



**REGULATION ON THE OPERATION OF INTERNAL
QUALITY ASSURANCE UNITS IN THE FACULTY OF
FOREIGN LANGUAGES**

**Approved by Decision No. 54 of 24 June 2022
TIRANA**



CHAPTER I
General Provisions

Article 1
Legal basis

The regulation of the Internal Quality Assurance Unit (hereinafter IQAU), is based on the law no. 80/2015 " *On Higher Education and Scientific Research in Higher Education Institutions in the Republic of Albania* ", in the acts by-laws issued pursuant to it; The Quality Code of Higher Education approved by the decision of the CM; The Statute of the University of Tirana, the Regulation "On Quality Assurance in UT", the Manual of Quality, as well as the Package of Quality Instruments, approved by the Academic Senate of the University of Tirana, with Decision no. 51, dated 23.12.2020.

Article 2
Object

1. The object of the IQAU Regulation in the Faculty of Foreign Languages (hereinafter FFL) is the definition of rules, procedures and mechanisms for ensuring and for internal quality assurance.
2. The object of this regulation is to determine the standard rules for the self-assessment process in the FFL for the operation and organization of the IQAU.

Article 3
Purpose

This regulation provides the operation of IQAU in the main unit and in the basic unit , as well as aims to regulate the process of self-evaluation of teaching, scientific research and any service in FFL, in order to increase quality, raise the internal control system, its application, development and evaluation.

Article 4
Scope of application

1. The scope of the regulation is quality assurance, which refers to a continuous process of



monitoring, evaluating, guaranteeing and improving quality at the level of the main unit (department in FFL) and of the study programs it offers.

2. This Regulation extends the effect on all aspects of the units' activity, which are the object of quality assurance provided for under the Quality Code in Higher Education and the Regulation for Quality Assurance in UT.

3. This Regulation extends its effects to all those who have responsibility for quality assurance: governing authorities, academic, assistant-academic and administrative structures, basic units, academic staff, assistant-academic staff, administrative staff and students.

CHAPTER II
Organization and Tasks
of Internal Quality Assurance Units

Article 5
Establishment of IQAUs

1. For the design and implementation of strategies, policies and procedures for internal assurance of quality, in the main unit (FFL) and in each basic unit (departments) the Internal Quality Assurance Units (NJSBC) are set up and function.

2. The IQAU of the Faculty of Foreign Languages is established and functions by decision of the head of the main unit.¹

The IQAU of FFL is composed as follows:

- 1 representative member, selected from the full-time academic staff for each basic unit with a number of students under 500 (active students of the first and second cycle together).
- 2 representative members, selected from the full-time academic staff for each basic unit with a number of students over 500 (active students of the first and second cycle together).
- and by a student member, selected by the students of the basic unit, registered by the teaching secretariat of the main unit and approved by the basic unit.

The IQAU selects among its ranks the Coordinator, who coordinates the activity with the Office of Quality and Curricula at FFL, with the IQAU of the basic unit, as well as with the IQAU of UT.

3. In basic units, IQAU consists of:

¹See Article 23, point c in the Regulation on quality assurance in UT.



- the representative members of the basic unit in the IQAU of the main unit (point 2 above),
- head of the basic unit ,
- and a student member from the students of the basic unit, registered by the teaching secretariat of the main unit and approved by the basic unit.

Article 6

Monitoring, Evaluation and Improvement activity

1. In order to ensure quality in FFL, this monitoring activity is carried out by :

- a) systematic monitoring of compliance by FFL with the legal and regulatory framework; of the curricula criteria; of student admission criteria; of student evaluation criteria; of recruitment and performance criteria of academic staff; academic assistant and administrative staff; of the institution's management criteria, of management of material and financial resources criteria;
- b) systematic monitoring of quality indicators of academic staff;
- c) systematic monitoring of student quality indicators;
- d) systematic monitoring of quality indicators of scientific research;
- e) systematic monitoring of indicators of the quality of services for students;
- f) systematic monitoring of infrastructure indicators.

2. In order to ensure quality in FFL, this internal evaluation activity is carried out:

- a) internal evaluation at the faculty level, of the basic unit;
- b) internal assessment for study programs and teaching;
- c) assessment of research-scientific activity;
- d) evaluation of the performance of the heads of basic unit , academic assistant and administrative staff,
- e) assessment of training needs of academic staff, academic assistant and administrative staff;
- 1) assessment of the quality of student achievements;
- g) assessment of students' needs for academic, psycho-social and career services;
- h) evaluation of the labor market for the strategic development of FFL and study programs;
- i) financial audit.

3. In the function of quality assurance, based on monitoring and evaluation reports,

FFL performs the desired improvement.



4. Monitoring, evaluation and improvement is done periodically and for special cases.

Monitoring, evaluation and improvement for special cases is done by decision of the dean's office of FFL when deemed relevant for quality assurance.

Article 7

Duties of IQAU in main unit

The Internal Quality Assurance Unit in the main unit, based on Article 26 of the Regulation on quality assurance in UT, performs the following duties:

1. The quality assurance unit of the main unit is an academic assistant structure with an administrative character² that has operational autonomy and access to all data of the main unit. This unit is subordinated to the head of the main unit.
2. Duties of the IQAU of the main unit:
 - a) implements UT's quality assurance policy;
 - b) plans monitoring activities;
 - c) organizes periodic monitoring activities for the implementation of legislation, regulations and instructions;
 - d) plans internal evaluation in the framework of institutional evaluation and study programs;
 - e) organizes periodic quality assessment activities;
 - f) makes the action plan for the monitoring and evaluation activity for each academic year;
 - g) periodically evaluates the results of teaching, research and service activities;
 - h) at the end of each semester or before the exam season, according to the relevant calendar, organizes the student evaluation for the quality of teaching;
 - i) prepares the annual report for quality assurance;
 - j) conducts tracking studies to evaluate student employment progress and the effectiveness of programs offered by the main unit;
 - k) prepares the internal assessment package;
 - l) organizes activities for quality improvement;
 - m) organizes quality assurance trainings with the internal evaluation team, with academic and administrative staff and with students;
 - n) shares quality assurance best practices with the entire main unit community;
 - o) assists the internal quality assessment team of the main unit in the preparation of the internal assessment report;
 - p) informs the community of the main unit and the public about the results of monitoring, evaluation and accreditation through various forms of communication;
 - q) creates, enriches and maintains the system of processing and storage of monitoring and internal evaluation data;

²Instruction no. 27, dated 29.12.017 "On internal academic and administrative structures in public institutions of higher education" point 6/a.



- r) records the results of all monitoring, evaluations and accreditations of the main unit and of the programs;
- s) cooperates with the IQAU of UT for the internal assessment of the main unit and institutional and program accreditation;
- t) participates in training programs organized by IQAU of UT and Quality Assurance Agency in Higher Education(QAAHE);
- u) collaborates with IQAUs of other main UT units to share experience.

Article 8

IQAU Main Unit Coordinator Duties

1. To implement the regulation of IQAU of UT and IQAU of the main unit.
2. To appoint a deputy from the members of the IQAU in case of his absence, in order not to interrupt the activity of the IQAU of the main unit.
3. Performs coordination between IQAU of UT, IQAU of the main unit, IQAU of base units.
4. To design the calendar of activities of the IQAU of the main unit in cooperation with the members of the IQAU of the main unit and the Quality Assurance and Curriculum Unit.
5. To draw up the IQAU meeting calendar.
6. To organize and conduct monthly IQAU meetings of the main unit.
7. To forward the documentation/decisions/instructions of the IQAU of UT.
8. To draw up the calendar plan of meetings with the internal assessment group when they are in operation.
9. To define the duties that each IQAU member should cover in the main unit.
10. To require the implementation of the regulation of the IQAU of UT and the IQAU of the main unit by each member of the IQAU that he coordinates.
11. To plan, organize and carry out the necessary training of the members of the IQAU of the main unit in relation to its best functioning.
12. To coordinate and monitor any activity that must be developed by IQAU based on the calendar of activities determined at the beginning of the academic year.
13. To monitor the progress and performance of the IQAU main unit.
14. To create working groups that must carry out the relevant activities according to the activity calendar of the IQAU of the main unit and the IQAU of the basic units where they are attached.
15. To demand an account for the realization of assigned tasks and in case of non-realization decides to postpone the deadline and in case this is not possible again, it demands the replacement of the member of the IQAU with another member.
16. To refer to the head of the main unit every activity carried out and convey to him every decision made in the relevant monthly meetings.



17. To consult constantly with IQAU of UT regarding any activity that will be implemented in the main unit.
18. To coordinate informative, instructive and training meetings between the IQAU of UT , the main unit and that of the basic unit.
19. To coordinate cooperation meetings with the IQAU coordinators of other UT faculties.
20. To check the prepared reports and refer them to the head of the main unit to get the relevant approval.
21. In case of their disapproval, he asks the head of the main unit to postpone the deadline and asks the members of the IQAU to review the prepared reports.
22. To convey the results of the questionnaires, the research conducted and the reports drawn up to the basic units.
23. To check whether the publication of these reports on the official website of FFL has been carried out.
24. In case of resignation from this duty, he makes a written notification to the head of the main unit and also informs the IQAU of the main unit about this decision.
25. The new coordinator is chosen by consensus from the IQAU members of the main unit.

Article 9

Duties of IQAU member

1. To implement the regulation of IQAU of UT and IQAU of the main unit.
2. To participate regularly in meetings, gatherings and trainings programmed by the IQAU of the main unit.
3. To participate regularly in the meetings, the meetings programmed by the IQAU of the base unit.
4. To carry out the tasks assigned by the IQAU of the main unit and by the IQAU of the base unit.
5. To express his opinion regarding any issue discussed on the agenda in the relevant meetings.
6. To convey the problems encountered in the realization of assigned tasks and to offer proposals for their solution.
7. To refer to the IQAU of the main unit, any activity programmed by the IQAU of the base unit.
8. To report on the progress of the activities carried out by the IQAU of the basic unit to the IQAU of the main unit.
9. To refer to the IQAU of the basic unit all the decisions made by the IQAU of the main unit regarding the relevant unit.
10. To refer to the IQAU of the basic unit the results obtained from the questionnaires.



11. To draw up together with other members of the IQAU of the basic unit, the measurements plan to solve the problems encountered and forward it to the IQAU of the main unit.
12. To request, in cooperation with other members of the IQAU of the unit, the implementation of measurements plan.
13. In case of resignation, he sends a written request to the IQAU Coordinator of the main unit and the head of the main unit. This request is then discussed at the next meeting and the proposal of a new member of the IQAU, which comes from the base unit, is taken into consideration.

Article 10

Main IQAU meetings & appointments

1. IQAU meetings are held at least 1 (one) once a month.
2. The date and time of the meeting is announced at least 4 (four) days in advance by the IQAU coordinator of the main unit
3. The announcement of the next meeting is made in an official form by email.
4. All its members must be present at the meeting.
5. If a member of the IQAU is absent more than 4 times in a row without reason, he is replaced by another member.
6. During the meetings, a relevant minutes of meeting is kept, which is then disclosed /available and forwarded by email to the IQAU members of the main unit.

Article 11

IQAU minutes of meeting of the main unit

1. Minutes of meeting of the IQAU is kept by the head of the Quality and Curriculum unit at the main unit.

➤ *The minutes of meeting must contain:*

- a. The exact date, month and year of the relevant meeting.
- b. A short description of the opinions and discussions on the issues of the agenda and those included in the agreement during the meeting, specifying the names of the members and the decisions taken at the meeting.



- in case of inconsistency of the forwarded minutes of meeting with what was discussed in the meeting, each member of the IQAU has the right to request its correction and the drawing up of a new minutes of meeting in accordance with what was dealt with in the agenda of the relevant meeting.
- 2. The minutes of meeting in hard copy form is deposited in the relevant archive of the Quality and Curriculum Unit.
- 3. The minutes of meeting is clarified and registered in the electronic archive of the Quality and Curriculum Unit.

Article 12

Duties of IQAU of basic unit

The Internal Quality Assurance Unit in the basic unit performs the following tasks:

- a. collaborates with the IQAU of the main unit for internal assessment, and institutional and program accreditation.
- b. cooperates with the IQAU of the main unit and the office of quality and curricula organizes the student evaluation for the quality of teaching, in the basic unit, at the end of each semester or before the exam season, according to the relevant calendar,
- c. prepares the annual report for quality assurance at the base unit level.
- d. organizes periodic quality assessment activities;
- e. organizes activities for quality improvement.
- f. informs the community of the main unit and the public about the results of monitoring, evaluation and accreditation through various forms of communication;
- g. supports and provides expertise in the development of relevant quality assurance processes. In particular, the expertise is focused on the implementation of mechanisms for quality assurance in teaching, assessment and the involvement of students in the learning process;
- h. monitors and provides guidance, by gathering information and identifying problems which are forwarded to the IQAU of the main unit.

Article 13

IQAU meetings of the basic unit

- 1. IQAU meetings of the basic unit are held at least 1 (one) once in two months or according to the needs of the case.



2. The date and time of the meeting is announced at least 4 (four) days in advance by the head of the basic unit.
3. The announcement of the next meeting is made in an official form by email.
4. All its members must be present at the meeting.
5. If a member of the IQAU is absent more than 4 (times) in a row without reason, he is replaced by another member.
6. During the meetings, relevant official record is kept, which is then disclosed and forwarded by email to the members of the IQAU of the base unit.
7. Drafting of the official record is prepared by the secretary of the basic unit.
8. The head of the main unit conveys the decisions made to the base unit

Article 14

IQAU working methodology

1. Working methodology of IQAU is based on the UT Quality Manual, the UT Quality Assurance Regulation, the FFL Quality Assurance Policy, the FFL Quality Assurance Regulation as well as relevant QAA HE guidelines.
2. At the beginning of each academic year, IQAU drafts the monitoring and evaluation plan and submits to the deanery of FFL for approval.
3. For each monitoring and evaluation activity, prepare the package with the instruments and data and information processing methodology.
4. For each planned activity, IQAU informs the governing authorities bodies, structures and persons involved in advance and presents the action plan to them.
5. Official records are kept for all the meetings with the IEG.
6. Every training is documented.
7. After each process of the action plan, IQAU presents the monitoring and evaluation report to the dean of FFL.
8. At the end of each academic year, he prepares the annual activity report of IQAU for quality assurance and presents it to the deanery of FFL.
9. Communication of monitoring and evaluation results and usage of monitoring and evaluation data is carried out in accordance with the Quality Assurance Policy of UT and of FFL.
10. All monitoring, evaluations and activities of IQAU of FFL are administered and stored in both hard and soft copy.



Article 15

Internal Evaluation Group of the study program

1. In the framework of the internal evaluation, the Internal Evaluation Group (IEG) of the study programs is established and functions in the basic unit, which exercises its activity only during the period of the internal evaluation. When the study program is developed between two or more departments, the latter must have at least 1 (one) member in the IEG.
2. The IEG of the study programs has to conduct the internal evaluation and draw up the internal evaluation report for each study program. The IEG has operational autonomy and must be granted access to all unit data.
3. The IEG performs the internal evaluation according to the procedures provided in the Quality Manual at UT and communicates the evaluation results to the Deanery/Directorate, the head of the main unit and the basic unit, as well as the academic staff of the unit/basic units it covers/ in the study program, administrative support staff and student representatives.
4. In the framework of the processing of evaluation reports, the head of the main unit has the right to set up ad-hoc working groups for the statistical processing of data.

Article 16

Duties of the Chairman of the IEG

1. Regularly participates in meetings, trainings organized at the rank of IEG basic unit, IQAU main unit regarding issues related to drafting the report IEG.
2. Draws up the operational plan for IEG members and forwards it to IEG members
3. Draws up the meeting plan of the IEG and forward it to the members of the GVB
4. Organizes and monitors IEG meetings.
5. Assigns duties to IEG members.
6. Monitor the progress of IEG.
7. Takes appropriate measurements for the realization of the tasks of each member.
8. Maintains constant contact with the members of the IEG, the head of the basic unit, the representative member of the basic unit in the IQAU of the main unit, the coordinator of the IQAU of the main unit, the Head of the Quality and Curriculum unit and the head of the main unit.
9. Periodically reports the work performed to the head of the main unit, the IQAU coordinator according to specific calendars
10. He has the right to ask to be provided with any information necessary for the realization of the relevant reports, otherwise he must report their absence to the head of the main unit, the



representative member of the basic unit in the IQAU of the main unit and the coordinator of the IQAU of the main unit.

11. Supervises and controls the progress of drafting the IEG report and, in case of problems, calls the IEG for a meeting and discusses with them .
12. In the case that a member does not fulfill certain tasks, he asks him to meet the deadlines and if this is not possible again, then he requests a meeting of the IEG and requests the dismissal of this member and the selection of a new member by consensus with the other members and with the approval of the head of the basic unit.
13. In case of his absence, he assigns one of the members to monitor the next meeting.
14. In case of resignation, he communicates this in written form to the head of the basic unit, the IQAU coordinator of the main unit and the head of the main unit. After the resignation, the basic unit meets to appoint a new member of the IEG, and then the members of the IEG decide by consensus the selection of a new head.

Article 17

Duties of the IEG member

1. Regularly participates in meetings, trainings that are organized at the rank of IEG basic unit, IQAU main unit regarding issues related to drafting the GVB report.
2. Responsibly carries out the tasks assigned by the IEG Chairman.
3. Reports the progress of his work periodically to the Chairman of the IEG.
4. Reports the problems encountered to the Chairman of the IEG and if no solution is found, reports them to the head of the main unit, the representative member of the basic unit at the IQAU of the main unit and the coordinator of the IQAU of the main unit.
5. He owns the right of access to information near any structure of the main unit for the purpose of drafting the IEG report.
6. In case of disagreements about the problems encountered, he has the right to request a meeting outside the IEG schedule.
7. If they are not resolved within the IEG , he submits them to the head of the main unit, the representative member of the basic unit at the IQAU of the main unit and the coordinator of the IQAU of the main unit.
8. He has the right to express his opinion for and against the issues on the agenda of the next meeting.
9. If he is absent without reason in more than 3 (three) meetings and does not perform the assigned tasks, the chairman of the IEG has the right to dismiss him and choose with the consensus of the other members and with the approval of the head of the basic unit another member from the academic staff of the basic unit.



CHAPTER III

Activity of Internal Quality Assurance Units

Article 18

Internal Evaluation System

1. The standards are determined in accordance with the international standards of the European Union and their implementation is reflected in accordance with the Instrument Package, the Quality Assurance Manual and Regulation of Internal Quality Assurance of UT.
2. Activities will be implemented within the application of internal assessment standards, will be prepared periodically and will be foreseen in the internal control action plan.
3. Action plans for the following year are prepared three months in advance of the previous academic year. The implementation of the internal control system, as well as monitoring and evaluation, are reflected in the internal evaluation reports.

Article 19

Activities of IQAU and measurements plan

1. The period of drafting the calendar of activities must include the relevant academic year.
2. The calendar of activities of IQAU of the main unit and the IQAU of the basic unit is drawn up and approved in the 1st and 2nd meeting of the relevant academic year and forwarded to all members of the relevant IQAU.
3. In order to solve or better the problems identified during the internal and external evaluation basic units prepare measurements plans. In these measurements plans, are clearly specified the tasks to be accomplished and the responsibilities for their accomplishment, as well as the deadlines and resources for their accomplishment.
4. Measurements plans are proposed by the basic unit and approved by the head of the main unit. Measurements plans are drawn up after reviewing the recommendations left in the periodic evaluation reports by the IQAU.

Article 20

Preparation of the student questionnaire

1. Before the end of the semester or before the exam season, the IQAU of the main unit prepares the process for the development of the standard student questionnaire, drawn up by the Permanent Commission for the Assurance of Quality Standards of the UT, for the quality of teaching for the subjects of each program the study.



2. The questionnaire obtained from the UT quality instrument package is distributed to students at the end of each semester or before the exam season.
3. When it is deemed necessary, the student questionnaire can also be drawn up for special topics.
4. The findings of the student questionnaire are processed and analyzed by the IQAU of the main unit. Each member of the IQAU processes the questionnaire data for the corresponding department. The results obtained from the organization of the student questionnaire are forwarded to the Dean of the FFL and the IQAU of the basic unit by the IQAU of the main unit.

Article 21

Internal Quality Assurance Reports

- a) The IQAU periodically prepares reports on the questionnaires approved in the Instrument Package.
- b) The reports should include not only descriptions, but also recommendations for quality improvement defined in the guide on quality assessment and development of the relevant state authority.
- c) The reports from the IQAU are forwarded to the Dean , which after analyzing them forwards them to the basic units for information and requests a more detailed analysis as well as a measurements plan.

Article 22

Publication of Evaluation Results

1. Publication of the results of evaluation reports is mandatory. The Annual Quality Assessment Report, after its approval by the deanery, is published on the official website of the FFL.

Chapter IV

FINAL PROVISION

Article 23

1. This Regulation is reviewed periodically by the IQAU of FFL, which proposes to the deanery any update or/and relevant changes.
2. This regulation enters into force on the day of approval by the deanery of FFL.

DEAN

Prof. Dr. Esmeralda Kromidha



**REPUBLIC OF ALBANIA
UNIVERSITY OF TIRANA
FACULTY OF FOREIGN LANGUAGES**

