



Republika e Kosovës  
Republika Kosova - Republic of Kosovo



Agjencia e Kosovës për Akreditim  
Agencija Kosova za Akreditaciju  
Kosovo Accreditation Agency

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***PrBHE “Heimer College”  
Programme Nursing Bachelor (BSc)***

***REACCREDITATION IV***

**REPORT OF THE EXPERT TEAM**

*Oulu 22 of May 2019*



## TABLE OF CONTENTS

### Contents

TABLE OF CONTENTS.....	2
1. INTRODUCTION.....	3
1.1. Context.....	3
1.2. Site visit schedule .....	3
1.3. A brief overview of the institution and program under evaluation.....	4
2. PROGRAM EVALUATION .....	5
2.1. Mission, objectives and administration.....	5
2.2. Quality management .....	5
2.3. Academic staff .....	6
2.4. Educational process content.....	7
2.5. Students.....	8
2.6. Research.....	9
2.7. Infrastructure and resources .....	10
3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET.....	10
4. APPENDICES ( <i>if available</i> ) .....	<b>Error! Bookmark not defined.</b>



## 1. INTRODUCTION

### 1.1. Context

**Date of site visit: April 30, 2019**

**Expert Team (ET) members:**

- Prof Dr. Melita Kovacevic, University of Zagreb
- Prof, Rr. Danica Zeleznik, Faculty of Health Sciences, Slovenj Gradec
- Prof, Dr. Helvi Kyngäs, University of Oulu

**Coordinators from Kosovo Accreditation Agency (KAA):**

- Avni Gashi, Acting Director of KAA
- Shkelzen Gerxhaliu, Senior Officer for Evaluation and Monitoring
- Arianit Krasniqi, Senior Officer for Evaluation and Accreditation

**Sources of information for the Report:**

- Self-evaluation report
- On-site visit 30 of April 2019 and discussion and observations during that visit
- Meeting with the Management of College and extensive discussion between the responsibility persons of program and the expert team, and representatives of KAA
- The code of good practice and guidelines for site-visit, provided by the Kosovo Accreditation Agency
- Site-visit of the facilities and equipment

**Criteria used for program evaluation:**

- EU directive 20005/36/EC, with amendment 2013/55/EU B
- Health legislation in Kosovo

### 1.2. Site visit schedule

Site visit was scheduled as follows:

08.40 Meeting at the reception of the hotel



09.00 – 10.30	Meeting with the management of the institution
10.40 – 11.30	Meeting with quality assurance representatives and administrative services
11.40 – 13.00	Lunch break
13.00 – 13.40	Visiting tour of the facilities and infrastructure
13.40 – 14.40	Meeting with the heads of study programs
14.50 – 15.40	Meeting with teaching staff
15.50 – 16.40	Meeting with students
16.50 – 17.40	Meeting with graduates
17.50 – 18.40	Meeting with employers of graduates and external stakeholders
18.45 – 19.00	Internal meeting – Expert Team and KAA
19.00 – 19.15	Closing meeting with the management of the institution

During the visit the experts discussed their impressions of the self-evaluation report. It was allocated responsibilities within the expert team in a following way: Prof. Melita Kovacevic was responsibility of Institution evaluation and program of Psychology. Professor Danica Zeleznik was responsibility of Management of Health Institutions and Services (MSC) and professor Helvi Kyngäs was responsibility of Nursing Program (Bsc). However, professor Zeleznik and professor Kyngäs both met and discussed with heads of study programs (Management of Health Institutions and Services and Nursing) and their teaching staff. Expert team was involved in discussion with the management group of the institutions, quality assurance representatives and administrative, students, graduates, employers of graduates and other stakeholder. Prof. Melita Kovacevic was chair of expert team. All members of the expert team agreed to conduct their work during the on-site visit together divided those responsibilities according to KAA's invitation. All work was done in close co-operation.

### **1.3. A brief overview of the institution and program under evaluation**

The PBHE QEAP – HEIMERER was established and accredited for the first time in 2010. Currently, it provides bachelor programmes and master programmes. Since its establishment,

4



the institution has undergone several external evaluation procedures focused both on institution as a whole, and on study programmes. The Nursing program was accredited in 2012 (for one year), re-accreditation 2013 (for 3 years) and in 2016 for 3 years. Nurse program in bachelor level is very important for society and quality of health care in Kosovo. The graduated get find employment well. There is need of nurses who are competent to implement high quality nursing.

## 2. PROGRAM EVALUATION

### 2.1. Mission, objectives and administration

Mission of Nursing program based on self-evaluation report is “to implement a European high-quality curriculum with qualified teachers and contemporary methodologies that enable the achievement of European standards for education of future nursing health professionals by linking learning with research through the outcome of measurable and of quality knowledge skills and competence”. The aim of program according to self-evaluation report is “reflects the vision of the Heimerer College to provide a learning environment for students where they are challenged to demonstrate professional perfection, respect for professional codes of ethics, innovative research and focus on promoting the profession around Kosovo”. Mission and aim are ambitious. However, comparing these with standards, as specified in the KAA accreditation manual aim and objectives fulfil all of them very well. The study program mission is in compliance with the overall mission statement of institution. There is relevant academic and professional advice in considered when defining the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education. Overall, the study program is well defined overarching didactic and research concept. In program there are formal policies, guidelines, and regulations dealing with recurring procedural and academic issues. Also, the all staff and students comply with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.

**Compliance level:** Fully compliant

**ET recommendations:** NO

### 2.2. Quality management

Quality management face all standard specified in the KAA accreditation manual. All staff members participated in self-evaluation and cooperate with reporting and improvement of activities. Evaluation process and develop process to improve quality are the part of normal quality management process. Quality assurance cover all areas from planning, implementation



and evaluation. As well, it covers all issues of study program and its outcomes and improving of them. Quality assurance process ensure both that required standards are met and continuous improving is made. Survey data is collected, analysed and used for quality assurance. Also, the quality assurance arrangements for the program are themselves regularly evaluated and improved.

During the site-visit in the meeting with employers of graduates and external stakeholders the participants emphasized that they want to employ nurses who are graduated from “Heimer College” because the quality of education and graduated competence are very high. As well, the students presented the same argument keeping the quality of education very high and that gives to them chance to get job after graduation.

**Compliance level:** Fully compliant

**ET recommendations:**

- 1. It might be useful to consider to do survey also employers and stakeholder to evaluate the quality of education from their perspective.*

**2.3. Academic staff**

It was clearly indicated in self-evaluation report on the table (according to standards of KAA accreditation manual) the name of academic staff, full time or part-time contract, academic title, qualifications, duration of contract and labour load. These all fulfill the standard specified by KAA accreditation manual. Addition to this it is defined the qualifications of academic staff in Nursing program in European Directive. According to that education of nurses should take place chiefly under supervision of nurses. The academic staff of nursing program is according to that directive. Addition to qualifications of academic staff there is enough full time teachers, work load is divided in proper way, the work contracts are according to standard and responsibility of staff is presented well and according to standards.

During the site visit responsibility person of program and teaching staff pointed out that it is support and will support teachers to continue their studies to do their Master and PhD degrees in nursing. According to self-evaluation report and discussion with academic staff it was also emphasized that college offers continuous professional development opportunities according to development plan including among others to improve teachers pedagogical competences and as well as support to do research and learn more methodology.



Academic staff fulfil all standards indicated by KAA accreditation manual. Compared current qualifications of teaching staff with qualifications in 2016 (external evaluation report) it is improved a lot.

**Compliance level:** Fully compliant

**ET recommendations:**

1. *It is recommended to continue the support of academic staff to continue their studies to complete MSc and PhD degrees in Nursing.*

**2.4. Educational process content**

The study program complies with the National Qualifications Framework and it is according to the European Directive on the Recognition of Professional Qualifications (20005/36/EC, with amendment 2013/55/EU). The curriculum fulfil all standards presented in KAA accreditation manual. The program has analytical syllabuses according to standards. The aim of program is appropriate for degree of Bachelor in Nursing. Learning outcomes, core competences and technical skills are logically connected to aim of program. The content of program is good and follow the European standards. The program is divided into six semesters (each with 60 ECTS) and the duration of study is three academic years, equivalent with 180 ECTS. All courses carry ECTS points and 1 ECTS is equivalent with 30 hours. There is proper number of ECTS of elective studies according to European Directive and its amendment mentioned above. All courses carry at least 3 ECTS which is according to requirements mentioned above. In program clinical practise hours are according to requirements. In current program they are mentioned in general level such like Clinical practice but it was not indicated which area for example Clinical practise of pediatric nursing. It would be clearer if that is indicated in program table. It is explained in course descriptions.

Clinical training is extremely important part of nurses' education and that is very clearly regulated in European Directive and its amendment. According to that nursing program in bachelor level should has at least 4600 hours (2300 hours for clinical part with direct contact with patients/1/3 theoretical part and students' self-study). The program fulfill this requirements. However, in program has students at first year 300, second year 270 and third year 270. This amount of students require many clinical places as well as clinical mentors. It was indicated in self-evaluation report and explained during the site visit that there is enough both. The clinical training is done the primary, secondary and tertiary settings as well as international settings. There is 83 mentors to supervise students in clinical settings. During the visit it was checked contracts with mentors. The students were satisfied with clinical training and they did not see there any problem. Despite these, this is critical point of nursing program



and must be under tight and continuous control to make sure quality of clinical training. Also, the laboratory training is very important part of learning practical skills. The rooms for laboratory training and number of manikins are not optimal for the amount of students. But teaching staff and students did not see that as a problem. It was told during the side-visit that there is plan to make laboratory conditions better e.g. buy more manikins. There was reserved money for that.

It is used widely different types of teaching strategies and they support to receive learning outcomes. Teacher also pointed out that college arrange them opportunities to improve their teaching skills. Teachers also gave examples how that is carried out. Teachers use IT-resources. It is clearly indicated teaching and assessment methods and they are appropriate and relevant in relation to learning outcomes. Also, the clinical training assessment methods are relevant and appropriate for their purposes.

The academic feasibility of the study program is ensured by taking account the expected entry qualifications, a suitable design of the curriculum, a students workload that has been checked for plausibility as well as an adequacy number of exams.

The quality of educational process is evaluated continuously and adjusted if there exist need for that based on evaluation.

Educational process face the standards of KAA accreditation manual.

**Compliance level: Fully compliant**

**ET recommendations:**

1. It should be seriously consider to have small number of students (maximum 250 students) to guarantee high quality clinical training or to apply more mentors for clinical training.
2. Training laboratory needs more space and more manikins.
3. It should be to add the area of clinical practise in curriculum structure table.

## 2.5. Students

There is a clear and formally adopted admission procedure at the institutions and in nursing program it is followed that procedure. Admission requirements are consistently and fairly applied for all students. All enrolled students fulfil the admission criterion. There is all together 840 students (1<sup>st</sup> year 300, 2 year 270 and 3 year 270) in nursing program. For teaching and learning purposes the students are divided into smaller groups when needed to assure





students learning. There is lecture halls where is seats enough but there is also proper rooms for smaller groups. As mentioned earlier the assessment procedure is clear and it is used different types of evaluation methods depending on learning outcomes. It is controlled and try to make sure that work submitted by students is original and they have done it. However, it is not used any plagiarism program which would help teachers work and is more effective to recognize plagiarism. The students have electronic databases and books what they need for their studies. Their workload is divided in proper way and it is under control.

According the students the academic staff have time enough for students. They are professional, helpful and understand students' needs and support them in all ways. Based on discussion with students and teachers the relationship between them seems to be open and honest.

All issues in area of students face well the standards of KAA manual.

**Compliance level:** Fully compliant

**ET recommendations:**

- 1. It would be useful to apply plagiarism program to control that students works are their original work.*

## 2.6. Research

In the institution there is Research office which deal with administration of research and improvement of quality. That research offices' services are also used by nursing program staff. The office provide supervision and guidance for all the research conducted under college affiliations. The office has close collaboration with responsibility person of study programs to aim to identify the needs of research. The study program has defined scientific research objectives which reflect in the research development plan of institution. There is clear research policy. The academic staff of nursing program is also active in research and aim effectively to engage students in their research to learn research methods and to do their diploma work. It is published during the last three years 22 articles in the scientific journals and 73 abstract are published in different conferences. In Institutional level the aim is that all academic staff members published two papers per year in journal where is impact factor. The teaching staff admit that this aim is ambitious but they want try and it is allocated time for research in their working contract. The institutions strategy is to link teaching and research which is very good because all over the health care it is moved strongly toward evidence based health care. To receive that it is needed skills to read and understand research and to link teaching and research prepare students for that.



Research face all standards of manual of KAA accreditation.

**Compliance level:** Fully compliant

**ET Recommendations:** NO

### 2.7. Infrastructure and resources

There is long-term adequate plan to implement study program of nursing. There is also proper financial plan to maintain high quality education and resources. Laboratory training rooms need more space as well as more mankims is needed. There is plan for buy them and it is also budgeted money for that. All other resources for example such like rooms for lectures, group works, library, IT-technology and softwares, rooms for staff and students are good. Students also pointed out that they are very satisfied that it is organized transportation from other campus to this campus.

Infrastructure and resources face all standards according to accreditation manual by KAA.

**Compliance level:** Fully compliant

**ET recommendations:**

1. *More mankims are needed and also it may be good to have more space for laboratory training*

### 3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET

In conclusion, the Expert Team considers that the study program Nursing BSc (bachelor) offered by Heimerer College is Fully compliant with the standards included in the KAA Accreditation manual and, therefore, recommends to accredit the study program for a duration of 5 years with a number of 200 students to be enrolled in the program.

#### Expert Team

##### Chair

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(Signature)

Melita Kovacevic

(Date)

##### Member



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