



Republika e Kosovës
Republika Kosova – Republic of Kosovo



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

Guidelines for General Procedures at the Kosovo Accreditation Agency

1. Purpose

The purpose of this guide is to provide clear information for the regulation and standardization of all procedures related to the accreditation processes for higher education institutions and their programs in Kosovo, in accordance with the highest international quality assurance standards and in compliance with the legal framework governing this field.

2. Scope

This guideline is intended for external stakeholders and all higher education institutions offering academic programs in Kosovo, including public and private universities, as well as all of their study programs subject to accreditation or re-accreditation.

3. Core Principles

3.1 Independence: Accreditation processes are conducted by an independent panel of international experts, operating without external influence and in accordance with the guidance of international quality assurance bodies.

3.2 Transparency: Each phase of the accreditation process is available and clear to all interested parties, including procedures, standards, outcomes, and complaint procedures.

3.3 Academic Integrity: The Agency and the evaluation panel members are committed to upholding the code of ethics and ensuring that all decisions are based on fair, transparent, and verifiable criteria.

3.4 High Quality: Accreditation procedures are aligned with international best practices and strive for continuous quality improvement.

3.5 Internationalization: Accreditation processes are based on international standards and practices, including collaboration with international quality assurance networks and organizations.

4. Accreditation Process

4.1 Accreditation Criteria:

Institutions and programs seeking accreditation must meet international standards for academic quality, financial and human resources, resource management, quality enhancement, and academic sustainability.

The criteria are aligned with the ESG standards and are regulated through specific regulations issued by the Kosovo Accreditation Agency (KAA).

4.2 Accreditation Application Procedures:

- Institutions apply to the KAA both physically and online for Accreditation, Re-accreditation, and Validation of Higher Education Institutions (HEIs) or academic programs, also declaring the list of program holders.
- Following the verification of applications by the State Council of Quality (SCQ), institutions that successfully pass this phase are instructed to carry out a detailed self-assessment.

- **Electronic Submission Platform:** Applications for accreditation and re-accreditation shall be managed through a dedicated online platform, **E-Accreditation**, ensuring a more streamlined and controlled process for document assessment.

4.3 Evaluation Panel:

- **Composition of the Panel:** Panels consist of foreign experts in higher education and quality assurance. Expert selection is carried out through a controlled and independent process that avoids any conflict of interest.
- The expert teams are approved by the SCQ.
- **Site Visits:** Experts conduct visits to institutions applying for accreditation or re-accreditation. These visits include meetings with academic staff, students, and institutional administration, as well as assessments of infrastructure and resources.

4.4 Panel Report:

- **Detailed Report:** The panel prepares a comprehensive report covering findings for each aspect of the accreditation process, including evaluations based on clear and verifiable criteria and recommendations for improvements in specific areas or standards, where necessary.
- **Public Reporting:** All reports will be made public to ensure transparency and encourage continuous improvement in higher education institutions.

4.5 Decision-Making:

- The final decision on accreditation is taken by the SCQ, in accordance with the expert panel's report, which is based on the applicable legal provisions as well as international accreditation standards.
- Institutions have the right to appeal if they disagree with the accreditation decision, following a clearly defined appeals procedure.

5. Monitoring and Post-Accreditation Procedures for Accredited Institutions

5.1 General Monitoring

Institutions that receive accreditation are subject to continuous monitoring to ensure ongoing compliance with accreditation standards. Monitoring includes regular performance assessments and quality improvement evaluations.

5.2 Periodic Reports

Institutions are required to submit periodic reports on their progress in meeting quality objectives, in alignment with the quality improvement plan submitted during the accreditation process.

5.3 Post-Accreditation Procedures

Accreditation is a dynamic process, and post-accreditation procedures may be carried out before the completion of the specified period if the evaluating experts have provided recommendations for improvement due to the non-fulfillment of the standards.

6. Ethics and Conflict of Interest

6.1 Conflict of Interest

Every expert involved in the accreditation process is required to declare any potential conflict of interest. The Agency takes measures to ensure that no team member is involved in the evaluation of an institution where they may have personal, professional, or financial interests.

6.2 Code of Ethics

All experts and staff involved in the accreditation processes are required to follow a strict code of ethics, which includes standards of academic integrity, transparency, and professional honesty.

7. Continuous Quality Improvement

7.1 Ongoing Improvement

The Kosovo Accreditation Agency (KAA) is committed to ensuring the continuous improvement of the quality of accredited institutions, in accordance with the principles of quality assurance set forth by the ESG and other recognized international standards.

7.2 Responsibilities of Accredited Institutions

Accredited institutions are required to develop and implement a Quality Improvement Strategy, which must include long-term planning and regular analysis of key performance indicators.

7.3 Internal Evaluation System

Institutions must maintain a continuously functioning internal quality assurance system and report on their progress in implementing the recommendations provided by the evaluation panel. This includes improvements in teaching quality, academic resources, and infrastructure.

7.4 Workshops and Trainings

The KAA organizes regular workshops and training sessions for accredited institutions to support them in enhancing their quality management systems and preparing for the re-accreditation process.

8. International Standards and Guidelines

8.1 Alignment with ENQA and ESG

The Kosovo Accreditation Agency fully aligns with the standards established by the European Association for Quality Assurance in Higher Education (ENQA) and the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). These standards provide clear guidance for ensuring the quality of teaching, learning, and scientific research in higher education.

8.2 International Recognition

International Recognition: The accreditation processes carried out by the KAA aim to be internationally recognized and accepted, facilitating the international recognition of diplomas from Kosovo institutions and promoting international cooperation in the field of higher education.

8.3 Cooperation with International Agencies

The KAA maintains close relationships with other quality assurance agencies in the region and beyond, in order to exchange best practices and ensure that its standards remain aligned with international developments in the field of higher education.

9. Appeals and Review of Decisions

9.1 Right to Appeal

Any institution that disagrees with an accreditation decision or with the findings of the expert panel report has the right to file an appeal within 30 days from the date the official decision is received.

Appeals against decisions of the State Council of Quality (SCQ) are reviewed by the Appeals Committee of the Kosovo Accreditation Agency, which consists of three legal experts and two university professors.

9.2 Review Process

A Higher Education Institution (HEI) may submit a request to the SCQ for the same application with new evidence related to the same program holders, but only **once**.

If an accreditation or re-accreditation request is denied, the HEI is advised to submit an appeal against the SCQ decision to the Appeals Committee.

Requests for reconsideration related to the application and appeals for the same issue cannot be submitted simultaneously.

10. Publication of Accreditation Results

10.1 Transparency in Accreditation Decisions

Accreditation results and the reports of evaluation expert panels will be published on the official website of the Kosovo Accreditation Agency. These publications include decisions and important information for the public and all interested stakeholders.

10.2 Performance Indicators

To ensure a clear understanding of the quality of accredited institutions, the KAA will publish key performance indicators for each institution, including reports on their progress in quality improvement.

10.3 Defined Timelines

Accreditation procedures will be carried out efficiently and within defined timelines, ensuring that the process does not cause unnecessary delays for higher education institutions.

10.4 Procedure Updates


The KAA is committed to regularly reviewing and updating its accreditation procedures to incorporate recent developments in international quality assurance standards and respond to the evolving needs of higher education institutions in Kosovo.

10.5 Periodic External Evaluation of the KAA: To ensure the highest standards of its work, AAK will undergo periodic external evaluations by credible international agencies as well as other international mechanisms for monitoring and improving quality, which will assess the effectiveness and compliance of procedures and policies.

11. Entry into force

The Guide for General Accreditation Procedures aims to build a strong and sustainable system for the accreditation of higher education in Kosovo, following the highest international standards and promoting the continuous improvement of quality in this important sector.

The Guide enters into force upon approval by decision of the Director General of the Kosovo Accreditation Agency.

Approved by: Naim Gashi 
Director General of the Kosovo Accreditation Agency