***Introduction to the Internal Evaluation Process***

**IEG WORK PRINCIPLES**

Quality evaluation should be characterized by professionalism, truthfulness, objectivity, impartiality, full transparency and involvement of all actors in all stages of evaluation.

* Development of the Internal Quality Assurance Unit (IQSU) in HEI Units.
* Carry out Internal Evaluation with the aim of creating a clear and transparent idea of the Unit under evaluation, to build development policies in accordance with its mission and to serve as a basis for the further process of accreditation of institutions and programs they offer.
* Make information public so that all partners and the general public (students, parents, academic and support staff, other social, economic and political partners) are informed about the status of the unit, programs, curricula, services, etc.
* To serve ultimately for the cultivation of Quality Culture in Higher Education Institutions as their internal and sustainable part.
* The evaluation should be based on documents, procedures, surveys, meetings with stakeholders, etc.
* The drafting of the Internal Evaluation Report (IER) to be performed according to the format drafted by ASCAL, without making any changes (eg merging criteria, removing criteria, etc.).

**STAGES OF INTERNAL EVALUATION PROCEDURE FROM HIGHER EDUCATION INSTITUTIONS**

Submission of the HEI request for evaluation and its review by ASCAL and the Accreditation Board.

* Approval of the request and setting of evaluation deadlines by ASCAL and BA.
* The Coordinator of the HEI is officially notified, for the beginning of the accreditation process, and the date of the meeting is set to discuss the steps of the process.
* Establishment of an Internal Evaluation Group; this group is set up by the head of the HEI’s unit;
* IEG’s training by ASCAL staff; for this, instructional materials are made available for the evaluation, group organization and process, tasks, rights and responsibilities of each.
* Carrying out internal evaluation according to the instruction in question (see further). During this phase IEG stays in constant contact with ASCAL and is assisted by the latter upon request;
* Preparation of the Self-Assessment File (SAF);
* Officially submit to ASCAL within the set deadline (in printed and electronic version CD, signed / stamped by the HEI on each page), the materials should be uploaded in the ASCAL system of ASCAL.

**DOSJA E VETËVLERËSIMIT**

The composition of the Self-Assessment File includes written *Opinion of the Head of Unit* and *Internal Evaluation Report*, written and signed by each member of the IEG.

The opinion of the Head of the Unit is required, when the Study Program is passing the period of periodic re-evaluation. In this case, he will write:

* Information on the Higher Education Institution he runs;
* His / her personal opinions regarding the strengths, weaknesses and perspective of the study program for which he / she is responsible;
* Analyze the main developments since the last evaluation, emphasizing especially the fulfillment of the reccomandations left by the previous evaluations;
* To show the existing situation in relation to that study program /s, its mission or aims to achieve.

**CONTENTS OF THE SELF-ASSESSMENT FILE**

The Internal Evaluation file in the framework of external evaluation and accreditation of the study program must contain these documents:

1. Written opinion of the Head of the HEI (University / Faculty);
2. Internal Evaluation Report, signed by all IEG members. The IER consists of 6 areas for the second cycle Professional Master / Science / Arts / Integrated Second Level Program;
3. Each area should analyze the requirements of the standards / criteria, including the descriptive part and provide measurable indicators, based on the evidence of the self-assessment file.
4. Based on this analysis IEG should determine the final assessment of compliance with the standards of each field, and the field as a whole.
5. The Internal Evaluation Report should also contain the final analysis of the institution noting its strengths and weaknesses.

Logo of the Higher Education Institution

Name of the Higher Education Institution

**INTERNAL EVALUATION REPORT**

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| **Third Cycle Study Program Executive Master “.......”** |

Internal Evaluation Group:



Month/Year

**SUMMARY OF PROGRAM DATA IN THE EXTERNAL EVALUATION PROCESS**

**Summary description; (200 -400 words)**

**DESCRIPTION OF THE EXTERNAL EVALUATION PROCESS;**

**Summary description; (200-400 words)**

**Evaluation of the third cycle study program Executive Master “…”**

1. **STUDY PROGRAM PROVISION**

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| **Standard I.1**  **The Higher Education Institution provides study programs in accordance with its mission and objectives, aiming at maintaining national interests and values, and in compliance with its development strategy, statute, and other regulatory acts.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The Higher Education Institution provides study programs that do not contradict national interests and aim at preserving and consolidating national academic and cultural values. |  | | | |
| **Criterion 2.** The study program is designed and delivered in accordance with the goals and mission of the institution and field of scientific activity. |  | | | |
| **Criterion 3.** The study program is drafted and provided in compliance with the institution’s development strategy, the main/basic unit’s scientific development strategy, and the institution’s statute and regulation according to its academic fields and orientations. |  | | | |
| **Criterion 4.** The study program is drafted and development in compliance with the national strategies on higher education development, public interest and global development trends, based on the relevant national and international documentation. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard I.2**  **The study program is in line with the academic field of the main and basic unit in charge of the study program at the institution.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution demonstrates that it has the proper experience, capacities and resources in the specific academic field in order to deliver a study program in that particular field. |  | | | |
| **Criterion 2.** The general and specific field of the study program must be in line with the academic and research field of the main unit that is in charge of the study program, according to the study program classification/codification, in line with the national and European directives and instructions. |  | | | |
| **Criterion 3.** The general and specific field of the study program must be in line with the academic and research field of the basic unit that is in charge of the study program. In case of interdisciplinary programs, at least one of the cooperative units must ensure such compatibility. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard I.3**  **The Higher Education Institution ensures cooperation relationships with institutions, companies, third parties, local and/or foreign business actors in order to deliver the study program, in the framework of professional training, scientific research and mobility.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution responsible for program development, supervision and progress ensures fruitful cooperation relationships within the institution through task divisions among staff units, respective responsibilities allocation and their work continuous analysis. |  | | | |
| **Criterion 2.** In order to meet the objectives of the students teaching and scientific process, the institution establishes cooperation relationships with counterpart institutions in and/or outside the country, native and/or foreign business actors. |  | | | |
| **Criterion 3.** For purposes of delivering the study program, the institution signs special agreements with the industry and professionals’ networks for students to have practice classes as foreseen on subjects’ syllabuses, scientific research project, and the diploma. |  | | | |
| **Criterion 4.** The unit responsible for the study program periodically drafts analytical reports in terms of benefits from cooperation agreements in the framework of study program delivery. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field I Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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1. **ORGANIZIMI, DREJTIMI DHE ADMINISTRIMI I PROGRAMIT TË Studimit**

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| **Standard II.1**  **The study program is organized in line with the national legal and sub-legal provisions in force and internal regulatory acts.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** Elements that comprise the study program structure and training activities that are evaluated in credits are clearly defined, in compliance with the national legislation in force and the European Credit Transfer and Accumulation System (ECTS). |  | | | |
| **Criterion 2.** The study program aims at ensuring the acquisition of in-depth knowledge, professional abilities, skills and competences that respond to the market needs and facilitate students’ employment or employees professional growth. |  | | | |
| **Criterion 3.** The study program contains information on the credit load of all subjects/modules, including the credits of completion requirements. |  | | | |
| **Criterion 4.** Studies organization, students’ admission, and financing of higher education institutions with a special status are carried out in compliance with the Law on Higher Education and relevant specifics, which are defined on the instruction of the minister responsible for education. |  | | | |
| **Criterion 5.** Study programs that are offered in the same study field, cycle and under the same name, should have similar content level, at least at the rate of 70 percent. |  | | | |
| **Criterion 6.** Study programs are associated with the relevant code, according to the study field and classifications that have bene made public by the ministry responsible for education. The program subjects codification is carried out further. |  | | | |
| **Criterion 7.** Study programs can be joint programs between two or more higher education institutions, at the national or international legislation, in compliance with the legislation in force. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.2**  **The main/basic unit responsible for the study program meets the legal requirements and quality standards for such units.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The main/basic unit responsible for the study program meets the obligations stipulated by the legislation in force on the organization and the academic structure, academic staffs, assessment and accreditation. |  | | | |
| **Criterion 2.** The main/basic unit responsible for the study program meets the obligations stipulated by the legislation in force, by engaging the support academic/administrative staff to carry out practice classes according to the subjects’ syllabuses, lab and clinical classes, study and research projects, etc. |  | | | |
| **Criterion 3.** The main/basic unit responsible for the program appoints for any study program a study program coordinator, who is responsible for the study program and internship progress and development in line with its objectives. |  | | | |
| **Criterion 4.** The main/basic unit responsible for the program establishes the study program board (an advisory body), which is built for the study program and consists of the academic staff, students, policymakers, and labor market representatives. During its activities, the advisory board helps in maintaining the curricula quality and adaptation to labor market demands. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.3**  **The study program is detailed, informative, structured, and organized in accordance with the training provisions and objectives of the study program.** | | | | |
| **Criteria** | **valuation** | | | |
| **Criterion 1.** The main/basic unit responsible for the study program has the necessary information on study program organization, structure and content. |  | | | |
| **Criterion 2.** The study program contains the lesson plan, including the necessary information on how subjects are distributed across semesters, subjects/modules academic load, and classes in and outside the auditorium. |  | | | |
| **Criterion 3.** The study program provides students all the necessary information related to the general and specific criteria for admission, transfer and studies equivalence. |  | | | |
| **Criterion 4.** The study program contains the necessary information on course programs (syllabuses) for each subject, practice classes, seminars or lab classes, as well as all the training components of each program in and outside the auditorium in accordance with the approved formats. |  | | | |
| **Criterion 5.** Study program content has been continuously improved and updated and in the beginning of the academic year the eventual changes are approved and the full file in Albanian and English is archived. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.4**  **The study program structure and organization is in line with the training objectives, qualification level in accordance with the National and European Qualification Framework, learning outcomes, competences in line with labor market demands.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** Naming, activities content, subjects and internships distribution enable the advancement of knowledge and skills for further studies, and/or student professional promotion. |  | | | |
| **Criterion 2.** Subjects/modules, distribution over years and terms, evaluation in credits and teaching classes enables the achievement of study program comprehensive objectives and expected learning outcomes and scientific research. |  | | | |
| **Criterion 3.** Study program structure, subjects, and theory vs. practice ratio is in line with the profile of the study program and aligned with similar international programs. |  | | | |
| **Criterion 4.** Division according to training activities and the ratio between theory and practice enable the achievement of training objectives, studies transfer, and mobility. |  | | | |
| **Criterion 5.** Syllabuses (subject/module programs) are continuously updated in order to obtain competences in compliance with labor market demands, including recent required and recommended literature. |  | | | |
| **Criterion 6.** The content of the study program guarantees the acquisition of target knowledge, skills and competences. |  | | | |
| **Criterion 7.** The study program content enables the furthering of studies and/or student employment in line with labor market expectations and demands. |  | | | |
| **Criterion 8.** The study program should be a combination of theoretical and scientific training activities and practice classes, which enable practical innovative solutions to problems that institutions/organizations are faced with. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.5**  **The Higher Education Institution encourages the inclusion of students and partners, networks and other bodies in the drafting and continuous improvement of the study program and its successful delivery in line with its objectives.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** For purposes of improving the study program content and to better adapt to labor market demands, while drafting and progressing with the study program, the responsible units consult and consider the propositions of the advisory board, partner institutions, alumni, and other actors of the labor market. |  | | | |
| **Criterion 2.** The institution encourages and includes students and their bodies in discussions, keeps in touch and consults alumni on how to improve study programs. |  | | | |
| **Criterion 3.** The responsible unit improves, updates, adapts, and reorganizes the study program in compliance with the latest propositions and developments in different fields, in cooperation with the program advisory board, professionals’ networks, and public and private organizations. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.6**  **The study program guarantees guidance in the field of studies and scientific research.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The study program clearly defies main study and research priorities and objectives in line with major institution objectives. |  | | | |
| **Criterion 2.** The main/basic unit encourages, coordinates and administers teaching, research or artistic activities by adhering to the academic staff academic freedom and specific study field. |  | | | |
| **Criterion 3.** The study program enables, encourages and motivates students to engage themselves in studies, projects or research activities. |  | | | |
| **Criterion 4.** In order to carry out study, research and scientific activities, the basic unit financially relies on the institution and manages revenue from different activities. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard II.7**  **The study program guarantees in-depth knowledge, internationalization, and scientific research.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The responsible unit supports subject groups and scientific research projects and ensures cooperation with other research structures in order to meet the study program objectives on scientific research. |  | | | |
| **Criterion 2.** The unit is responsible to meet the demands for analysis, studies and projects of scientific research nature at the local, national, or regional level, and it engages the academic staff and students to meet such objectives. |  | | | |
| **Criterion 3.** The responsible unit organizes conferences or activities in the field of the study program to aid staff and students in meeting the objectives. |  | | | |
| **Criterion 4.** The study program trains competitive professionals for the national and international labor market. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field II Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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1. **TEACHING, LEARNING, EVALUATION AND COMPETENCES**

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| **Standard III.1**  **The Higher Education Institution ensures learning processes and professional and scientific development through the best student-centered practices and methods that guarantee outcomes attainment.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** Forms of teaching, learning, and knowledge transmission are lectures, seminars, lab classes, course assignments/essays, projects, and practice classes foreseen by subjects syllabuses, and any other form approved by the institution. |  | | | |
| **Criterion 2.** Teaching forms and methods ensure knowledge acquisition and advanced methods for professional development in relation to their study field and application. |  | | | |
| **Criterion 3.** The academic staff respects and responds to students’ diversity and needs, by providing alternative forms, manners, methods, and opportunities for teaching and learning. |  | | | |
| **Criterion 4.** The academic staff in charge of teaching in the program is competent in explaining notions and concepts, uses different interactive teaching methods and student-centered discussions, encourages students’ creative and critical thinking, autonomy and responsibility for purposes of finding practical solutions.  At the same time, the academic staff ensures mentorship, support, and mutual respect relationships. |  | | | |
| **Criterion 5.** The institution supports the academic staff with improving didactic competences, in compliance with the expected learning outcomes. |  | | | |
| **Criterion 6.** The institution organizes structures/units at the program and institutional level promoting the continuous improvement of teaching, coordinating and cooperating with the main/basic units in the framework of the teaching quality improvement. The structures and responsible units support experimentation with and development of new innovative teaching methods, continuously train the academic staff for purposes of their teaching skills improvement and their implementation. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.2**  **The institution drafts regulations and special procedures for professional knowledge and skills testing and assessment, and guarantees their implementation.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** Professional knowledge and skills testing and assessment criteria and manner are set forth under the study program Regulation/institution’s Regulation/special regulation, and are made public and communicated to students. |  | | | |
| **Criterion 2.** Students are informed knowledge and professional and scientific skills testing methodology as foreseen in subject/modules syllabi by the subject/module head, in the beginning of the academic year. |  | | | |
| **Criterion 3.** Knowledge and professional and scientific skills testing methodology testing and evaluation is made in different forms and ways, by enabling each student to demonstrate his/her knowledge and competences acquired. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.3**  **The institution guarantees a merit-based fair and transparent evaluation process, including the complaints procedure.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** Testing and assessing scientific knowledge and professional skills takes place during the academic year and is reflected on the final evaluation, as foreseen by the subjects/modules syllabuses from the head of the subject/module. |  | | | |
| **Criterion 2.** The institution implements evaluation systems, which guarantee a high integrity, ethics, and transparency level. |  | | | |
| **Criterion 3.** The final evaluation of the subject contains continuous assessment, which includes the components of the students’ assignments/projects portfolio, etc., as well as partial and final exams. |  | | | |
| **Criterion 4.** Professional knowledge and skills evaluation is associated with feedback (if necessary) and advice on the learning process to help students improve in the future. |  | | | |
| **Criterion 5.** The responsible units and academic staff avoid/do not tolerate plagiarism and cheating during exams and assignments. |  | | | |
| **Criterion 6.** Professional knowledge and skills check results are merit-based and are timely announced according to provisions under the relevant regulations. |  | | | |
| **Criterion 7.** The institution guarantees students’ rights to be informed on the evaluation and request on evaluation review in line with the Statute rules and the evaluation procedure. |  | | | |
| **Criterion 8.** Any request or complaint is revised by the evaluation committee and if the students is unclear, procedures foreseen by the study program regulation are followed. The pursued procedure must be transparent to the parties involved, documented and archived. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.4**  **The study program delivery guarantees students’ creative and practical skills enhancement, and it aims at developing in-depth professional and scientific competences of students.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The study program should ensure scientific knowledge advancement, professional skills development, critical thinking skills acquisition, and new application ideas evaluation and synthesis in the specific study field. |  | | | |
| **Criterion 2.** The study program guarantees the development of specific skills kin communication, interaction, decision-making, and in the field of information technology. |  | | | |
| **Criterion 3.** Student’s competences and skills, introduced in the study program and syllabi of each subject, are analyzed and reviewed at the end of the course. The academic staff points out the most important issues and guides students throughout their implementation and final test. |  | | | |
| **Criterion 4.** Teaching is performed through practical competences, aiming at students’ further advancement, and it enables students to develop the skills that they acquired during lab and practice classes |  | | | |
| **Criterion 5.** The academic staff supports group discussions and work in interpreting and solving problems/issues; establishes the right climate for developing innovative ideas, and supports advanced research and scientific studies; combines teaching forms with collaboration institutions to ensure students’ mobility and create new employment and professional career opportunities. |  | | | |
| **Criterion 6.** The full-time and part-time staff has open classes and seminars on the latest developments in science and technology, in the framework of extracurricular activities related to the study program. |  | | | |
| **Criterion 7.** The institution promotes the development of innovative ideas, advanced research and scientific studies, by providing financial support. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard III.5**  **The institution pursues a clear student graduation procedure in the study program and provides students the necessary documentation.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution develops and discloses a special procedure for the completion requirements before they are carried out. |  | | | |
| **Criterion 2.** The responsible structures and academic staff assist students by providing the necessary information, instructions and materials for purposes of meeting their obligations. |  | | | |
| **Criterion 3.** The diploma thesis mentor assists students in methodological orientation, academic writing criteria fulfilment, and ethical integrity preservation in research according to the approved guidelines. They ensure quality of results and either approve or disapprove whether or not the thesis is complete and should be presented to the panel. |  | | | |
| **Criterion 4.** The institution assists students in carrying out measurements, analyses, and tests in or outside institution premises, according to the specific topics and field of study. |  | | | |
| **Criterion 5.** Upon concluding their studies, the student is provided with a diploma and its supplement as approved by the ministry responsible for education. Upon concluding their studies, a full official copy of the study program is made available to the student. |  | | | |
| **Criterion 6.** In compliance with the legislation in force, the institution retains a copy of the students’ documentation and issues attestations to the student, on a case-by-case basis, if required. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field III Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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1. **HUMAN, FINANCIAL, INFRASTRUCTURE, AND LOGISTICS RESOURCES FOR STUDY PROGRAM DELIVERY**

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| **Standard IV.1**  **The Higher Education Institution pursues transparent legal procedures on recruiting, evaluating and selecting staff, and it has the primary responsibility for the quality of the staff that covers the study program.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution drafts and implements procedures for academic staff recruitment, in accordance with the applicable legal basis and the institution’s internal regulations, and it discloses them publicly |  | | | |
| **Criterion 2.** The institution follows recruitment and evaluation procedures based on the announced general and specific criteria that ensure the selection of staff with the appropriate level of qualification, and in accordance with the nature, structure, modules and the study program content. |  | | | |
| **Criterion 3.** The institution is committed to providing the staff with the appropriate environment and equal opportunities for performing their tasks professionally. |  | | | |
| **Criterion 4.** The institution is committed to provide staff who administers the study program with continuous training and further professional development. |  | | | |
| **Criterion 5.** The institution organizes specific programs regarding innovative teaching methods and use of new technologies for the further professional qualification of the academic and scientific research staff. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.2**  **The academic staff covering the study program meets the quantitative standards and has the proper and adequate academic qualifications, in line with the field of program to guarantee teaching standards in the study program.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The full-time and part-time academic staff that covers the study program holds the title “Professor”. |  | | | |
| **Criterion 2.** The general and specific academic and research area of the academic staff covering the study program is in line with the study program and its modules nature and specifics. |  | | | |
| **Criterion 3.** The institution shows an optimal human resources commitment in meeting the study program objectives. The full-time academic staff should cover the academic load of the study program in compliance with the legal framework in force. |  | | | |
| **Criterion 4.** The institution should guarantee and demonstrate the sustainability of the academic staff involved in the study program during the accreditation period, including employment contracts and coverage with social and health insurance. |  | | | |
| **Criterion 5.** The institution ensures and guarantees the engagement of adequate and appropriate academic support staff to carry out lab classes and maintain labs and other teaching premises, according to the specific nature of the study program being delivered. |  | | | |
| **Criterion 6.** The institution follows recruitment and evaluation procedures based on the announced general and specific criteria that ensure the selection of staff with the appropriate level of qualification, and in accordance with the nature, structure, modules and the study program content. |  | | | |
| **Criterion 7.** The HEI drafts a cooperation agreement with institutions/students’ employment organizations, which help in developing modules’ practice classes. |  | | | |
| **Criterion 8.** The institution, by entering into cooperation agreements with other higher education institutions, business representatives and companies, makes available adequate staff to instruct, mentor and supervise students during their internship, diploma thesis development and other specific activities, depending on the nature of the study program. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.3**  **The Higher Education Institution makes available the learning premises and the appropriate infrastructure for the delivery of study program teaching process and practical training, according to the nature and field of the study program.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution provides adequate and appropriate teaching facilities, depending on the number of students and study groups, in accordance with the specific nature of the study program and respective modules. |  | | | |
| **Criterion 2.** Learning premises such as classrooms, labs, studios and the like are equipped with electronic and information technology devices that guarantee the realization of the theoretical and practical teaching process through the use of contemporary teaching and learning methodology and technology. |  | | | |
| **Criterion 3.** Laboratories, studios, ateliers or other premises, according to the specific nature of the study program, contain the necessary equipment and tools to meet module requirements, theoretical and practical training, and the overall study program objectives. |  | | | |
| **Criterion 4.** The institution provides at least one information technology lab, equipped with professional software appropriate to the nature of the study program provided. |  | | | |
| **Criterion 5.** The institution guarantees, with its available capacities and/or in cooperation with other institutions and entities (certified through special partnership agreements), that the premises are sufficient, appropriate and tailored to the development of internships by subject/module and other practical activities. In cases of study programs in the field of medicine, the institution should provide hospital and health post facilities that have the necessary capacities. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.4**  **The study program should comprise the necessary and updated literature to support teaching, and it should provide support learning premises (a library, special premises).** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The required and recommended literature, made available to students in the study program language (in hard copy or soft copy), guarantees the acquisition of knowledge required for the study program (documented according to the APA style both in the syllabuses, and the academic staff curriculum vitae). |  | | | |
| **Criterion 2.** The responsible unit should report whenever literature is updated with publications from recent years. |  | | | |
| **Criterion 3.** The institution makes available the academic library to students, guaranteeing students equal access to the study program. |  | | | |
| **Criterion 4.** The library should be equipped with physical literature such as: sufficient required textbooks, recommended literature, both in Albanian and foreign languages, necessary, sufficient and appropriate books or journals to cover all modules and courses according to each study program specifics. |  | | | |
| **Criterion 5.** The institution should enable the adequate conditions for students’ free and equal access to online libraries for each study program field. |  | | | |
| **Criterion 6.** The library should be equipped with computer software and other technical equipment, enabling unrestricted use by all students. |  | | | |
| **Criterion 7.** The library hours (opening hours) should be in line with the teaching process hours, but also appropriate with student number and needs, as well as its capacity. |  | | | |
| **Criterion 8.** The library and the responsible units of the program monitor and report on the library’s physical and online literature (the main titles provided for the program) quality, update, and level of use by the academic staff and program students. Moreover, they provide information on the use of study halls, by highlighting how effective the efforts to enrich the physical and online literature of the library have been. They also provide data on needs for other literature and the performance of the academic staff. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.5**  **The Higher Education Institution has an internal institutional management system, which is made available to the management, information and monitoring of academic, financial and administrative activity for the study program.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution has in place a management system for the management of all student-related information and activity from enrollment up to graduation from the study program. |  | | | |
| **Criterion 2.** The internal management system manages the information, documentation and activities of academic staff, academic assisting staff, administrative staff and partners engaged in the program implementation. |  | | | |
| **Criterion 3.** The management system provides dedicated access to information and documents for all study program staff and students. |  | | | |
| **Criterion 4.** The management system has integrated platforms and modules that enable interactive communication and information exchange between staff and students. |  | | | |
| **Criterion 5.** The management system guarantees real-time monitoring of academic and administrative staff activity and enables individual and real-time reporting to governing bodies and authorities. |  | | | |
| **Criterion 6.** Information related to the study program, academic staff, and the various activities is published on the website in at least two languages, one of which Albanian. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard IV.6**  **The Higher Education Institution guarantees the necessary financial support for the implementation of the teaching/research process, study program progress and students’ support.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The main/basic unit drafts the budget plan for the study programs and the plan on the necessary financial support for their progress.  . |  | | | |
| **Criterion 2.** The main/basic responsible unit budget plan for study programs should include funding for human resources, operating costs for premises maintenance and teaching process support technologies, library and literature enrichment costs, and access to online libraries, financial obligations, national or international grants received, and service contracts for the study program delivery, projects, and other items. |  | | | |
| **Criterion 3.** The institution reports up to the level of the basic unit responsible for the study program regarding the realization of the approved budget for the previous year. |  | | | |
| **Criterion 4.** The institution conducts an annual audit, assesses and documents its financial situation and its financial effectiveness. |  | | | |
| **Criterion 5.** The institution guarantees financial sustainability and capacities of the basic unit to develop and progress with the study programs. Where there is a need to improve the financial situation, the institution plans ad hoc interventions and eventual diversification of the study programs financing. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field IV Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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**V. STUDENTËT DHE MBËSHTETJA E TYRE**

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| **Standard V.1**  **The Higher Education Institution drafts, follows and implements policies and procedures on students admission, selection, progress, transfer, recognition, knowledge assessment and graduation in the study program.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution develops and implements policies and procedures that cover the full study program academic cycle, from enrollment to graduation, in accordance with applicable legislation and its own regulatory acts. |  | | | |
| **Criterion 2.** Policies and procedures from enrollment to graduation guarantee equality and equal rights to all study program applicants and students. |  | | | |
| **Criterion 3.** In order to be admitted to a “Executive Master’s” (EM) study program, the candidate should have completed at least a study program in the second cycle (“Master of Science” or an integrated study program of the second cycle), he/she should be a professional in the field, have a proven professional experience of over two years, be proficient in a foreign language according to the specifications of the legal framework, and he/she should meet the institution’s admission criteria academic standards for the relevant study program, which are made public before the start of admissions. |  | | | |
| **Criterion 4.** Student selection criteria and procedures, progress throughout the study course, transfer, recognition of previous or part-time studies, knowledge assessment and graduation are easily understandable and accessible to the public. |  | | | |
| **Criterion 5.** Prior to the start of each academic year, the institution instructs the public and interested parties on study program general and specific criteria and requirements. |  | | | |
| **Criterion 6.** At the start of each academic year, the institution drafts and publishes special criteria for the selection of candidates with disabilities, from minorities, etc. |  | | | |
| **Criterion 7.** The institution drafts and publishes at the start of each academic year the criteria for the selection of candidates from other countries. |  | | | |
| **Criterion 8.** The institution drafts assistance/scholarship policies with the aim of enhancing the quality of admissions in priority programs for the institution and the country’s economic development. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.2**  **The Higher Education Institution makes available to the students of the study program detailed and comprehensive information on the academic progress, recognition, and knowledge assessment up to the studies completion and graduation.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution provides full and detailed information on the criteria and procedures for student academic progress and passing from one academic year to the other. |  | | | |
| **Criterion 2.** The institution informs students about diploma recognition procedures and criteria regarding previous qualifications or part-time studies. |  | | | |
| **Criterion 3.** The institution informs students about the criteria and procedures on knowledge and skills assessment during the study program. |  | | | |
| **Criterion 4.** The Higher Education Institution informs students about study program graduation criteria and procedures. |  | | | |
| **Criterion 5.** Before the start of and throughout each academic year, the higher education institution publishes special guidelines and organizes open briefings to inform potential students and current students about the study program. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.3**  **The Higher Education Institution provides students with detailed and comprehensive information on training objectives, structure, organization, study program content, expected learning outcomes and employment opportunities.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The students are thoroughly informed on study program structure, organization and duration. |  | | | |
| **Criterion 2.** The institution provides students with the necessary information and documentation on modules/course, content and training activities. |  | | | |
| **Criterion 3.** The institution informs students on employment opportunities, as well as institutional support for career counseling and labor market. |  | | | |
| **Criterion 4.** Students are provided with extensive and up-to-date information on the teaching process development and organization, logistics, infrastructure and services for its realization. |  | | | |
| **Criterion 5.** Information about the study program is provided through the internal information management system and should be easily accessible even to distance students. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.4**  **The Higher Education Institution collects, manages, updates and stores detailed data about the number and profile of students attending the study program, from their university admission to graduation, as well as their employment data.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution produces and maintains annual statistics on the number of students and alumni in each study program. |  | | | |
| **Criterion 2.** The institution generates annual statistics on the number of students enrolled in the study program until their graduation, withdrawals from the program, dropouts before the end of the program, or failures to successfully complete the academic year which the study program is delivered in. |  | | | |
| **Criterion 3.** Student’s statistical data are managed by the internal information system and must be secured and easily verifiable by authorized persons. |  | | | |
| **Criterion 4.** The institution issues acts to support the periodic control of all units responsible for management (academic secretariats, internal information management system, etc.), assesses and records the state and accuracy of the information and documentation related to students and their activities. |  | | | |
| **Criterion 5.** The main/basic unit should develop periodic analytical reports on incoming and exiting students’ profile and quality, as well as their employment quality rate, along with appropriate measures to improve these indicators. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.5**  **The Higher Education Institution includes and engages students in decision-making and advisory bodies, in the framework of drafting, approving, reviewing and improving the study programs, teaching methods and the quality of provided resources and services.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution envisages students and/or their representatives’ involvement and engagement in decision-making and advisory bodies, according legal acts and HEI’s own regulatory acts. |  | | | |
| **Criterion 2.** The institution should ensure that students and/or their representatives’ involvement in decision-making, advising or evaluation of the academic process is realistic, concrete, productive and with easily verifiable and measurable results. |  | | | |
| **Criterion 3.** The responsible unit guarantees student involvement in drafting, reviewing and improving the study program on a regular basis and includes their suggestions and contributions during joint meetings with the departments, through questionnaires, at focus group discussions, etc. |  | | | |
| **Criterion 4.** Students have the opportunity to give their input on equality and fairness of the knowledge assessment process, including their right to appeal with the responsible body/unit/lecturer the result, assessment, and evaluation awarded. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard V.6**  **The Higher Education Institution has special units and procedures for student admission, induction, counseling, complaints and issues management, which are permanent and easily accessible by students.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution has a special units and procedures which ensure student information and assistance, in accordance with legal provisions and HEI’s regulatory acts. |  | | | |
| **Criterion 2.** The institution has set up and introduced a special system for student information, counseling, progress and assistance in matters related to the teaching process and study program. |  | | | |
| **Criterion 3.** The institution provides students with career counseling. The Career Counseling Office/Unit continuously and periodically welcomes students, providing specific information and guidance in terms of completing the learning process, selection and induction regarding internships in other institutions, and advice on the labor market. |  | | | |
| **Criterion 4.** The Career Counseling Office/Unit follows-up with students after graduation, by collecting, processing and storing data on the level and quality of the study program students’ employment, and makes them available to students and relevant bodies and authorities. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field V Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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**VI. STUDY PROGRAMS’ QUALITY ASSURANCE**

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| **Standard VI.1**  **The Higher Education Institution pursues a clear policy to guarantee and promote the quality of teaching and develops special guidelines designed for teaching methods development and monitoring.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution designs guidelines at the institutional level for the development and use of different and innovative teaching methods based on the field of studies, subjects/modules. |  | | | |
| **Criterion 2.** The responsible structures develop monitoring mechanisms and periodically evaluate teaching and innovative skills of academic and academic support staff. |  | | | |
| **Criterion 3.** The institution guarantees student inclusion in the periodic assessment of teaching methods, and knowledge check , including complaint handling opportunity. |  | | | |
| **Criterion 4.** The structures responsible for monitoring and teaching quality assurance disclose evaluation results publicly. |  | | | |
| **Criterion 5.** The institution, through its assessment mechanism and results reached, promotes examples of good practice, encourages and prompts the academic staff to further improve teaching. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.2**  **The Higher Education Institution drafts and implements transparent policies and procedures on the study program quality assurance within the framework of internal quality assurance system.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution has in place policies, structures and procedures for Internal Quality Assurance (IQA), in accordance with applicable legal and sub-legal provisions and with institutional regulatory acts. |  | | | |
| **Criterion 2.** The institution has established and uses the Internal Quality Assurance System, and it also implements an institutional strategy for continuous quality improvement, including students and external partners and experts. |  | | | |
| **Criterion 3.** The Institution uses appropriate quality assurance tools and indicators. External Quality Assurance in Higher Education is carried out through external accreditation evaluation processes, analytical and comparative evaluations, as well as other processes that promote and improve quality. |  | | | |
| **Criterion 4.** The institution uses clear and measurable indicators in teaching and research, with the aim of reflecting the situation, achievements, and weaknesses that are stipulated in institutional regulatory acts. The institutions employs qualitative indicators to promote the best achievements. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.3**  **The Higher Education Institution periodically monitors and evaluates the study program through the special units, in order to achieve training objectives and the intended learning outcomes.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution uses formal and documented processes and mechanisms for periodically reviewing, approving and supervising the study program to the service of its accreditation. During this process, the institution identifies achievements and weaknesses, motivates best practices and attainments, and it develops the improvement measures plan. The results of these assessments are documented and put forward to the responsible and decision-making authorities for the study program. |  | | | |
| **Criterion 2.** Evaluation reports should include expected outcomes, evaluations results, motivation of best practices and achievements, and measures taken to address gaps and to further improve quality, as well as encouragement of the best achievements in the performance and research conducted by the academic staff and students. |  | | | |
| **Criterion 3.** In the framework of evaluating study program realization, progress and quality, the institution employs direct methods such as: assessment of teaching quality; didactics, curricula, learning evaluation; parallel assessment of student examinations or assignments; observations in the auditorium during exercises/practice; local or standardized tests; results achieved in interinstitutional or national tests, such as state exam for regulated professions, etc. |  | | | |
| **Criterion 4.** In the framework of evaluating study program realization, progress and quality, the institution employs indirect assessment methods and tools such as: surveys and interviews with students, alumni, academic staff, academic support and administrative staff, employers and institutions that cooperate for the study program delivery and other parties involved in conducting the assessment of knowledge and competences acquired during the program. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.4**  **The Higher Education Institution includes the academic units, academic staff and students in the study program IQA process, and informs interested parties on the results and the subsequent measures.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The institution should provide for and guarantee the involvement of internal and external actors, such as the Program Board, experts of the area, representatives of cooperative organizations or industry representatives, interested in continuously ensuring and improving the study program in internal quality policies and procedures. |  | | | |
| **Criterion 2.** The institution defines the specific responsibilities and tasks of units, individuals, students and other parties engaged in the study program internal quality assurance and it guarantees the responsible performance of these tasks. |  | | | |
| **Criterion 3.** During study program quality assessment and assurance, it is important to guarantee the inclusion of the main and basic unit responsible for the study program, academic staff, academic support and administrative staff, and study program students. |  | | | |
| **Criterion 4.** Internal actors inclusion and engagement in the continuous assessment procedures should observe the academic integrity and avoid any kind of discrimination or inequality against staff and students. |  | | | |
| **Criterion 5.** Partners and/or external experts, who are related to the study program, or can provide professional expertise and input about the program quality and improvement should actively participate in the assessment and internal quality assurance processes. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Standard VI.5**  **Policies, processes and activities for the study program Internal Quality Assurance should be made public, transparent, and effective, with the view to establishing an Internal Quality Assurance Culture.** | | | | |
| **Criteria** | **Evaluation** | | | |
| **Criterion 1.** The policy, strategy, organization and activities within the framework of the study program Internal Quality Assurance system are transparent and are made public to all students and parties concerned. |  | | | |
| **Criterion 2.** The Higher Education Institution publishes the results of the study programs assessment, by observing ethics and academic freedom, as well as the legislation on personal data. |  | | | |
| **Criterion 3.** The assessment results should be accompanied with an action plan designed to address and improve the identified weaknesses and issues. |  | | | |
| **Criterion 4.** The institution assesses and ensures activities’ effectiveness and impact in the framework of monitoring and quality assessment, to ensure the ongoing study program improvement. |  | | | |
| **Criterion 5.** The institution organizes periodic activities with staff and students for their information and awareness-raising on the long-term quality assurance and study program improvement. |  | | | |
| **Standard’s Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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| **Field VI Standards’ Fulfillment Degree** | **Not met** | **Partially met** | **Substantially met** | **Fully met** |
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**Përfundime të Vlerësimit të programit të studimit të ciklit të Tretë Master Ekzekutiv “.......”**

**Pikat e forta dhe afirmime**

1. **……**
2. **……**
3. **…….**

**Pika të dobta**

1. **……**
2. **…….**
3. **…..**

**Rekomandime**

1. **….**
2. **….**
3. **….**

**Evaluation’s conclusions for the Third cycle study program Executiv Master “.......”**

**Strengths and affirmations**

1. **…**
2. **…..**
3. **….**

**Weaknesses**

1. **…..**
2. **…..**
3. **…..**

**Recommendation**

1. **…..**
2. **…..**
3. **…..**

**Program quality standards fulfillment degree**

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| **FIELDS OF EVALUATION** | **FIELD STANDARDS’ FULFILLMENT DEGREE** | | | |
| **Not met** | **Not met** | **Not met** | **Not met** |
| 1. **STUDY PROGRAM PROVISION** |  |  |  |  |
| 1. **STUDY PROGRAMS ORGANIZATION, MANAGEMENT AND ADMINISTRATION** |  |  |  |  |
| 1. **TEACHING, LEARNING, EVALUATION AND COMPETENCES** |  |  |  |  |
| 1. **HUMAN, FINANCIAL, INFRASTRUCTURE, AND LOGISTICS RESOURCES FOR STUDY PROGRAM DELIVERY** |  |  |  |  |
| 1. **STUDENTS AND THEIR SUPPORT** |  |  |  |  |
| 1. **STUDY PROGRAMS’ QUALITY ASSURANCE** |  |  |  |  |
| **VLERËSIMI TËRËSOR** |  |  |  |  |

**List of basic documents for the study programs’ accreditation process**

The following list is the mandatory documentation that institutions must submit together with the SER in the framework of accreditation of study programs. It is not said that each of the following documents should be a separate one, but a document may summarize some of the required data. In the case of the second cycle programs (Master of Science) and the third cycle (Long-term Specialization and Doctorate), the whole documentation must be in both Albanian and English language, as well as the SER. In any case, rely on the *Manual for "Procedures and Deadlines for Quality Assessment in the framework of accreditation of Higher Education Institutions and study programs"*

1. General and specific operation regulations of the main and basic unit that provide the study program;

2. The study program file completed with all the necessary elements;

3. Regulations of the study program;

4. Study program’s mission and labor market study;

5. Program development strategy;

6. Evidence of respect for autonomy, academic and financial freedom;

7. Human resource policies, employment policies, including recruitment and selection;

8. Academic staff development policy;

9. Organizational structure of HEIs and programs;

10. Foreign policy on staff and student mobility;

11. Learning, teaching and quality in teaching Policy;

12. Academic staff/ Teaching staff evaluation Policy;

13. Regulations for tests and exams, graduation criteria and procedures, etc;

14. Diploma and Diploma Supplements;

15. Student complaints procedure;

16. Procedure for supporting, developing and improving the quality of study programs;

17. Procedure for improving the quality of teaching;

18. Student admission policy;

19. Student registration procedure, student database / register;

20. Students support Policies and their organizational structure;

21. Research activity, monitoring and results at the program level;

22. Cooperation policy and partnership agreements in function of the program;