



Republika e Kosovës
Republika Kosova – Republic of Kosovo

*Agencia e Kosovës për Akreditim
Agencija Kosova za Akreditaciju
Kosovo Accreditation Agency*



KAA METHODOLOGY

on Monitoring and
Post-accreditation Procedures

KAA Methodology

on Monitoring and Post-accreditation Procedures

In accordance with the Law on Higher Education of the Republic of Kosovo no. 04 / L-037, Administrative Instruction for Accreditation of Higher Education Institutions 15/18, as well as the KAA Accreditation Manual, KAA will organize post-accreditation procedures as well as monitoring procedures of higher education institutions and of their study programs.

The following document will serve as a guide for the KAA, higher education institutions, international experts and the general public for the implementation of fair and transparent post-accreditation and monitoring procedures.

The following document meets Standard 2.3 of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) which requires quality assurance agencies to complete the accreditation cycle with post-accreditation procedures aimed at continuously improving the quality of higher education institutions.

The standard 2.3. determines that the form of post-accreditation procedures depends on the external quality assurance model, therefore KAA through this document introduces monitoring procedures which are fully adapted to the context and the Kosovo quality assurance system and are in accordance with applicable local legislation.

For the purposes of monitoring and post-accreditation procedures, the processes of accreditation, re-accreditation and validation of HEIs will be treated as the same, unless otherwise specified.

Design:
Envinion

PËRMBAJTJA

DEFINITIONS	06
1. MONITORING PROCEDURES	09
1.1. Organization of the monitoring procedure by the KAA.....	10
1.2. GENERAL MONITORING	11
1.3. Monitoring of study program holders.....	11
1.4. Monitoring of official websites and advertising materials of HEIs.....	12
1.5. MONITORING ACCORDING TO STANDARDS OF THE ACCREDITATION MANUAL	14
1.6. Monitoring of academic staff	14
1.7. Monitoring lecture and exercise schedules.....	16
1.8. Monitoring of infrastructure and resources.....	18
1.9. EXTRAORDINARY MONITORING	20
Monitoring initiated after receiving complaints from external parties	20
1.10. Submission of false evidence to the KAA.....	21
1.11. Monitoring in cooperation with the Education Inspectorate	22
2. POST-ACCREDITATION PROCEDURES	25
2.1. Organization of the post-accreditation procedure by KAA	26
2.2. Submitting the initial improvement report.....	27
2.3. Submission of final improvement report.....	27
2.4. Engagement of international accreditation expert	28
2.5. Organizing a physical visit after accreditation in the institution of higher education	29
2.6. Confirmation of the post-accreditation procedure report by the SCQ.....	31

DEFINITIONS

“Kosovo Accreditation Agency (KAA)” - is a quality assurance agency in higher education in the Republic of Kosovo, which is responsible for the evaluation, accreditation, re-accreditation, validation, quality control and monitoring of higher education institutions and their study programs;

“Accreditation of the study program” - a formal quality assessment process, which determines the official recognition status granted by the KAA, which enables the higher education institution to award qualifications for the relevant field within a certain period of time;

“Institutional Accreditation” - a formal quality assessment process, which determines the official status of recognition granted by the KAA to the institution of higher education, which enables the development of academic activity and the right to award qualifications for a certain period of time;

“Accreditation” - a formal process of quality assessment of a higher education institution and/or its study programs, through which the Kosovo Accreditation Agency (KAA) determines that the required quality standards and criteria are met;

“Higher Education Institution”(HEI) - any institution authorized to provide educational services in higher education, which are subject to evaluation and monitoring by KAA;

“Private higher education institution” - any institution established by a private company, foundation or trust, as defined by the Law on Higher Education;

“Public higher education institution” - institution which can be established by decision of the ministry responsible for higher education, as defined in the Law on Higher Education;

“State Council of Quality”- (SCQ) - the highest policy-making and decision-making body of the KAA;

“Quality control and enhancement” - regular periodic process carried out through evaluation, control and monitoring processes by KAA, which ensures that the minimum quality criteria of higher education institutions and their study programs are continuously maintained;

“Ministry”- Ministry of Education, Science, Technology, and Innovation (MESTI));

“Monitoring” - a formal process carried out by the KAA through which is assessed that a institution of higher education maintains and continues to meet, the recommendations of external evaluators and the conditions of accreditation as well as implements the standards of the Accreditation Manual.

“Post-accreditation procedure” - process which is limited to verifying the conditions of accreditation and confirming the degree of fulfillment of recommendations by the KAA and commitments by the HEI and not to re-evaluate the standards of the Accreditation Manual.

“Study program” - program leading to a qualification or diploma awarded by a provider of higher education as defined in the accreditation decision;

“Quality Assurance” - means the set of policies, processes and activities at the state and institutional level for quality assurance and advancement in higher education. Quality assurance also deals with teaching and learning in higher education, including the learning environment and links with research and innovation;

“Standards” - requirements, criteria and rules which define the level required by higher education institutions and study programs for making a positive decision on accreditation;

“Validation” - accreditation recognition procedure granted by an internationally recognized accreditation institution;

“Internal evaluation” - regular internal evaluation process by the institution of higher education, through which quality and compliance with established standards and criteria of quality assurance are maintained;

“Vlerësimi i jashtëm” - formal quality assessment process, performed by the KAA, which results in giving a recommendation for accreditation, non-accreditation;

1 MONITORING PROCEDURES

The KAA develops monitoring procedures which aim to verify and confirm whether the given conditions of accreditation as well as the standards of the Accreditation Manual continue to be applied by the accredited higher education institutions. These procedures are implemented at the institutional level and/or at the level of study programs and are not duplicated by the post-accreditation procedure which focuses only on fulfilling the recommendations given in the external evaluation reports. Monitoring procedures are divided into:



General monitoring;



Monitoring according to the standards of the Accreditation Manual;



Extraordinary monitoring.

1.1. Organization of the monitoring procedure by the KAA

- 1.1.1. KAA organizes the monitoring procedure at least once within six (6) months at the institutional level and/or study program for each accredited higher education institution in the Republic of Kosovo.
- 1.1.2. Monitoring procedures include verification of compliance with the technical conditions of accreditation by the higher education institution at the institutional level and the study program.
- 1.1.3. Monitoring procedures can be carried out remotely through the exchange of documentation electronically and/or through physical visits to the premises of the higher education institution.
- 1.1.4. Monitoring, in any of its forms, is carried out by the KAA officials.
- 1.1.5. The higher education institution is officially notified by the the KAA for the start of the monitoring procedure. Physical monitoring visits may be carried out with or without notice.
- 1.1.6. In case of organizing a monitoring visit without notice, the KAA officials on arrival at the higher education institution, will inform the representative of the institution that the monitoring procedure has started and the purpose of the monitoring visit.
- 1.1.7. The KAA officials have the right to gather information and evidence to fulfill the purpose of the visit.
- 1.1.8. Upon completion of the monitoring visit, the KAA officials draft a report on the maintenance of technical accreditation conditions by the higher education institution which will be reviewed and approved at the SCQ meeting.
- 1.1.9. The report of the monitoring procedure together with the decision of the SCQ for the relevant institution of higher education is published on the official website of the KAA.
- 1.1.10. The monitoring procedure report is an integral part of the documentation for the future re-accreditation procedure/accreditation of the higher education institution.

1.2. GENERAL MONITORING

General monitoring includes activities initiated by the KAA which are related to the continuous implementation of the given conditions of accreditation in the SCQ decision and/or other formal criteria set out in the legislation in force. General monitoring includes, but will not be limited to:

1.3. Monitoring of study program holders

- 1.3.1. At least once within six (6) months, the KAA monitors the holders of the study program for each program accredited in the Republic of Kosovo.
- 1.3.2. Monitoring of study program holders can be done remotely, through verification of lecture schedule which is required to be made public on the website of the institution and/or through physical visit of the KAA with or without notice on the premises of the HEI.
- 1.3.3. The higher education institution is obliged to officially notify the KAA of the removal of any of the holders approved by the SCQ, no later than 14 days after the date of departure of the holder.
- 1.3.4. The HEI is obliged to propose the replacement of the holder of the study program with another holder, no later than 90 days after the date of departure of the previous holder, who formally meets the defined criteria,
- 1.3.5. The KAA verifies the documentation of the replaced holder of the study program to verify compliance with the formal criteria in force.

- 1.3.6. The KAA formally notifies the SCQ of the removal and replacement of the holder of the study program in the HEI and the SCQ decides on the approval/rejection of the new holder.
- 1.3.7. In case the institution fails to propose the replacement of the holder within the time period of 90 days, KAA notifies the SCQ.
- 1.3.8. SCQ, after receiving the official notification from the KAA, for the absence of the holder of the study program, can proceed with the withdrawal of accreditation for the respective study program.
- 1.3.9. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.

1.4. Monitoring of official websites and advertising materials of HEIs

- 1.4.1. At least once within six (6) months, the KAA monitors the official websites of each accredited higher education institution in the Republic of Kosovo.
- 1.4.2. The monitoring of HEI websites is done in order to ensure that the information published by HEIs regarding the accreditation of study programs is accurate and does not create confusion among students, parents or society in general. The KAA also verifies whether the institution continues to keep public the published documents and data, as required by the Accreditation Manual (respectively data of study programs, CVs of academic staff, documents, etc.).
- 1.4.3. The monitoring of the websites of HEIs is done only remotely by the KAA staff and is limited only to information which affects the legal scope of the KAA.
- 1.4.4. In case the KAA staff confirms through reasonable evidence that the higher education institution has published information which, within the legal scope of the KAA is not accurate, including, but not limited to, the advertising of study programs without accreditation by the SCQ, submission of specializations as separate study programs con-

trary to the decision of accreditation by the SCQ, submission of the name of the institution contrary to the decision of accreditation by the SCQ, etc., KAA officially addresses the institution relevant to the request for removal of inaccurate information and their correction in accordance with the decisions of the SCQ within 5 (five) working days.

- 1.4.5. In case the institution fails to replace the information within a certain period of time, KAA notifies the SCQ.
- 1.4.6. If the SCQ considers that the reasoning of the institution is unreasonable and that the institution by its actions has seriously violated the given conditions of accreditation, the SCQ decides that the study program and/or the institution is placed in the process of external evaluation. The report of the team of international external evaluators is submitted to the SCQ and addressed at one of the SCQ meetings.
- 1.4.7. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.
- 1.4.8. The decision of the SCQ is made public on the website of the KAA.

1.5. MONITORING ACCORDING TO STANDARDS OF THE ACCREDITATION MANUAL

Monitoring according to the standards of the Accreditation Manual includes but is not limited to:

1.6. Monitoring of academic staff

- 1.6.1. At least once within six (6) months, the KAA monitors the academic staff for each program accredited in the Republic of Kosovo.
- 1.6.2. The monitoring of the academic staff is done to ensure that the higher education institution is offering the study program with the academic staff as presented in the self-assessment report.
- 1.6.3. The monitoring of the academic staff can be done remotely, through the verification of the lecture schedule which is required to be made public on the website of the institution and/or through the physical visit of the KAA with or without notice in the premises of the higher education institution.
- 1.6.4. The KAA officials initially make a distance comparison of the data presented in the SER with the published schedule of exercises and lectures by the higher education institution. At the discretion of the KAA, the KAA officials conduct a physical visit to the premises of the higher education institution to verify the holding of lectures, exercises and work practice with the academic staff presented in the SER.

- 1.6.5. In case of organizing a monitoring visit without warning, KAA officials upon arrival at the higher education institution inform the representative of the institution the purpose of the monitoring visit.
- 1.6.6. When declaring the purpose of the monitoring visit, the visit is limited to obtaining information and evidence that serve to fulfill the purpose of the visit.
- 1.6.7. In case the KAA officials, either through remote monitoring, or physical visit to the institution, prove through reasonable evidence that a part of the academic staff, based on which the study program has been positively evaluated by international accreditation experts, are not present in the higher education institution and they no longer have a contractual relationship with the relevant institution, the KAA requests from the institution a written justification for the reasons for leaving the academic staff.
- 1.6.8. The higher education institution is obliged within three (3) working days to submit to the KAA the reasoning according to the requirements of the KAA.
- 1.6.9. After the completion of the physical monitoring visit and/or after receiving the written justification of the institution, the KAA officials compile a report with the findings of the monitoring procedure. This report reflects only the factual situation verified by the KAA officials and does not contain any final recommendations to the SCQ.
- 1.6.10. SCQ in the next regular meeting, reviews the report of KAA officials together with the reasoning accepted by the higher education institution. If the SCQ considers that the institution's reasoning is sound and that the institution has taken all necessary actions to ensure the replacement of the academic staff with similar qualifications as the previous staff, the SCQ may formally confirm the replacement of the academic staff of the educational institution high.
- 1.6.11. If the SCQ considers that the reasoning of the institution is unfounded and that the institution by its actions has seriously violated the given conditions of accreditation, the SCQ decides that the study program and/or the institution is placed in the process of external evaluation. The report of the team of international external evaluators is submitted to the SCQ and addressed at one of the SCQ meetings.

- 1.6.12. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.
- 1.6.13. The decision of the SCQ is made public on the website of the KAA.

1.7. Monitoring lecture and exercise schedules

- 1.7.1. At least once within six (6) months, the KAA monitors the schedules of lectures and exercises for each study program accredited in the Republic of Kosovo.
- 1.7.2. The monitoring of lecture schedules is done in order to ensure the compliance of the accredited curriculum according to the Self-Assessment Report, according to the Accreditation Manual (compulsory and elective courses, fund of lecture and exercise classes, practical work and the subject holder) with the schedule of lectures and exercises published by the higher education institution.
- 1.7.3. Monitoring of lecture and exercise schedules can be done remotely, through verification of the schedule, which is required to be made public on the website of the institution and/or through the physical visit of the KAA with or without notice on the premises of the educational institution of up.
- 1.7.4. The KAA officials initially make a distance comparison of the data presented in the SER with the published schedule of exercises and lectures by the higher education institution. The KAA officials conduct a physical visit to the premises of the higher education institution to verify the holding of lectures, practice and exercises according to the data presented in the SER and the published schedule.
- 1.7.5. In case of organizing a monitoring visit without warning, the KAA officials upon arrival at the higher education institution, will inform the representative of the institution that the monitoring procedure has started and the purpose of the monitoring visit. When declaring the purpose of the monitoring visit, the visit is limited to obtaining information and evidence that serve to fulfill the purpose of the visit.

- 1.7.6. In case the KAA officials, either through remote monitoring or physical visit to the institution, prove through reasonable evidence that a part of the academic staff is not present in lectures and/or exercises and/or practice, and that the teaching process is not being held in accordance with the number of classes presented in the SER, KAA requests from the institution a written justification for the reasons for the lack of teaching staff or the change of the teaching process.
- 1.7.7. The higher education institution is obliged within three (3) working days to submit to the KAA the justification according to the requirements of the KAA.
- 1.7.8. After the completion of the physical monitoring visit and/or after receiving the written justification of the institution, KAA officials compile a report with the findings of the monitoring procedure. This report reflects only the factual situation verified by the KAA officials and does not contain any final recommendations to the SCQ.
- 1.7.9. The SCQ in the next regular meeting, reviews the report of the KAA officials together with the reasoning accepted by the higher education institution. If the SCQ considers that the institution's reasoning is well-founded and that the institution has taken all necessary actions to ensure the replacement of missed classes and/or the adjustment of the curriculum, the SCQ may formally confirm the higher education institution's rationale.
- 1.7.10. If the SCQ considers that the reasoning of the institution is unfounded and that the institution with its actions has seriously violated the conditions of accreditation, the SCQ formally requests the institution to improve the situation within a time limit which is determined by the SCQ.
- 1.7.11. The higher education institution within the time period determined by the SCQ provides evidence based on the KAA to improve the situation and may request a formal consultative meeting with the Director of the KAA and/or SCQ members.
- 1.7.12. If even after the additional time limit is granted, the institution fails to submit relevant evidence for the improvement of the situation, the SCQ places the study program and/or the institution in the process of external evaluation. The report of the team of international external evaluators is submitted to the SCQ and addressed at one of the SCQ meetings.

- 1.7.13. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.
- 1.7.14. The decision of the SCQ is made public on the website of the KAA.

1.8. Monitoring of infrastructure and resources

- 1.8.1. At least once within six (6) months, the KAA monitors the infrastructure and resources of each accredited higher education institution in the Republic of Kosovo.
- 1.8.2. Monitoring of infrastructure and resources is done in order to ensure that higher education institutions maintain the standards of the Accreditation Manual presented in the Self-Assessment Report, Infrastructure and resources, especially in study programs which include practice and laboratory.
- 1.8.3. Monitoring of infrastructure and resources is done only through the physical visit of KAA with or without warning in the premises of the higher education institution.
- 1.8.4. In case of organizing a monitoring visit without warning, the KAA officials upon arrival at the higher education institution inform the representative of the institution the purpose of the monitoring visit.
- 1.8.5. When declaring the purpose of the monitoring visit, the visit is limited to obtaining information and evidence that serve to fulfill the purpose of the visit.
- 1.8.6. In case the KAA officials prove through reasonable evidence that a part of the laboratories, practical workspaces and/or laboratory equipment are not functional and/or are not used as an integral part of the teaching process, the KAA will request from the institution a written justification for the reasons for the lack of functioning of the physical infrastructure.
- 1.8.7. The higher education institution is obliged within three (3) working days to submit to the KAA the reasoning according to the requirements of the KAA.

- 1.8.8. The KAA may seek the assistance of a third party, such as an expert and/or team of international accreditation experts, to verify laboratory equipment which may be unknown to KAA officials.
- 1.8.9. After the completion of the physical monitoring visit and/or after receiving the written justification of the institution, the KAA officials compile a report with the findings of the monitoring procedure. This report reflects only the factual situation verified by the KAA officials and does not contain any final recommendations to the SCQ.
- 1.8.10. The SCQ in the next regular meeting, reviews the report of KAA officials together with the reasoning accepted by the higher education institution. If the SCQ considers that the reasoning of the institution is properly justified and that the institution has taken all necessary actions to ensure the functioning of the physical infrastructure, the SCQ can formally confirm the reasoning of the higher education institution.
- 1.8.11. If the SCQ considers that the reasoning of the institution is unfounded and that the institution with its actions has seriously violated the conditions of accreditation, the SCQ decides that the study program and/or the institution to be placed in the process of external evaluation. The report of the team of international external evaluators is submitted to the SCQ and addressed at one of the SCQ meetings. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.
- 1.8.12. The decision of the SCQ is made public on the website of the KAA.

1.9. EXTRAORDINARY MONITORING

Extraordinary monitoring includes but is not limited to:

Monitoring initiated after receiving complaints from external parties

- 1.9.1. KAA may accept at any time complaints submitted by individuals or organizations which indicate a decline in the quality of higher education institutions and/or their study programs.
- 1.9.2. Complaints submitted to the KAA will be considered anonymous and the identity of the persons submitting the complaint will not be disclosed.
- 1.9.3. Complaints should be limited to the concerns of the parties regarding the fulfillment of the standards of the Accreditation Manual by the higher education institution and not for reasons other than the legal scope of the KAA.
- 1.9.4. Complaints submitted to the KAA must be substantive, evidence-based and credible in order for the KAA to process it at one of the next SCQ meetings.
- 1.9.5. In case the SCQ considers that the complaint submitted to the KAA is credible and justified, then the SCQ requests from the relevant institution to submit a report within a certain period of time which presents its position towards the submitted complaint.
- 1.9.6. The SCQ in the next regular meeting, reviews the report of the institution. If the SCQ considers that the reasoning of the institution is well-founded and that the institution has not suffered a decline in quality, the SCQ does not initiate proceedings against the institution.

- 1.9.7. If the SCQ considers that the reasoning of the institution is unfounded, the SCQ formally requests from the institution the improvement of the situation within a time limit which is determined by the SCQ and/or the organization of a monitoring visit by the KAA officials.
- 1.9.8. The higher education institution within the time period determined by the SCQ provides the evidence either by sending it electronically to the KAA or by presenting it during the monitoring visit by KAA officials.
- 1.9.9. If, even after the additional deadline, the institution fails to submit relevant evidence for the improvement of the situation, the SCQ proceeds with the initiation of an early accreditation visit at the institutional level and/or at the level of the study program. The report of the team of international external evaluators is submitted to the SCQ and addressed at one of the SCQ meetings.
- 1.9.10. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.

1.10. Submission of false evidence to the KAA

- 1.10.1. In case the KAA becomes aware that, in order to make a decision on accreditation, re-accreditation or validation, the higher education institution has submitted false information at any stage of the evaluation and accreditation process, the KAA officially notifies the SCQ at the next meeting.
- 1.10.2. In case the SCQ considers that the notification of the KAA is grounded, then the CSSCQC requests from the relevant institution that within a certain period of time to submit a report which presents its position towards the notification of the KAA.
- 1.10.3. The SCQ in the next regular meeting, reviews the report of the institution. If the CSCQSC considers that the reasoning of the institution is grounded and that the institution has not submitted false evidence for the purpose of obtaining accreditation, the SCQ does not initiate proceedings against the institution.

- 1.10.4. If the SCQ considers that the reasoning of the institution is unfounded, the SCQ decides that the study program and/or the institution be placed in the process of external evaluation. The report of the team of international external evaluators is submitted to the CSSC-QC and addressed at one of the SCQ meetings.
- 1.10.5. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.

1.11. Monitoring in cooperation with the Education Inspectorate

- 1.11.1. The KAA may have a request from the Education Inspectorate to conduct a physical monitoring visit to accredited higher education institution in the Republic of Kosovo.
- 1.11.2. Such monitoring visits, in which KAA officials participate, are limited to verifying the technical conditions given for accreditation.
- 1.11.3. The time and agenda of the physical monitoring visit to the higher education institution is determined in cooperation with the officials of the Education Inspectorate.
- 1.11.4. The KAA officials participating in such a monitoring visit, keep records and compile a report or contribute to the drafting of a joint record with the officials of the Education Inspectorate.
- 1.11.5. In case the minutes of the monitoring visit indicate a violation of the given conditions of accreditation according to the decision of the SCQ, the KAA sends such minutes to the SCQ for review.
- 1.11.6. SCQ after reviewing the minutes requires the relevant institution to submit a report within a certain period of time to present its position.
- 1.11.7. If the SCQ considers that the reasoning of the institution is justified, the SCQ does not initiate any proceedings against the institution.

- 1.11.8. If the SCQ considers that the reasoning of the institution is unfounded, the SCQ decides that the study program and/or the institution be placed in the process of external evaluation. Upon receipt of the report by the team of international external evaluators, the report is submitted to the SCQ and addressed at one of the SCQ meetings.
- 1.11.9. SCQ decides how to proceed.
- 1.11.10. After receiving the decision of the SCQ, the higher education institution can file an appeal according to the legislation of the KAA and the general laws in force.

2 POST-ACCREDITATION PROCEDURES

Post-accreditation procedures are an integral part of the external quality assessment process of HEIs and close the accreditation cycle.

Post-accreditation procedures are limited to verifying the accreditation conditions and confirming the degree of fulfillment of recommendations by the KAA and commitments by the HEI and not to re-evaluate the standards of the Accreditation Manual.



Post-accreditation procedures are as follows:

2.1. Organization of the post-accreditation procedure by KAA

- 2.1.1. The KAA organizes the post-accreditation procedure at least once within the duration of the accreditation of the institutional level and/or the study program for each accredited institution of higher education in the Republic of Kosovo.
- 2.1.2. To ensure coherence of actions, the KAA ensures to start post-accreditation procedures for study programs which have undergone the accreditation process, according to the deadlines of KAA recommendations and commitments from HEIs.
- 2.1.3. The KAA engages an international accreditation expert for post-accreditation procedures for each study program or for the institutional level for each accredited institution of higher education in the Republic of Kosovo.
- 2.1.4. The higher education institution is officially notified by the KAA for the start of the post-accreditation procedure for the level of institutional accreditation and/or at the level of study programs.
- 2.1.5. Post-accreditation procedures can take place through physical or distance visits.
- 2.1.6. The report drafted by the international expert on the degree of fulfillment of the recommendations by the higher education institution is reviewed and approved at the SCQ meetings.
- 2.1.7. The report of the post-accreditation procedure together with the decision of the SCQ for the respective higher education institution is published on the official website of the KAA.
- 2.1.8. The post-accreditation procedure report is an integral part of the documentation for the future re-accreditation procedure of the higher education institution.

2.2. Submitting the initial improvement report

- 2.2.1. Each HEI, no later than 90 calendar days after the decision for accreditation and/or re-accreditation at the institutional level and / or at the level of the study program, submits to the KAA an initial improvement report.
- 2.2.2. The improvement report is submitted in Albanian and English, in electronic form as determined by the KAA.
- 2.2.3. The improvement report is an official document in which the higher education institution individually addresses the recommendations given by the international accreditation experts in the external evaluation report for each standard of the general field of the Accreditation Manual.
- 2.2.4. The improvement report consists of a substantive elaboration, based on evidence and real planning of what actions the higher education institution undertakes to individually address the recommendations of the experts.
- 2.2.5. The improvement report also includes the planned time of fulfillment of the recommendations which is decided by the HEI itself or as literally suggested by the international accreditation experts in the evaluation report.

2.3. Submission of final improvement report

- 2.3.1. The HEI submits to the KAA the full improvement report which presents the progress achieved and the remaining activities necessary for the full fulfillment of the recommendations of the experts, according to the deadlines of the recommendations of the KAA and the commitments from the HEI.
- 2.3.2. In addition to the improvement report, the institution may submit other relevant evidence which proves the fulfillment of the relevant recommendations.

- 2.3.3. KAA may request from the institution the necessary additions to the document if it is considered that the report does not meet the needs of post-accreditation procedures. Upon submission of the upgraded version, the document is considered final.

2.4. Engagement of international accreditation expert

- 2.4.1. The KAA sends to the international accreditation expert the improvement plan of the institution, other relevant evidence, if any, the external evaluation report as well as any other document which is necessary to meet the needs of the post-accreditation procedure.
- 2.4.2. In case of engagement of another international accreditation expert, the KAA provides all contextual information about the institution and/or study program.
- 2.4.3. The international expert reviews the completed documentation only for the purpose of verifying and confirming the fulfillment of the accreditation conditions and recommendations by the higher education institution.
- 2.4.4. In case the international expert considers that the improvement report has deficient information which does not enable the verification of the fulfillment of the recommendations, the KAA may request additional information from the higher education institution.
- 2.4.5. The higher education institution will send additional information within seven (7) working days from the date of receipt of the request by the KAA. Additional information is limited to evidence that is relevant to verifying compliance with the recommendations given in the evaluation report.
- 2.4.6. Within fourteen (14) calendar days after receiving the additional documentation from the KAA, the international accreditation expert drafts a written report according to the template applied by the KAA in which he will confirm the degree of fulfillment of the recommendations by the relevant institution.

- 2.4.7. The report of the international expert is sent to the relevant institution to comment on the factual situation verified by the expert.
- 2.4.8. The institution is enabled to send comments on the report of the procedure after accreditation within 7 calendar days from the date of receipt of the report by the KAA.
- 2.4.9. After receiving the comments from the Institution, KAA sends the written comments to the international expert for the finalization of the post-accreditation procedure report.
- 2.4.10. The international expert, seven (7) calendar days after receiving comments from the institution, finalizes the accreditation procedure report.
- 2.4.11. The final report of the post-accreditation procedure drafted by the international expert, is submitted to the members of the SCQ and is treated in one of the meetings of the SCQ.

2.5. Organizing a physical visit after accreditation in the institution of higher education

- 2.5.1. In case the KAA or the international accreditation expert considers that the verification of the fulfillment of the recommendations cannot be done remotely, then it can be proceeded with the organization of a physical visit or online of the post-accreditation procedure.
- 2.5.2. The physical or online visit of the post-accreditation procedure is organized in accordance with the principles of the Accreditation Manual which apply to the accreditation visit.
- 2.5.3. The international accreditation expert, in consultation with the KAA, decides on the duration of the post-accreditation procedure visit as well as the agenda of the meetings.
- 2.5.4. KAA advises the higher education institution on the time of organizing the post-accreditation visit as well as on the visit agenda.
- 2.5.5. Post-accreditation visit schedule is limited to participants who are required to meet the post-accreditation procedure visit requirements.

- 2.5.6. The visit of the post-accreditation procedure is limited only to the verification and confirmation of the degree of fulfillment of the recommendations by the higher education institution and not to the re-evaluation of the standards of the Accreditation Manual.
- 2.5.7. After visiting the accreditation procedure, the expert may request additional evidence which was presented to the expert during the post-accreditation visit and which were not part of the improvement report initially sent by the higher education institution.
- 2.5.8. The higher education institution will have two (2) calendar days time to submit additional evidence to the KAA. Such evidence is limited only to the documentation which the expert has considered relevant to verify the fulfillment of the recommendations by the institution.
- 2.5.9. Within fourteen (14) calendar days after receiving additional evidence from KAA, the international expert drafts a report according to the template applied by KAA in which he confirms the degree of fulfillment of recommendations by the relevant institution.
- 2.5.10. The report drafted by the international expert is sent to the relevant institution to comment on the factual situation verified by the expert.
- 2.5.11. The institution is enabled to send comments on the report of the procedure after accreditation within seven (7) calendar days from the date of receipt of the report by the KAA.
- 2.5.12. After receiving the comments from the Institution, the KAA sends the comments to the international expert for the finalization of the post-accreditation procedure report.
- 2.5.13. The international expert, at least seven (7) calendar days after receiving comments from the institution, finalizes the accreditation procedure report.

2.6. Confirmation of the post-accreditation procedure report by the SCQ

- 2.6.1. The final report of the post-accreditation procedure drafted by the international accreditation expert for the respective higher education institution is submitted to the SCQ members for review.
- 2.6.2. SCQ reviews the findings of the post-accreditation procedure report through conclusion, which if positive is written in the meeting minutes.
- 2.6.3. In case the post-accreditation procedure report confirms that the higher education institution has not met the recommendations of the international accreditation experts according to the time recommended in the external report, the SCQ may request the initiation of an early accreditation procedure in accordance with the Law on the KAA, bylaws and Accreditation Manual.
- 2.6.4. In case the SCQ finds that the KAA has committed a violation during the administration of the post-accreditation procedure, the SCQ decides to return the case for reconsideration.
- 2.6.5. The institution of higher education is officially notified by the KAA for the completion of the post-accreditation procedure which is applied at the institutional level and/or at the level of the study program.
- 2.6.6. The higher education institution has the right to file an appeal against the decision of the SCQ in accordance with the legal basis of the KAA and the general laws in force.

