



Internal Quality Assurance in Higher Education Institutions: From Evaluation to Quality Culture



Fourth KAA Annual International Conference

Internal Quality Assurance in Higher Education Institutions: From Evaluation to Quality Culture

29 September 2026 | Prishtina, Kosovo

The Kosovo Accreditation Agency is organizing its Fourth Annual International Conference, which this year will explore the role of internal quality assurance in the development of higher education institutions.

The conference will bring together representatives of higher education institutions, quality assurance and accreditation agencies, international experts, students, and other relevant stakeholders. Through keynote addresses and panel discussions, participants will exchange experiences and perspectives on how internal quality assurance can support continuous improvement and the development of a sustainable quality culture.

Conference Theme

Quality assurance does not end with evaluation or accreditation. Its value lies in how institutions use evaluation findings, data, and recommendations

to improve study programs, teaching, governance, and the student experience.

The conference aims to encourage discussion on moving beyond formal compliance towards the development of effective internal quality assurance systems that are fully integrated into the operations and strategic direction of higher education institutions.

What Will the Conference Address?

Discussions will focus on:

- the role of quality assurance agencies in supporting institutional development;
- the use of evaluation findings to achieve concrete improvements;
- balancing accountability, institutional autonomy, and enhancement;
- the involvement of students and staff in quality assurance processes;
- the monitoring and review of study programs;
- the use of data in institutional decision-making;
- the relationship between quality assurance and institutional strategy;
- good practices from national and international institutions.

Conference Program

Opening and Institutional Remarks

The conference will begin with remarks by institutional representatives and experts in the field, who will set the institutional and European context for the development of quality assurance in higher education.

Panel I

The Role of Quality Assurance Agencies

The first panel will examine the role of quality assurance and accreditation agencies in developing internal quality assurance systems.

Representatives of national and international agencies will discuss how external evaluation, recommendations, and follow-up mechanisms can lead to concrete improvements while safeguarding the autonomy and accountability of higher education institutions.

Panel II

Institutional Good Practice in Internal QA

The second panel will present institutional good practices in internal quality assurance.

The discussion will address the organization and governance of quality assurance, the involvement of students and staff, program monitoring, the use of data in decision-making, and the integration of quality assurance into institutions' strategic planning.

Conclusions and Next Steps

The conference will conclude with a summary of the key messages and reflections on future priorities for strengthening internal quality assurance systems and cooperation between higher education institutions and quality assurance agencies.

Why Attend?

The conference provides an opportunity to:

- hear perspectives from national and international experts and institutions;
- learn from concrete practices in internal quality assurance;
- exchange experiences with higher education professionals;
- establish new contacts and opportunities for cooperation;
- contribute to the discussion on developing a quality culture in higher education.

Key Information

Date: 29 September 2026

Location: Prishtina, Kosovo

Organizer: Kosovo Accreditation Agency

Theme: *Internal Quality Assurance in Higher Education Institutions: From Evaluation to Quality Culture*