

The College of Applied Technical Sciences -
“Tempulli”

Final report on the re-accreditation of Tempulli College of Applied Technical Services

Prepared for the Kosovo Accreditation Agency

Final Report on Tempulli College of Applied Technical Sciences

Summary

It is obvious that Tempulli college continues to improve and invest in continuous improvement. It is also welcome that the college feel that the report is an accurate and appropriate evaluation of the current situation within Tempulli College of Applied Technical Sciences.

The visiting experts have no hesitation in recommending continued accreditation of Tempulli College and the courses listed below. However we would like to make the following recommendations and observations.

The responses below correspond with the paragraph identified in the first draft report and the subsequent response by the college. There is necessary repetition in the report due to the requirement to address each qualification individually.

1. General Introduction

The experts believe that in order to move things forward, Tempulli should consider initial discussions and the development of a progressive plan for them to join with the Ministry of Education and the Kosovan Accreditation Agency in order to try to raise awareness in all sectors and raise the standards of the current levels over a period of 3-5 years or 5-7 years as a preparatory move towards more EU involvement, or even EU membership.

2. Academic Programmes and Student Management

1. It is thought appropriate that Tempulli should review any duplicated and/or unclear terms and outcomes and produce revised text that clearly defines the differences at different levels. In addition, whilst it is clear that progress has been made, and is being made to revise and clarify but there does remain a problem which requires on-going action to bring further clarity.
2. In addition, the reference to a joint working party and continued action in relation to improved clarity, above, should also be noted and, if possible actioned.

Please note that the numbered responses below align with the listed sections relating to this sub-section of the draft report and the individual responses made by Tempulli

Road Traffic and Transport Level 5

1. The succession planning issue requires careful consideration in order that any evaluation relating to succession planning is completely objective. Any member(s) of staff being considered for higher office as a successor must be evaluated against firm criteria which have been agreed as appropriate for the immediate succession and for succession up to a given period in the future. Upon reaching the given future target date the evaluation material should be re-assessed for future needs and the process repeated. All material used must be agreed by the senior management team at Tempulli as both current, forward looking and totally objective.
2. The experts believe that in relation to concerns over Level 5 and Level 6 objectives, actions have been taken by staff at Tempulli and that more action will be taken. This can be assessed at futures visit to Tempulli.
3. Whilst progress to date in the development of international co-operation is to be applauded the College needs to produce annual (or bi-annual) aims and objectives in relation to seeking out and gaining further co-operative allegiances with foreign/international teaching and educational organisations.
4. The experts believe that the progress made that sees the College organizing a conference and participating with Central Government reflects particularly well on the college. It also acts to sets Tempulli apart from other private and public sector colleges and universities and must be an integral element of the College's business plan aimed at providing 'added value' and commercial advantage. The College should consider forming an internal (or joint) panel in order to discuss possible future activities, produce logical aims and objectives, and to evaluate the outcomes against set criteria.
5. Whilst it is evident that Tempulli does participate in projects and visits abroad, the experts feel that, subject to financial constraints, the actual participation should be widened to include other members of staff, possibly as a recognition scheme, in order to promote and widen interest and to produce summary papers for the benefit of the College as a whole.
6. The response from the College, in the response to concerns relating to a publication by Dr. Ruke Beqiraj, justifies the publication in question and the experts withdraw the request for it not to be included in future self-assessment exercises.
7. The experts felt that, whilst the budget was clearly well-founded, it appeared somewhat rigid and that, given the current volatility of exchange rates, particularly the Euro, and the possible further effects that the Greek financial situation and the proposed EU referendum in the UK may present in relation to currencies and any impact upon the Kosovan economy, that budget revision should be considered, if the case arises.
8. The College provides first class facilities overall and, whilst there may be some minor possible improvements these are not considered a priority unless student numbers were to rise.

9. In relation to the TEMPUS projects, the progress in assessment is noted and also the firm line taken by the College in order to ensure standards continue to rise and that there is alignment in relation to gender and age between staff and students. This was a recommendation from an earlier report, and is now a welcome step forward. The experts believe the College should continue in line with the progress already made but be mindful that this type of improvement activity must be on-going and long term.
10. Peer teaching evaluation is another action point from an earlier visit and the commencement of planning towards this is a positive. From the feedback supplied by the College, the experts believe that the preparatory stage of the process should be subject to 'sign-off' by the Dean and/or the Senior Management team in order to ensure that the actual evaluation criteria are 'fit for purpose' in relation to the evaluation being objective, and appropriate for the member of staff concerned and the specific area of expertise. Following the evaluation there needs to be an agreed improvement plan, where appropriate, which can be monitored to ensure progress towards agreed improvement goals.
11. Reviews of the teaching materials, in order to ensure continuing compliance with the original accreditation criteria, require a more formal approach, including an agreed periodic timescale for reviews and laid down procedures for reviews following any changes made. The experts feel that, whilst the reviews may be carried out by staff responsible, they should be verified as accurate by the Senior Management Team and, where appropriate, amended accordingly.

Recommend re-accreditation of Road Traffic and Transport Level 5

Road Traffic and Transport Level 6

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2. Some progress in the generic nature and depth of learning between Levels 5 and 6 is evident but the experts felt that a formal review of each course in the suite on offer should be carried out and re-phrasing and re-wording be used in order to clarify the differences.
3. The experts believe that in relation to concerns over Level 5 and Level 6 objectives, actions have been taken and that more will be taken. This can be assessed at future visits to Tempulli.

4. Internships continue to be an integral part of the College way of working and, whilst they are in place, the experts felt that there could be a more formal approach to giving feedback to the host organization and/or inviting feedback from the host organization, both aimed at improvement opportunities for future internships.
5. Whilst progress so far in the development of international co-operation is to be applauded the College needs to produce annual, or bi-annual, set aims and objectives in relation to seeking out and gaining further co-operative allegiances with foreign/international teaching and educational organisations.
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subject to 'sign-off' by the Dean and/or the Senior Management team in order to ensure that the actual evaluation criteria are 'fit for purpose' in relation to the evaluation being objective, and appropriate for the member of staff concerned and the specific area of expertise. Following the evaluation there needs to be an agreed improvement plan, where appropriate, which can be monitored to ensure progress towards agreed improvement goals.

13. Reviews of the teaching materials, in order to ensure continuing compliance with the original accreditation criteria, require a more formal approach, including an agreed periodic timescale for reviews and laid down procedures for reviews following any changes made. The experts feel that, whilst the reviews may be carried out by staff responsible, they should be verified as accurate by the Senior Management Team and, where appropriate, amended accordingly.

Recommend re-accreditation of Road Traffic and Transport Level 6

Railway Traffic and Transport Level 5

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Recommend re-accreditation of Railway Traffic and Transport Level 5

Railway Traffic and Transport Level 6

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Air Traffic and transport Level 5

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repeated. All material used must be agreed by the senior management team at Tempulli as both current, forward looking and totally objective.

2. The splitting of the titles to the Level 5 and Level 6 courses appears a logical move. The experts felt that care would be needed in order to ensure that the newly 'titled' courses were still aligned to the courses which were originally accredited. If not, it is recommended that new course accreditation should be sought.
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Postal Traffic and Telecommunication Level 5

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Postal Traffic and telecommunication Level 6

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4. **Note: in the first report this point (3. above) was duplicated.**
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14. Reviews of the teaching materials, in order to ensure continuing compliance with the original accreditation criteria, require a more formal approach, including an agreed periodic timescale for reviews and laid down procedures for reviews following any changes made. The experts feel that, whilst the reviews may be carried out by staff responsible, they should be verified as accurate by the Senior Management Team and, where appropriate, amended accordingly.

Recommend re-accreditation of Postal Traffic and telecommunication Level 6

Logistics and Transport Level 5, Level 6

1. Although efforts have been made to promote logistics and transport, the experts felt that the College should pursue a course of action aimed at informing both National, Regional and Local Government officials and the private sector of the role that logistics and transport plays in developing economies and the importance of effective logistics and transport businesses and operations within the EU in order that Kosovan logistics and transport networks may be developed without the danger of foreign operators becoming a dominant force in the expanding Kosovan economy.
2. The point above is also an opportunity for the College to demonstrate its competitive advantage and to forge stronger links with like-minded organisations such as the CILT, who could possibly offer support and/or assistance.

Whilst this course is fit for purpose, it has not had the anticipated take up of students so it is suggested that Tempulli consider how to market the course in Kosovo particularly focusing on the multinational organizations which are setting up in the region. Tempulli are seeking re-accreditation with the Chartered Institute of Logistics and Transport and should then consider how to market this course to the logistics providers in the country.

Recommend re-accreditation of Logistics and Transport Level 5 & Level 6

Transport and Telecommunication Level 7

1. The experts concede that the specializations are driving some of the content. However, at a 'Masters' level the content needs to be solely Level 7. The recommendation is that the College works towards eliminating the lower level material and adding, or adapting it into the Level 5 and Level 6 courses already offered. Alternatively, it may be possible to forge these subjects into a strategic group project which examines the strategic issues surrounding these topics and not the operational aspects.
2. In relation to terminology, the College needs to review the current terminology and revise as required. This is also an opportunity to work with partner organisations, both national and international and would enhance some of the points previously made in this report.
3. Whilst progress so far in the development of international co-operation is to be applauded the College needs to produce annual, or bi-annual, set aims and objectives in relation to seeking out and gaining further co-operative allegiances with foreign/international teaching and educational organisations.
4. The experts believe that the progress made that sees the College organizing a conference and participating with Central Government reflects particularly well on the college. It also acts to sets Tempulli apart from other private and public sector colleges and universities and must be an integral element of the College's business plan aimed at providing 'added value' and commercial advantage. The College should consider forming an internal (or joint) panel in order to discuss possible future activities, produce logical aims and objectives, and to evaluate the outcomes against set criteria.
5. Whilst it is evident that Tempulli does participate in projects and visits abroad, the experts feel that, subject to financial constraints, the actual participation should be widened to include other members of staff, possibly as a recognition scheme, in order to promote and widen interest and to produce summary papers for the benefit of the College as a whole.
6. The experts felt that, whilst the budget was clearly well-founded, it appeared somewhat rigid and that, given the current volatility of exchange rates, particularly the Euro, and the possible further effects that the Greek financial situation and the

proposed EU referendum in the UK may present in relation to currencies and any impact upon the Kosovan economy, that budget revision should be considered, if the case arises.

7. The College provides first class facilities overall and, whilst there may be some minor possible improvements these are not considered a priority unless student numbers were to rise.
8. In relation to the TEMPUS projects, the progress in assessment is noted and also the firm line taken by the College in order to ensure standards continue to rise and that there is alignment in relation to gender and age between staff and students. This was a recommendation from an earlier report, and is now a welcome step forward. The experts believe the College should continue in line with the progress already made but be mindful that this type of improvement activity must be on-going and long term.
9. Peer teaching evaluation is another action point from an earlier visit and the commencement of planning towards this is a positive. From the feedback supplied by the College, the experts believe that the preparatory stage of the process should be subject to 'sign-off' by the Dean and/or the Senior Management team in order to ensure that the actual evaluation criteria are 'fit for purpose' in relation to the evaluation being objective, and appropriate for the member of staff concerned and the specific area of expertise. Following the evaluation there needs to be an agreed improvement plan, where appropriate, which can be monitored to ensure progress towards agreed improvement goals.
10. Reviews of the teaching materials, in order to ensure continuing compliance with the original accreditation criteria, require a more formal approach, including an agreed periodic timescale for reviews and laid down procedures for reviews following any changes made. The experts feel that, whilst the reviews may be carried out by staff responsible, they should be verified as accurate by the Senior Management Team and, where appropriate, amended accordingly.

Recommend re-accreditation of Transport and Telecommunication Level 7

General comments

Action in relation to the standard of English in the various courses offered appears to be accepted by the College. Whilst this is welcomed, before further actions are taken the College should review and re-assess what is achievable in the timescales within each course and to adjust timescales accordingly and not simply lower the standards.

Staff

1. It is noted that the College is prepared to adjust staff numbers based on any future increase in student numbers.

2. Peer teaching evaluation is another action point from an earlier visit and the commencement of planning towards this is a positive. From the feedback supplied by the College, the experts believe that the preparatory stage of the process should be subject to 'sign-off' by the Dean and/or the Senior Management team in order to ensure that the actual evaluation criteria are 'fit for purpose' in relation to the evaluation being objective, and appropriate for the member of staff concerned and the specific area of expertise. Following the evaluation there needs to be an agreed improvement plan, where appropriate, which can be monitored to ensure progress towards agreed improvement goals.

Research and International cooperation

1. The experts believe that the progress made that sees the College organizing a conference and participating with Central Government reflects particularly well on the college. It also acts to set Tempulli apart from other private and public sector colleges and universities and must be an integral element of the College's business plan aimed at providing 'added value' and commercial advantage. The College should consider forming an internal (or joint) panel in order to discuss possible future activities, produce logical aims and objectives, and to evaluate the outcomes against set criteria.
2. Whilst it is evident that Tempulli does participate in projects and visits abroad, the experts feel that, subject to financial constraints, the actual participation should be widened to include other members of staff, possibly as a recognition scheme, in order to promote and widen interest and to produce summary papers for the benefit of the College as a whole.
3. The response from the College, in the response to concerns relating to a publication by Dr. Ruke Beqiraj, justifies the publication in question and the experts withdraw the request for it not to be included in future self-assessment exercises.

Finances and Infrastructure

1. The experts felt that, whilst the budget was clearly well-founded, it appeared somewhat rigid and that, given the current volatility of exchange rates, particularly the Euro, and the possible further effects that the Greek financial situation and the proposed EU referendum in the UK may present in relation to currencies and any impact upon the Kosovan economy, that budget revision should be considered, if the case arises.
2. The College provides first class facilities overall and, whilst there may be some minor possible improvements these are not considered a priority unless student numbers were to rise.

Quality management

1. In relation to the TEMPUS projects, the progress in assessment is noted and also the firm line taken by the College in order to ensure standards continue to rise and that there is alignment in relation to gender and age between staff and students. This was a recommendation from an earlier report, and is now a welcome step forward. The experts believe the College should continue in line with the progress already made but be mindful that this type of improvement activity must be on-going and long term.

Conclusions

1. The experts would like to thank the College for the comment relating to the value the College puts on visits by external experts and the improvement opportunities they have provided.
2. In relation to developing closer links with the private sector, recommendations have been made above which could be linked to this and the experts also felt that the College should consider developing a timed action plan to develop appropriate links with set aims and objectives, able to be reviewed, clearly focused on the development of these relationships.

Recommendations

1. In relation to terminology, the College needs to review the current terminology and revise as required. This is also an opportunity to work with partner organisations, both national and international and would enhance some of the points previously made in this report.
2. The matter of different levels has been discussed before, and recommendations made earlier in the report. It is recommended that the College should develop a programme of market research aimed at ascertaining the needs of the Kosovan logistics and transport sectors and work with the Kosovan government and the industry to begin a programme of development of suitable training solutions to meet the needs.
3. A disciplined approach to course reviews is covered earlier in the report, above. However, a properly constructed plan of action would demonstrate commitment to this by the College.
4. Peer teaching evaluation is another action point from an earlier visit and the commencement of planning towards this is a positive. From the feedback supplied by the College, the experts believe that the preparatory stage of the process should be subject to 'sign-off' by the Dean and/or the Senior Management team in order to ensure that the actual evaluation criteria are 'fit for purpose' in relation to the evaluation being objective, and appropriate for the member of staff concerned and the specific area of expertise. Following the evaluation there needs to be an agreed

improvement plan, where appropriate, which can be monitored to ensure progress towards agreed improvement goals.

5. In relation to the recruitment of new staff, the experts felt that the material used must be objective and fair to each candidate. There also needs to be a post- assessment meeting where their performance can be discussed and any improvement plan discussed and agreed, before employment commences. There also needs to be an audit trail aimed at ensuring no new members of staff can take post until their techniques and abilities have been assessed and any improvement plan discussed and action(s) agreed.
6. The opportunity for the experts to randomly sample the standards of students' English at the next visit would be welcomed.
7. The issue of internships is covered earlier in this report; however, if the various reports and records could be sent in advance of any visit the experts could select a sample for review prior to being in-country.
8. The splitting of the titles to the Level 5 and Level 6 courses appears a logical move. The experts felt that care would be needed in order to ensure that the newly 'titled' courses were still aligned to the courses which were originally accredited. If not, it is recommended that new course accreditation should be sought.
9. Links with the private sector need to be developed and strengthened, in line with earlier recommendations in this report. It may also be possible for the College to host a short event, either on its own or when the experts are next in country, in order to offer an 'international' perspective to technical sciences and studies.
10. The succession planning issue requires careful consideration in order that any evaluation relating to succession planning is completely objective. Any member(s) of staff being considered for higher office as a successor must be evaluated against rigid criteria which have been agreed as appropriate for the immediate succession and for succession up to a given period in the future. Upon reaching the given future target date the evaluation material should be re-assessed for future needs and the process repeated. All material used must be agreed by the senior management team at Tempulli as both current, forward looking and totally objective.
11. It is a fact that road safety schemes are important it is also important that they are used to explain about goods vehicles, their roles in society and how transport acts to meet demand and economic expansion if the goods vehicle is not to be 'demonised'. The College should consider widening the scope of the road safety programmes to include some of the socio-aspects of road safety and goods vehicles.

RENAMING THE STUDY PROGRAMMES:

Level 5

Road transport L5

Railway transport services L 5

Management at airports L5

Postal traffic and telecommunications L5

Supply chain in logistics L5.

In order to help clarify the different levels it is recommended that the words 'Management of' be added to the four course titles not containing the word 'Management'.

Level 6

- **Traffic engineering and road transport L6**
- **Railway traffic and transport L6**
- **Air traffic and transport L6**
- **Postal and telecommunications engineering L6**
- **Logistics and transport L6**

In order to help clarify the different levels the words 'Strategic management in' should be added to the course titles.

Transport and telecommunications L7

In order to help clarify the different levels the words 'Masters Degree in' should be added to the course title.

Summary

The experts were of the opinion that the College continues to improve and can clearly see that much effort has been made to date. As discussed at the time of the visit, the College now needs to move forward in slightly different areas than previously, in order to improve many internal practices and procedures. In respect of that statement, the experts believe that the College is fully committed to a programme of continuous development and considers that the College and the programmes should be re-accredited.

Clive Pidgeon and Dorothea Carvalho

15 June 2015

