



**QUALITY ASSURANCE AGENCY IN HIGHER EDUCATION**

**EXTERNAL EVALUATION REPORT**

**Third Cycle Study Program Executive Master in  
"Restoration, Conservation and Valorization of Cultural  
Heritage"  
offered by  
Higher Education Institution "POLIS" University**

**External Evaluation Group:**

1. Prof. Maros Finka

2. Dr. Jonida Meniku

September/2024

## STUDY PROGRAM DATA SUMMARY TABLE

### For the Study Program: “Restoration, Conservation and Valorization of Cultural Heritage” Offered by the Higher Education Institution “Polis” University

Nr.		
1	Applicant HEI:	Polis University
2	Basic unit that offers:	Department of Scientific Research.
3	Name of the study program:	Executive Master in “Restoration, Conservation and Valorization of Cultural Heritage”
4	Licensing order / DCM:	Order of the Minister of Education, Sports and Youth No.351, date 17.09.2021, amended with Order of the Minister of Education and Sports No. 82, dated 20.02.2024
5	Reorganization order / DCM:	
6	Diploma registration form:	
7	Order / ABD of the first accreditation:	
8	Study cycle:	Third cycle
9	Duration of the study program:	1 academic year, two semesters
10	Total Credits (ECTS):	60 ECTS
11	Form of study:	Full time
12	Language (Albanian / other):	Albanian
13	The program is offered in cooperation with other institutions:	Yes. University of Ferrara, Italy
14	Joint degree (insert name):	Yes. University of Ferrara, Italy
15	Dual degree (insert name):	
16	The national qualifications framework level:	8
17	EAS / CAS academic staff for the study program:	17/5
18	Number of students:	12 students for academic year (2022-2023)
19	Comments / others:	

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

Polis University (UP) is a private higher education institution with three Faculties: Architecture and Design, and Engineering; Planning, Environment, and Urban Management; and Faculty for Research and Development, offering third cycle of studies including evaluated Executive Master program in Restoration, Conservation and Valorization of Cultural Heritage. This study program is opened with the order of the Minister of Education, Sports and Youth No.351, date 17.09.2021, amended with Order of the Minister of Education and Sports No. 82, dated 20.02.2024 as a joint program with the University of Ferrara, Italy.

The program is addressing highly qualified candidates from Albania and has as main objective to develop broader research potential of young practitioners, strengthen their scientific level, openness and a multi and interdisciplinary approach.

The program as joint program of two universities aims to make full use of the research and teaching resources of UP and University of Ferrara, Italy (UNIFE) to provide high level education and to promote academic exchange between the two institutions. The program offers joint degree, with the names of POLIS and UNIFE, on course documents, diploma and diploma supplement.

The department of Scientific Research is part of the faculty of Research and Development at Polis University and is the main unit in charge of the study program organization and execution, according to the program regulation.

The Executive Master program has an ambition to increase its regional influence by establishing relations in the Western Balkan region and attract students from these countries.

This program combines the best experience of the UNIFE in the field of the Restoration with the national expertise represented by Albanian experts under the umbrella of UP.



## **DESCRIPTION OF THE EXTERNAL EVALUATION PROCESS;**

The evaluation process was based on the set of documents submitted by UP including the data on content, organization, and execution of the study program, on capacities of UP and UNIFE to provide the education in evaluated study program and on quality assurance systems providing the guaranty on quality of the program and its graduates. The appointed members of the external evaluation group, Prof. Maros Finka and Dr. Jonida Meniku, had the possibility to confront the information gained from the submitted documents with the reality at the UP as the place where the study program has been executed, during their visit on site, discussion with the university management, students, administrators of the program, involved academic staff from UP and UNIFE, members of the quality assurance board, supportive staff as well as during their visit in the laboratories available for the students. The visit on site was supported by the technical coordinator of ASCAL (Quality Assurance Agency in Higher Education of Albania). The findings of the external evaluation group are summarised in this report.

The draft report is sent to the institution through the AMS system on 12.07.2024. The institution on 18.07.2024 through the AMS system and with letter Prot. No 565/24 on date 18.07.2024, has sent comments / clarifications on the draft report.

The external evaluation group after carefully reading the comments/clarifications of the institution, made the corresponding adujstments on the draft report.



## Evaluation of the third cycle study program Executive Master in “Restoration, Conservation and Valorization of Cultural Heritage”

### I. STUDY PROGRAM PROVISION

<b>Standard I.1</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> The Higher Education Institution provides study programs that do not contradict national interests and aim at preserving and consolidating national academic and cultural values.	According to the provided documentation and site visit, the study program Executive Master in “Restoration, Conservation and Valorization of Cultural Heritage” do not contradict with national interest, and aims to increase sensitivity towards heritage, national traditions, and values to the future generations. In opposite, the program aims to provide education in the study field of high important for safeguarding national cultural heritage and to fill the gap between offer in academic arena and the labor market, where such specialists are demanded. (Annex 05)
<b>Criterion 2.</b> The study program is designed and delivered in accordance with the goals and mission of the institution and field of scientific activity.	The study program is based on UP institutional strategy, as defined by the Development Strategy of University, approved by Decision of the Academic Senate on 15.01.2021. The content of the program fully follows the profile of UP and creates base for efficient capitalization of its potentials in the cross-faculties cooperation. It can be advised to reflect the focus of the evaluated program in the broad spectrum of tangible and not tangible cultural heritage in the name of the program by adding the aditivum “build” to cultural heritage.
<b>Criterion 3.</b> 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.	The study program, is organized by the department of Scientific Research, part of the Faculty of Research and Development at Polis University. The study program, is designed in full accordance with the purpose, mission and objectives set by this higher education institution. The institution’s development strategy supports the mission of this program, (Annex 04). The institution’s statute and regulations are in accordance with the objectives and the purpose of the program, (Annex 05). The program objectives and the field of activity are clearly defined in the regulation of the study program. (Annex 06).
<b>Criterion 4.</b> The study program is drafted and development in compliance with the national strategies on higher education	The study program is drafted by the department of Scientific Research. The program is in accordance with national economic and social development goals, strategies, and the preservation of public-national

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development, public interest and global development trends, based on the relevant national and international documentation.	interest through contemporary trends at the national and international level. (Annex 04)			
<b>Conclusion</b>	<i>The study program as the joined third cycle program offered by UP in collaboration with UNIFE is structured fully in the harmony with the third cycle standards, in compliance with national strategies on higher education development, public interest and European trends reflecting the institutional strategies and mission of UP and UNIFE. Being the executive master program mainly focused on the development of specific research capacities necessary for professionals in the field of cultural heritage restoration, conservation and valorisation, the program has interdisciplinary character living adequate space for graduates to develop own profile and capitalize their Bachelor and Master education in specific field.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Standard I.2</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	As the verification of the relevant documentations during on site visit has shown, the study program is build on and properly capitalizes experience, capacities and resources of UP across all its faculties including the capacities for international collaboration. A very good indicator that guarantees the quality of the study program is the cooperation of UP with UNIFE, where the best experience of UNIFE in the field of restoration is combined with the national expertise represented by Albanian experts. (Annex 08).
<b>Criterion 2.</b> 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.	According to the site visit and relevant provided documentations, the study program is in line with the academic and research fields well developed in last decades at UP as well as the accumulated know-how of the partner university in Ferrara. The evaluated program is offered by the faculty of Research and Development, which is fully aligned in terms of the academic and research fields it offers. The main responsibility for the organization of this program belongs to the department of Scientific Research, which includes experts in the field of restoration and is supported by the international academic capacity of UNIFE.

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<b>Criterion 3.</b> 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.	The joint program as a third – level program is offered by faculty of Research and Development and coordinated by its department of Scientific Research. This is in line with the areas that this department covers (Annex 08). The collaboration with the other faculties of the UP and UNIFE ensures requested interdisciplinary approach to the build cultural heritage protection and sustainable use.			
<b>Conclusion</b>	<i>Based on the submitted documents, on-site visit and discussions, can be concluded that the study program is fully in line with the academic field of the main and basic unit in charge of the study program at UP and supports efficient capitalisation of international collaboration with UNIFE.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Standard I.3</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	The administrative and academic structures of the institution cooperate with each other. The obligations of the staff are clearly defined in the relevant regulations of the faculty department and administrative units in support of the study program. The reporting process is done periodically by a special structure. The level of cooperation between UP and other academic, scientific, and non-academic institutions at the national and international level, as well as the participation of students in the institution's activities, are essential components of the institution. (Annex 10).
<b>Criterion 2.</b> 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.	The joint study program itself suppose to be build on strong collaborative inter-institutional and in this case international environment. According to the verification during the site visit and the relevant provided documentations, numerous collaborations with similar national or international institutions, partnerships, agreements, and cooperation have been established. They served continuously in achieving the academic and student objectives set by the institution for this study program in particular.




<b>Criterion 3.</b> 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.	The department of Scientific Research as a part of the faculty of Research and Development, draws up different agreements for professional training hours based on the requirements of the subject. Relevant documents were recorded during the interviews and on-site visits to the institution. As discussed during the site visit of the external evaluation group, the close systematic collaboration of UP and Co-PLAN opens specific quality for interactions between students, and practice and goes beyond common practice at the universities in very positive direction. It can be appointed as best practice example.			
<b>Criterion 4.</b> 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.	As the visit to the institution has shown, analytical reports on benefits from the cooperation agreements are inherent part of the collaboration following university regulations. Already the first cohort of the graduates clearly shows the benefits from cooperation, especially in high acceptance of the graduates in the professional practice and in the interest of the practice representatives on their engagement in different educational activities of the program.			
<b>Conclusion</b>	<i>The UP fulfills in this joint study program with UNIFE all requirements and expactions from cooperation relationships with institutions, companies, third parties, local and foreign business actors in order to deliver the study program, in the framework of professional training, scientific research and mobility. This study program can serve as best practice for other universities in Albania and Europe.</i>			
<b>Standard's Fulfillment Degree</b>		<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Field I Standards' Fulfillment Degree</b>		<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

## II. ORGANIZATION, MANAGEMENT AND ADMINISTRATION OF STUDY PROGRAM

<b>Standard II.1</b> The study program is organized in line with the national legal and sub-legal provisions in force and internal regulatory acts.	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> Elements that comprise the study program structure and training activities that are evaluated in credits are	The main goal of the program is to provide high-quality research activities and a method class, "Bring the Heritage to the classroom," with a strong practical and research approach. The study program

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<p>clearly defined, in compliance with the national legislation in force and the European Credit Transfer and Accumulation System (ECTS).</p>	<p>contains 12 modules and 60 ECTS credits, which are in accordance with the specific requirements. (Annex 12). The study program “Executive Master in Restoration, Conservation, and Valorization of Cultural Heritage” is based on Law No. 80/2015, “Higher Education and Scientific Research in Higher Education Institutions in the Republic of Albania,” and on the Italian side, the program is based on Ministerial Decree No. 270/2004 and the Regulation for the institution and disciplines of the masters programs and training of the UNIFE.</p>
<p><b>Criterion 2.</b> 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.</p>	<p>According to the institution and the provided documentations, the program considers the relationship between restoration practices, research topics, and the legislative changes that impact them. This program reflects the recommendations stemming from the reforms undertaken in the field of education and restoration at the national level. The methodology used has got optimally balanced theoretical and practical approach that informs professionals of the actual market needs and professional growth.</p>
<p><b>Criterion 3.</b> The study program contains information on the credit load of all subjects/modules, including the credits of completion requirements.</p>	<p>The study program documentation contains all necessary information on subjects, modules and their credits. The study Programm contains activities grouped in the following disciplines:</p> <ul style="list-style-type: none"> <li>• Basic Subjects: 10% - 6 ECTS</li> <li>• Characteristic Subjects: 57% - 34 ECTS</li> <li>• Intersiciplinary/Integrated Subjects – 13% - 8 ECTS</li> <li>• Closing Obligations 20% - 12 ECTS (Annex 12)</li> </ul>
<p><b>Criterion 4.</b> 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.</p>	<p>The documentation presented and followed by the on-site visit (meeting with students of the Executive Master) at the premises, confirmed that those candidates who possess a Master of Science degree in fields that are considered similar to this study program, based on the judgement of a special program evaluation commission at POLIS University, or any equivalent, are eligible for admission. (Program Regulation, Article 6,7,8).</p>
<p><b>Criterion 5.</b> 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.</p>	<p>The evaluated study program is unique by its thematic focus but fulfills the standards for executive master by its content, organisation, assessment and quality requirements. Based on the evidence provided, the program requires 1 academic year, and students fulfil the requirements for the title “Executive Master in Restoration, Conservation, and Valorization of Cultural Heritage” if they complete</p>




	60 ECTS credits, as per the Summary Tables of the Curriculum Plan (Annex 12).			
<b>Criterion 6.</b> Study programs are associated with the relevant code, according to the study field and classifications that have been made public by the ministry responsible for education. The program subjects codification is carried out further.	The program code is P81ME0730S			
<b>Criterion 7.</b> 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.	According to the institution and provided documentations, the program is a joint one between the POLIS University (Faculty of Research and Development) and the University of Ferrara – UNIFE (Department of Architecture), as a result of collaboration for more than a decade (relationship regulated with formal agreement and documentation). The joint program “Executive Master in Restoration, Conservation, and Valorization of Cultural Heritage” is in the harmony with the national as well as the EU rules.			
<b>Conclusion</b>	<i>The evaluated study program Executive Master in Restoration, Conservation and Valorisation of Cultural Heritage is organized in line with the national legal and sub-legal provisions in force and internal regulatory acts.</i>			
<b>Standard’s Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Standard II.2</b>	
<b>The main/basic unit responsible for the study program meets the legal requirements and quality standards for such units.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	The Department of Scientific Research, part of the Faculty of Research and Development at Polis University, are the basic and main units in charge of the organisation of the study program, according to the Program Regulation. The University and its units meets the obligations stipulated by the legislation in force on the organization, its academic structure, staff and institutionalized procedures. The faculty consist of three departments which has in total 35 full time academic personnel and 28 part time. Meanwhile the department has 18 full time and 19 part time academic personnel. Polis university actually is in the process of periodic institutional accreditation. (Annex 24)
<b>Criterion 2.</b> The main/basic unit responsible for the study program	Based on the information submitted and discussions during on site meetings, two administrative and supportive staff fully covers the

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<p>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.</p>	<p>study program to carry our practice classes, labs, research and other academic activities in high quality physical and academic environment. Supportive and administrative activities are properly divided between university, faculty, and department levels to safeguard quality and efficiency of their execution. (Annex 24)</p>			
<p><b>Criterion 3.</b> 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.</p>	<p>Based on the relevant documentations and discussions during a on-site meetings, the Department of Scientific Research appoints two coordinators who deal with the administrative side of the program and the academic side—the curriculum content and structure. The coordinators devise the necessary strategies for the development of the program and the implemtation of various collaborations to encourage the growth of this program in accordance with the objectives and development strategy of the university</p>			
<p><b>Criterion 4.</b> 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.</p>	<p>According to the presented documentations and discussions held at the site visit, an advisory board is set up to streamline discussion and provide recommendations for improving the curriculum and adapting to the labor market demands. It also offers suggestions for developing teaching practice hours, which are ultimately chosen by the student, documenting the process through standardized formats. (Annex 58). The advisory body consists of members of the Department of Scientific Research, at POLIS University, Department of Architecture at Ferrara, and other lecturers and professors at POLIS University; and external experts—restorers in practice or academia in restoration science—some of whom also teach in this program.</p>			
<p><b>Conclusion</b></p>	<p><i>POLIS University - Faculty of Reserach and Development with its Department of Scientific Research as responsible for the study program meet the legal requirements and quality standards for such units. More over, the collaboration with UNIFE allows to go beyond standards, offering a high quality academic environment for execution of the study program capitalising potentials of both collaborating universities in favour of the quality of edcuation and of academic environment.</i></p>			
<p><b>Standard's Fulfillment Degree</b></p>	<p>Not met</p>	<p>Partially met</p>	<p>Substantially met</p>	<p>Fully met  X</p>

**Standard II.3**

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**The study program is detailed, informative, structured, and organized in accordance with the training provisions and objectives of the study program.**

Criteria	Expert evaluation
<p><b>Criterion 1.</b> The main/basic unit responsible for the study program has the necessary information on study program organization, structure and content.</p>	<p>Based on the evidence presented and meetings during the site visit, the main/basic unit responsible for the study program is the Department of Scientific Research, which has the necessary information for the organisation, structure, and content of the study program. All necessary information are accessible for the students and staff and transparent for the practice.</p>
<p><b>Criterion 2.</b> 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.</p>	<p>The relevant documentation is detailed in Annex 12, where the structure of the subjects, academic staff, and distribution of hours and credits according to lectures, seminars, workshops, and studio hours are shown. Further development of curricula can address the individualisation of the study more intensively, extending the students' profilation possibilities from project works towards optional thematic modules reflecting interdisciplinarity of the program and the profiles of the students entering the program.</p>
<p><b>Criterion 3.</b> The study program provides students all the necessary information related to the general and specific criteria for admission, transfer and studies equivalence.</p>	<p>Referring to the updated document submitted by the university, the announcement for the opening of the competition in the "Executive Master in Restoration, Conservation, and Valorization of Cultural Heritage" is done by decision of the Rector of POLIS University. The selection of candidates is based on the evaluation of CV with a weight of 60% and the result of the interview with a weight of 40%, basis on competition classification process, within the approved number of quotas, based on a selection process, merit and professionalizem, confirmed by the working Group of Executive Master and established by the Dean office.</p> <p>Based on the documentation POLIS University applies a conservative policy regarding accepting transfer students from other domestic or international universities in intermediate years. It allows the dismissal of its students to other universities, in accordance with the procedures provided in the Internal Regulation and Didactic Regulations of POLIS University and guidelines issued by the Ministry of Education and Sports of Albania.</p> <p>Procedures for the transfer of studies start in accordance with the deadlines set by MoES at the beginning of each academic year.</p>
<p><b>Criterion 4.</b> 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</p>	<p>The verification result shows that all necessary data for syllabuses are included in the study program. Necessary information is shown in practice classes, seminars, or lab classes, as well as all the training components of each program. (Annex 08).</p>






program in and outside the auditorium in accordance with the approved formats.	The content of the courses seems to be of a high level, with appropriate literature and restoration-oriented workshop topics.			
<b>Criterion 5.</b> 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.	The presented documentation indicates that one of the main objectives of the institution is the continuous improvement of the curricula. As there is only first cohort of graduates to be lessons learned taken, there are not direct needs for curriculum changes as the syllabus creates adequate space for reflecting the current development in respective thematic feelds. The capacity for permanent update and improvement of curricula is given first of all by systematic scientific work, research and practice-oriented activities of the academic staff from both POLIS and UNIFE. If they will give impulses for changes in the study program conent, the Faculty of Research and Development, within which the Executive Master in Restoration works, can require the approval of the study program content, by the Academic Senate.			
<b>Conclusion</b>	<i>The documentation submitted for evaluation and on-site visit has shown, that the study program is detailed, informative, structured, and organized in accordance with the training provisions and objectives of the study program. For further development of the program as a permanent proces, creating new space for inividual profilation of graduates as stated above, can be adviced.</i>			
<b>Standard's Fulfillment Degree</b>		<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard II.4</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> Naming, activities content, subjects and internships distribution enable the advancement of knowledge and skills for further studies, and/or student professional promotion.	Based on the documentation provided and discussions, the study program contains activities grouped in these disciplines: <ul style="list-style-type: none"> <li>• Activity in the disciplines of general education (basic) 6 credits</li> <li>• Activity in the disciplines that characterize the disciplines of the study program 34 credits</li> <li>• Activity in elective formation disciplines: 8 credits</li> <li>• Preparation of a diploma thesis: 12 credits.</li> </ul>



	<p>In total, this executive master's program has eight subjects, including the diploma, distributed over one year (Annex 08) and (Annex 12). The program consists of one academic year of studies composed of activities equivalent of 60 ECTS</p>
<p><b>Criterion 2.</b> 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.</p>	<p>The main objective of the study program is the conservation and cultivation of a professional approach towards its treatment, relying on contemporary theories and practical instruments, enabling its transmission to the future generation, for raising awareness of national cultural values. According to the presented documentation, the process of awarding credits to subject and deciding on the number of hours as well as their distribution throughout the academic year, is done in function of achieving the best logic of teaching and learning.</p>
<p><b>Criterion 3.</b> 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.</p>	<p>The study program is realized as joint degree program in cooperation with the UNIFE, which has long experience in the field of restoration and valorization of cultural heritage. The purposes of the program are:</p> <ul style="list-style-type: none"> <li>• to reflect the latest international approaches to restoration,</li> <li>• to promote, inherit, and collect the best experiences in theoretical and practice contexts, with the focus in Albania.</li> </ul> <p>The class hours define a balance between theory and practical activities and correspond with the similar international programs.</p>
<p><b>Criterion 4.</b> Division according to training activities and the ratio between theory and practice enable the achievement of training objectives, studies transfer, and mobility.</p>	<p>Executive Master program clearly defines the relationships between the theoretical and practical terms. The program balances and synthesizes the practical and theoretical approaches. Based on the information submitted and from discussions during a number of meetings on site results that the study program is designed and revised considering the latest scientific developments in the field of cultural heritage restoration, valorization and conservations, the demands of the market, recommendations from the business sector as well as recommendations from the Alumni network.</p>
<p><b>Criterion 5.</b> Syllabuses (subject/module programs) are continuously updated in order to obtain competences in compliance with labor market demands, including recent required and recommended literature.</p>	<p>According to the presented documentation, the syllabus properly reflects current level of knowledge and practice in the given field of professional activity, which fully correspond with its character as executive master program's syllabus. Being aware about the necessity to update the syllabus in the compliance with knowledge development and market demands in its study field, the faculty systematically builds its scientific research capacities. This creates precondition for continual development of syllabi and inclusion of new innovative approaches, methods into education practice. It is advised that this aspect can be stronger highlighted in the strategic documents of the university regarding institutional development and quality assurance,</p>




	which should be proactive process going beyond the quality assessment.			
<b>Criterion 6.</b> The content of the study program guarantees the acquisition of target knowledge, skills and competences.	The content of the study program is very innovative and the collaboration with UNIFE (as one of the leading universities in cultural heritage restoration, conservation and valorisation worldwide) is the guaranty that the target knowledge, skills and other competences of the graduates reflect state of art of the current European development and requirements of labor market.			
<b>Criterion 7.</b> The study program content enables the furthering of studies and/or student employment in line with labor market expectations and demands.	As stated in the Criterion 6, the study program content enables specific requirements on graduates from executive master including the furthering of studies and student employment in line with labor market expectations and demands not only in Albania, but at least Europe-wide.			
<b>Criterion 8.</b> 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.	As the topic of cultural heritage protection and sustainable use is very specific with its research-based approaches the combination of theoretical and scientific training with practice classes is the nature of evaluated program. Bringing heritage to the classroom is the program's motto, combining theoretical and scientific training activities with practical, innovative solutions.			
<b>Conclusion</b>	<i>The joined study program structure and organization is fully in line with the educational and training objectives, corresponds with the qualification level in Albania as well as European Qualification Framework, learning outcomes, competences are in line with labor market demands in Albania and EU reflecting the fact, that it is joined-degree program.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Standard II.5</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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	As the visit to the institution has shown, the study program was designed in accordance with market demand and in cooperation with restoration organisations such as Cultural Heritage without Borders (CHwB), associations such as ICOMOS, the National Institute of Heritage Cultural Institute (IKTK) and its regional Directorates, with the MoC, and other non-governmental organisations, as well as with

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consult and consider the propositions of the advisory board, partner institutions, alumni, and other actors of the labor market.	restoration architects practising the profession. The engagement of leading professional institutions supported by the collaboration with UNIFE is visible on content as well as composition of the program and engagement of them in its execution.			
<b>Criterion 2.</b> The institution encourages and includes students and their bodies in discussions, keeps in touch and consults alumni on how to improve study programs.	Although there is just first cohort of graduates, through this program, the Department of Scientific Research at POLIS University, in consultation with the Department of Architecture at UNIFE and with the advisory board, has undertaken continuous improvement processes.			
<b>Criterion 3.</b> 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.	According to the presented documentation for this study program, it is confirmed that the responsible unit continuously develops inter-institutional collaborations with construction companies, public institutions in the fields of architecture, restoration, and urban development, public ministries, and international research institutes.			
<b>Conclusion</b>	<i>The networking and close ties of POLIS and UNIFE with leading domestic and international organisation and institutions has promoted the inclusion of students, partners and other bodies in the drafting and continuous improvement of the study program and its successful delivery in line with its objectives.</i>			
<b>Standard's Fulfillment Degree</b>		<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Standard II.6</b>	
<b>The study program guarantees guidance in the field of studies and scientific research.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> The study program clearly defies main study and research priorities and objectives in line with major institution objectives.	The evaluated study program as joint degree study program in collaboration with one of leading universities in given study field supporting the fullfilment of the institutional ambition formulated in the Research Strategy 2022–26 in Annex 17, Chapter 3, POLIS University, in the next five years, will become an institution that enjoys an international reputation for comprehensive and interdisciplinary innovative research acknowledged both nationally and internationally.
<b>Criterion 2.</b> The main/basic unit encourages, coordinates and administers teaching, research or artistic activities by adhering to the	The Department of Scientific Research acts as efficient coordinator of the academic and supportive staff of the POLIS University and UNIFE towards the quality and efficiency of academic activities

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academic staff academic freedom and specific study field.	related to the study program, creating optimal environment for quality development and at the same time academic freedom.			
<b>Criterion 3.</b> The study program enables, encourages and motivates students to engage themselves in studies, projects or research activities.	The evaluated study program as executive one-year-long master program is based on project work and its composition fully supports active involvement of the students in developing their individual profiles. According to the Program Regulation (Annex 06) the educational program's priorities are designed in accordance with innovation in research, academic excellence and the demands of the labor market. These goals guarantee the employment of graduated students			
<b>Criterion 4.</b> In order to carry out study, research and scientific activities, the basic unit financially relies on the institution and manages revenue from different activities.	The study program encourages students and enables them not only to participate in research activities and projects, such as periodic publications in Polis Press, but also to be part of joint projects funded by strategic partners, which is highly rated.			
<b>Conclusion</b>	<i>The study program as executive mater joint degree creates an excellent environemnt for the integration of studies and scientific research in the process of individual profilation of graduates in the interdisciplinary study field build cultural heritage restoration, conservation and valorisation</i>			
<b>Standard's Fulfillment Degree</b>		<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Standard II.7</b>	
<b>The study program guarantees in-depth knowledge, internationalization, and scientific research.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	Based on the documentation provided and discussion at the meetings, the study program has a responsible unit which periodically ensures cooperation, engages meetings with the units responsible for heritage management in different cities and with different institution as: National Institute of Cultural Heritage (IKTK), DRTK of Shkodra, Berat, Gjirokastra, Durres Museum Center etc, in order to meet the study program objectives on scientific research.
<b>Criterion 2.</b> 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	During planned meetings on site, the department's representatives have expressed the initiative to apply to various national and international research projects and to engage students of the executive master in these projects. A part of the research strategy of this unit is that these studies and projects should be oriented towards the restoration, conservation, and valuation of cultural heritage.

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and students to meet such objectives.									
<b>Criterion 3.</b> The responsible unit organizes conferences or activities in the field of the study program to aid staff and students in meeting the objectives.	The collaboration with UNIFE strengthens the possibilities for the staff and students to present and confront their work results in international academic arena. The students and staff broadly use numerous activities offered by POLIS University including regular scientific events.								
<b>Criterion 4.</b> The study program trains competitive professionals for the national and international labor market.	The joint development and execution of the study program with UNIFE allows to set high standards for training the professionals for national and international markets. The thematic orientation of the program, addressing the gap at the labour market in Albania and Western Balkan, supports the competitiveness of graduates as well. Interlinking the best practices with applicable terms in the program further develops the competitiveness of the graduates, promoting the integration of knowledge with practice and experience								
<b>Conclusion</b>	<i>The study program recently guarantees in-depth knowledge, internationalization, and scientific research adequate for competitiveness of its graduates. The scientific and research activities and collaboration with UNIFE guarands the capacities for permanent update of the program content as well as academic innovations to safeguard sustainability of the program content quality.</i>								
<b>Standard's Fulfillment Degree</b>	<table border="1"> <tr> <td>Not met</td> <td>Partially met</td> <td>Substantially met</td> <td>Fully met</td> </tr> <tr> <td></td> <td></td> <td></td> <td>X</td> </tr> </table>	Not met	Partially met	Substantially met	Fully met				X
Not met	Partially met	Substantially met	Fully met						
			X						

<b>Field II Standards' Fulfillment Degree</b>	Not met	Partially met	Substantially met	Fully met
				X

### III. TEACHING, LEARNING, EVALUATION AND COMPETENCES

<b>Standard III.1</b>	
<b>The Higher Education Institution ensures learning processes and professional and scientific development through the best student-centered practices and methods that guarantee outcomes attainment.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> Forms of teaching, learning, and knowledge transmission are lectures, seminars, lab classes, course assignments/essays, projects, and	Based on the presented documentations and visits to institution, the study program is organized in 60 ECTS, in accordance with the study plan of the program. The curriculum has an interdisciplinary, theoretical, practical and research character. The teaching and

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practice classes foreseen by subjects syllabuses, and any other form approved by the institution.	learning of the curricular material is realized through lectures, seminars, workshops, design studios and field visits.
<b>Criterion 2.</b> Teaching forms and methods ensure knowledge acquisition and advanced methods for professional development in relation to their study field and application.	Considering the objectives of the program, the form of controlling the learning outcomes seems reasonable and adequate. Restoration studios are organised in the Atelier (studio) format. The studios include field visit where students undertake detailed survey of the situation. Knowledge is evaluated through periodic project work, periodic consultations, and presentations, and final project delivery. Knowledge is assessed through final submissions and periodic assessments. Subjects with a research character, such as Scientific Research Methods, are developed in a seminar format where students read and analyze certain texts to build their research thesis.
<b>Criterion 3.</b> The academic staff respects and responds to students' diversity and needs, by providing alternative forms, manners, methods, and opportunities for teaching and learning.	Based on the meeting with students, the EEG noticed that, the study program is an interdisciplinary program that respects and responds to students' attracts students with different backgrounds, such as architecture, urban planning, engineering, archaeology and history. The experience of the academic staff and the curricular content of the and program ensures opportunities for teaching and reflects the interdisciplinary nature of the program.
<b>Criterion 4.</b> 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.	The methodology adopted for the design and implementation of this program is formed from the combination of independent research and practice in the field of restoration, conservation and valorization of cultural heritage.  Since this program is developed in collaboration with the UNIFE, students are constantly updated with the most contemporary restoration methods of different types, scales, materials and contexts. The academic staff of both universities has relevant qualification and expertise.
<b>Criterion 5.</b> The institution supports the academic staff with improving didactic competences, in compliance with the expected learning outcomes.	The institution supports this program in terms of infrastructural sustainability and in expanding the impact of this program on the wider community through public lectures and current publications in the field of restoration.  The university offers opportunities for publishing and participating in research activities (Forum A+P, TAW/TDW, other conferences and seminars organised)
<b>Criterion 6.</b> The institution organizes structures/units at the program and institutional level	Based on the meeting done in the institution, the program is in continuous contact with local organizations and institutions such as




<p>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.</p>	<p>IKTK as a subordinate institution of the MoC, Cultural Heritage without Borders (CHwB), as well as with other organizations such as ICOMOS. The involvement of the academic staff in the collaboration activities with the above-listed institutions safeguard permanent feedback interlinking academia and practice. It represents the challenge for scientific development of the staff as well.</p>			
<p><b>Conclusion</b></p>	<p><i>The POLIS University as well as UNIFE ensure learning processes and professional and scientific development through the best student-centered practices and methods that guarantee outcomes attainment. The involvement of the academic staff in the collaboration activities with the domestic and international leading professional institutions safeguard permanent feedback interlink between academia and practice and represents the challenge for scientific development of the staff as well.</i></p>			
<p><b>Standard's Fulfillment Degree</b></p>	<p>Not met</p>	<p>Partially met</p>	<p>Substantially met</p>	<p>Fully met <b>X</b></p>

<p><b>Standard III.2</b></p>	
<p><b>The institution drafts regulations and special procedures for professional knowledge and skills testing and assessment, and guarantees their implementation.</b></p>	
<p><b>Criteria</b></p>	<p><b>Expert evaluation</b></p>
<p><b>Criterion 1.</b> 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.</p>	<p>According to the presented documentation in Annex 19, the subject syllabuses specify the criteria and the way of testing the evaluation of it. At the end of the study program, the student will be able to:</p> <ul style="list-style-type: none"> <li>• understand, analyze and evaluate the current state of heritage and emergent issues;</li> <li>• design a suitable methodology for study and cooperation with specialists in different specific fields;</li> </ul>
<p><b>Criterion 2.</b> Students are informed knowledge and professional and scientific skills testing methodology as foreseen in subject/modules syllabi by the</p>	<p>Based on the meeting done in Teaching Secretary office, the external evaluation group can confirm that the students are informed for syllabuses, structure, method of knowledge testing and knowledge evaluation through Pitagora system, and to Google Classroom. Google Classroom is an interactive digital platform for managing the</p>




subject/module head, in the beginning of the academic year.	subject, where students have access to the lectures, literature and also may submit projects/deliverables both in digital format and physically printed.			
<b>Criterion 3.</b> 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.	The main line in the program is represented by the studio work in which the knowledge and skills are tested in the confrontation with practical challenges, problems, and tasks. The students have the possibility and are led to self-reflection and individual development activities supporting their competences. The assessment of the studio work represents the core reflection of students' development achievements.			
<b>Conclusion</b>	<i>The POLIS University develops proper regulations and specific procedures for professional knowledge and skills testing and assessment, and guarantees their implementation mirroring the specific of the executive master and thematic orientation.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Standard III.3</b>	
<b>The institution guarantees a merit-based fair and transparent evaluation process, including the complaints procedure.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	Knowledge is tested and assessed through research essays, studio project presentations, and exams. The system fully reflects the specifics of executive master program as well as specific thematic orientation of the interdisciplinary study field with the core in studio works.
<b>Criterion 2.</b> The institution implements evaluation systems, which guarantee a high integrity, ethics, and transparency level.	According to the presented documentation in Annex 19, the evaluation system is defined in the program regulation. Also, it is presented in the syllabus through periodic evaluation components throughout the duration of the program's subjects.
<b>Criterion 3.</b> 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.	The integrated assessment has two levels: the studio work and the final evaluation. They are properly programmed across the study period. Important part of the final evaluation is originality of the outputs.

<p><b>Criterion 4.</b> Professional knowledge and skills evaluation is associated with feedback (if necessary) and advice on the learning process to help students improve in the future.</p>	<p>All subjects in this study program are developed interactively. Communication from the instructor to the student, in verbal or written discussion, takes place during the development of the subject and aims to improve the student's work in research and professional capacity. Communication from the instructor to the student, in verbal or written discussion, takes place during the development of the subject and aims to improve the student's work in research and professional capacity, important is the cross-exchange including the joint degree partner pedagogues.</p>
<p><b>Criterion 5.</b> The responsible units and academic staff avoid/do not tolerate plagiarism and cheating during exams and assignments.</p>	<p>To avoid plagiarism is a continuous process that is followed by the responsible unit and the academic staff of the study program. Turnitin is one of the platforms used to monitor plagiarism through the online system available at the university. However, based on the meeting done in the institution, in the evaluated study program, the best way used to resist plagiarism are contemporary methodologies, independent research and creative work.</p>
<p><b>Criterion 6.</b> Professional knowledge and skills check results are merit-based and are timely announced according to provisions under the relevant regulations.</p>	<p>It is the nature of the executive master program that the professional knowledge and skills are interlinked and reflected in the merit-based fair and transparent evaluation process. Based on the discussions done in the institution, the control of knowledge is based on student's work, either in group or individually. The critical reflection of the practice representatives during the process of evaluation proved positively the quality of study program in this context.</p>
<p><b>Criterion 7.</b> 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.</p>	<p>The institution guarantees students' right to be informed about the evaluation and, at the same time, fully respects the GDPR. Based on the meeting held in the institution, the results of the evaluation are entered into the system within 72 hours. Students can be informed and understand the components of the evaluation, or appeal it. The system of electronic communication between the institution and students safeguards fluent flow of information and access of students to evaluation results just-in-time, as well as transparency on assessment process.</p>
<p><b>Criterion 8.</b> 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.</p>	<p>According to the provided documentation and site visit, there were not any requests or complains to be revised by the evaluation committee. The check of the documents mapping the communication with the students did not discover any sign of complains to be reported in this evaluation report.</p>






<b>Conclusion</b>	<i>As the regulations and practice show, POLIS University guarantees a merit-based, fair, and transparent evaluation process, including the complaints procedure.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard III.4</b> <b>The study program delivery guarantees students' creative and practical skills enhancement, and it aims at developing in-depth professional and scientific competences of students.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	<p>The essential objective of this program is the integration and synthesis of a scientific and practical research approach to the restoration, conservation, and valorization of cultural heritage. As a result of the verification of the relevant documentation and different meetings done during the site it was noted:</p> <ul style="list-style-type: none"> <li>• a direct pedagogical, professional, and research connection with Metropolis Design Office with several restoration and conservation projects.</li> <li>• participation on several projects and workshops with CHwB, Coplan, and the Institute of Cultural Monuments (IMK), these activities are also reflected in a series of Polis Press publications.</li> </ul> <p>Important is the fact, that the collaboration with the UNIFE on joint degree opens broad space for international transfer of scientific knowledge directly to education as well as to study materials.</p>
<b>Criterion 2.</b> The study program guarantees the development of specific skills in communication, interaction, decision-making, and in the field of information technology.	The project / studio based executive master program guarantees the development of specific skills as required, especially thanks to the practice-oriented tasks for the studio works, which the students need to communicate with the whole scale of stakeholders, representatives of different disciplines, interest groups, innovations holders.
<b>Criterion 3.</b> 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	The main line in the program is represented by the studio work in which knowledge and skills are tested, in addition to particular subjects, and the confrontation with practical challenges, problems, and tasks. The students can assess the importance of particular issues based on their own implementation practice and take lesson learned in the self-learning process.






throughout their implementation and final test.	
<b>Criterion 4.</b> 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	As stated in the regulation, the objective of the programme is to equip students with in-depth theoretical knowledge and practical skills to guarantee a successful career in restoring, conserving and evaluating cultural heritage.
<b>Criterion 5.</b> 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.	As the discussion during on-site visit has shown, the students representing different disciplines by their background are motivated to interact intensively across different subjects. The pedagogues are supportive by moderating the process of mutual learning.
<b>Criterion 6.</b> 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.	The involvement of representatives from the practice is natural part of the executive master program. The proportion of full-time and part-time staff shows this fact. Based on the meeting done for this study program was clearly evident the involvement of international experts contributes to the openness of the classes. As stated above, the fluent transfer of know-how via involvement of its holders is supported by collaboration with UNIFE as partner in joint degree program. Both the scientific and applied research aspect are informed with collaborations, representatives and restoration practices such as with representatives of CHwB, IKTK, ICOMOS etc. Furthermore, collaboration with UNIFE at the academic and administrative staff level, offers opportunities to work in the field of restoration, both academically and practically. The academic staff of this study program has the relevant qualification and expertise. The evidence for this criterium can be documented by the list of publications of academicians involved providing the knowledge background for the study program.
<b>Criterion 7.</b> The institution promotes the development of innovative ideas, advanced research and scientific studies, by providing financial support.	Several students are employed as researcher in POLIS University. As such they participate in the university's research projects, and at the same time, they fulfill their obligation to publish and advance their research. (Annex 59, Annex 60)
<b>Conclusion</b>	<i>The study program Executive Master in Restoration, Conservation and Valorization of Cultural Heritage guarantees that the students have</i>




	<i>proper space for the development of their creative and practical skills as well as in-depth professional and scientific competencies.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard III.5</b> <b>The institution pursues a clear student graduation procedure in the study program and provides students the necessary documentation.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> The institution develops and discloses a special procedure for the completion requirements before they are carried out.	There is 12 enrolled students for academic year 2022-2023. The "Executive Master" diploma is obtained when the student successfully completes the final defense of the degree's final project, which is carried out before a committee of at least 3 (three) lecturers from the staff of the Executive Master program.  Based on site visit, all the activity and examples are documented in Annex 67, - Course Catalog Example MBA, and Annex 70-Diploma Supplement Model-Transcript.
<b>Criterion 2.</b> The responsible structures and academic staff assist students by providing the necessary information, instructions and materials for purposes of meeting their obligations.	The executive master's degree aims to equip students with good theoretical and practical skills in this field. The graduation process of students is planned to be developed through the design and submission of a restoration project. The work of the final project is presented and publicly defended in front of the Diploma Committee, and only after the successful completion of its defense may the title "Executive Master" be obtained in the relevant profile.
<b>Criterion 3.</b> 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.	POLIS University, through the staff engaged in the executive master, assists, follows, advises, and makes available all resources to become familiar with the academic environment and train in communication, presentation, and writing skills. Being close to the academic staff, the students have the opportunity to gain academic experience and to have research support continuously and in real time.  Based on the Meeting with students, the EEG noticed the cooperative atmosphere within the academic staff.
<b>Criterion 4.</b> 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.	The spaces available for the academic process, laboratories and students are displayed in the infrastructure section. According to the specific topics and the field of study, during the site visit, the specific equipment and location are indicated: Drone, phantom 4 rtk drone Total station for fast digital measurements




	Laser meters, levelers Fabrication Lab (Fab Lab)			
<b>Criterion 5.</b> 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.	The student's path from enrollment to the program's conclusion is well-defined and documented. As the visit to the institution has shown, the realization of the students' graduation is organised in November. A fully official copy from the first diplomas was available during site visit.			
<b>Criterion 6.</b> 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.	The meeting with the representatives of University administration staff has shown high professional performance in dealing with all legal requirements including those relating to the students' administration.			
<b>Conclusion</b>	<i>The POLIS University pursues a clear student graduation procedure in the study program and provides students the necessary documentation. The POLIS University policies and the institutional structure safeguard proper environment for integrating theoretical and practical studies in very efficient way in terms of teaching-learning outcome. The University creates adequate space for the department to adapt and continuously restructure the program of executive master's in accordance with dynamic development of the study field.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

<b>Field III Standards' Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

#### IV. HUMAN, FINANCIAL, INFRASTRUCTURE, AND LOGISTICS RESOURCES FOR STUDY PROGRAM DELIVERY

##### Standard IV.1

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**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	Expert evaluation
<p><b>Criterion 1.</b> 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</p>	<p>The POLIS University has had defined and implements standard procedures for academic staff recruitment in harmony with the applicable legal basis and its internal publicly disclosed regulations – (Annex 56)</p>
<p><b>Criterion 2.</b> 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.</p>	<p>According to the Annex 56, the recruitment of academic staff is done according the needs, and based on the curriculum plans developed within the framework of each Faculty/Department and approved teaching loads. The main goal is to develop the teaching load mainly with internal and full time personnel with high qualification. The POLIS University supports actively professional and academic development of its staff and reguarilly evaluates its performance.</p>
<p><b>Criterion 3.</b> The institution is committed to providing the staff with the appropriate environment and equal opportunities for performing their tasks professionally.</p>	<p>The POLIS University represents best practice example regarding the practical implementation of the equal opportunities for all academic and supportive staff and active support of its permanent development. Accoding Annexes 65, 66.2, 66.3, 66.4, 66.5 and relevant visit, the classroom area within this university are divided into studio classes, small classes and auditoriums with +100 students, and 7 dedicated speses of specific laboratories for this study program, AR/VR Equipment, MAC Lab, CAD lab, Innovation Factory Lab, allow the development of learning and teaching in optimal condition. The laboratories are in full compliance with the laboratory standarts for the development of the theses of the master's program.</p> <p>POLIS supports professional performance of its staff via broad spectrum of reported scientific activities in the collaboration with CoPlan, domestic and international institutions including leading institutions in Europe in respective scientific fields as well as by mobilities to European partner universities supporting personal grow of the academicians, especially young colleagues.</p>
<p><b>Criterion 4.</b> The institution is committed to provide staff who administers the study program with continuous training and further professional development.</p>	<p>The involvement of the POLIS University in numerous international projects focusing on developing the capacities of the administration staff shows the University's commitment to providing a motivation-based but competitive environment supporting professional development.</p>






<b>Criterion 5.</b> 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.	The academic and teaching-scientific personnel at POLIS University have been exposed to from and in European countries. At the same time, the trained staff shared gained knowledge with the colleagues who had not participated in these training sessions or qualifications. A series of trainings have been translated into the creating, piloting and using innovative methods, mainly within the DRIVE project/ Developing Research and Innovation Capacities in Albania and Kosovo. The POLIS University is involved in the Erasmus staff exchange with European universities supporting the transfer of innovative teaching methods as one of most important goals.			
<b>Conclusion</b>	<i>The POLIS University is best practice example in pursuing transparent legal procedures on recruiting, evaluating and selecting staff and for supporting its permanent personal development. POLIS personnel policy supports adequate division of the responsibility for the quality of the staff that covers the study program among the academic management levels.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard IV.2</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> The full-time and part-time academic staff that covers the study program holds the title "Professor".	According to Annex 24, during the site visit at the institution, the staff engaged in this program holds the three main qualification levels being: 4 Staff - Full Prof. 4 Staff - Assoc. Prof. 10 Staff - PhD. 4 Staff – Assistants, PhD in process The legal requirements in Albania stipulate that the course holders should pertain to the category Professor (which includes Prof. and Assoc. Prof. title holders). This requirement is met and additionally there are a number of PhDs or PhD candidates that support the academic process. In addition, due to the joint degree status of the program, for some of the courses there are even 2 professors (one from POLIS and one from UNIFE).
<b>Criterion 2.</b> The general and specific academic and research area of the academic staff covering the study program is in	Most of these experts are specialized in subjects/classes related to the field of restoration and conservation, such as history, theory, legislation, survey etc.

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<p>line with the study program and its modules nature and specifics.</p>	<p>This Executive Master Program, is shared with UNIFE as a joint degree, which provide the guarantee of the continued qualification of the academic staff. (Annex 61)  The selection of the staff include:  UNIFE staff, invited  FKZH staff, internal lecturer  Internal Staff of U-POLIS  External staff</p>
<p><b>Criterion 3.</b> 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.</p>	<p>POLIS University has always aimed to engage qualified staff holding degrees and scientific titles in accordance with the legal requirements. Also, the institution engages personnel with qualifications covering the specifics and nature of the study program. As shown above the evaluated study program is fully covered by adequate staff of the POLIS university, and more over, by the staff from UNIFE, which, in harmony with the sence of joint degree concept, has to contribute to the top quality of the education using mutual complementarity of the staff guaranting particular subjects of topics in the subjects.  The requirement as per the Albanian legal framework is that at least 70% of the program is delivered by full-time academic staff. In this case, both POLIS and UNIFE staff are considered effective staff for the program considering that it is jointly delivered, hence the requirement is fulfilled.</p>
<p><b>Criterion 4.</b> 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.</p>	<p>The full-time or part-time academic personnel included in this study program meet all the academic and scientific capacities to offer a qualitative study program, not only in quantitative terms but also in terms of staff qualification.  The provision of the program in accordance with the cultural professional profile aims to form a content and structure that complies with all academic and substantive standards for the third cycle programs and under the responsibility of academic staff being both effective and invited to hold appropriate qualification and qualitative expertise for this program.  The sustainability of the program is supported by institutional agreement with the UNIFE as partner in joint degree program.</p>
<p><b>Criterion 5.</b> 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.</p>	<p>The fact that this study program, is provided in collaboraton with UNIFE guarantees the continued qualification of the academic staff and the refreshment of the staff functioning to attract skilled and promising personnel to the institution. The academic staff engaged in this study program shows high levels of profiling and specialization due to the very specific nature of the study program. For this purpose, the selection of the staff includes the internal staff of POLIS, invited</p>




	staff, mainly coming from UNIFE as well as external staff. (Annex 61-61.2).			
<b>Criterion 6.</b> 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.	As the documents submitted during the on-site visit have shown, POLIS University 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.			
<b>Criterion 7.</b> The HEI drafts a cooperation agreement with institutions/students' employment organizations, which help in developing modules' practice classes.	The submitted documents contain cooperation agreements. Most important is systematic collaboration between POLIS University and Co-PLAN, guaranteeing permanent interaction between academia and societal practice.			
<b>Criterion 8.</b> 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.	As the object of evaluation is joint degree, the crucial is agreement between partner universities in the joint degree POLIS and UNIFE as the precondition for each joint degree study program. The executive master's, which includes theoretical knowledge and research and practice-oriented application, is supported by close collaboration with the professional institutions and practice which has been broadly documented by POLIS University during on-site visit. Agreements signed with the regional directorates of: Ministry of Culture, IKRTK – National Institute of Cultural Heritage. The idea of this EU strategic program is to realize the 3D digitalization of cultural heritage and to make accessible to specialized institution, the public and researchers.			
<b>Conclusion</b>	<i>The academic staff of POLIS University and UNIFE jointly covering the study program, meets all the quantitative standards and has the proper and adequate academic qualifications in compliance with the field of program to guarantee teaching standards in the study program.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

### 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.**

<b>Criteria</b>	<b>Expert evaluation</b>
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<p><b>Criterion 1.</b> 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.</p>	<p>POLIS University belongs, thanks to its involvement into the numerous international activities, to the best-equipped HESes in architecture, spatial planning and design in Europe providing adequate and appropriate teaching facilities, creating outstanding environment for the students and study groups, in accordance with the specific nature of the study program and respective modules.</p> <p>New techniques and technologies, including instruments like Drone and total station, The Library The classrooms with electronic tools The Energy Efficiency Laboratory The Innovation Factory Laboratory Are dedicated to the courses of this Executive Master Program. The abovementioned facilities are thoroughly described in the Self Evaluation Report and were visited by the experts during the monitoring visit at the university premises.</p>
<p><b>Criterion 2.</b> 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.</p>	<p>The excellent modern learning premises of POLIS University provide high-quality spaces - classrooms, labs, studios, well quipped with electronic and information technology devices that guarantee the realization of the theoretical and practical teaching process through contemporary teaching and learning methodology and technology.</p> <p>During the site visits we were able to see some of the labs, studios and the technology used to conduct the teaching process (hardware and software). Most of these equipment and technologies were procured as part of EU funded projects, ensuring that the European standard is met. Also the University is extending its premises to a new adjacent building in the short- to medium-term, expanding the total surface areas dedicated to students with about 50%.</p>
<p><b>Criterion 3.</b> 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.</p>	<p>POLIS University provides excellently equipped laboratories, studios, ateliers fully respecting specific nature of the study programs, containing the necessary equipment and tools to meet module requirements, theoretical and practical training, and the overall study program objectives, allowing individual work of the students, collaboration of the students' groups, experimental work.</p> <p>The program is very interdisciplinary so it is supported by a variety of labs such as the civil engineering structural lab, but also the modelling lab and a number of ICT based technologies accessible by the students in the university network.</p> <p>Additionally, aiming to equip the students with practical skills and applicative competences, there are field works as an inherent part of the education process.</p>




<b>Criterion 4.</b> The institution provides at least one information technology lab, equipped with professional software appropriate to the nature of the study program provided.	The POLIS University belongs to the best-equipped universities by ICT in harmony with its profile, including hardware and software. The list of the specific laboratories is provided in the Criterion 1 of this paragraph.		
<b>Criterion 5.</b> 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.	As the POLIS University provides adequate environment for education and skills development across all study programs, it is not necessary to cover equipment availability by cooperation agreements. The international collaboration extends the availability of specific equipment for research as well. The university provided a list of partners, varying from policy makers such as the Ministry of Culture and National Institute of Cultural Heritage, to partners from local governance (located in sites of particular cultural heritage relevance) to practitioners, that allow for a rich network that supports the delivery of the program and the formation of the students with the necessary practical skills.		
<b>Conclusion</b>	<i>The POLIS University provides an outstanding environment (planned to be expanded), well equiped for all academic activities, with appropriate infrastructure for the delivery of the study program teaching process and practical training, according to the nature and field of the study program.</i>		
<b>Standard's Fulfillment Degree</b>		<b>Partially met</b>	<b>Substantially met</b>
			<b>X</b>

<b>Standard IV.4</b> <b>The study program should comprise the necessary and updated literature to support teaching, and it should provide support learning premises (a library, special premises).</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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,	The POLIS University library provides required and recommended literature to the students in the study program language (in hard copy or soft copy), guarantees the acquisition of knowledge required for the study program and access to electronic libraries like Jstor & Ebsco. The library fund holds about 10,500 printed titles. In the electronic version, the library has created a small but growing fond (about 500 books) exclusively for internal use. These books belong to the main fields of study offered by Polis. The library has a complete database






<p>and the academic staff curriculum vitae).</p>	<p>of 3,400 items donated by the Forum for Civic Initiatives (Prishtina) and the Rockefeller Brothers Fund. Library personnel also contribute to the enrichment of the electronic database by directing Biblio_POLIS users to several books that can be accessed and used for free on line, such as:  Open Culture (with 1100 free courses, 700 e-books, 700 movies) Gutenberg EBSCO, JSTOR.  Polis University also has access to the online JSTOR Library. JSTOR, a digital library founded in 1995, contains numerous digitized academic journals, books and other key resources, as well as the latest issues of journals. It provides searches of almost 2,000 journals. In addition to subscribing to three Arts and Science Volumes, the Sustainability Collection and the E-Book Collection, POLIS has access to 600 journals and 90,000 e-books.  These collections are tailored to Polis disciplines such as spatial planning and development, architecture and design, Restoration and Conservation, art and design, construction and technology, computer science and energy efficiency.</p>
<p><b>Criterion 2.</b> The responsible unit should report whenever literature is updated with publications from recent years.</p>	<p>The study program coordinators from the Department of Scientific Research guarantees the updating of the study literature in the collaboration with the pedagogues involved in the teaching activities. Considering that the program got licenced by the Ministry to enroll students only 2 years ago, the literature foreseen in each course's syllabus remains still very relevant.  The department explained that the syllabi are subject to an annual approval by the department which makes sure that all the components are updated and coherent and in compliance with the program intended learning outcomes. The presence of UNIFE as a co-organizing institution safeguards this further ensuring a continuous exchange on the most recent developments in the field.</p>
<p><b>Criterion 3.</b> The institution makes available the academic library to students, guaranteeing students equal access to the study program.</p>	<p>A well equipped library provides adequate services for the students and university staff based on equal access.  The libraries (both the physical and the virtual ones – JSTOR and EBSCO) are accessible by students at all times.  Being the coordinator of an Erasmus CBHE project that targets inclusive tertiary education, POLIS has a high sensitivity towards students with disabilities and learning disabilities for which assistive technologies have also been purchased.</p>
<p><b>Criterion 4.</b> The library should be equipped with physical literature such as: sufficient</p>	<p>The library is equipped with physical literature such as: sufficient required textbooks, recommended literature, both in Albanian and</p>




<p>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.</p>	<p>foreign languages, necessary, sufficient and appropriate books or journals to cover all modules and courses according to each study program specifics.</p> <p>The Biblio POLIS is continuously enriched with new literature and translations of specific texts for Restoration. One of the last translations is the basic book for this discipline, the translation into Albanian of the book "Teoria del Restauro" by Cesar Brandi.</p> <p>The institution expresses an exponential interest in this field, since Restoration is one of the most important topics in the Albanian context for the preservation of architectural assets.</p>
<p><b>Criterion 5.</b> The institution should enable the adequate conditions for students' free and equal access to online libraries for each study program field.</p>	<p>The POLIS University creates adequate conditions for students' free and equal access to online libraries for each study program field.</p>
<p><b>Criterion 6.</b> The library should be equipped with computer software and other technical equipment, enabling unrestricted use by all students.</p>	<p>The library is equipped with computer software and other technical equipment, enabling unrestricted use by all students.</p>
<p><b>Criterion 7.</b> 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.</p>	<p>The library hours are in line with the teaching process hours and are appropriate with student numbers, needs, and capacity.</p>
<p><b>Criterion 8.</b> 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.</p>	<p>The POLIS library represents a standard university library providing all required services for students and staff.</p>




<b>Conclusion</b>	<i>The student in the study program have guaranteed full access to the necessary and updated literature and to the well equipped learning premises (a physical and virtual library, special premises).</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard IV.5</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	<p>As the on-site visit of the external evaluation group has shown, POLIS University has in place a management system for managing all student-related information and activity for the study program from enrollment up to graduation. The system is maintained by high qualified and skilled staff.</p> <p>We were shown during our visit at the registrar's office the electronic system used for the management of the activity of the institution: PITAGORA.</p> <p>We were demonstrated on the functionalities of the program, which seemed to cover the needs of students and staff alike. i.e. students could check the program, course syllabi, their grades and own performance, etc.</p>
<b>Criterion 2.</b> 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.	<p>As the discussion of the external evaluators with the representatives of the POLIS University and especially with the guaranteeing Department representatives has shown, 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.</p> <p>Besides the records on the academic staff kept at the Pitagora system, we were told that data on the academic staff is updated periodically in the AMS – the system where the university and ASCAL interface.</p> <p>In addition to that, the Human Resources responsible kept physical folders for each academic staff, which are subject to periodic updates and reporting. This system is fully compatible with GDPR.</p>
<b>Criterion 3.</b> The management system provides dedicated access to information and documents for all study program staff and students.	<p>The POLIS University implemented an efficient centralized system providing user friendly access to the information for the staff and for the students. The details on the system are provided on other parts of this evaluation showing that the system is properly supporting the information flows, access and transparency in providing the</p>

	information, communication between management of institution, staff and students.			
<b>Criterion 4.</b> The management system has integrated platforms and modules that enable interactive communication and information exchange between staff and students.	As stated in the evaluation of previous criteria, the POLIS University centralized management system has integrated platforms and modules that enable interactive communication and information exchange between staff and students.			
<b>Criterion 5.</b> 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.	The POLIS University management system guarantees real-time academic and administrative staff activities' monitoring and enables individual and real-time reporting to governing bodies and authorities. There are a number of reports that the system is able to generate upon request, formatted in accordance to the reporting requirements of the ministry and other bodies to which POLIS University is accountable, such as reports on the academic staff, students, etc.			
<b>Criterion 6.</b> 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.	POLIS University website is an important communication channel presenting not only University to the external environment, but a tool for mediation of the information internally. The official website ( <a href="http://www.universitetipolis.edu.al">www.universitetipolis.edu.al</a> ) is available in both Albanian and English language and contains detailed information on the university structure, faculties, activities, study programs, enrollment process, etc. It even has a transparency subpage where various reports are published such as the general annual report, the Internal Quality Assurance Unit annual reports, etc.			
<b>Conclusion</b>	<i>The POLIS University has a well developed and properly maintained internal institutional management system, which is made available to the study program's management, information and monitoring of academic, financial and administrative activities.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard IV.6</b>	
<b>The Higher Education Institution guarantees the necessary financial support for the implementation of the teaching/research process, study program progress and students' support.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> The main/basic unit drafts the budget plan for the study programs and the plan on the necessary financial support for their progress.	POLIS University's financial management prepares the annual budget for each study program, supporting the sustainability of academic and research activity. It guarantees a high-quality educational environment, including high-tech equipment. The university drafts a mid term (3 year) as well as an annual budget plan as per the legal requirements. It

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	doesn't have a plan specific for each study program but the market study conducted before establishing the program contains information on the financial health of the program for the upcoming years.			
<b>Criterion 2.</b> 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.	As the on-site visit has shown, the financial system of POLIS University guarantees adequate resources for the quality of staff, premisses, supportive technologies, operation and other expenditures necessary for high quality of running study programs. The large number of projects funded by external sources (not just POLIS own contribution) has provided a substantial and robust budgets for the quality and quantitative extension of the equipment in support of the study program. However we were told by the head of the department, that the budget foresees provisions for the continuous enrichment of the technology and infrastructure used by the program, and should there be an identified need for new equipment, the department sends a request to the finance office which subject of approval.			
<b>Criterion 3.</b> 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.	The internal managerial system provides adequate planning and reporting to safeguard the sustainability of study program from an economic point of view. There is a part of the annual report that is dedicated to the financial health of the institution. Additionally POLIS reports on its financial good standing to EACEA, being recipient of grants and funds from the EU.			
<b>Criterion 4.</b> The institution conducts an annual audit, assesses and documents its financial situation and its financial effectiveness.	The POLIS University has undertaken audits and other control mechanism activities in accordance with national law. During the visit we were shown the latest auditing report by an authorized international external company – Mazars.			
<b>Criterion 5.</b> 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.	As stated above, POLIS University guarantees financial sustainability and the capacities of the basic unit to develop and progress with the study programs. The evidence of this has been shown in the latest auditing report by an authorized international external company – Mazars.			
<b>Conclusion</b>	<i>POLIS University guarantees the necessary financial support for the implementation of the teaching/research process, study program progress and students' support.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>

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<b>Field IV Standards' Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

## V. STUDENTS AND THEIR SUPPORT

<b>Standard V.1</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	An open call for candidates is published in order to invite potential and qualitative candidates to enter in this study program. The call describes the available and reserved position, the evaluation criteria and the application details. The number of students that entered the program is illustrated in relevant presented documentation. Most candidates find no difficulty finishing the study program in time, and a positive performance is observed during the delivery of the program. Nevertheless, it is advisable and beneficial to the study program to market it widely in Albania and the region.
<b>Criterion 2.</b> Policies and procedures from enrollment to graduation guarantee equality and equal rights to all study program applicants and students.	Article 9 of the Program Regulation, (in Annex 06) defines the rights and obligations of the students of this study program. According to these stipulations, students enjoy equal rights from when become POLIS students until graduation and counseling services for their transition into the labor market
<b>Criterion 3.</b> 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	In this Program, the student is granted the Diploma "Executive Master in Restoration, Conservation and Valorization of Cultural Heritage", based on the DCM No.879, issued on 18.12.2019.  Referring to several interviews done with the students of the actual academic year and according to the documentation defined by MoES through the Law on Higher Education and Instruction XX of Admission in the III Cycle resulted that:  This joint program between POLIS University and UNIFE has defined the criteria for admission to this program as:  Having a diploma of the Second Cycle "Scientific Master"

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<p>criteria academic standards for the relevant study program, which are made public before the start of admissions.</p>	<p><b>Evidence of Foreign Language Proficiency</b></p> <p>List of grades, ID, CV, portfolio, written statement of purpose, average criterion. A detailed portfolio of current academic, professional, and research work</p> <p>Other specific criteria that belong to the study program for compliance and interdisciplinary compliance in the function of preparation professionals include candidates from architecture, engineering, urban planning, history, archaeology, or similar fields who contribute towards the field of restoration and conservation of cultural heritage.</p>
<p><b>Criterion 4.</b> 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.</p>	<p>POLIS allows recognizing credits and transferring studies between programs of the same study cycle. Transfers are permitted within the same or similar fields of study in the periods determined according to the legal acts and by-laws issued by the ministry responsible for education, in accordance with the regulations of POLIS Universitys and its statute (Article 48, Annex 05). The decision on full or partial recognition of the credits earned by a transfer student is taken by the Credit Equivalence Commission which is set up by the basic unit of POLISs University, in accordance with the procedure provided in the relevant regulation of POLIS University.</p>
<p><b>Criterion 5.</b> 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.</p>	<p>Article 65 of the statute of POLISs University, provides information on the criteria assistance/scholarship policies related to candidates coming from the marginalized social groups.</p> <p>This relief policy is mainly related to the programs of the first and second study cycle in POLIS in relation to the official study fees. Meanwhile, the Executive Master's Program in Restoration, Conservation and Valorization of Cultural Heritage, as a third-cycle program, where participants are professionals who aim to be qualified for the professional licensing at the Relevant Institutions, the financial relief consists in the inclusion and benefit from European projects Erasmus + as Drive, Vtech, EU for projects on Innovation, through which the development of human and infrastructural capacities related to scientific research such as research, student training, subscription to digital libraries, construction of FabLab, etc. are financed.</p>
<p><b>Criterion 6.</b> At the start of each academic year, the institution drafts and publishes special criteria for the selection of candidates with disabilities, from minorities, etc.</p>	<p>The university apply the principle of equal access and design for all. There are no special criteria necessary as the access is guaranteed for all. The preconditions for the study at POLIS allow equal treatment of all students including those with specific requirements in the harmony with European standards. As each student has access to individual</p>




	approach reflecting his/her specifics no special selection criteria are necessary.			
<b>Criterion 7.</b> The institution drafts and publishes at the start of each academic year the criteria for the selection of candidates from other countries.	The international students are admitted based on common criteria (and aligning to the national legal framework), which are officially published.			
<b>Criterion 8.</b> 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.	POLIS University supports and subsidises scholarships for students coming from public partner institutions. The POLIS thanks to its broad international networking activities and involvement into EU funded projects opens broad space for the development of competitive environment supporting quality of admissions.			
<b>Conclusion</b>	<i>POLIS University implements transparent policies and procedures on students admission, selection, progress, transfer, recognition, knowledge assessment and graduation in the study program based on the principle of equal opportunities for all.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard V.2</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	POLIS University provides full and detailed information on the criteria and procedures for student academic progress and graduation criteria. Being a one year (60 ECTS program) there are no criteria to pass from one year to the next, but the regulation of the study program (accessible by the students in Pitagora has detailed information on the students' obligations and graduation criteria. The electronic system of communication and management of the students provides adequate environment for fluent flow of information on the criteria and procedures for the students.
<b>Criterion 2.</b> The institution informs students about diploma recognition procedures and criteria regarding previous qualifications or part-time studies.	POLIS University informs students about diploma recognition procedures and criteria regarding previous qualifications or part-time studies. The joint degree represent one of most efficient tool supporting diploma recognition.
<b>Criterion 3.</b> The institution informs students about the criteria	POLIS University informs students about the criteria and procedures on knowledge and skills assessment during the study program. The

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and procedures on knowledge and skills assessment during the study program.	statement to this criterion has been provided in detail above already several times. Each course details in its syllabus the evaluation criteria and the grading system for the specific course. This is introduced to the students since the beginning of the semester and its accessible in the electronic system.			
<b>Criterion 4.</b> The Higher Education Institution informs students about study program graduation criteria and procedures.	POLIS Univeristy publicly informs students about study program graduation criteria and procedures. The statement to this criterion has been provided in detail above already several times. The regulation of the study program (accessible by the students) in Pitagora has detailed information on the students' obligations and graduation criteria. Being a joint degree, the students defend their thesis in front of a joint committee with representatives of both POLIS and UNIFE.			
<b>Criterion 5.</b> 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.	POLIS University has elaborated a system of addressing the potential students using the principles of transparency and equality.			
<b>Conclusion</b>	<i>POLIS University implments an open tansparent policy infoming the candiates and students about the program, the academic progress, recognition, and knowledge assessment up to the studies completion and graduation.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard V.3</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> The students are thoroughly informed on study program structure, organization and duration.	Findings form the external evaluation group on-site meetings show that the students are thoroughly informed on study program structure, organization and duration. As stated above, in the discussion with the studetns as well as based on check of communication documetns there are no any complains of the students on lack of information.
<b>Criterion 2.</b> The institution provides students with the necessary information and documentation on	POLIS University provides students with the necessary information and documentation on modules/course, content and training activities.

modules/course, content and training activities.	The syllabi are permanently accessible by the students in the Pitagora system, while the readers and other bibliographic resources are available in the physical library as well as in the digital libraries.			
<b>Criterion 3.</b> The institution informs students on employment opportunities, as well as institutional support for career counseling and labor market.	OLIS University has got its career development support system of which the information provision for the students on employment opportunities is just one part. The Student Support and Career Counseling Office (ZMSKK) focusses on these issues in a very professional way.			
<b>Criterion 4.</b> Students are provided with extensive and up-to-date information on the teaching process development and organization, logistics, infrastructure and services for its realization.	The students are supplied by adequate information on the teaching process development and organization, there were no complains from the students from first cohort of the study program during their meeting with external evaluation group. The students are informed initially by the admission office during the enrollment and later in a dedicated orientation week for freshmen and further on they are assigned a program coordinator which acts as focal point for questions and queries.			
<b>Criterion 5.</b> Information about the study program is provided through the internal information management system and should be easily accessible even to distance students.	For information delivery both internal and external information flows are actively used (e.g. see the web)			
<b>Conclusion</b>	<i>The POLIS supports its students by providing addresses-oriented information on training objectives, structure, organization, study program content, expected learning outcomes and employment opportunities.</i>			
<b>Standard's Fulfillment Degree</b>		<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard V.4</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> The institution produces and maintains annual statistics on the number of students and alumni in each study program.	As the meeting of the external evaluation group with the administrative staff has shown, POLIS University produces and maintains annual statistics on the number of students and alumni in each study program.  The university has statistics in both digital and hard copy format, on the incoming quality of students, grade average on entry, schools they come from, and faculties they come from, documentation related to the

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	students enrolled on the basis of transfer from the other universities, documentation related to the rules for student evaluation, documentation related to the registration and student evaluation, which are in full accordance with the Interviews done during our site visit at Polis University.								
<b>Criterion 2.</b> 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.	As the meeting of the external evaluation group with the administrative staff has shown POLIS University 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.								
<b>Criterion 3.</b> Student's statistical data are managed by the internal information system and must be secured and easily verifiable by authorized persons.	As the meeting of the external evaluation group with the administrative staff has shown the student's statistical data are managed at POLIS University by the internal information system and are secured and easily verifiable by authorized persons.								
<b>Criterion 4.</b> 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.	All units (academic and administrative) undergo a quality assurance assessment by the Internal Quality Assurance Unit. The students fill in a separate questionnaire for all the administrative units such as Registers office, It office, Library, Student Support and Career Counselling Office, etc. where they express their level of satisfaction with their services as well as have space to express their suggestions and remarks.								
<b>Criterion 5.</b> 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.	POLIS University develops periodic analytical reports and publishes reports on its performance public in the harmony with regulatory requirements. We were shown that this is the case for all the Alumni so far, however this study program is just about to complete its first cohort, therefore there cannot be evidences for the alumni of this specific program.								
<b>Conclusion</b>	<i>The POLIS University collects, manages, updates and stores detailed data about the number and profile of students attending the study program, from their university admission to graduation, and their employment data in line with regulatory requirements.</i>								
<b>Standard's Fulfillment Degree</b>	<table border="1"> <thead> <tr> <th>Not met</th> <th>Partially met</th> <th>Substantially met</th> <th>Fully met</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>X</td> </tr> </tbody> </table>	Not met	Partially met	Substantially met	Fully met				X
Not met	Partially met	Substantially met	Fully met						
			X						

<b>Standard V.5</b> <b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	POLIS University envisages students' involvement and engagement in decision-making and advisory bodies, in alignment with regulatory and institutional acts, via their representatives. A part of the on-side visit was the meeting with students' representatives showing their engagement and involvement in the management in relevant extend.
<b>Criterion 2.</b> 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.	Based on the discussion with the representatives of POLIS University and students, the external evaluation group concluded that the involvement of the students is efficient and in accordance with standards. The regular feedback is safeguard by direct involvement via representatives as well via well functioning system of communication at the university involving the management, the staf and the studetns.
<b>Criterion 3.</b> 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.	The Department of Scientific Research mediates permanent dialogue with the students allowing efficient feedback from learning and supportive activities and prompting reactions to impulses from the students.
<b>Criterion 4.</b> 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.	The collegial atmosphere at POLIS University's approach to education in the executive master guarantees a fair academic collegial interrelationship between students, pedagogues, and university management representatives supporting their active role in the program's development and management.
<b>Conclusion</b>	<i>The POLIS University 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.</i>






Standard's Fulfillment Degree	Not met	Partially met	Substantially met	Fully met
				X

<b>Standard V.6</b> <b>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.</b>	
Criteria	Expert evaluation
<b>Criterion 1.</b> The institution has a special units and procedures which ensure student information and assistance, in accordance with legal provisions and HEI's regulatory acts.	Based on the discussion on site, "The Student Support and Career Counseling Office (SSCCO)" is the unit established at POLIS University with the purpose of informing and supporting students during the study period. SSCCO offers information and advice about professional practices, mediation, and counselling to facilitate the transition into the labor market.
<b>Criterion 2.</b> 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.	The POLIS University developed and introduced an integrated academic system covering all information flows using internal and external interfaces. There is not need to introduce special system as the standard system provide adequate environment for all necessary functionalities required in this criterion.
<b>Criterion 3.</b> 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.	The POLIS University via its Studetns Support and Career Counseling Office continuously and periodically provides students with career counselling, welcoming students, providing specific information and guidance regarding particular topics during the learning process, selection and mediation regarding internships in other institutions, and advice on the labour market opportunities through institutional partnerships. The Career Counseling Office explained its activities during on-site visit, including the documentation of information materials, events organized, individual consultation support and other activities.
<b>Criterion 4.</b> 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.	POLIS University has done its best to create and maintain a close relationship with Alumni graduates The Office of Student Support and Career Counseling has made a more detailed study on the level of employment, the nature and compatibility of employment with the general and specific education of each student, following them and maintaining contact with them even after graduation. Through this process, it is also intended to attract opinions, suggestions and comments from employees and employers in order to reflect them in

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	the academic curriculum, for better compatibility with the market that is always evolving. Acc. Annex 54 Alumni Brochure 2017-2021).			
<b>Conclusion</b>	<i>POLIS University has Office of Student Support and Career Counseling guaranting permanent work with the students guaranting all necessary activities and information flows.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Field V Standards' Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

## VI. STUDY PROGRAMS' QUALITY ASSURANCE

<b>Standard VI.1</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<b>Criterion 1.</b> 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.	Referring the information submitted and discussions during a number of meetings on site, Polis University seems to have a consolidation Internal Quality Assurance System, which is applied also to the Executive Master's program, subject of this assessment. The quality system operates referring to the Internal Quality Assurance Unit Regulation. The system is build on these evaluation components: student assessment of course and staff, self-assessment of the staff, peer assessment and supervisor assessment (as a summary of all other three elements). POLIS University, in accordance with the Higher Education Law, its Statute and General Regulation, has established a stable Unit for the Internal Quality Assurance (IQA Unit), whose structure, responsibilities and operation are clearly defined in the regulation of this Unit (acc. to Annex IO - IQAU Regulation).
<b>Criterion 2.</b> The responsible structures develop monitoring mechanisms and periodically evaluate teaching and innovative skills of academic and academic support staff.	Acocording to the presented documentation, the Internal Quality Assurance Unit (IQAU) operates at the institutional level in collaboration with the departments. It monitors and evaluates the continuous quality improvement process for the Study Programs offered by POLIS. (Annex 4- Development Strategy, Annex 20 -

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	Didactic Regulation, Annex 23- Evaluation Forms, Annex 23.1 Evaluation form/report for Academic, Administrative Staff performance)			
<b>Criterion 3.</b> The institution guarantees student inclusion in the periodic assessment of teaching methods, and knowledge check , including complaint handling opportunity.	The on-site visit assessment has shown that: students of all study cycles have the opportunity at the end of each semester through a special questionnaire (performed through the PITAGORA system) to provide evaluations and express their opinions on each course attended (Annex 18 -- Evaluation Forms) (Annex 2I - PITAGORA User Manuals, for completing the questionnaire in the system) This is a standardized and consolidated procedure in POLIS University and applies to the students of the Executive Master's program in Restoration, Conservation and Valorization of Cultural Heritage.			
<b>Criterion 4.</b> The structures responsible for monitoring and teaching quality assurance disclose evaluation results publicly.	The results of the monitoring are published in the harmony with national law. The monitoring and teaching quality assurance are institutionally fixed in the management structure of study programs and institutions. The system of quality assurance works based on hierarchic structure safeguarding permanent monitoring. The evaluators underlined necessity to extend the monitoring and assessment activities towards active quality support services provided for the academicians.			
<b>Criterion 5.</b> The institution, through its assessment mechanism and results reached, promotes examples of good practice, encourages and prompts the academic staff to further improve teaching.	The Annual Report on Scientific Research is one of the main documents that highlights the results and scientific research achievements of the academic staff and not only. According (Annex 27 - Point-based grading System), the report includes the assessment of the scoring system where the academic staff can view the results achieved during an academic year. This makes possible to encourage and promote staff towards better and quality practices.			
<b>Conclusion</b>	<i>The POLIS University pursues a clear policy to guarantee and promote the quality of teaching including the guidelines designed for teaching methods development and monitoring Considering the small number of students, all students participate to the annual surveys regarding the quality of the program. The findings of the surveys have recorded positive indicators which the Internal Quality Assurance Unit has analyzed.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				<b>X</b>

### 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.**

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Criteria	Expert evaluation
<p><b>Criterion 1.</b> 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.</p>	<p>The Internal Quality Assurance Unit (IQAU) is a permanent independent unit, which through its work aims to consolidate the quality culture in the University through its work. This unit predominantly concentrates on quality assessment processes, safeguarding the fulfillment of all standards required by official accreditation processes. To safeguard sustainable quality growth, there can be recommended to extend the work of the unit toward proactive support of the quality development, replacing a part of quality control by collegial quality support. The activities must address sensitive or critical point identified in self-evaluation process by different training activities, mapping best practices, mediating the best practice transfer etc. As the external evaluation group learned during on-site visit, the POLIS University is working on this improvement based on an Erasmus CBHE funded project QASURE via which the Internal Quality Assurance Unit will receive training to advance its quality assurance approach and mechanisms.</p>
<p><b>Criterion 2.</b> 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.</p>	<p>According to the Annex 24- Tabular data required by ASCAL The unit consists of 9 members. In compliance with the IQAU regulation, the chair of this unit is one of the internal lecturers without executive powers. The unit has members as student representatives, representatives from the ALUMNI community, as well as representatives from the business community.</p>
<p><b>Criterion 3.</b> 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.</p>	<p>POLIS University uses evaluation methodologies and measuring instruments for the progress and success of the teaching process, the quality of the literature used, the pedagogical techniques used by the lecturers, etc., as well as for the fulfillment of the objectives of the study programs. POLIS University actively undertook 2 procedures of external international evaluations – one in the form of international accreditation (QAA), and the second in the form of quality assessment of the programs (national accreditation of study programs). Both brought important impulses for the University which can be capitalized in further program development..</p>
<p><b>Criterion 4.</b> 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</p>	<p>It is clear that the process of evaluating the teaching quality of academic staff consist in 4 complementay evaluation component acc. (Annex 23.1 - Evaluationforms for this process):</p> <ul style="list-style-type: none"> <li>a) Evaluation by students (50% of the total evaluation)</li> <li>b) Peer evaluation (35% of the total evaluation)</li> <li>c) Self-evaluation (15% of the total evaluation)</li> <li>d) Evaluation from the unit Chairs</li> </ul>






indicators to promote the best achievements.	In Annex 28, the information connected with the Annual Institutional Report 2021-2022) is written. All the data and findings are included in the partial and annual reports of IQAU as well as the Annual General Institutional Report that is prepared at the end of each academic year.			
<b>Conclusion</b>	<i>POLIS University drafts and implements transparent policies and procedures on the study program quality assurance within the internal quality assurance system framework. Extending the unit's work toward proactive support of quality development can be recommended to safeguard sustainable quality growth, replacing a part of quality control with collegial quality support. The activities have to address sensitive or critical points identified in the self-evaluation process by different training activities, mapping best practices, mediating the best practice transfer, etc.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

### 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	Expert evaluation
<b>Criterion 1.</b> 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.	In the framework of periodically monitoring, at the end of academic year, IQAU prepares and distributes in the form of a report periodic evaluations on quality, which is presented in an official form to the Rectorate to be made available to the Academic Senate and the final results obtain from the questionnaires become public, communicating to staff, students and administration as well as part of the partial and annual reports of IQAU, acc. (Annex 25, IQAU Annual Report_2020 2021).
<b>Criterion 2.</b> Evaluation reports should include expected outcomes, evaluations results, motivation of best practices and	Submitted self-evaluation reports includes expected outcomes, evaluations results, motivation of best practices and achievements, and measures taken to address gaps and to further improve quality,




<p>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.</p>	<p>ands encouragement of the best achievements in performance and research conducted by the academic staff and students.</p> <p>During several meetings and according to the relevant documentation in Polis University, was evidenced that the study program “Executive Master in Restoration and Valorisation of Cultural Heritage” uses evaluation methods and measuring instruments for the:</p> <ul style="list-style-type: none"> <li>progress of the teaching process</li> <li>the quality of the literature used</li> <li>the pedagogical techniques used by lecturers</li> </ul> <p>The results of monitoring are reported to the rectorate and deans of the faculties.</p>
<p><b>Criterion 3.</b> 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.</p>	<p>The IQUA system of POLIS University meets these requirements properly. One year of realization of the evaluated study program does not proved space for full development of this evaluation dimension. The monitoring of the quality of study program realisation progress is at POLIS a permanent process including direct and indirect (performance evidence based) process The character of join degree program safeguards continual update of didactics as well as content of the curricula tranfering the know-how between program partners but it brings necessity to safeguard equal quality using standardize methods for testing the studens performance.</p>
<p><b>Criterion 4.</b> 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.</p>	<p>The process of evaluating the teaching quality of the academic staff, consist of four complementary evaluation components that are:</p> <ul style="list-style-type: none"> <li>a)Evaluation by students (50% of the total evaluation)</li> <li>b)Peer evaluation (35% of the total evaluation)</li> <li>c) Self-evaluation (15% of the total evaluation)</li> <li>d) Evaluation from the unit Chairs managers</li> </ul> <p>During several meetings in Polis University, was evidenced that the study program Executive Master in Restoration and Valorisation of Cultural Heritage is periodically evaluated, at the end of each semester. The monitoring consist in:</p> <ul style="list-style-type: none"> <li>- Course and modules developing</li> <li>- Quality level of academica, staff</li> <li>- Evaluation of quality and performance of the academic staff in teaching process</li> <li>- National and interantational cooperations</li> </ul>




	<p>- Involvement of students in the daily activities /academic activities and conferences of the institution</p> <p>It is recommended that the self-evaluation process can promote the development of a sense of encouragement and cooperation through academic staff.</p>			
<b>Conclusion</b>	<p><i>The POLIS University monitors and evaluates the study program through the a dedicated unit (IQAU) aiming at the achievement of training objectives and the intended learning outcomes. The one-year implementation does not allow us to speak about any periodicity yet.</i></p>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Standard VI.4</b>	
<b>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.</b>	
<b>Criteria</b>	<b>Expert evaluation</b>
<p><b>Criterion 1.</b> 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.</p>	<p>POLIS University and the Faculty responsible for this program engage in the Master's Executive program not only staff from this unit but also from departments of other faculties as well as its research institutions, to guarantee, ensure and consolidate the quality of the Executive Master's program in Restoration, Conservation and Valorization of Cultural Heritage.</p>
<p><b>Criterion 2.</b> 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.</p>	<p>According to the presented documentation, Annex 25 IQAU consists of 9 members, each with certain duties and specific responsibilities within this unit's framework.</p> <p>An important role in this process is played by the Executive Master program coordinator, who link the students and the quality unit. The program coordinator keep routine contis at the same time Head of the Department hosting the program. The program coordinators keep routine contact with all the parties involved (including students) and streamline the activities and actions in collaboration with the department regarding quality assurance (site visit)</p>




<p><b>Criterion 3.</b> 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.</p>	<p>It seems that quality assurance in POLIS University, is a very important element that cannot be achieved and maintained without the support and preparation of everyone who is responsible for any task in the implementation of the program.</p> <p>Therefore, quality assurance in the Executive Master, as well as in the other programs offered by the institution, is realized through the involvement of academic and auxiliary staff, the exercise of control by the management structures and IQAU, drawing the students' and academic staff opinion, etc</p>			
<p><b>Criterion 4.</b> 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.</p>	<p>According to the (Annex 30, Gender Equality Plan) and discussions in the meetings, no discrimination or inequality against staff and students of this nature have been recorded in this Study program.</p> <p>From a regulatory point of view, discrimination and inequality are an important part of the Ethics Regulation, which avoids any misunderstanding that may occur in this aspect.</p>			
<p><b>Criterion 5.</b> 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.</p>	<p>Based on several meetings done during site visit and relevant documentation for the Executive Master's, external professionals in the field were invited as guest lecturers and expert counsellors during the study program rollout.</p>			
<p><b>Conclusion</b></p>	<p><i>The POLIS University implement the IQA policy which includes the academic units, academic staff and students in the study program quality assurance process, and informs interested parties on the results and the subsequent measures.</i></p>			
<p><b>Standard's Fulfillment Degree</b></p>	<p>Not met</p>	<p>Partially met</p>	<p>Substantially met</p>	<p>Fully met</p> <p style="text-align: center;">X</p>

<p><b>Standard VI.5</b>  <b>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.</b></p>	
<p><b>Criteria</b></p>	<p><b>Expert evaluation</b></p>
<p><b>Criterion 1.</b> The policy, strategy, organization and activities within the framework of the study program Internal</p>	<p>POLIS University aims to create a strong culture in its community, therefore the establishment of IQAU has strong support and is given full autonomy. According to the discussions during the meetings, it is clearly express that the reports of IQAU findings, in terms of quality,</p>






Quality Assurance system are transparent and are made public to all students and parties concerned.	have always been made transparent, through e-mail, presentation to the Academic Senate, which at POLIS University is organized as an open meeting for all staff and student representatives. The most detailed findings are forwarded to each staff member in a personal form by e-mail.			
<b>Criterion 2.</b> 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.	It was clearly expressed during the meetings that, to avoid the violation of everyone's privacy as well as the academic/professional ethics, the published report presents only the findings at the Department and Faculty level.			
<b>Criterion 3.</b> The assessment results should be accompanied with an action plan designed to address and improve the identified weaknesses and issues.	The POLIS University QAS system fulfills this requirement. Still, at the current moment, the one-year-long implementation period of the study program does not allow us to assess this criterion (meaning that any identified issue and the way to address it follows in the next academic year).			
<b>Criterion 4.</b> The institution assesses and ensures activities' effectiveness and impact in the framework of monitoring and quality assessment, to ensure the ongoing study program improvement.	The further development of the program will show the efficiency with which the POLIS will use the outputs from the system for improvement of the evaluated program in the second year of its implementation.			
<b>Criterion 5.</b> 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.	According to the documents provided and affirmations during the on-site meetings, Announcement of the IQAU, this unit holds periodical meetings and makes announcements regarding accreditation processes, to raise students' awareness on these processes, which are directly related to the quality of their study program.			
<b>Conclusion</b>	<i>As the submitted documents show, POLIS University implments the policies, processes and activities for the study programs' Internal Quality Assurance in a transprent way in harmony with the principles of an Internal Quality Assurance Culture.</i>			
<b>Standard's Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

<b>Field VI Standards' Fulfillment Degree</b>	<b>Not met</b>	<b>Partially met</b>	<b>Substantially met</b>	<b>Fully met</b>
				X

## **Evaluation's conclusions for the Third cycle study program Executiv Master in "Restoration, Conservation and Valorization of Cultural Heritage"**

### **Strengths and affirmations**

1. The academic staff involved in the Executive Master program is highly qualified and with international research experience. *(Standard IV.2 , Criterion 3)*
2. A rich offer of research activities, supported by international projects, physical infrastructure, library, and laboratories. *(Standard I.2 , Criterion 2)*
3. The research work is supervised and monitored for plagiarism through "Turnitin program", a well-established system. *(Standard III.3 , Criterion 5)*
4. The program is composed and implemented as joint degree efficiently using outstanding capacities of POLIS University and UNIFE. *(Standard I.2 , Criterion 1)*
5. The program is embedded in the high quality academic environment providing valuable environment for the quality of students and academic staff performance. *(Standard II.2 , Criterion 2 + Conclusion)*
6. POLIS university implments a thorough quality assurance policy undertaking international evaluation procedures setting the European standards in the internal quality assurance proceses *(Standard IV.4 , Criterion 3)*
7. The program addresses the labor market gaps and demand of societal practice in the sensitive segment of built cultural heritage restoration, conservation and valorisation. *(Standard II.2 , Criterion 4 , Standard II.4,Criterion 5 + 7)*

### **Weaknesses**

1. Domination of appropriate literature in foreign languages, less in Albanian language as the literature serves for both POLIS and FERRARA students. *(Standard IV.4, Criterion 4)*
2. The records of the students kept in the POLIS secretary include only the activities organized in Albania, with no evidence regarding the activities held in Italy. *(Standard IV.5, Criterion 1)*
3. The activities of the IQAU are predominantly concentrated on quality assessment processes, safeguarding the fulfillment of all standards required by official accreditation processes, and are less pro-active. *(Standard VI.2, Criterion 1)*

### **Recommendation**

1. POLISs University is advised to provide support for highering financial resouses for research gropus of Executive Master .
2. POLIS University physical laboratories could, in the future, get accredited and be able to provide services for the third parties.



3. The POLIS University is advised to develop strategy to strengthen balanced partnership with UNIFE.
4. To safeguard sustainable quality growth, there can be recommended to extend the work of the IQAU toward proactive support of the quality development, replacing a part of quality control by collegial quality support capitalizing the outputs from currently running international project under participation of POLIS. The activities must address sensitive or critical point identified in self-evaluation process by different training activities, mapping best practices, mediating the best practice transfer etc.
5. The program should try to increase its regional influence by established relations in the Western Balkan region and attract students from this region.
6. To fulfill the objective of the Executive Master, both workshops (at Polis University and UNIFE) should be organized and attended by students in accordance with the approved academic curriculum plan and timeframe, allowing them to concentrate on their specific research work.



**Program quality standards fulfillment degree**

FIELDS OF EVALUATION	FIELD STANDARDS' FULFILLMENT DEGREE			
	Not met	Partially met	Substantially met	Fully met
<b>I. STUDY PROGRAM PROVISION</b>				<b>X</b>
<b>II. STUDY PROGRAMS ORGANIZATION, MANAGEMENT AND ADMINISTRATION</b>				<b>X</b>
<b>III. TEACHING, LEARNING, EVALUATION AND COMPETENCES</b>				<b>X</b>
<b>IV. HUMAN, FINANCIAL, INFRASTRUCTURE, AND LOGISTICS RESOURCES FOR STUDY PROGRAM DELIVERY</b>				<b>X</b>
<b>V. STUDENTS AND THEIR SUPPORT</b>				<b>X</b>
<b>VI. STUDY PROGRAMS' QUALITY ASSURANCE</b>				<b>X</b>
<b>TOTAL EVALUATION</b>				<b>X</b>


