



**Republika e Kosovës**  
**Republika Kosova – Republic of Kosovo**

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



---

# **CODE OF ETHICS FOR CIVIL SERVANTS OF THE KOSOVO ACCREDITATION AGENCY**

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

## **Article 1**

### **Purpose**

The Code of Ethics shall define the standards of integrity, rules of conduct, and professional ethics that shall be adhered to by the civil servants of the Kosovo Accreditation Agency in the exercise of their administrative and public functions.

## **Article 2**

### **Principles**

The civil servants of the Kosovo Accreditation Agency (hereinafter referred to as “KAA staff”) shall perform their duties in accordance with the following principles:

- Principle of Legality
- Principle of Non-Discrimination
- Loyalty and Impartiality
- Effectiveness and Efficiency
- Accountability
- Confidentiality
- Transparency
- Equality

### **Legality**

KAA staff shall perform their duties in accordance with the law, sub-legal acts, and ethical standards relevant to their functions.

### **Non-discrimination**

In the course of their duties, KAA staff shall refrain from any form of discrimination, whether direct or indirect, on grounds of race, color, gender, language, religion, political or other opinions, national or social origin, association with a community, property, economic or social status, sexual orientation, birth, disability, or any other personal status.

### **Loyalty and Impartiality**

KAA staff shall serve their institution faithfully and act with honesty and impartiality, performing their duties to the best of their abilities with fairness and integrity, prioritizing

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.  
Annex A: Declaration of Confidentiality

the public interest. They shall foster and maintain public trust through their integrity, impartiality, and effectiveness.

### **Effectiveness and Efficiency**

KAA staff shall carry out their duties promptly and cost-effectively. Their efficiency is measured by the time and resources used to achieve strategic objectives. Continuous improvement of competencies and process optimization are essential for quality and transparency in decision-making.

### **Accountability**

In performing their duties, KAA staff shall act with responsibility, applying appropriate professional experience and knowledge.

They shall not act arbitrarily to the detriment of any person or organization and must consider the rights, obligations, and legitimate interests of all parties.

They are required to act lawfully in decision-making and exercise discretionary powers impartially. In performing their duties, KAA staff shall act with responsibility, applying appropriate professional experience and knowledge.

### **Confidentiality**

KAA staff shall maintain the confidentiality of all information obtained in the course of their duties. In addition to preserving confidentiality in good faith, staff are also responsible for preventing unauthorized disclosure and taking measures to safeguard information both internally and externally.

### **Transparency**

KAA staff shall carry out their work duties and responsibilities in a transparent and open manner, to the extent permitted by the nature of their work and applicable confidentiality rules.

### **Equality**

KAA staff shall be treated fairly and equally, regardless of gender, age, race, religion, ability, or ethnic affiliation. They shall be afforded equal opportunities in professional development and career advancement, free from discrimination or favoritism.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

### **Article 3**

#### **Avoidance of Conflict of Interest**

1. KAA staff shall not allow their private interest to conflict with their official duty or public function. It is the responsibility of the civil servant to avoid any conflict of interest, whether actual, potential, or apparent.
2. KAA staff shall not use their position, authority, or official duties for unlawful financial or material gain.

### **Article 4**

#### **Adherence to the Work Hierarchy**

KAA staff shall report to their immediate supervisor in the organizational hierarchy, except where otherwise provided by law or sub-legal acts.

### **Article 5**

#### **Rules of Conduct for KAA Staff**

1. KAA staff shall be guided by the general principles established by law and this Code, acting independently, professionally, with personal integrity, responsibility, and honesty.
2. KAA staff shall perform their duties and tasks in a fair and efficient manner.
3. KAA staff shall fulfill their responsibilities as defined in their job descriptions in accordance with the applicable regulation.
4. KAA staff shall remain politically impartial in the exercise of their duties and responsibilities in the workplace.

### **Article 6**

#### **Responsibilities of Civil Servants Toward Citizens**

1. In performing their duties in relation to citizens, KAA staff shall act in accordance with the law and the job description for their position.
2. While performing their duties, KAA staff shall conduct themselves in a manner that:

2.1. Maintains professionalism and respects the principle of equality, avoiding all forms of discrimination against citizens;

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

- 2.2. Does not restrict the rights of citizens, except when such restriction is grounded in law;
- 2.3. Demonstrates care and consideration toward citizens, with particular attention to the elderly and persons with disabilities;
- 2.4. Presents themselves with dignity and responsibility during direct communication with citizens or through other forms of communication.

## **Article 7**

### **Responsibilities of KAA Staff Toward Supervisors and the State Council of Quality**

KAA staff are required to implement the policies and directives of their superiors, acting in full compliance with applicable legislation. This conduct includes:

- 1.1. Implementation of objectives and the work plan;
- 1.2. Identification and resolution of issues encountered in the course of their duties;
- 1.3. Reporting in accordance with their assigned responsibilities;
- 1.4. In the event of a new supervisor being appointed, promptly providing them with all relevant work-related information to ensure uninterrupted continuity of operations;
- 1.5. Civil servants are obliged to act with respect, professionalism, and responsibility toward the State Council of Quality. They shall offer their professional knowledge and skills to support and implement, with honor and impartiality, the policies defined by the relevant institutions, in accordance with the law.

## **Article 8**

### **Responsibilities of Supervisors Toward Subordinates**

- 1. The supervisor shall serve as a model of proper conduct for the staff under their supervision, respecting legal and ethical standards in the performance of duties.
- 2. The supervisor shall respect the dignity, individuality, ideas, and initiatives of the civil servants they supervise, and shall promote cooperation while preserving the right to make decisions.
- 3. The supervisor shall encourage subordinates to perform their duties professionally and in a timely manner, promoting mutual respect, good working relationships, and exemplary service to citizens.
- 4. The supervisor shall safeguard the rights of subordinates and shall not violate or restrict those rights.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

5. The supervisor shall evaluate the behavior of the KAA staff under their supervision fairly, objectively, and efficiently, without favoritism.
6. The supervisor shall ensure equal opportunities for career development and staff motivation without discrimination, in support of improving work effectiveness.
7. The supervisor shall ensure that staff comply with working hours and the rules of proper conduct as defined by law and this Code.

## **Article 9**

### **Professional Conduct Among KAA Staff**

1. In the performance of their duties, KAA staff shall treat other officials with courtesy, regardless of nationality, religious or political beliefs, gender, health condition, or family status, without any form of discrimination, in accordance with the principles of this Code and applicable legislation.
2. KAA staff are obliged to respect and support each other's work by cooperating to improve efficiency and quality in the workplace.
3. KAA staff shall ensure that their conduct does not interfere with the ability of others to perform their duties.
4. Criticism of colleagues in the workplace shall be responsible, professional, and not personal in nature.
5. Relationships among KAA staff shall be based on mutual respect, and the preservation of dignity, privacy, and individual personality.
6. KAA staff shall not create an inappropriate or hostile work environment for their colleagues.

## **Article 10**

### **Protection of Privacy**

During the performance of their duties, the KAA and its officials shall take all necessary measures to ensure the protection of privacy, in accordance with applicable legislation.

## **Article 11**

### **Sexual Harassment**

1. KAA staff shall behave with dignity and avoid any behavior that may be considered sexual harassment, in accordance with applicable legislation and this Code.
2. In addition to reporting to the competent authorities, cases of sexual harassment may also be reported to the immediate supervisor, the disciplinary commission, the

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

- institution's chief administrative officer, or another designated official appointed by the chief administrative officer, who shall advise the civil servant on appropriate actions and may report the case to the competent authority.
3. The handling of sexual harassment cases shall be conducted in accordance with applicable legislation.

## **Article 12**

### **Working Hours**

1. KAA staff shall respect and utilize working hours in accordance with applicable legislation.
2. Attendance shall be recorded through the electronic system, except in cases when staff are engaged in fieldwork related to accreditation, monitoring, and post-accreditation procedures.
3. Working hours shall not be used for any other purpose, except where such use is officially authorized in accordance with applicable legislation.

## **Article 13**

### **Dress Code and Appearance**

KAA staff shall present themselves at the workplace in serious, professional, and appropriate attire.

The following shall be considered inappropriate attire:

- 2.1. Clothing with images, torn clothing, large logos, or inscriptions;
- 2.2. Jeans (except for solid-colored jeans);
- 2.3. Sportswear;
- 2.4. Transparent (see-through) clothing;
- 2.5. Tops with overly open necklines;
- 2.6. Sleeveless clothing;
- 2.7. Short garments above the knees;
- 2.8. Open-toed sandals.

Every civil servant is required to wear the institution's identification badge in a visible location throughout the entire working day.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

Violation of the rules set out in this article shall be considered a minor disciplinary offense.

## **Article 14**

### **Prohibition of Alcohol, Tobacco, and Illegal Substances**

1. KAA staff shall not possess or consume alcoholic beverages or other prohibited substances on institutional premises, nor shall they report to work under the influence of alcohol.
2. Smoking is prohibited in all areas of the institution. Smoking is permitted only in designated smoking areas.

## **Article 15**

### **Reporting and Whistleblowing**

1. KAA staff who are instructed to act unlawfully or unethically shall report the matter to their supervisor or the appropriate authorities.
2. KAA staff are required to report violations of this Code and are obligated to report any unlawful activities they encounter in the course of their duties.
3. The rights of whistleblowers shall be guaranteed in all cases, in accordance with the applicable Law on the Protection of Whistleblowers.

## **Article 16**

### **Declaration of Conflict of Interest**

KAA staff who assume a position, duty, or function in which their private interest is likely to be affected by official responsibilities shall declare the conflict of interest, as required by law, at regular intervals, whenever a change occurs, and shall specify the nature and extent of such interests.

## **Article 17**

### **Engagements Outside Official Duties**

1. KAA staff shall not engage in any activity or undertaking, or assume any position or function—whether paid or unpaid—that is incompatible with the proper performance of their official duties. In cases where it is unclear whether an activity is incompatible, the staff member shall seek advice from their supervisor or the relevant state authority.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality



2. KAA staff shall notify the employer of any external engagements and obtain approval when required by applicable legislation.
3. Engagement of civil servants in teaching, research, or training activities is permitted, provided such engagements do not interfere with the performance of their duties and are not in conflict with the nature of their official responsibilities.

## **Article 18**

### **Political or Public Activities**

1. KAA staff shall ensure that none of their political activities or involvement in political or public debates undermines public or employer confidence in their ability to perform their duties impartially and reliably.
2. KAA staff shall notify and obtain the approval of the institution's Chief Administrative Officer before participating in media debates or making public statements related to matters within the institution's scope of work.
3. Violation of the rules set forth in this article shall be considered a minor disciplinary offense.

## **Article 19**

### **Right of Association for Civil Servants**

1. KAA staff may be members of trade unions or professional associations.
2. KAA staff have the right to engage in union activities, to be members of various trade unions, and to participate in strikes in accordance with the law.

## **Article 20**

### **Gifts**

1. KAA staff shall not accept gifts for themselves or their family members that are related to their official duties, except for protocol or occasional gifts in accordance with the provisions of the applicable law on the declaration and origin of property and gifts.
2. A civil servant shall not accept an occasional gift whose value exceeds fifty Euros (€50), or if the total value of occasional gifts exceeds two hundred and fifty Euros (€250) within one (1) year.
3. A civil servant shall not accept more than one occasional gift per year from the same person or institution.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

4. A civil servant shall not accept Valuable papers (securities), monetary gifts, or precious metals, regardless of their value.
5. Any gift accepted by KAA staff must be reported and registered with the responsible officer of the employing institution, who is in charge of gift registration.
6. KAA staff must inform their supervisor in writing if they are offered or given a gift unexpectedly or under specific circumstances.

## **Article 21**

### **Response to Improper Offers**

If a KAA staff member is offered an improper advantage, they shall act as follows:

- 1.1. Refuse the improper advantage, even if the intention is to use it as evidence;
- 1.2. Make an effort to identify the person who made the offer;
- 1.3. Avoid any contact longer than necessary to understand the purpose of the offer;
- 1.4. If the gift cannot be refused or returned to the sender, it must be preserved;
- 1.5. Secure witnesses if possible, preferably work colleagues;
- 1.6. Prepare a written report on the attempted offer as soon as possible, preferably in an official memo;
- 1.7. Report the attempt as soon as possible to their supervisor or directly to the relevant law enforcement authority;
- 1.8. Continue to perform duties as usual, particularly in relation to the matter concerning which the improper advantage was offered.

## **Article 22**

### **Abuse of Official Position**

1. KAA staff shall not offer or grant any advantage related to their position as public officials, except in cases authorized by law.
2. KAA staff shall not exert influence for private purposes over any person or body, including other public officials, by using their official position or by offering personal advantages.

## **Article 23**

### **Information Held by Public Authorities**

1. In accordance with legislation on access to information held by public authorities, KAA staff shall disclose information only in compliance with the law and the applicable rules governing the institution by which they are employed.
2. KAA staff shall take all necessary measures to protect the security and confidentiality of the information for which they are responsible or made aware of.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

3. KAA staff shall not seek access to information that is unnecessary for their duties, nor shall they use information obtained during or as a result of their work in an unauthorized manner.
4. KAA staff have a duty to be transparent with the public in the manner and scope prescribed by law, and shall not provide any information for which they have reasonable grounds to believe is false or misleading.

## **Article 24**

### **Institutional Property and Official Duties**

In the exercise of their discretionary powers, KAA staff shall ensure that personnel, facilities, services, and financial resources entrusted to them are managed and used effectively, efficiently, and economically, and shall not be used for private purposes.

## **Article 25**

### **Supervisory Responsibility**

1. A supervisor, in accordance with the law, institutional policies, and the objectives of the public institution for which they work, shall be held accountable for the actions or inactions of staff under their supervision that are not in line with those policies and objectives, if they have failed to take the reasonable steps required by their position to prevent such actions or inactions.
2. The supervisor shall take reasonable steps to prevent unauthorized conduct by their staff in relation to their work. These steps may include emphasizing and enforcing rules and regulations, providing guidance and appropriate training, being alert to signs of financial or other difficulties among staff, and setting an example of integrity and propriety through their own behavior.

## **Article 26**

### **Preparation for Departure from the Institution**

1. KAA staff shall not misuse their public function to obtain employment opportunities outside the civil service.
2. KAA staff shall not allow the prospect of other employment to create an actual, potential, or apparent conflict of interest.
3. KAA staff shall comply with the applicable rules governing the acceptance of employment after leaving public service.
4. KAA staff shall not use or disclose confidential information obtained during the exercise of their duties, unless authorized by law. The obligation to maintain the confidentiality of information obtained during service continues even after the

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

termination of the employment relationship. (Annex A: Confidentiality Declaration)

## **Article 27**

### **Implementation of Disciplinary Measures**

Violations of this Code are subject to disciplinary measures and procedures as set forth by the Law on Public Officials.

## **Article 28**

### **Entry into Force**

This Code shall enter into force upon the signature of the approval decision by the Director General of the Kosovo Accreditation Agency.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.  
Annex A: Declaration of Confidentiality



**Republika e Kosovës**  
**Republika Kosova - Republic of Kosovo**

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



---

## **Confidentiality Declaration**

As an employee of the Kosovo Accreditation Agency, I hereby declare and agree to the following:

### **1. Protection of Confidential Data and Information**

1.1. In the course of performing my duties, I have access to sensitive data and information related to the Kosovo Accreditation Agency, higher education institutions, their programs, academic staff, local and international experts, and other relevant data.

1.2. I commit to protecting and maintaining the confidentiality of all information not intended for public disclosure, including but not limited to: internal documents, reports, personal and institutional data, electronic communications, internal decisions, and other official documentation.

1.3. I shall not share, distribute, or disclose sensitive information to third parties without prior authorization from the Director General of the Kosovo Accreditation Agency or an authorized representative.

1.4. This obligation of confidentiality shall remain in effect even after the termination of my employment relationship with the Agency.

### **2. Communication with External Parties**

2.1. All official external communications—whether with other public institutions, universities, international organizations, media, or other parties—must be carried out in a coordinated and professional manner, in accordance with the Agency's internal communication policies.

2.2. It is mandatory to include (cc) the Director General of the Agency or an authorized representative in all official electronic communications (e.g., emails) related to the relevant matter.

2.3. In the case of other types of communication (phone calls, meetings, etc.), I am required to inform the Director General or their authorized representative in advance and obtain direct instructions regarding the manner and content of communication.

2.4. Without specific authorization, issuing public statements, giving interviews, or sharing information on behalf of the Kosovo Accreditation Agency is strictly prohibited.

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality

### **3. General Provisions**

3.1. I acknowledge that any violation of this Declaration may result in the initiation and conduct of disciplinary procedures, without excluding potential criminal prosecution in accordance with applicable legislation.

3.2. I understand that maintaining confidentiality is essential to preserving the integrity of the Kosovo Accreditation Agency and to maintaining the trust of the public and relevant stakeholders.

3.3. As a sign of agreement and commitment, I sign this Declaration in two identical copies, one of which shall remain in my personal file.

Employee Name and Surname: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

\* The Code of Ethics for Civil Servants of the Kosovo Accreditation Agency is approved by the decision of the Director General of the Kosovo Accreditation Agency, Ref.:525/25.

Annex A: Declaration of Confidentiality