contributions.
 - **Leadership Potential and Strategic Vision:** Candidates' ability to lead, inspire, and contribute to BCT's mission is assessed through presentations and discussion.
 - **Ethical Conduct and Integrity:** Ethical behavior, commitment to BCT's values, and alignment with institutional standards are critical factors in selection.
 - **Contribution to Institutional Goals:** The candidate's potential to support BCT's objectives in education, research, and community engagement is carefully considered.

Promotion Procedures

Promotion decisions are based on a transparent, merit-based process that evaluates performance, contributions to the institution, and leadership abilities. The evaluation includes:

- **Performance Assessment:** Regular assessments of job performance, contributions to teaching and research (for academic staff), and achievement of department goals.
- **Professional Development:** Participation in professional development and training programs that demonstrate commitment to growth and advancement.
- **Peer and Student Feedback:** Feedback from peers, students, and other relevant stakeholders may be considered to ensure a well-rounded assessment of the candidate's impact and performance.

8. Disciplinary Procedures

8.1 Disciplinary Procedure Overview

The disciplinary procedures at BCT are essential for upholding institutional standards and apply uniformly to both academic and non-academic staff. These procedures ensure fairness, transparency, and consistency across all disciplinary actions.

- **Reporting Violations:** Any person who observes or is impacted by a suspected disciplinary violation has the right to report it in writing to the Disciplinary Commission, accompanied by supporting evidence.
- **Review and Investigation:** Upon receiving a report, the Disciplinary Commission conducts an initial review and requests further evidence if necessary. The investigation includes gathering statements from all parties involved to ensure a balanced perspective.
- **Hearings:** If needed, formal hearings are organized to allow all parties an opportunity to present evidence and arguments. Hearings facilitate a fair representation and discussion of the alleged misconduct.
- **Decision and Penalties:** The Disciplinary Commission issues a decision within 30 days of receiving the report. This decision includes recommended penalties, if applicable, based on the severity of the violation and the evidence provided.
- **Appeals:** Staff members have the right to appeal the decision to the Governing Council within 8 days of the decision, ensuring an additional level of review and fairness.

8.2 Disciplinary Commission

The Disciplinary Commission is a permanent body tasked with handling disciplinary matters. The Commission comprises three members who are selected transparently by the Governing Council, with each member serving a four-year term. The Commission ensures impartiality and integrity in its handling of disciplinary cases.

8.3 Disciplinary Violations

Disciplinary violations are categorized into two main types:

- **Minor Violations:** Examples include unjustified absences, procedural errors, or minor unprofessional conduct within the workplace.
- **Serious Violations:** These involve severe breaches, such as theft, fraud, harassment, discrimination, and significant violations of professional or academic integrity (e.g., plagiarism, data falsification).

8.4 Disciplinary Measures

Based on the severity of the violation, the Disciplinary Commission may impose one or more of the following measures:

- **Verbal or Written Warning:** Issued for minor infractions or first-time violations, aimed at corrective action without severe penalties.
- **Financial Penalty:** Applied for repeated or serious violations where a formal financial repercussion is deemed appropriate.
- **Suspension without Pay:** Suspension of up to three months may be imposed for grave violations that disrupt institutional operations or harm the College's reputation.
- **Termination of Employment:** Reserved for cases of severe or repeated misconduct, particularly for actions that violate core institutional values or endanger the safety and well-being of the BCT community.

9. Quality Assurance and Evaluation

9.1 Quality Assurance Framework

The Quality Assurance Office at the British College of Technology (BCT) is responsible for ensuring that all educational programs meet established standards and adhere to best practices. The Quality Assurance framework incorporates internal and external evaluations, accreditation processes, and continuous feedback mechanisms to uphold and enhance academic quality across the institution. This framework is aligned with the European Standards and Guidelines for Quality Assurance, ensuring compliance with national and international expectations.

9.2 Responsibilities for Quality Assurance

Quality assurance is a shared responsibility at BCT, involving several key bodies:

- **Governing Council:** Integrates quality assurance outcomes and key performance indicators (KPIs) into strategic planning and decision-making to foster continuous improvement.
- **Academic Council:** Ensures compliance with quality standards, overseeing program development, curriculum alignment, and alignment with accreditation requirements.
- **Dean and Vice-Deans:** Tasked with implementing quality assurance measures and monitoring adherence to these standards across academic and administrative areas.
- **Quality Assurance Office:** Develops and administers policies, conducts regular internal and external evaluations, and ensures adherence to quality benchmarks. This office also provides support for program reviews, accreditation processes, and the development of quality improvement plans.
- **Academic Staff:** Academic staff are expected to maintain high standards in teaching and research, actively participate in quality assurance activities, and contribute feedback for continuous improvement.
- **Quality Assurance Council:** As a permanent body established by the Academic Council, it is responsible for drafting and developing quality policies and procedures, promoting a culture of quality, and overseeing internal quality assurance processes.

9.3 Quality Assurance in Internationalization and Mobility

BCT upholds rigorous quality standards in all internationalization and mobility initiatives, ensuring that academic exchanges and collaborations align with institutional objectives and provide valuable outcomes for participants.

- **Feedback and Assessment:** Academic and administrative staff who participate in international mobility initiatives are required to submit feedback and assessment reports upon completion. These reports are reviewed to assess the impact of the initiative on BCT's educational quality and to identify areas for improvement.
- **Monitoring of International Collaborations:** All international partnerships and collaborations are subject to annual reviews conducted by the Quality Assurance Office. This ensures that partnerships remain aligned with BCT's strategic goals and quality objectives, contributing positively to the institution's mission.

10. Termination of the Employment Contract

10.1 Overview

The termination of an employment contract at BCT is regulated in accordance with applicable laws, ensuring that all procedures are fair, transparent, and in compliance with employment rights as stipulated by Kosovo's legislation.

10.2 Conditions for Termination

Termination of the employment contract may occur under the following conditions:

- **Mutual Agreement:** Both parties agree to end the employment contract under conditions negotiated by both the employee and employer.
- **Unilateral Termination:** Either the employer or the employee may terminate the employment contract, following due notice periods as required by law and in accordance with the terms set forth in the individual employment contract.
- **For Cause:** Employment can be terminated due to violations such as gross misconduct, breaches of workplace policies, or continuous underperformance.

- **Expiry of Contract:** For fixed-term contracts, employment ends upon reaching the specified duration or completion of the project for which the employee was hired.

10.3 Notice Period

- **Notice by Employer:** Employers are required to provide the employee with a written notice of termination, specifying the reasons and providing a notice period that complies with Kosovo's labor laws.
- **Notice by Employee:** Employees are also required to give notice to their employer if they intend to resign, with a notice period as agreed upon in the employment contract.

10.4 Rights of the Employee upon Termination

- **Compensation:** Employees have the right to any remaining salary, accumulated leave, and other benefits accrued during the period of employment.
- **Severance Pay:** In cases where the termination is initiated by the employer for reasons other than misconduct, employees are entitled to severance pay as per the provisions of the applicable law.

10.5 Procedures and Documentation

All terminations must be accompanied by formal documentation, including:

- **Termination Notice:** A written notice detailing the reasons for termination.
- **Exit Interview:** Optionally conducted to understand the reasons for leaving and collect feedback for improvement.
- **Final Settlement:** Employees must be provided with a complete settlement of dues, including unpaid salary, benefits, and severance, as applicable.

10.6 Appeal and Grievance

Employees have the right to appeal against termination decisions if they believe the termination was unfair or discriminatory. The appeal must be submitted to the Governing Council or a designated body as per the regulations of BCT.

Conclusion

The Staff Manual for the British College of Technology (BCT) serves as an essential reference for all personnel, academic and non-academic alike, outlining their roles, responsibilities, and the institutional framework that supports the College's mission. By promoting a culture of integrity, continuous improvement, and professional excellence, this manual ensures alignment with BCT's strategic objectives and commitment to high standards.

The manual covers critical areas including organizational structure, quality assurance, recruitment, and disciplinary procedures, all grounded in transparent and meritocratic principles. BCT's steadfast commitment to quality assurance, ethical conduct, and international engagement is reflected in these guidelines, which are designed to support academic success, operational efficiency, and professional growth across the institution.

Through rigorous adherence to these standards, all members of BCT are empowered to contribute effectively to the College's mission of delivering superior technological education, fostering an inclusive environment, and maintaining its leadership in the field. This manual is intended as a guide for consistent practice, ensuring that BCT remains at the forefront of innovation and educational quality, while supporting the professional development and aspirations of its staff.