



Kosovo Accreditation Agency (KAA)

The latest developments and activities on quality assurance in Kosovo according to
new ESG 2015

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Kosovo Accreditation Agency (KAA)



KAA is a public agency responsible to evaluate quality assurance among HEIs in Kosovo;

Established by MEST (2008) in accordance with the Law on Higher Education (2003/14);

Establishment and development of KAA is supported by Austria (KAIP Project);

Initial contacts and cooperation with three Austrian bodies for QA and accreditation (AQA; OAR; FHR) and BAC;

Legislation



Law on Higher Education in the Republic of Kosovo (2011);
AI on Establishment of Kosovo Accreditation Agency (2004);
AI on Licensing of HEIs in the Republic of Kosovo (2012);
AI on Accreditation of HEIs in the Republic of Kosovo (2016);





- Through the accreditation process KAA supports development of the quality in HEIs;
- Assures the Kosovo society that the quality of teaching and learning is at the level of international standards;

Responsibilities



Accreditation and re-accreditation of public and private HEIs and their study programs;

Constant control of quality at the accredited institutions and their study programs;

Informs the public about the quality of HEIs and their study programs;



HEIs in the Republic of Kosovo

7 Public Universities

(UP, UPe, UPz, UGjk, UM, UGjl, UAS Ferizaj)

(University of Prishtina: 67 BA; 78 MA and 23 PhD)

Faculty of Islamic Studies

Kosovo Academy for Public Safety

24 Private HEIs (6 private HEIs are not allowed to register new students)

Validated institutions: International Business College of Mitrovica



Internationalization of KAA

- Full Member of ENQA
- Full Member of EQAR
- Full Member of CEENQA
- Full Member of INQAHE

KAA became full member of ENQA in September 2014 and EQAR in June 2015, based on ESG 2005.





Table 1: Overview of findings by the panel

ENQA Criterion	Topic	Explanation and/or sub-topic	Compliance with sub-criterion	Compliance with ENQA criterion
1	Activities	ENQA criterion 1 in general		S
		ESG 2.1 Use of Internal QA processes	S	
		ESG 2.2 Development of External QA processes	S	
		ESG 2.3 Criteria for decisions	F	
		ESG 2.4 Processes fit for purpose	S	
		ESG 2.5 Reporting	S	
		ESG 2.6 Follow-up procedures	S	
		ESG 2.7 Periodic reviews	F	
		ESG 2.8 System-wide analysis	P	
		ESG 3.1 Use of External QA procedures	S	
		ESG 3.3 Activities	F	
2	Official status	ESG 3.2		F
3	Resources	ESG 3.4 (+ENQA-addition)		S
4	Mission Statement	ESG 3.5		F
5	Independence	ESG 3.6		F
6	External QA criteria and processes	ESG 3.7		S
7	Accountability procedures	ESG 3.8 (+ ENQA-addition)		F
8	Consistency, appeals system, contribution to ENQA aims			S

F = full compliance, S = substantial compliance, P = partial compliance

Recommendations to be fulfilled based on ESG 2005 until 2016



KAA is recommended to ensure that the international, non-Albanese speaking evaluation experts are able to gain sufficient insight in the effectiveness of the internal quality assurance of student assessment. (fulfilled)

In view of the rapidly changing needs of the Kosovo society and HE, KAA is recommended to involve all relevant stakeholders, including students, teachers and employers, in the process of further developing the QA procedures (ongoing)

Students should take part in panels on the (re-)accreditation of study-programmes (ongoing)

KAA is recommended to be more strict on the coverage and acceptance of the self-evaluation reports as provided by HEIs, in order to facilitate the work of the external evaluators (ongoing)

Recommendations to be fulfilled based on ESG 2005



KAA is recommended to be more critical at the reports produced by the evaluation experts, and compare the standards of report writing with those of established external evaluation agencies (ongoing)

KAA is recommended to further develop the follow-up procedures, in particular the followup on improvement plans and the length of re-accreditation cycles, and to become more specific on conditional (re-)accreditations (ongoing)

KAA is recommended to carry out regular in-depth system-wide analyses, eventually also with help of independent outsiders (not fulfilled)

KAA is recommended to act according its strategic plans and at the same time regularly monitor the workload of its staff in view of the many activities that it intends to carry out (ongoing)

KAA is recommended to revise the composition of the Appeals Committee in the direction of committee members being without links to the KAA Board (ongoing)

European Ministers Meeting in Yerevan, 2015



Policy measures approved in Yerevan:

the revised Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)

the European Approach for Quality Assurance of Joint Programs

the revised ECTS Users' Guide, as an official EHEA document

Revised European Standards and Guidelines



ESG are revised and approved in the last European Ministers Meeting held in Yerevan on 14-15 May 2015

Their purpose is to provide a common framework for quality assurance in Europe; enable the assurance and improvement of quality in higher education; support mutual trust; provide information on quality assurance in EHEA

ESG 2015 are based in four principles:

- primary responsibility for quality assurance lies at HEIs
- quality assurance responds to the diversity of HE systems, institutions, programs and students
- quality assurance supports the development of quality culture
- quality assurance takes into account the needs and expectations of students, all other stakeholders and society

Revised European Standards and Guidelines



Most changes are done in Part I of the ESG, which are related to Standards and Guidelines for Internal Quality Assurance

It underlines the applicability to all higher education provision offered in EHEA regardless of the mode of study or place of delivery

ESG 2015 expect institutions to have policies and process in the place to address other activities such as research or institutional governance



Revised ESG as concerning Part I

- Policy for quality assurance, as part of the strategic management of the institution
- Design and approval of programs, more detailed procedures regarding design and specific reference to qualifications framework is made
- Students centered learning, teaching and assessment, new standard which aims at involving students in the creation of the learning process
- Students admission, progression, recognition and certification, covering the student life cycle
- Teaching staff, as an essential role in creating high quality students experience
- Learning resources and student support, with appropriate funding
- Information management; Public information
- Ongoing monitoring and periodic review of programs, that responds to the needs of students and society, new formulated standard
- Cyclical external quality assurance, new formulated standard



Revised ESG as concerning Part II

Consideration of internal quality assurance

Designing methodologies fit for purpose

Implementing processes

Peer review experts, use of student experts is now a requirement

Criteria for outcomes, all outcomes of quality assurance procedures

Reporting, publication

Complaints and appeals, complaint processes



Revised ESG as concerning Part III

Activities policy and processes for quality assurance

Official status

Independence, in making specific components of independence

Thematic analysis, not system wide analysis and regular analysis

Resources

Internal quality assurance and professional conduct

Cyclical external review of agencies



KAA's activities to satisfy criterion 2.2

Project on "Development of quality assurance in Kosovo higher education systemic and institutional approaches", which aimed at:

Identifying the characteristics of the national quality assurance system

Determining if the national external quality assurance system is fit for purpose and responds to the needs of the higher education sector in Kosovo

Collecting and analyzing the perception of higher education institutions and other relevant stakeholders regarding the external quality assurance processes and internal quality assurance practices

Aligning the Kosovo quality assurance model to ESG 2015

Revising the KAA standards and procedures

KAA's activities to satisfy criterion 2.4 and 2.7



Revising the Administrative Instruction on Accreditation of
HEIs

Setting up an Appeals Committee and an Appeals Procedure

Others:

- Drafting a new Administrative Instruction on Monitoring of Accredited HEIs
- Increasing transparency among HEIs
- Digitalization of Accreditation procedures (e-Accreditation)



Thank you for your attention!