



# British College of Technology

The Academic Council of the British College for Technology, based on the Law on Higher Education in the Republic of Kosovo no. 04/L-037 and its Statute, at the meeting held on ....., approves:

## **REGULATIONS FOR QUALITY ASSURANCE**

### **Article 1**

#### **Purpose**

1. The College has established a quality assurance framework that is implemented in accordance with the European Standards and Guidelines for Quality Assurance.
2. This framework defines the quality assurance system, the responsible bodies for quality assurance, the obligations and responsibilities of the stakeholders involved in the quality assurance system, the internal quality assurance operations, processes, methodologies, instruments, timelines, reporting, data collection, as well as the assessment and improvement of the quality assurance system itself.
3. The primary objective of the internal quality assurance procedures is to ensure and continuously enhance the quality of all activities at the College and to foster a culture of quality among all stakeholders within the institution.

### **Article 2**

#### **Scope**

1. Quality assurance processes and self-assessment encompass various areas, including but not limited to the processes of admissions, teaching and learning, study programs, scientific research, curriculum development, student administration, infrastructure, and other supporting services.
2. Quality assurance processes are carried out within a cycle of planning, implementation, evaluation, and review.
3. Quality assurance practices must be documented and monitored.
4. The policies and procedures for quality assurance are evaluated and improved regularly.

### **Article 3**

#### **Principles**

1. The principles on which the quality assurance system is based include:
  - 1.1. Quality assurance involves all stakeholders, both within and outside the institution;
  - 1.2. The assurance and enhancement of quality are integral parts of the development strategy;
  - 1.3. Quality assurance functions are fully integrated into strategic planning and policy-making;
  - 1.4. Quality assurance processes are systematic and transparent;
  - 1.5. Quality assurance is designed to foster institutional trust and public confidence in the College;
  - 1.6. A culture of quality is promoted and embedded across all areas of operation within all fields in which the institution operates.

### **Article 4**

#### **Responsible parties for Quality Assurance**

1. The quality assurance framework anticipates the involvement of all members in accepting responsibility for the procedures and outcomes of the quality assurance system, as follows:
  - 1.1. The Governing Council is responsible for integrating the results of quality assurance into the institution's policy-making and strategic planning. Additionally, it approves the strategic quality assurance framework at the institutional level.
  - 1.2. The Academic Council is tasked with approving the internal quality assurance regulations and ensuring that each study program undergoes regular quality assessment prior to its approval.
  - 1.3. The Dean is responsible for allocating sufficient resources to ensure the effective functioning of quality assurance procedures and for ensuring that quality assurance functions are fully integrated into the institution's daily management.
  - 1.4. Vice-deans are responsible for implementing the quality assurance system at the operational level and at every stage of the study plan's execution.
  - 1.5. Academic staff members ensure that quality assurance policies are reflected in all their activities related to students and their independent scientific work.
  - 1.6. Administrative staff support every member of the academic community in achieving institutional objectives and promoting a widespread culture of quality.
  - 1.7. The Quality Assurance Council is responsible for drafting and developing quality policies and procedures at the institutional level while promoting a culture of quality.
  - 1.8. The Quality Assurance Office implements strategic guidelines, policies, and procedures for quality across all levels and areas of the institution's operations.

2. The quality assurance process ensures transparency in the election of decision-makers and actively involves stakeholders, including academic staff, students, and administrative personnel, in the decision-making process.
3. The Governing Council and Academic Council ensure that clear policies and procedures are in place for the development, monitoring, and revision of study programs. These policies are reviewed annually for continuous alignment with the institution's strategic plan.

## **Article 5**

### **The structure for Quality Assurance**

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

## **Article 6**

### **The Quality Assurance Council**

1. The Quality Assurance Council is a permanent commission established by the Academic Council, serving as a recommending/advisory body.
2. Until the establishment of a faculty, program, or another department, the Quality Assurance Council consists of five (5) members, including: the Vice-Dean for International Cooperation and Quality Assurance, ex officio with voting rights, two (2) representatives from the academic staff, and two (2) student representatives.
3. The members of the Council are proposed by the Dean of the college and approved by the Academic Council.
4. The Chair of the Council is the Vice-Dean for International Cooperation and Quality Assurance.
5. The official from the Quality Assurance Office is an ex officio member of the Council without voting rights.
6. The Quality Assurance Council is responsible for drafting, implementing, and monitoring quality assurance policies and procedures in accordance with the statute and other internal regulations. The Quality Assurance Council also establishes procedures and conducts both internal and external evaluations.
7. The Quality Assurance Council approves the Quality Assurance Strategy and any other policies or procedures related to quality assurance.
8. The Quality Assurance Council drafts the rules of procedure, which are subject to approval by the Academic Council.

## **Article 7**

### **Competence**

1. The Quality Assurance Council has the following competencies:
  - 1.1. Develops, implements, and monitors the quality assurance policy;
  - 1.2. Develops and approves Key Performance Indicators (KPIs);
  - 1.3. Develops the Quality Assurance Regulation, which is approved by the Academic Council;
  - 1.4. Develops a package of qualitative and quantitative instruments for measuring quality;
  - 1.5. Develops a calendar for internal and external quality assurance;
  - 1.6. Develops the Quality Assurance and ECTS Guidelines;
  - 1.7. Performs other tasks as defined by internal regulations;
  - 1.8. Provides guidance on the approval and development of modules and study programs;
  - 1.9. Fosters a culture of quality within the institution.
2. The Council is accountable for its work to the Academic Council.
3. The Quality Assurance Council ensures that all study programs are designed and approved through a formal process involving both internal and external consultation, ensuring alignment with the institution's mission and strategic goals.
4. The Quality Assurance Council oversees the regular monitoring and review of all study programs, integrating feedback from students, alumni, academic staff, and employers to ensure that programs meet both institutional and market needs.

## **Article 8**

### **Quality Assurance Office**

1. The Quality Assurance Office is an independent office that reports solely to the Dean of the college.
2. The Quality Assurance Office is responsible for the implementation and monitoring of internal and external quality assurance policies and instruments.
3. The officials of the Quality Assurance Office are selected and recruited by the Governing Council and are individuals outside the academic staff.
4. The role of the Quality Assurance Office is to provide professional support and leadership, as well as administrative guidance for quality assurance at all levels of the institution. This includes the implementation and administration of regular internal and external evaluations.
5. The Quality Assurance Office ensures that adequate teaching and learning resources, including libraries and technological infrastructure, are available to support all programs. The sufficiency and relevance of these resources are reviewed regularly.

## **Article 9 Competence**

1. The Quality Assurance Office has a primary role that includes, but is not limited to:
  - 1.1. Providing professional and administrative support and guidance for quality assurance at all levels of the institution, as well as assisting in the organization of institutional and program accreditation.
  - 1.2. Developing strategies, policies, mechanisms, procedures, and various practices for ensuring and advancing academic quality within the institution.
  - 1.3. Encouraging the creation of a quality culture within the institution.
  - 1.4. Ensures that all stakeholders within the institution, including academic staff, administrative staff, students, and relevant external parties, are integral participants in quality assurance processes;
  - 1.5. Ensures that quality assurance processes are embedded in the institution's regular activities and are aimed at enhancing the learning experience;
  - 1.6. Ensures that the institution has the necessary mechanisms and instruments in place, and that all office processes are conducted based on accurate data, information, and statistics.
  - 1.7. Offering advice on the approval and development of modules and study programs.
  - 1.8. Formulating strategies and assisting in the improvement of teaching and learning practices.
  - 1.9. Coordinating the agenda of activities with quality coordinators at the field of study level.
  - 1.10. Preparing all necessary documents for accreditation or re-accreditation, including internal evaluation reports in collaboration with academic staff, and coordinating visits from foreign experts for accreditation.
  - 1.11. The Quality Assurance Office ensures that student-centered learning is promoted in all programs, with teaching methods and assessment practices clearly aligned with the intended learning outcomes of each course.
  - 1.12. Other responsibilities provided by internal regulations.

## **Article 10 Quality Assurance Officer**

1. The duties and responsibilities of the Quality Assurance Officer include:
  - 1.1. Leading the quality assurance process within the institution in accordance with the Quality Assurance Strategy;
  - 1.2. Preparing and managing all activities and processes related to the institution's internal evaluation;
  - 1.3. Meeting deadlines for conducting internal evaluation processes at various levels and units designated by The Quality Assurance Council;
  - 1.4. Administering and analyzing questionnaires aimed at evaluating different sectors;

- 1.5. Drafting various reports, information, and analyses regarding the evaluation of study programs;
  - 1.6. Maintaining a database of data and statistics generated from various evaluations, accessible to management;
  - 1.7. Coordinating the agenda of activities with quality coordinators at the faculty and departmental levels;
  - 1.8. Ensuring that all quality assurance processes are transparent and accessible to relevant stakeholders;
  - 1.9. Analyzing report results during examination periods and providing periodic recommendations;
  - 1.10. Offering recommendations for the review of study programs based on data generated from internal evaluations;
  - 1.11. Analyzing curricula and syllabi for each department to ensure compliance with internal or external requirements according to current legislation;
  - 1.12. Managing the accreditation process during external evaluation periods;
  - 1.13. Cooperating with the Kosovo Accreditation Agency (KAA) and continuously monitoring the procedures and requirements set by the KAA;
  - 1.14. Collaborating with Vice-deans regarding professional matters of the office;
  - 1.15. Supervising and supporting faculty in implementing curricula;
  - 1.16. Implements work plan and calendars at the Quality Assurance Office;
  - 1.17. Administers questionnaires conducted with students, academic staff, administrative staff, employers, industry and any other questionnaire planned by the office;
  - 1.18. Monitors the online platform- namely monitoring the work of the academic staff regarding the publication of electronic materials on online platforms;
  - 1.19. Monitor the reports after the end of the semester;
  - 1.20. Regularly evaluating staff while supporting their development through training.
2. The Head of the Quality Assurance Office shall report to the Dean of the College.

## **Article 11**

### **The coordinator for quality assurance**

1. The Dean of the College may appoint a Quality Assurance Coordinator for each study program.
2. The coordinator is appointed from the ranks of the academic staff.
3. The main responsibilities of the Quality Assurance Coordinator at the faculty include:
  - 3.1. Implementing the work plan and calendar for the Quality Assurance Office at the program level;
  - 3.2. Compiling and reviewing program-specific questionnaires;
  - 3.3. Administering questionnaires distributed to students, academic staff, administrative staff, employers, and other relevant parties as planned by the office;

- 3.4. Assisting the QAO in compiling reports based on data generated from the aforementioned questionnaires specific to the faculty;
- 3.5. Organizing ad hoc meetings with students (focus groups) to address their requests and needs regarding the study programs offered;
- 3.6. Participating in meetings, working groups, and discussions organized by the College, providing qualitative input on the procedures for reviewing and completing study programs;
- 3.7. Ensuring the standardization and harmonization of curricula and syllabi;
- 3.8. Monitoring the implementation of syllabi;
- 3.9. Overseeing the online platform, specifically monitoring the academic staff's work related to the publication of electronic materials;
- 3.10. Reviewing semester reports following the end of each semester;
- 3.11. Assisting the leader in administering and conducting internal evaluations for accreditation purposes;
- 3.12. Performing other tasks as required by the office.

## **Article 12**

### **Quality Assurance Instruments**

1. The quality assurance instruments, which are an integral part of the quality assurance framework, include:
  - 1.1. Questionnaire for the evaluation of the subject;
  - 1.2. Questionnaire for the evaluation of academic staff;
  - 1.3. Questionnaire for the evaluation of practical work;
  - 1.4. Questionnaire for infrastructure assessment;
  - 1.5. Questionnaire for the evaluation of student support services;
  - 1.6. Questionnaire for evaluation by academic staff – self-evaluation;
  - 1.7. Questionnaire for evaluation by 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 industry;
  - 1.11. Questionnaire for undergraduate students;
  - 1.12. Questionnaire for students who withdraw from studies.
2. The Quality Assurance Council develops the guidelines, work plan and quality assurance calendar to establish deadlines for the implementation of quality assurance instruments.
3. These instruments are implemented through an online data management system. The Governing Council issues specific regulations regarding the operation of the system.

4. Student feedback is systematically collected through questionnaires and focus groups, and is actively used in the review and improvement of study programs. Students also participate in formal program review committees.

### **Article 13**

#### **Qualitative Instruments**

1. Qualitative instruments for quality assurance include, but are not limited to, focus groups. Peer to peer evaluation and ad hoc commissions for the evaluation of specific topics relevant to the institution or topics that may encompass all areas of the institution.
2. The establishment of ad hoc commissions is carried out through a decision made by the Quality Assurance council, based on the recommendations of the Quality Assurance Office.
3. The administration of quality instruments for quality assurance is a process that is thoroughly documented.

### **Article 14**

#### **Internal and External Evaluation**

1. Internal evaluation is an ongoing and regular process of critical assessment of the quality and performance of the institution's areas of operation.
2. Student questionnaires for the evaluation of subjects, academic staff, infrastructure, and support services are conducted at the end of each semester.
3. Questionnaires for administrative and academic staff are administered each academic year.
4. Questionnaires for graduating students, employers, and industry partners are conducted annually.
5. Questionnaires for undergraduate students and those who withdraw from studies are completed on an ongoing basis.
6. Other timelines for conducting internal evaluations using qualitative instruments are determined and approved by the Quality Assurance Council.
7. External evaluation occurs during the accreditation period, as stipulated in the decisions of the accreditation body.
8. According to work plans, the institution may undergo external voluntary evaluations, either domestically or by an internationally recognized quality evaluation agency, in accordance with the laws of Kosovo.
9. Study programs are reviewed annually to ensure alignment with the institutional mission and strategic objectives. Stakeholder feedback is systematically collected and analyzed during these reviews.



**Article 15**

**Entry into force**

This regulation entry into force after approval from the Academic Council of the College.

Dean of BCT

