Name of the institution: Date of submission:

Self Evaluation Report

December 7, 2015

1. Table of contents

2. Brief description of the institution’s history

2.1. Establishment (year, no. of decision, etc.);

2.2. Description of locations of all campuses (addresses, contact, etc.);

2.3. Other programmes that are delivered at the centre and in all other campuses (exact naming of programmes and grades to be awarded);

2.4. To date evaluations (to be presented all to date evaluations at the institutional level and at study programmes level, in all campuses and the duration of accreditation periods).

3. Mission Statement

3.1. Aims and perspectives in teaching and research (Mission statement of the institution)

3.2. The Strategy on implementing the mission (it should be found as a document of the institution);

3.3. Relation of the institution’s/ unit’s mission with the overall mission of the institution;

3.4. The adopted strategy by the management of the institution should be analysed in terms of the following questions:

3.4.1. How does the institution/ unit monitor the changes developed in other institutions/ units in the country and abroad;

3.4.2. How does the institution/ unit change aiming at improvement;

3.4.3. How does the institution/ unit adapt to new requirements, how rapidly does it respond to external requirements? (to be demonstrated with relevant documents the decision for any changes made as a result of stakeholders needs such as: the Government, MEST, labour market, ENQA, EUA, or any other party of interest);

3.4.4. How does the institution/ unit draft its strategic plan in order to achieve its mission? (To be demonstrated with the strategic plan drafted and approved by the institution);

3.4.5. Does the institution/ unit has mechanisms for quality assurance? (To be demonstrated with relevant documents for the procedures of Internal Quality Assurance).

4. Organisation, Management and Planning

4.1. Name of the institution/ unit; 4.2. Internal Regulations:

4.2.1. Organisation of decision making structures in administration – the organization chart;

4.2.2. Organisation of decision making structures in academic affairs;

4.2.3. Participation/ representation of students in organisational structures of the institution/ unit;

4.2.4. Selection procedures of personnel, particularly procedures for promotion (titles) of the personnel;

4.2.5. Intended titles for the scientific personnel.

4.3. If the institution has/ intends to establish new centres (in different locations), detailed information for the organization structure, distribution of responsibilities and competencies in decision-making);

4.4. Development concept paper in accordance with leading principles and the financial plan.

5. Study programmes (SP)

5.1. General information

5.1.1. Regulations and procedures for the development/ reviewing and approval of new curriculums (quality criteria and responsibilities);

5.1.2. The regulation on students evaluation and their progress during studies (to be presented briefly the procedures for students evaluation, deadlines for exams, requirements for passing rate of students, grading methods);

5.1.3. Regulations and procedures for drafting diploma thesis BA, MA and PhD (for levels provided);

5.1.4. Documents on planned legal relations (reports) between institutions and students;

5.2. Study programme under evaluation: CUSTOMS AND FREIGHT FORWARDING, BA (Reacreditation)

5.2.1. Basic data for the study

5.2.2. Rationale of the programme for the labour market

5.2.3. International comparability of the programme;

5.2.4. Group (the target) to whom the programme is dedicated;

5.2.5. Orientation of the study programme

5.2.6. The aim and profile of the study programme

5.2.7. Expected learning outcomes

5.2.8. Relation between the theoretical and practical/ experimental part of the study;

5.2.9. ECTS calculation;

5.2.10. Practical work – internship

5.2.11. Research plan for the study programme

5.2.12. Students registration and admission criteria;

5.2.13. Overview of the programme

5.2.14. Short modules

5.2.15. Agreements with two accredited HEIs

5.2.16. The dossier of the study programme

5.3. Study programme under evaluation: Tourism and Hospitality Management, BA (Reacreditation)

5.3.1. Basic data for the study

5.3.2. Rationale of the programme for the labour market

5.3.3. International comparability of the programme;

5.3.4. Group (the target) to whom the programme is dedicated;

5.3.5. Orientation of the study programme

5.3.6. The aim and profile of the study programme

5.3.7. Expected learning outcomes

5.3.8. Relation between the theoretical and practical/ experimental part of the study;

5.3.9. ECTS calculation;

5.3.10. Practical work – internship

5.3.11. Research plan for the study programme

5.3.12. Students registration and admission criteria;

5.3.13. Overview of the programme

5.3.14. Short modules

5.3.15. Agreements with two accredited HEIs

5.3.16. The dossier of the study programme

5.4. Study programme under evaluation: [Management, MA](#Text1) (accreditation and reaccreditation)

5.4.1. Basic data for the study

5.4.2. Rationale of the programme for the labour market

5.4.3. International comparability of the programme;

5.4.4. Group (the target) to whom the programme is dedicated;

5.4.5. Orientation of the study programme

5.4.6. The aim and profile of the study programme

5.4.7. Expected learning outcomes

5.4.8. Relation between the theoretical and practical/ experimental part of the study;

5.4.9. ECTS calculation;

5.4.10. Practical work – internship

5.4.11. Research plan for the study programme

5.4.12. Students registration and admission criteria;

5.4.13. Overview of the programme

5.4.14. Short modules

5.4.15. Agreements with two accredited HEIs

5.4.16. The dossier of the study programme

5.5. Study programme under evaluation: Procurement , MA (Accreditation)

5.5.1. Basic data for the study

5.5.2. Rationale of the programme for the labour market

5.5.3. International comparability of the programme;

5.5.4. Group (the target) to whom the programme is dedicated;

5.5.5. Orientation of the study programme

5.5.6. The aim and profile of the study programme

5.5.7. Expected learning outcomes

5.5.8. Relation between the theoretical and practical/ experimental part of the study;

5.5.9. ECTS calculation;

5.5.10. Practical work – internship

5.5.11. Research plan for the study programme

5.5.12. Students registration and admission criteria;

5.5.13. Overview of the programme

5.5.14. Short modules

5.5.15. Agreements with two accredited HEIs

5.2.16. The dossier of the study programme

5.6. Study programme under evaluation: Computer Science, BSc (Accreditation)

5.6.1. Basic data for the study

5.6.2. Rationale of the programme for the labour market

5.6.3. International comparability of the programme;

5.6.4. Group (the target) to whom the programme is dedicated;

5.6.5. Orientation of the study programme

5.6.6. The aim and profile of the study programme

5.6.7. Expected learning outcomes

5.6.8. Relation between the theoretical and practical/ experimental part of the study;

5.6.9. ECTS calculation;

5.6.10. Practical work – internship

5.6.11. Research plan for the study programme

5.6.12. Students registration and admission criteria;

5.6.13. Overview of the programme

5.6.14. Short modules

5.6.15. Agreements with two accredited HEIs

5.6.16. The dossier of the study programme

6. Staff

6.1. Tabular form data about full time (FT) academic/ artistic staff – institutional leve

6.2. Tabular form data about the part time (PT) academic/ artistic staff – institutional level

6.3. Tabular form data about the visiting professor (VP) academic/ artistic staff – institutional level

6.4. Tabular form the engagement of full time (FT) academic/ artistic staff – segregated by academic programmes

6.5. Tabular form the engagement of part time (PT) academic/ artistic staff - segregated by academic programmes

6.6. Tabular form data about the Full Time (FT) academic/ artistic staff, - NA (no other campuses)

6.7. CV of the academic personnel

6.8. The development plan for the academic staff for a 3 year

6.9. Ratio of Full Time (FT)/ part Time (PT) academic staff per units and for the institution in general;

6.10. Staff dossier

7. Students

7.1.1. Current/ foreseen students in the institution/ programme

7.1.2. Development of students number for the last three years (institution/programme / gender ratio)

7.2.1. Passing rate of students in exams for the last three years in the institution/programme;

7.2.2. Students dropout rate for the last three years in the institution/programmes separately

7.2.3. Employability of graduates in the last three years;

7.3. Ratio of Full Time (FT) academic staff/ students per unit and per institution in general;

7.4. Scholarships by the educational institution;

7.5. Organization of students within the institution/unit

7.6. Students services (hours in the office, tutorials, consultations, leaderships, individual consulting, etc.);

7.7. Services for career guidance and internships for students;

7.8. Other educational offers from the institution;

7.9. Service for graduated and employed students (Alumni);

8. Quality Management

8.1. Description of the internal quality assurance system;

8.2. Institution’s regulations on programme’s quality assurance procedures; 8.3. Procedures for reviewing study programmes;

8.4. Presentation of instruments for evaluation of programme’s/ course quality (questionnaires, surveys, focus groups, etc.);

8.5. Mechanisms for the implementation of quality assurance measures;

8.6. Follow up procedures for improvement and use of outcomes from previous evaluations;

9. Space and Equipment

9.1. Tabular/ numerical form data about the: spaces, teaching rooms, laboratories, cabinets, amphitheatres (number and surface in m2) relevant for the institution/ programme (s) under evaluation;

9.2. Tabular/ numerical form data about equipments such as: projectors, concretization means, laboratory tools, etc. relevant for the institution/programme (s) under evaluation;

9.3. Physical/electronic record of relevant books for the institution and the programme (s) under evaluation;

9.4. To be presented in tabular/ numerical form the data about the: IT infrastructure, internet, WI FI, number of PC for the academic staff, students and administration.

10. Research and International Co-operation

10.1. Research plan or the strategy at the institutional / programme (s) level under evaluation, as well as current projects and cooperation in the area of research;

10.2. List with publications of the full time (FT) academic personnel and students in the last three years in national and international scientific journals;

10.3. Table form the participation of the full time (FT) academic staff in scientific conferences, symposiums and seminars in the last three years;

10.4. Tabular form the number of projects for international cooperation in the area of teaching and research (Tempus, Erasmus, etc.);

10.5. Relation of research with teaching in the programme (s) under evaluation (how are research outcomes transmitted through teaching of students);

11. Financing

11.1. Budget and financing plan at the level of units/ institution

11.2. Budget and financing plan for the programme (s) under evaluation

11.3. The financing plan of research at the level of unit/ institution and within the programme

12. Plan for the implementation of Expert Team recommendations (ET) from the last accreditation procedure (s)

12.1. Current status of the institutional level /of implementing recommendations/ plan for the implementation of ET recommendations from the last accreditation procedure (s) at the institutional level

12.2. To be presented the current status of ET recommendations from the last accreditation procedure (s) of the programme (s) under evaluation (to be provided responses for each recommendation given by the ET separately, including activities for the fulfilment of recommendations, the responsible persons, the cost and the time limit).

13. Appendices

Short description of the history of the institution

Establishment

Pjetër Budi College is founded in 2005 on the decision from the Board of Directors of the Institute for Studies[[1]](#footnote-2) at the meeting of 15.04.2005 based on the Law for Higher Education (Law 2003/14 of 17.07.2003 and Administrative Instruction Nr. 14/2013 of 17.07.2003, for licensing and registering private higher education providers in Kosovo.

The same one was licensed in 2006 based on the decision by the Ministry of Education, Science and Technology (MEST), decision Nr. 494/02-1, of 10.04.2006[[2]](#footnote-3). Based on MEST decision Nr. 586/02-1, of 09.05.2007 was licensed for e period of five years.

Pjetër Budi College is accredited in July 2009, as College for Studies of Applicative- Organisative Science. In 07.07.2013 Pjeter Budi received the institutional accreditation, decision Nr. 510/13 for e period of three year, 01.10.2013-30.09.2016 from the Kosovo Accreditation Agency.

Description of the location

‘Pjetër Budi’ College,

Street: Agim Ramadani, nn

10000 Prishtina, Kosova

Programs offered:

In Bachelor level the College offers these study programs:

Customs and Freight Forwarding

Law

Criminal Law

Administrative/Constitutional Law

Financial Law

Civil Law

Tourism and Hospitality Management

Business Administration with these specializations:

Banks and Financial Control

Human Resources Management

Marketing Management and

Public Administration

Insurance

In Master level the College offers these study programs:

Customs and Freight Forwarding

Management with specialization:

Insurance Management

Tourism and Hospitality Management

To date evaluation ( to be presented all to date evaluations at the institutional level at study programmes level, in all campuses and the duration of accreditation periods)

|  |
| --- |
| Evaluation process: |
| Institutional re-accreditation |

|  |
| --- |
| Re- accreditation of the programs: |
| Customs and Freight Forwarding, BA |
| Tourism and Hospitality Management, BA |
| Management, MA with 2 specialization:  Insurance Management  Tourism and Hospitality Management |

Decissions for Institutional Accreditation[[3]](#footnote-4)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Nr. of the decision | Date of the decision | The official name of the accredited institution | Period of accreditation | Accreditation institution |
| Decision Nr. 183/09 | 24.07.2009 | "PJETËR BUDI" Institute | 01.10.2009 - 30.09.2010 | Kosovo Accreditation Agency |
| Decision Nr. 469/10 | 19.07.2010 | "PJETËR BUDI" College | 01.10.2010 - 30.09.2013 | Kosovo Accreditation Agency |
| Decision Nr. 510/13 | 07.07.2013 | "PJETËR BUDI" College | 01.10.2013 -30.09.2016 | Kosovo Accreditation Agency |

Decisions accreditation of the study programs[[4]](#footnote-5)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Nr. of the decision | Date of the decision | Accredited programs | Type of the Decision | Period of accreditation | Academic year |
| Nr. 494/02-1 | 10.04.2006 | Customs and Freight Forwarding, BA and MA | L | 3 years | 2005/2006 |
| Nr. 586/02-1 | 09.05.2007 | Customs and Freight Forwarding, BA and MA  Insurance, BA and MA  Human Resources, BA and MA | L | 5 years | 2006/2007 |
| Customs and Freight Forwarding, BA and MA  Tourism and Hospitality, BA and MA  Insurance, BA and MA  Human Resources, BA and MA | -still | 2007/2008 |
| Nr. 183/09 | 24.07.2009 | Customs and Freight Forwarding, BA  Tourism and Hospitality Management, BA | A | 1 year | 2009/2010 |
| Nr. 469/10 | 19.07.2010 | Customs and Freight Forwarding, BA  Tourism and Hospitality Management, BA | R | 3 years | 2010/2011 |
| Insurance, BA  Business Administration, BA  Customs and Freight Forwarding, MA | A | 1 year |
| Nr. 304/11 | 13.07.2011 | Customs and Freight Forwarding, MA  Insurance, BA  Business Administration, BA | R | 3 years | 2011/2012 |
| Nr. 457/12 | 09.07.2012 | Management, MA | A | 1 year | 2012/2013 |
| Nr. 510/13 | 08.07.2013 | Customs and Freight Forwarding, BA  Tourism and Hospitality Management, BA  Management, MA | R | 3 years | 2013/2014 |
| Nr. 561/14 | 04.07.2014 | Insurance, BA  Business Administration, BA  Customs and Freight Forwarding, MA |  | 3 years | 2014/2015 |
| Law, BLL |  |

Note[[5]](#footnote-6)

3. Mission Statement

3.1. Aims and perspectives in teaching and research

The growth of the Private Provider of the Higher Education, the College “Pjetër Budi” as a prestigious institution of the specialized higher education, providing quality education, and achievement of the results available in scientific research, through quality teaching, creativity, use of the best scientific and professional achievements, meeting the students’ expectation, partners in the labor market and international partners, as well. The College “Pjetër Budi” intends to prepare specialized staff for specific areas directly linked with the practice. This makes possible to educated staff to have impact on development of domestic economy and be competitive potential in the European Union market.

The College “Pjetër Budi” already fully integrated in Kosovo area of higher education, aims that through meeting the highest academic and professional standards fully integrate into regional and European trends of the higher education. Our vision is to become specialized College in academic shaping of the students, as specialized expertise center in specific study areas with impact in the country and the region, as excellence center of the scientific researches. “Pjetër Budi” is open to new ideas and demands of generations, partners, economic development trends, labor market demands and technological achievements.

The aim of offered programs by the College “Pjetër Budi” is to provide students with relevant studies enabling them a broadband comprehension of theory and practice in line with the labor market and employment needs, taking into account the Southeast Europe, always demanding to reach the European Union standards. This could be reached by numerous activities carried out to deepen the knowledge, skills and principles of the selected studies and key functional areas of particular specialized field. The College “Pjetër Budi” is obliged to provide equal opportunities for all, without any kind of discrimination in terms of gender, racial, marital, color, language, religion, political orientation aspect or national, ethnic and social affiliation in the state of wealth, birth or other status, age and physical or mental disabilities.

3.2. The Strategy on Implementing the Mission

Growth strategy is developed by the College in accordance with its mission. In addition, the strategy is in line with overall developments in the country and beyond- social, political and economic developments, with particular emphasis in the overall European integration developments. To accomplish the mission are set out the following key objectives:

a. Achievement of excellence in all fields of academic activities and scientific research

b. Keeping a team of prominent professors who possess the highest professional values and skills

c. Strengthening the quality system management

d. Expansion of the national, regional and international cooperation.

3.3. Relation of the institutions /units mission with overall mission of the institution.

The aim of offered programs by the College “Pjetër Budi” is to provide students with relevant studies enabling them a broadband comprehension of theory and practice in line with the labor market and employment needs, taking into account the Southeast Europe, always demanding to reach the European Union standards. This could be reached by numerous activities carried out to deepen the knowledge, skills and principles of the selected studies and key functional areas of particular specialized field.

Modular activity is attached to the ability of expanding the areas of interest through integrative activities and to scrutinize and develop the special topic chosen by the student for the Bachelor Theme.

The College “Pjetër Budi” is obliged to provide equal opportunities for all, without any kind of discrimination in terms of gender, racial, marital, color, language, religion, political orientation aspect or national, ethnic and social affiliation in the state of wealth, birth or other status, age and physical or mental disabilities.

The College pleads the support for gender equality. In cases when male and female candidates have same qualifications, the female candidate shall prevail.

All individuals and bodies of the College shall act in line with the highest standards of commitment, integrity, objectivity, accountability, openness, honesty and leadership.

3.4 The adopted strategy by the management:

3.4.1. How does the institution /unit monitor the changes developed in other institutions / units in the country and abroad

The College “Pjetër Budi” strives to be in pace with the trends of the higher education in the country, region and beyond. Everything is done aiming and in line with the policies to be part of the Bologna process, providing compliance towards necessary mobility in the European Area of Higher Education.

The monitoring process of changes in the higher education at home and abroad is done by the organizations within the College, i.e. by corresponding committees, whereas the proposals are forwarding to the highest institution authorities. However, there are almost regular consultation sessions with the external experts, in particular with the consultants in the relevant areas.

3.4.2. How does the institution/ unit change aiming at improvement

The College “Pjetër Budi” performs annually the review of the existing curricula, by the corresponding committees of the corresponding courses, setting up new programs and modules - depending on development policies in Kosovo and in line with marked labor and knowledge demands in the region and beyond.

Everything is done in the spirit of being in pace with developments of the European trends and market demands. Of course, curricula changes, adaptations and developments require additional commitments of the academic staff and other human and physical capacities for successful implementation.

3.4.3. How does the institution /unit adapt to new requirements, how rapidly it respond to external requirements?

The College “Pjetër Budi”, with all its structures, is striving to adjust to internal requirements interfering with the tangible projects for implementation of the decision taken and to be in pace with the trends home and abroad. Dynamics of action in order to respond to the requirements from abroad is implemented in relation with the needs, which are scrutinized several times during the year by the institution.

In addition, the College takes the certain and emergency activities upon requests submitted by the various institutions and organizations, as the Ministry of Education, Science and Technology, Kosovo Accreditation Agency and other institutions which are dealing with the higher education home and abroad.

3.4.4. How does the institution/ unit draft its strategic plan in order to achieve its mission?

Strategic plan to accomplish the mission is carried out in several stages and approved by the managing authorities of “Pjetër Budi”, before the commencement of the academic year. However, this plan may be changed in line with the dynamic developments of the institution, i.e. dynamics of agreements realization mostly with the institutions abroad- always in function of completing the strategic plan for the benefit of the institution. Strategic plan is approved pursuant to the College’s statute and internal rules.

3.4.5. Mechanisms for quality assurance

The College "Pjetër Budi" in Prishtina is equipped with the Quality Assurance Office. Quality Assurance Office enjoys complete institutional independence. Description of the obligations of officials of the Quality Assurance Office are given below (see the chapter: Quality Management).

4. Organization, management and planning

4. 1. Name of the institution;

College “Pjetër Budi” - Prishtina

4.2. Internal regulations; [[6]](#footnote-7)

The College has its internal legal set of rules adopted in accordance with the Law on Higher Education in Kosovo. This set of rules starts with its Statute as the highest governing internal act. The Statute is approved by the Ministry of Education, Science and Technology for accreditation. Apart from the Statute, the College has a significant number of regulations, wherewith is supplemented the internal legal set of rules. Following are mentioned some of the main regulations, such as:

- Regulation on Curricula Drafting and Development Procedure, Regulation on College’s Internal Recruitment Rules and Procedures, Regulation on Exam Organization and Student’s Evaluation, Regulation on Graduation in BA level, Regulation on Master Studies, Regulation on Procedure of Awarding and Acceptance of the Academic Titles, Regulation on Scientific Research, Regulation on Systematization and Job Description for Academic and Non-Academic Staff, etc.

4. 2.1. Organization of decision making structures in administration – organization chart

Chart no. 1/ graphic presentation of the organizational chart in the non-academic level

THE MANAGING BOARD

THE EXECUTIVE MANAGER

Finance

Secretary

The Career Office

The Enrollment Office

IT Office

Administration

Communication office

THE MANAGING BOARD– it’s the policy making body of the institution, and it is comprising of the Founder, the Executive Director, Dean and experts in the field of higher education. It defines the institution’s development policy and strategy.

The Managing Board upon proposal of the Academic-Scientific Council and other boards:

Adopts the College’s Statute and Regulations, proposed by the Head of the Managing Board

Drafts the Annual Reports on overall progress of the College’s operation and issues other bylaws,

Establishes the development and financing policy of the College;

Decides on academic-scientific and commercial activity of the College;

Takes decision on establishment and abolition of the courses and curricula

Nominates the Executive Director of the College “Pjetër Budi”;

Nominates the Dean of the College upon proposal of the Academic-Scientific Council;

Defines the tuition fees or other charges in the Faculty, upon proposal of the Head of the Managing Board;

Sets rules regarding service costs of the College;

Acts under the general provisions of this Statute.

THE EXECUTIVE DIRECTOR

Acts as enforcer of the Managing Board policy;

The Director acts on behalf of the Managing Board and represents the College in the legal flows;

It is responsible that the economic management with College’s resources be in accordance with legal provisions.

Manages the College’s funds and reproduce them;

Monitors College’s additional activities in accordance with the legal regulation.

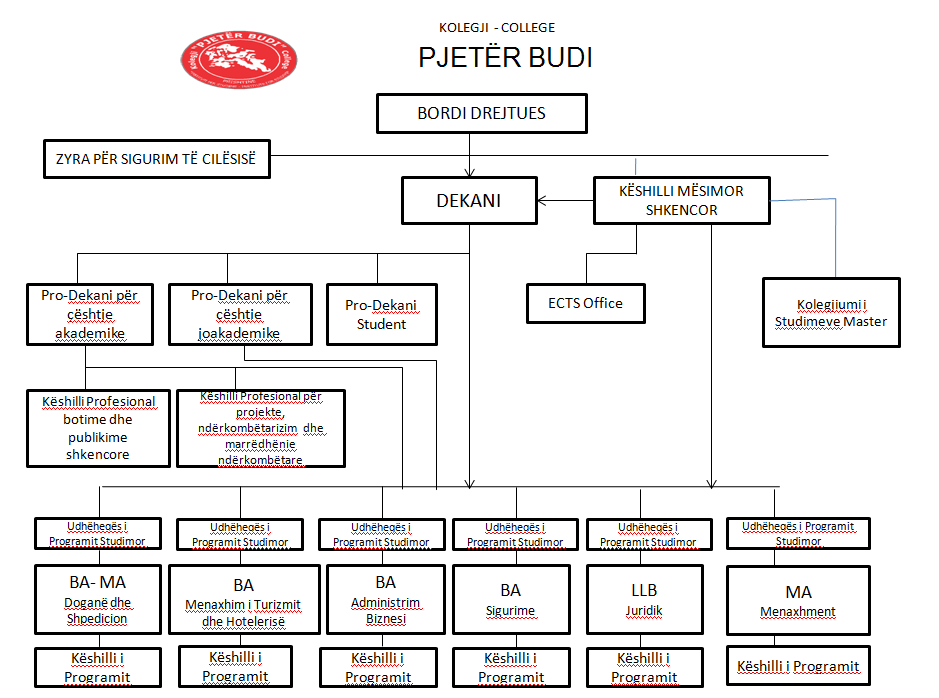
Director informs the Managing Board during the fourth quarter about the budget drafting, the current situation and about the budget flow and the brief report on the economic management for the calendar year.

SECRETARY– Secretary is the highest administrative official of the College, with special rights and responsibilities set out in his contract signed by the Board Director. The Secretary reports to the Dean on the efficient, economic and effective administration in all College’s levels. In this position the Secretary reports about all issues that are not under competence of the bodies or other leaders. The Secretary of the College is the Administration Manager of the College. He is the manager of the Head Administration of the College. He is competent for the interpretation of the Statute and College’s regulations, he is taking care of the legality of the College’s managerial structure administrative acts, etc.

THE FINANCE OFFICE - is an executive body of the financial policies of the Board and Dean. The Finance Office is managed by the Finance Manager. This office fosters on payment and other financial issues according to the directives of the College Board and Dean.

4.2.2. Organization of decision making structures in academic affairs

Chart no. 2/ graphic presentation of the organizational chart in the academic level:



THE MANAGING BOARD– is a policy making body of the institution, consisted of the Founder, Dean and the Eminent Experts in the field of Higher Education.

THE ACADEMIC - SCIENTIFIC COUNCIL – is the key decision making collegial body in academic/scientific issues. It elects the heads of the study program, decides on academic issues, adopts regulations, drafts the program curricula and propose them to the Board for approval.

DEAN is the main individual manager in academic issues/ manager of the Academic -Scientific Council; Dean manages, represents and presents the College in academic- scientific aspect. Dean chairs the Academic- Scientific Council sessions and performs all other duties as prescribed by the Statute.

VICE-DEANS– The College in its organizational chart has two pro-deans. The pro-dean for academic issues and developing policies and the pro-dean for non –academic issues.

Vice-dean for academic issues and developing policies:

assists the Dean in coordination of the learning process within the institution,

fosters for proper and consequent implementation of the programs and academic plans;

fosters and proposes measures aiming the modernization of the learning process and its harmonization with development needs;

monitors the efficiency of the learning process in accordance with the student’s objective abilities and proposes the respective measures;

Vice-dean for non-academic issues:

coordinates the working activities within the Office for Student’s Enrollment, Administration, Finance Office, IT Office, Marketing Office and Public Relations and the Office for Student’s Activities.

coordinates the activities with pro-dean for academic issues and student organization leaders, in order to harmonize these activities with the needs of the learning process,

COUNCILS OF THE STUDY PROGRAMS– are collegial bodies dealing with organization of scientific activity in the Study Programs;

Council of the Study Program has the following competencies:

Prepares and discus on curricula of the covered subjects, and courses of Study Program development and makes relevant proposals to the Academic-Scientific Council of the College.

Reviews the curricula prepared by the academic staff.

Discusses the proposals submitted to this Council, on competitive criteria for internal academic scientific staff and presents to the Dean criteria it deems most appropriate.

Discusses on recruitment of the external academic scientific staff, for subjects they should deliver and proposes to the Dean to conclude contract with them, etc.

THE HEAD OF THE STUDY PROGRAM– is dealing with the organizing, managing and the guidance of the respective Study Program. It fosters the academic- scientific issues in the Study Program, and is the head of the Study Program Council.

Duties of the Head of the Study Program are as follows:

Organizes and monitors of the scientific –research activities in the respective Study Program;

Leads the activities in drafting of programs curricula of the subjects covered by each Study Program and follows their implementation:

Prepares the schedule of lectures, exercises, exams, seminars, scientific- research activities and other forms of activities for the respective Program;

Organizes the lectures and other forms of work for realization of curriculum and scientific perfection;

Coordinates and allocates of learning workload for each subject in accordance with internal regulations.

Proposes of the scientific –academic and research working plan of the Council;

THE COLLEGIUM OF MASTER STUDIES– Master studies are managed by the Collegium of Master Studies. Collegium consist of 5 members – teachers who are engaged in realization of the master curricula in respective departments. Members of Collegium are elected by the Academic-Scientific Council of the College.

The list of the teachers for realization of the program of master studies is proposed by the Collegium of the Master Studies and is approved by the Academic –Scientific Council.

Collegium of the Master Studies is managed by the Head of the College of the Master Studies.

THE INSURANCE QUALITY OFFICE–is an audit institution which is dealing with the internal assessment of the institution as a whole. It makes periodic reports on assessment of the institution, programs, academic staff, administrative staff and students. Beside these assessment reports, the Office undertakes other activities in order to increase and advance the quality in the institution. These reports are presented to the Academic –Scientific Council of the College.

Participation/ representation of the students in organizational structures of the institution /unit

Two representatives of the Student’s Parliament participate and are entitle to vote in the meetings of the Academic –Scientific Council of the College.

Two members of the Student’s Council are members of the Study Program Council. Two representatives are elected by the students of the respective Council.

Selection procedure of personnel, particularly procedures for promotion of the personnel

The procedure of the College’s staff election is in accordance with the Law on Labor in Kosovo, College’s Statute and the Rules of Procedure on College’s Staff Recruitment. According to the Regulation on Rules and Procedures on College’s Staff Recruitment, the staff recruitment is transparent and it goes through a public notice, which is open for 15 days after the day of publication (in print media and College’s website), and in case of emergency, the deadline will be shorter. In the public notice will be indicated the terms and conditions for each particular position.

The Dean of the College in cooperation with the heads of the Study Program establishes the Board for staff employment according to the requirements and needs for the flow of the academic- scientific process.

The Board for the staff employment makes selection of the applications of candidates who applied for the position, according to the relevant qualification and experiences in the requested academic field and submits them to the Dean of the College for adoption and approval.

Upon approval of the candidates, by proposal of Dean, The Academic –Scientific Council takes decision for nomination of the staff for the relevant subjects.

Employment Contracts concluded with the College are full time contracts and part time contracts.

Upon signature of decision, the academic staff signs the valid employment contract drafted in accordance with the applicable law of Republic of Kosovo.

The academic staff is:

Dean as the highest academic body of the College;

Pro-deans;

Heads of the Study Programs;

Teachers, including: professors, lecturers and assistants.

Intended titles for the scientific personnel

Academic titles are awarded by the Academic –Scientific Council in accordance with the international standards on awarding the academic titles pursuant to the Law on Higher Education in Republic of Kosovo, the Statute and the Regulation on Criteria and Procedures of Awarding and Recognition of the Academic –Scientific Title in the College “Pjetër Budi”.

Academic titles awarded by the College “Pjetër Budi”, are:

a. Professor;

b. Associated Professor

c. Assistant Professor;

ç. Lecturer;

d. Assistant, and

dh. Foreign language proof reader.

Campuses

College ‘Pjetër Budi’ operate in one area and does not intend to open other campuses during next three years, unless we get construction license. In that case we are planning to build brand new premises, but they will also be based in Prishtina.

with leading principles and the financial plan

5. Study programmes (SP)

5.1. General information

5.1.1.Regulations and procedures for the development / reviewing and approval of new curriculums

“Pjetër Budi” College on time has put on effect the normative base for development/ reviewing and approving of the Curricula.

Having in consideration article 14, paragraph 2 of Law no.04/L-037 Law on Higher Education (who authorizes Private Institutions of Higher Education to enforce and execute independently Curricula-s and other scientific research projects), also article 11 paragraph 8, of the Statute of College, Board of Directors in its meeting held on 14.05.2013, with nr. 250/2013 approved Regulation on the procedures of the development/reviewing and approving of new Curricula[[7]](#footnote-8).

This Regulation sets up the conditions and procedures of development/reviewing of current Curricula and /or approving of the new Curricula at “Pjetër Budi” College defining:

Principles of Curricula drafting,

Measures for providing quality and the comparability of the Programs.

Detailed procedures for reviewing and approving of new Curricula

We can conclude that the issue set up in this point is covered on time and appropriately in normative aspect and to get more information about it we would ask you to find attached with this document the abovementioned Regulation.[[8]](#footnote-9)

5.1.2. The regulation on students’ evaluation and their progress during studies

Student assessment procedure are regulated by the Regulation for the organization of examinations and assessment of students, which was approved by the Teaching Council - Science College as the highest decision making body in the College for academic affairs.

Student assessment at "Peter Budi" College is done throughout the semester - continuous assessment. Teacher, assistant, with the help of electronic student information system, highlights activities and student participation and engagement during the lectures, exercises, monitor the implementation of seminar papers, essays and other research projects.

During the semester two tests are organized (midterms) and final exams. Midterms and final exam can be arranged in written, verbal (be asked orally) or combined (student passes the written part then asked oral) form.

The professor has the freedom to decide how to evaluate the students. The institution regulation includes two midterms and final exam for BA.

Regulation on the Organization of Student Assessment Examination and provides the criteria and procedure for evaluating the students. Below we are presented in table the evaluation and assessment process:

|  |  |  |
| --- | --- | --- |
| Two midterms per semester for each course | | |
| Midterms | Maximum points | The minimum passing score |
| 1st midterm | 40 | 20 |
| 2nd midterm | 40 | 20 |
| Total | 80 | 40 |

|  |  |  |
| --- | --- | --- |
| Final exam is organized by the end of the semester | | |
| Organization of exams | Maximum point | The minimum passing score |
| Exam (written or oral) | 80 | 40 |

|  |  |  |
| --- | --- | --- |
| Activities | | |
| Categories of activities | Evaluation of activities/ Points | Who makes the assessment |
| Seminar / essay, research projects | 0 – 10 | Lecturer |
| Attendance/ activities in class | 0 – 10 | Lecturer |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Criteria for passing | | | | | | |
| Points | | Grade | | | With words | |
| 0 – 50 | | 5 | | | Fail | |
| 50 – 59 | | 6 | | | Pass | |
| 60 – 69 | | 7 | | | Sufficient | |
| 70 – 79 | | 8 | | | Good | |
| 80 – 89 | | 9 | | | Very good | |
| 90 – 100 | | 10 | | | Excellent | |
| FINAL GRADE | | | | | | |
| For the final grade to be considered the whole process of continuous assessment | | | | | | |
| Passing the exam and gaining the final grade through continuous assessment process (eg. minimum and maximum score) | | | | | | |
| Midterms | Points | | Activities | Total points | | Grade |
| The 1st plus the 2nd | 40 | | 10 | 50 | | 6 |
| The 1st plus the 2nd | 80 | | 20 | 100 | | 10 |
| Students who do not pass the first midterm or do not enroll at the first midterm, those who fail or refuse the second midterm or refuse the final grade calculated from the midterms enroll into the final exam (example below): | | | | | | |
| Final Exam | Exam Points | | Activities | Total Points | | Grade |
| Written or oral exam | 80 | | 10 | 90 | | 10 |

The student is considered to have passed the examination if it is graded with 6 to 10, and it’s considered that he did not pass the test if it is graded with 5 (five).

b) Exam terms for BA and MA programs

“Pjeter Budi” College, within one academic year organizes at least 3 regular exam terms (January, June and September). When necessary and by students’ request, may organize another two additional exam terms for the students (April and November).

c) Methods on final grading for Master Level

Methodology and students’ evaluation criteria for Master level are incorporated in the Regulation for Master Studies at the College "Peter Budi" - Pristina[[9]](#footnote-10).

According to the regulation, respecting the minimum and maximum criteria, professor in agreement with the students choose the form or method of evaluation.

In Master level the professor calculated the accumulated points of his student independent scientific work and the score of the final exam.

Minimum and maximum criteria of evaluation:

|  |  |  |
| --- | --- | --- |
| Grade | Description | Percentage of knowledge |
| 10 | Excellent | 90-100 |
| 9 | Very good | 80-89 |
| 8 | Good | 70-79 |
| 7 | Sufficient | 60-69 |
| 6 | Pass | 50-59 |
| 5 | Fail | 0-49 |

5.1.3. Regulations and procedures for drafting diploma thesis (BA /MA)[[10]](#footnote-11)

Pjeter Budi College has adopted specific regulations for regulations and procedures for theses for both levels, BA and MA. On this issue the Science Teaching Council of the College has approved two regulations that cover these areas are: 1. Regulation on students’ graduation and 2. Regulation for Master Studies.

Thesis for Bachelor level:

Bachelor thesis is included in the sixth semester (6) of the three (3) years (Customs and Freight, Tourism and Hotel Management, Business Administration and Insurance) study programs, while in the four (4) years the study program (LLB Law) in the eighth (8) semester. Points - ECTS, vary depending on the program.

Bachelor these is worked under the supervision of the Mentor / supervisor who consult and agree in advance with the student regarding the topic. The student works individually in accordance with the scientific methodological criteria. Mentor keeps records of meetings and consultations with his candidate. After approval of the topic by the mentor, Dean of the College establishes a three-member evaluation commission, and the candidate's mentor is one of them. No later than five (5) days from the date of formation (of the committee for evaluation of the Bachelor thesis from the Dean), the committee should meet to evaluate the topic.

After the evaluation, the Commission signed the decision for graduation with a grade for the Bachelor thesis. The Commission may reject the thesis and turn it to improvement.

With the signing of the decision by the Commission, the student is considered a graduate student.[[11]](#footnote-12)

Phases of the procedure of students’ graduation shown in table:

|  |  |  |
| --- | --- | --- |
| Nr. | FIRST PHASE | Semester |
| 1. | Selection of the topic | Six (6) |
| 2. | Selection of the mentor (supervisor) | Six (6) |
| 3. | Completing all exams | Six (6) |
| 4. | Concluding the topic |  |
|  | SECOND PHASE | After the end of the firs phase |
|  |  | Responsible person |
| 1. | Verification of student dossier  Completion of exams  Completion of the payments in accordance with the contract: College - Students | Student Service, the archive officer and manager |
| 2. | Creating the Commission for the evaluation of BA thesis:  Committees are formed on a monthly basis;  The mentor of the candidate is always a committee member | Dean of the College |
| 3. | Evaluation of the work by the Commission  Positive rating - placed notes  There may be returning to the reprocessing | Commission |
| 4. | Student graduation certificate  Certificate of grades (Transcript) | Student Service |
| 5. | Original diploma  Diploma Supplement  The original documents of the student - by keeping the certified copies | Student Service |

Thesis for Master Level

Students upon finishing exams and seminary papers are approved, they submit request for approval of the Master Thesis.

To be permitted to prepare Master Thesis, the candidate submits a written request to the Panel on Master Studies. In the written request, the candidate indicates: Thesis topic, justification of topic’s selection, research purpose, scientific contribution, expected outcomes, study methods, research project, and proposal for the mentoring person.

Upon submission of the request for approval of Master Thesis, will be the verification of the candidate's file.

Verification of the candidate's files is performed by a permanent Board that operates in the College "Pjetër Budi" composed by: 1. College’s Dean, 2 . Executive Manager and 3. Director of Finance.

After file verification, the Board makes decision and concludes whether the candidate’s file is completed or not.

If the candidate’s file is completed, than the Panel on Master Studies evaluates the candidate's request and makes decision for approval and permission, or rejecting the request of the respective candidate for Master Thesis. By same decision will be specified the candidate’s Mentor.

Mentor is obliged to assist the candidate with suggestions, instructions, counseling until the completion of the Master Thesis.

Mentor must have relevant PhD degree.

Once Mentor has positively assessed the Master thesis, the candidate must submit a request to the Panel on Master Thesis, for assigning a commission for final evaluation and defense of the Master Theses.

The Committee for avaluation of the Master Thesis shall report to the Learning – Scientific Council on meeting the methodological- scientific conditions, on defence of the candidate’s Master Thesis.

After approving from the Learning Scientific Council of the College, the commission consults with the candidate to set date for public defense.

5.1.4. Documents on planned legal relations[[12]](#footnote-13) between the institution and students

The status, rights and obligations between the College and the student in general are regulated by the Statute of the College "Budi", which was approved by the MEST[[13]](#footnote-14)..

Besides at the Statute, when registering to college, students sign a legal contract with the College, which defines juridical-legal relationship, and regulates in detail the rights and mutual obligations between the contracting parties.

Moreover, the College allows students to make changes time after time to the contracts (through Annexes) in order to suit different circumstances created later[[14]](#footnote-15)

5.2. Programme Customs and Freight forwarding ( BA) (reacreditation)

5.2.1. Basic data for the study programme Customs and Freight forwarding ( BA)

|  |  |
| --- | --- |
| Description (name of the academic programme) | Customs and Freight forwarding |
| Level of qualification according to NQF (with abreviations BA/MA programme, university course , certificate or professional diploma) | Level 6 acording to National Qualification Framework |
| Academic degree or name of the Diploma , spelled out in full and in abbreviated form | BA  Bachalor of Arts in Customs and Freight Forwarding |
| Area of study according to the ERASMUS subject area code (ESAC) | 04 |
| Profile of the academic programme (specialisation) | Program prepares students to work in Customs and freight forwarding companies, as well as in other public/commercial institutions. |
| Minimum duration of studies | 3 academic years |
| Target group | Program Customs and Freight forwarding, Bachelor degree is targeting public and private sector in Kosovo and the region. Its aim is to prepare youngsters to become competent professionals capable to enter labor market, in particular the sectors where their expertise in freight forwarding, customs administration and international trade is in big demand. The program is dedicated to the students who have completed the secondary education and meet the requirements for studies in accordance with the Kosovo Law on Higher Education. |
| Form of studies ( full time, part time, distance learning, etc.) | Full time studies |
| Number of ECTS credits (total/per year) | 180 ECTS total  60 ECTS for academic year |
| Modules /subjects (titles) | First academic year:  *First semester*: Economics; Principles of management; Customs law; English language I;  *Elective*: Information Technology; Introduction to academic writing; Math;  *Second semester*: Custom systems ; Accounting ; Enterpreneurship; English Language II;  *Elective:* Information Technology; Communication and public relations; Statistics; ; Sociology  Second year:  *Third semster:* Custom recognition of goods;International freight forwarding*;* Human resource management; Customs information systems;  *Elective*: EU policies and law; Introduction to public administration;  *Fourth semester*: Customs administrative procedure; International transport; International finance; Competition law;  *Elective*: Customs internship; Freight forwarding internship;  Third year:  *Fifth semester:* International trade ; Protection of cultural heritage; Academic writing; Fiscal systems and policy ;  *Elective*: Customs internship; Freight forwarding internship;  *Sixth semseter:* Finance management; Logistics; BA thesis  *Elective*: International marketing; Crime psychology; Insurance in international trade |
| Number of study places | 100 |
| Person in charge for the study programme | Ali Ismajli, PhD |
| Permanent/scientific /artistic personnel (Number per staff category) | XXXX |
| Tuition fees | 1620 per academic year |

5.2.2. The rationale of the program for the labor market

Kosovo has a high level of unemployment. Although official figures varies from year to year and are not considered very reliable, according to the Agency of Statistics of Kosovo, unemployment in Kosovo is at the level of 35.3% of the working-age population, whereas at new generations is much higher and estimated to be 62%.

Lack of adequate education and training is estimated to be one of the reasons for such high levels of unemployment, but on the other hand Kosovo's labor market continues to feel the lack of skilled workers in almost every field.

Since 1999, Kosovo continues to be dependent on imports. Despite government efforts to improve the economic situation in the country, the level of domestic production remains far from meeting the needs of the domestic market, even less is able to increase the export. Exports cover only 13% of goods imported and the country is experiencing great difficulties, to find the right way to improve this situation.

Since 2007, Kosovo is part of the Free Trade Agreement-CEFTA, which includes the following countries: Kosovo, Macedonia, Albania, Serbia, Montenegro, Bosnia and Herzegovina and Moldova. This agreement provides tax-free trade customs between these countries.

Since 2000, the European Union has allowed Kosovo the free export of Kosovo products in its market. This implies that any product produced in Kosovo, may be exported to the European Union market, without being subjected to payment of customs duties. This year (2015), it is expected that this Agreement goes into a new stage of development of commercial relations with the European Union, thanks to signing of the Stabilization and Association Agreement (SAA), which will enable Kosovo to benefit not only from export of its products in the EU, but also to import the raw material from European Union, so after the product finalization, the same may be exported to the European Union market.

Trade exchanges that Kosovo has with other countries are still low. According to official data of the Statistical Agency of Kosovo, during 2014, imports were in amount of 2.5 billion euro’s whereas exports worth 324 million euro. If these data are compared with our southern neighbor, Macedonia, which has estimate number of population similar to our country, then we will see how much we got stuck at the economic development level in general. While in 2014 our country had imported and exported goods worth 2.8 billion euros, Macedonia during the same period, had imported and exported goods worth 9.2 billion euros (3,723 billion as exports and 5,485 billion of imports).

All this, including the recent agreement with Serbia on free movement of vehicles and agreement on green card (vehicle insurance), is expected to significantly increase the export, import and transit of goods, as well as the robust development of freight forwarding services, in which Kosovo has stalled significantly behind other countries in the region, due to the problems with freedom of movement of Kosovar citizens (problem of visas) as well as transport vehicles (recognition of vehicle plates, vehicle insurance are still not in place, etc.).

This potential growth and implementation of the agreement with the European Union, will require not only increasing the number of those who are involved in providing of freight forwarding services but also further increases the quality of such services. It is believed that by this growing "pressure", the Customs Administration and other public institutions in charge for economic policies will be forced to increase the number of customs officers and the number of employees in some other public institutions. Skilled labor force is needed not only to Customs but for agencies and other private corporations as well.

The program Customs and Freight forwarding - is needed and has justification for the labor market in the country, Kosovo needs very much professional staff in the field Freight forwarding, in the field of international trade, in the field of customs administration, etc.

At least this is conclusion coming from data of Agency for Business Registration. According to ABRK for the activity in the customs system "Asycuda World" appear that some 250 entities are registered as freight forwarding companies, but most of them have reached the business activity only within the Kosovo territory, because Kosovo is still limited to join international bodies such as the World Customs Organization (WCO) and other organizations that promote the development of free trade.

SAA signing opens the doors to Kosovo professionals and their activities in order to enter in easier manner the international market. This is one of many reasons why this program is so necessary to prepare the staff from the relevant fields that will be competitive for regional market and beyond.

5.2.3. International comparability of the programme

Study Program Customs and Freight forwarding BA, is provided in accordance with contemporary standards of Higher Education or the European Space for Higher Education (the Bologna Process). Kosovo fully applies the Bologna System of Higher Education.

Study Program Customs and Freight forward BA is provided for three (3) academic years .By the end student receives 180 ECTS credits that is in line with the National Qualification Framework as well. After graduating students receive scientific degree Diploma of Bachelor of Arts in Customs and Freight forwarding (BA).

During the preparation of the program, staff reviewed and took into consideration several similar academic programs: Southern New Hampshire University, "Seneca College" and other institutions that are part of the International Network of Universities of Customs, part of which is the College "Pjeter Budi", too[[15]](#footnote-16).

College has a cooperation agreement[[16]](#footnote-17) with the Faculty of Tourism and Organizative Science "St. Kliment Ohridski" in Ohrid, Macedonia, for staff exchange and curricula, which is a leader in the field of Customs and Freightforwarding in South East Europe, from this institution we had staff who have lectured at the College "Pjetër Budi", as well as staff of the College "Pjeter Budi" have been at the Faculty of Tourism and Organizative Sciences "St. Kliment Ohridski" in Ohrid, Macedonia, so this cooperation for staff exchange will continue in the future, as well.

From the structure of the Study Program Customs and Freight forwarding can be noticed that the international dimension of the subjects is present in significant portion. The international dimension of the curricula is consisting of two segments:

The first segment, has to deal exclusively with the subject/courses that comprise of many lesson units of international character[[17]](#footnote-18). At least 7 coursess have many chapters with the subjects of international policies, legislation or international practices relevance. Some of the subjects of such relevance are courses such as : International Trade; International Freighforwarding; International transport; International Financial Institutions; Insurances in the International Trade; EU Policy and legislation; International Marketing.

The second segment, appears at the subjects/courses that do not have purely international character, but in each of them are incorporated units topics and chapters of such character. E.g. in the subject Customs Law an important chapter is dedicated to the Customs Law of the European Union, or course Competition Law that also imply many units related to international and EU policies and law. Many other courses had lesson units of international caracter as well.

A special importance is paid to foreign languages, especially to English language. This course is mandatory in two semesters. For those that want to nurture their foreign language skills College ‘Pjeter Budi’ also offers non academic courses (trainings) that are free of charge. They are organized by Foreign Language Center of the College.

In addition, the program curriculum contains subjects from the field of information technology - which is the basis to explore the trends and flows of information in global markets and following the new trends in the field of freight forwarding, customs and logistics in general.

In the curriculum are included professional subjects that enrich the student’s knowledge with the basic things that should be known in order to be competitive in domestic, regional and world labor market as are the subjects of Economy, Entrepreneurship, Accounting, Mathematics, Competition Law, Statistics, Logistics, Financial Management, etc.,

A particular importance in the curriculum of the program Customs and Freight forwarding is paid to the internship where in two semesters students are obliged to attend the lectures and perform internships in the subjects Internship in Freight forwarding and Internship in Customs.

Subjects of Internship enable to the student to connect the practical work with the knowledge obtained during the lecture of the professor in the classroom. Part of the tasks assigned to Interns is to conduct research of the international practices and compare them with domestic ones.

Due to international aspect of our programme, students of the College ‘Pjeter Budi’ can work in any public institutions, private enterprises and corporations in Kosovo and abroad..

5.2.4. Target group that the program is dedicated to

Program Customs and Freight forwarding, Bachelor degree is targeting public and private sector in Kosovo and the region. Its aim is to prepare youngsters to become competent professionals capable to enter labor market, in particular the sectors where their expertise in freight forwarding, customs administration and international trade is in big demand.

The program is dedicated to the students who have completed the secondary education and meet the requirements for studies in accordance with the Kosovo Law on Higher Education.

5.2.5. Orientation of the study program according to the leading principles of the institution

The mission:

The College "Pjeter Budi" - Prishtina, in its mission implies to provide high-quality education based on knowledge and research in specific areas and in accordance with the requirements of local, regional and international labor market.

College "Pjeter Budi" - Prishtina is the only higher education institution in the country which provides study program for Customs and Freight forwarding.

Study Program Customs and Freight forwarding BA responds optimally to the needs of local and regional market for qualified staff in specific profiles.

The vision:

To prepare staff for the local, regional and international labor market for customs, freight forwarding, logistics and international trade;

To fulfill the labor market demand for staff prepared for European economic integration;

Conduct freight forwarding business, transport and logistics in Kosovo;

Be an excellence program for customs, freight forwarding, logistics and international trade in the country.

5.2.6. The aim and profile of the study programme

The purpose of the program is to produce experts that will meet the market needs . Program is designed in accordance with the concept of the modern education:

• To enable the student a direct connection of the theoretical lessons with the activities performed in practice in areas that are covered by the program,

• Students obtain knowledge, skills and competences to work in customs,

• Students be professionally prepared to work in an Kosovo international freight forwarding company,

• Students obtain knowledge, skills and competencies for local and international trade affairs,

• Students obtain professional knowledge for international transport, global logistics enterprises. etc.

• Students obtain knowledge from the legislative field in the country and the EU,

• Students become familiar with the competition law and its importance in the sector of freight forwarding and local/international trade in general,

5.2.7. Expected learning outcomes

Knowledge:

Upon graduation- the students are expected understand advanced concepts in the field of customs and freight forward.

The graduate is expected to know operational side of the customs and freighforward processes and procedures

It is expected to comprehend the principles of work in customs and freightforwarding in the integrated form

To know/understand principles of borders, cros border management and relevant terminology/concepts related to such field

To have informed judgement about theories and practices in customs, freightforward, logistics and international trade in general;

To be informed about the established techniques of data collection or research methodologies in the fields of customs and fereightforward.

Skills:

It expected that they be able to demonstrate the mastery and innovation to solve complex and unpredictable problems in a specialized field of work or study. This may include:

To be able to use detailed knowledge in the main subjects of customs, freighforward and international trade;

Use of specialized and advanced materials, or that are priority for customs, freightforwarding and international trade;

The define research projects, development or investigation and identification and implementation of relevant results in the field of customs, freighforwarding and international trade;

To practice at the professional level, which involves a high degree of specialization and demonstrate originality and creativity while working on issues of customs, freightforwarding and international trade,

Competence:

From graduates is expected to be able to carry out assignments that include the management of activities and technical and/or professional complex projects, which could include responsibility for decision making in the context of work or study contingencies or managing the professional development of individuals and groups.

To provide advisory services from professional subjects

Effective operation that together with colleagues lead the working process in customs, freighforwarding and international trade;

To be independent to take initiative for professional customs activities, freightforwarding and international trade, and taking the main responsibility for the work of others;

To cooperate with others and bring changes, develop new ideas, to lead the work in customs, freighforwarding and international trade;

To handle with competence ethical and professional issues in accordance with professional codes and practices in customs, freightforwarding and international trade

5.2.8. Relation between the theoretical and practical/ experimental part of study

'Customs and Freight forwarding' pays attention to the academic side and links academic issues with internship that will be carried out by the students during or after graduation.

The ratio between the theoretical and practical part of the study is analyzed in two directions:

In the context of the overall structure of the programme; and

Individually in subjects/courses itself.

Within the context of the overall structure of the programme, if we turn this into mathematical numbers, the average ratio between the theoretical and practical side of study programme is 62% theory and 38% practice.

In general most of the courses comprise of 60 hours of the work in classroom and 90 hours of other tasks assigned to student that will be carried in independent manner, at home, laboratory, library or other working environments.

In most of the cases out of 60 hours of course per semester ( in classroom and under direct supervision by lecturer) depending on the nature of course, the time is divided proportionally between lectures and exercises, or in some 70 per cent are lectures whilst 30 per cent are exercises.

Subjects like Customs information systems; Academic writing; Introduction to academic writing; Information technology; Statistics, Math, accounting and foreign languages ​​have more or less equal distribution of hours of lectures with those of exercises, whereas at a large part of other subjects, the theory can be dominant in relation to the practical part.

Lecturers are encouraged to use interactive methodology of teaching, so even within the lectures student is involved and participates actively in the teaching and learning process.

In majority of the subjects student is assigned to do some practical work (individual/group projects) and to do small research papers under the mentorship of professor. Such assignments keep students engaged in process of learning, researching and practicing.

In curriculum are included theoretical and practical subjects training followed by two (2) mandatory internships during the study in Kosovo Customs and freight forwarding companies, logistics.

The subject with purely practical character is[[18]](#footnote-19):

Internship in customs and

Internship in freightforwarding

Within each syllabi or in addition to syllabi’s, lecturers are required to provide to the students the table with the distribution of hours segregated by type of students engagement. Besides that in syllabus also comprises of explanation for the ratio between theory and practice.

Below is small example of how students engagement is distributed across 150 hours that he need to involve in process of learning and teaching in order to get 6 credits per course. Similar charts students get at the beginning of each semester for each course. The hours distribution varies from course to course, depending on the nature of the subject. From the table of each subject, student may know in advance, also the ratio between theory/practices for each course.

|  |  |  |  |
| --- | --- | --- | --- |
| Theoretical part | Hours | Practical part | Hours |
| Lectures | 45 | Exercises | 15 |
| Time for individual study | 10 | Time for individual study | 10 |
| Homework/Research/ | 35 | Presentations in group | 5 |
| Contacts with lecturer | 1 | Contacts with lecturer | 1 |
| Preparation for exam/quiz/final exam | 2 | Seminar | 10 |
| …. |  | Projects | 5 |
|  |  | Field work | 5 |
|  |  | Others | 6 |
| Total theory | 93 | Practice total | 57 |
| Theory in percentage | 62 % | Practice in percentage | 38 % |

5.2.9. ECTS calculation

In the College "Pjeter Budi", the ECTS calculation is regulated based on the decision of the Scientific Educational Council, where 1 ECTS = 25 hours (of lectures, exercises, practice of the student, that is in compliance with legal provisions in Kosovo.

Based on previous recommendations of the Kosovo Accreditation Agency experts the number of credits has been unified, therefore each of the subject now has 6 ECTS credits while for Bachelor thesis students receives 12 credits.

During first five semesters student have 4 mandatory courses and one elective. For all courses during semester student receives 30 credits. For one academic year student gets 60 ECTS, whilst for three academic years 180 ECTS.

Upon graduation, students will obtain degree: Bachelor of Arts in Customs and Freight forwarding.

Next is the table regarding the method of grading table for students:

|  |  |  |
| --- | --- | --- |
| Grade | Description | Percentage |
| 10 | Excellent | 90-100 |
| 9 | Very good | 80-89.5 |
| 8 | Good | 70-79.5 |
| 7 | Sufficient | 60-69.5 |
| 6 | Pass | 50-59.5 |
| 5 | Fail | 0-49.5 |

5.2.10. Internship

As mentioned earlier Customs and Freight forwarding programme envisages two subject / courses of Internship[[19]](#footnote-20).

Thanks to a not small number of MoU’s, the College has established partnerships with public and private institutions for Internships and other student activities.

The Agreement with Kosovo Customs is carried out very well on the ground. Students complete the professional Internship with Kosovo Customs according to the plan prepared by the College and Kosovo Customs.

The college has signed the agreement with the Association of Kosovo freight forwarding agents for the Internship also. Under this agreement the students carry out the internship in accordance to the plan prepared between the College and the respective freight forwarding agencies where the students are carrying out the Internship.

During the Internship the lecturer of the subject "The internship" prepares the plan supervised by the responsible official of the agency where the internship is to be carried out. The supervisor fills out evaluation form for the candidate and sends it to the respective lecturer. The lecturer then evaluates the student.

5.2.11. Research plan for the study programme under evaluation

The College’s academic staff is focused on scientific research that is associated with the program.

For the next 3 years are foreseen to be carried out the opinion researches on basic subjects taught in this program, that those subjects are adjusted to the labor market and how important are they to be taught in order to be applied in practice as in public institutions as well as in private institutions or enterprises.

It is anticipated that in the future the College to enrich the opus of scientific researches by organizing of scientific conferences, round tables, debates with students.

It’s planned to be organized the search for public institutions associated with study activities conducted at the College as: e.g. the Ministry of Finance, Tax administration of Kosovo, Association of Freight Forwarders, the Ministry of Economic Development, Kosovo Customs, Community Business (Kosovo Business Alliance, Economic Chamber of Kosovo, AmCham, German Commercial Chamber, British Chamber of Commerce, Kosovo Turkey Chamber of Commerce (KTCC).

Research Program Plan: Customs and Freight forwarding

Table 1.

|  |  |  |
| --- | --- | --- |
| Research | Implementation | Year |
| Management and its influence in developing business companies in Kosovo. | Students/professor lecturing subject Principles of Management” | 2016 |
| The role of customs in economic development: Kosovo case. | Students/professor lecturing subject Custom systems | 2017 |
| Freight forwarding and trade trends | Students/professor lecturing subject “International freight forwarding” | 2018 |

Table 2.

|  |  |  |
| --- | --- | --- |
| Conference | Implementation | Year |
| Topic: Marking International Day of Customs: Success and failures | Regional conference to be organized by ‘Pjeter Budi” Vollege; Participants: customs and freight forwarding officials, policy makers, business community representatives and academic/researchers from Kosovo and region. | 2016 |
| “Transparency of institutions implementing law” | Round Table; Participants: representatives of Kosovo institutions ; public administration ; Kosovo police; Finance Ministry, NGOs; media,etc. Organizer: College ‘Pjeter Budi”. | 2017 |
| “Fiscal policies and development in Kosovo and region” | International conference to be organized by College “Pjeter Budi’ with the representatives of policymaking and decision making institutions in charge for fiscal policies; academics/researchers from Kosovo, region and broader | 2018 |

Table 3.

|  |  |  |
| --- | --- | --- |
| Publications | Publisher | Year |
| Customs Law | University text; Publisher: Kolegji “Pjetër Budi”. | 2016 |
| Research papers | Scientific magazine “Logos” (annual publications) – Publisher:“Pjetër Budi”. | 2017 |
| International trade, logistics and development | University text; Publisher: Kolegji “Pjetër Budi”. | 2018 |

5.2.12. Students registration and admission criteria

Terms of enrollment are included in the Statute of the College "Pjeter Budi", which are deriving from the Law on Higher Education in Kosovo.

**According to the Statute of the College (Article 94.1) as terms for admission of students in Bachelor level in all Programs, are:**

Completion of secondary school in the Republic of Kosovo or abroad, to be proved by the following documents:

High school diploma;

High school Certificates on completion of the respective years;

Decision from the Ministry of Education for nostrification if the secondary or higher education is performed outside the Republic of Kosovo.

Each person who completed high school education and completed the national graduation test, may enroll in bachelor studies. In this context, the College provides equal opportunities regardless of gender, religion, race etc.

5.2.13. Overview of the Programme

The curriculum content is classified into the following categories: core subjects, intensifying/ advancing/expanding subjects and additional supplemental subjects. What a syllabus contains, see the syllabi sample in annex: 'The Program Dossier or below in SER, part of the short description of syllabi’s”. [[20]](#footnote-21)

Subjects are divided into mandatory and elective subjects. Program Study Curriculum: Customs and Freight forwarding contains in around 30 subjects , including here Bachelor Thesis. [[21]](#footnote-22).

Structure of the Programme Customs and Freightforwarding, Bachelor degree

In the column in front of the name of the subjects M stands for mandatory ; E stands for elective, whilst in column (Hours per week) L stands for lecture, while E stands for excercises

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Year -I- Customs and Freightforwarding, BA | | | | | | |
| First semester | | | Hours /week | |  | |
| Nr. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | M | Economics | 45 | 15 | 6 | Prof.Blerim Halili |
| 2 | M | Principles of Management | 30 | 30 | 6 | Prof.Ibish Mazreku |
| 3 | M | Customs Law | 45 | 15 | 6 | Prof.Orhan Ceku |
| 4 | M | English Language I | 30 | 30 | 6 | Prof.Valbona Voca |
| 5 | E | Information Technology | 30 | 30 | 6 | Prof.Nol.Dedaj |
| 6 | E | Introduction to Academic Writing | 30 | 30 | 6 | Prof.Imer Mushkolaj |
| 7 | E | Math | 30 | 30 | 6 | Prof.Agim Rushiti |
| Second semester | | | Hour/week | |  | |
| Nr. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | M | Customs System | 45 | 15 | 6 | Prof.Naim Huruglica |
| 2 | M | Accounting | 30 | 30 | 6 | Prof.Ilaz Duli |
| 3 | M | Enterpreneurship | 30 | 30 | 6 | Prof.Arun Tairi |
| 4 | M | English Language II | 30 | 30 | 6 | Prof.Valbona Voca |
| 5 | E | Information Technology | 30 | 30 | 6 | Prof.Nol Dedaj |
| 6 | E | Communication and Public Relations | 30 | 30 | 6 | Prof.Imer Mushkolaj Prof.Ulpiana Lama |
| 7 | E | Statistics | 30 | 30 | 6 | Prof.Agim Rushiti |
| 8 | E | Sociology | 30 | 30 | 6 | Prof. Ulpiana Lama |
| Year –II- | | | | | | |
| Semester III | | | M/E | | Subjects | |
| Nr. | M/E | Subjects | L | E | ECTS | Lecturers |
| 1 | M | Customs Recognition of Goods | 45 | 15 | 6 | Prof.Lule Beqaj |
| 2 | M | International Freight forwarding | 45 | 15 | 6 | Prof.Naim Huruglica |
| 3 | M | Human Resources Management | 45 | 15 | 6 | Prof.Hashim Rexhepi |
| 4 | M | MSI | 30 | 30 | 6 | Prof.Ilir Bytyqi |
| 5 | E | EU Policies and Law | 45 | 15 | 6 | Prof.Evliana Berani |
| 6 | E | Introduction to Public Administration | 30 | 30 | 6 | Prof.Naser Gjinovci |
| Fourth semester | | | Hours/week | |  | |
| Nr. | M/E | Subjects | L | E | ECTS | lecturer |
| 1 | M | Customs Administrative Procedure | 30 | 30 | 6 | Prof.Orhan Ceku |
| 2 | M | International Transport | 45 | 15 | 6 | Prof.Nol Dedaj |
| 3 | M | International Finance | 45 | 15 | 6 | Prof.Kushtrim Zeqiri |
| 4 | M | Competition Law | 30 | 30 | 6 | Prof.Naser Gjinovci |
| 5 | E | Customs Internship |  |  | 6 | Prof.Jeton Vokshi |
| 6 | E | Freight forwarding Internship |  |  | 6 | Prof.Jeton Vokshi |
| YEAR –III- | | | | | | |
| Fifth semester | | | Hour / week | |  | |
| Nr. | M/E | Subject | L | E | ECTS | Lecturer |
| 1 | M | International Trade | 30 | 30 | 6 | Prof.Arun Tairi |
| 2 | M | Protection of Cultural Heritage | 45 | 15 | 6 | Prof.Sabit Syla |
| 3 | M | Academic Writing | 30 | 30 | 6 | Prof.Imer Mushkolaj |
| 4 | M | Fiscal System and Policies | 45 | 15 | 6 | Prof.Naim Huruglica |
| 5 | E | Customs Internship |  |  | 6 | Prof.Jeton Vokshi |
| 6 | E | Freight forwarding Internship |  |  | 6 | Prof.Jeton Vokshi |
| Sixth semester | | | Hour /week | |  | |
| Nr. | M/E | Subjects | L | E | ECTS | Lecturer |
| 1 | M | Finance Management | 30 | 30 | 6 | Prof.Seadin Xhaferi |
| 2 | M | Logistics | 30 | 30 | 6 | Prof.Nol Dedaj |
| 3 | M | Bachelor Thesis |  |  | 12 |  |
| 4 | E | International Marketing | 30 | 30 | 6 | Prof.Ali Ismajli |
| 5 | E | Crime psychology | 45 | 15 | 6 | Prof.Sejdullah Mahmuti |
| 6 | E | Insurances in International Trade | 30 | 30 | 6 | Prof.Blerim Halili |

5.2.14. Short version of modules/subjects Customs and Freightforwarding

FIRST YEAR , FIRST SEMESTER

|  |  |
| --- | --- |
| Subject name | Economics |
| Short description of the content | It is a mandatory subject which is lectured through the first semester. With the subject Economic , student gets 6 credits. In the first part of the semester basic economics issues are lectured, such as: the aggregation demand, the aggregation offer, investments, gross national product (GDP), and some other economic aggregates.  Lecturing the issues above in the first semester allows us to proceed in the second part of the course which lets us review issues such as inflation, unemployment, economic growth, the functioning of the banking system and international economic ties. Different policies and instruments about how the state can intervene in the economy are also lectured in this course. |
| Expected learning aims and outcomes  (knowledge, skills and competences) | Upon completion of this course, student is expected to expand the knowledge and understanding of the basic concepts in the field of economics, as well as processes such as the cyclical increase and decrease of production, total output of goods and services as well as its growth, etc.  Knowledge  -The student is expected to understand basic concepts of economics  He/she is expected to recall phenomena./processes such as the rate of inflation and unemployment, balance of payments and exchange rates, as well as their different patterns.  The student is expected to identify main problems of economics in Kosovo and will be able to see/explain the differences and similarities of Kosovo economic trends with those of other countries in the region.  Skills   1. To form their opinion about the economic situation and problems of economic growth using economic indicators,  2. To evaluate the effect of fiscal and monetary policies in key economic aggregates in the context of specific situations,  3. To present simple mathematical models about student’s opinion in economic problems.  Competence:  To analyze key economic trends key indicators, including a comparative analysis with other countries.  They are expected to to make an impact assessment and provide analytical solutions based on knowledge of specific problems in the field of economics.  It is expected from the student to demonstrate the ability to link the quantitative data with qualitative analysis needs in different economic social and geographical contexts. It is also expected to synthesize them. |
| Teaching and learning methods | Classic lectures and discussions on the basic concepts within groups; presentations during exercises; student engagement in finding data in a specific area, presenting them in class and group discussion/ analysis; |
| Evaluation methods and passing criteria | The student is assessed throughout the semester, in which he/she gets points about activities, self initiative etc. If he/she intends to have a higher grade, a seminar paper is required.  Maximal grade of the final exam that a student can obtain is 8. The rest is from other activities demonstrated by student during the semester. |
| Concretization means | Slides, charts, research and analysis demonstrating the material taken from the Internet and slides provided by lecturer; |
| Ratio theory/practice | In classroom: 45 hours are lectures; 15 are exercises (all together 60 hours);  The rest of time (90 hours) of student engagement are proportionally divided for homework, study and independent research and preparation for the exams. |
| Basic literature to be used in each module | Ahmet Mançellari, Sulo Hadri, Dhori Kule, Stefan Qirici, “Introduction to economy”–, Shtëpia Botuese “PEGI” TIRANË, 2007.  Authorized lectures; College ‘Pjeter Budi’ 2014 |

|  |  |
| --- | --- |
| Subject name: | Principles of Management |
| Subject description | This course is based on the continuation of traditional and contemporary research on the subject of management and its application in our environment that surrounds us, management challenges and those of young managers and the familiarity with the new modalities in the field of modern management.  Students are taught of basic concepts and their differences in management; types of management and its application in the practice; challenges of the management and young managers; new modalities of management; case studies of success stories in management throughout different economic systems and geographies. |
| The aim of the subject: | The aim of this subject is to understand the modern challenges of management, its responsibility and conditions and of course its importance in the global scene of management. Secondly the subject aim is to increase understanding among the students about joint responsibilities in management; the role of ethics, broad inclusion and diversity; Planning strategically and taking proper decision while managing people/organization is another objective of the course. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Knowledge:  Student is expected to understand the basics of management and its types, to identify the skills of a manager, to identify different managerial procedures, to list and elaborate the main functions of management etc.  Skills:  To take decisions in responsible manner, in different contexts, always having in mind the values and principles of a human being.  -To be able to offer managerial services based on well grounded ethic principles in order to contribute to wellbeign of the people and society overall  Competences:  To provide consultancy services in the fiels of management  To offer responsible, creative/ innovative solutions.  To be capable to manage crisis situation, and to map different strategies. |
| Teaching / learning methodology | Problem-based learning, project work in groups, student-centered active learning, source research learning, usage of the case studies methodology, role-playing, classroom workshops, group presentations, sum ups with focus on reflection and analysis; |
| Evaluation method (criteria to pass exam) | Students are assessed throughout the semester, their attendance and their homework are evaluated; seminar papers, presentations, and their skills into role playing situations in exercise classes etc. Without demonstrating the right skills into communication, decision making, data/fact priority selections the students cannot get a higher grade than 8. They can get that grade with pre-tests and the final exam. |
| Concretization means | Internet research; guest speakers; charts ; case studies; presentation in power point; small surveys and analyzing success stories enlisted in studies and video/ audio records; The white board, power point presentation, computer Microsoft Office, and internet will be used as a tool . |
| Ratio between the theoretical and practical part of teaching | Although this subject requires basic theories into developing the critical opinion, judgment, managerial designed processes, but also the decision making skills, its content is proportionally aligned with the ratio of theoretical and practical teaching. 60 hours are meant for the student to have direct contact with the professor, 50% of the time is spent in exercise classes, and 50% in lectures. Student has 90 other hours for independent research work and preparation for exams. |
| Basic literature | ROBINS / DEKENZO, Basics of management, Concepts and basic applications, UET 2011. |
| Additional literature | Prof.Dr. Berim Ramosaj, Basics of Management, UP, Prishtine, 2007  Prof.Dr. Izet Zeqiri, Management: Concepts,practices,development from theory to practice. SEEU, 2009 ISBN 978-608-4503-29-3. |

|  |  |
| --- | --- |
| Subject name | Customs Law |
| Subject description | All chapters of the Customs Law; institutional and legal frameworks ; who is in charge over what; principles of Customs administration, work relations with the Customs; Customs criminality; Customs Laws of European Union, etc. |
| The aim of the subject: | The aim of this subject is for the students to obtain a high level of understanding of the Customs Legislation in the Republic of Kosovo and EU. Procedures that are applied are at the focus of well. |
| Knowledge, Skills, and Competences | Upon completion of this course students are expected to:  Knowledge:   - Understand, explain and analyze the Customs Code as basic legislation;  - To understand and analyze the concept of operation of customs institutions;  - To understand and analyze the concept of customs legal resources, both domestic and international;  - Understand the Customs Law of the European Union;  - To learn and analyze the functioning of GATT, WTO, WCO, the Customs and other institutions;  Skills  - The process of functioning of the Customs of the Republic of Kosovo,  - Preparation of legal documents for accession to the WTO and the WCO;  - For the preparation of legal documents customs;  - To understand the functioning of the Customs Law of the European Union.  Competence:  - Expected to be competent in interpreting , analyzing and synthesizing the provisions of Customs law;  -To participate in drafting the laws in accordance with the EU law  -to provide legal expertise in the field of Customs - Preparation of legal acts in accordance with European |
| Teaching and learning methods | Learning in groups, presentation of research papers in groups, active learning with the student at the center and case studies are few of the approaches that will be applied during teaching and learning process. The students will be also asked to simulate cases of situation where law has been applied in a ‘good or bad manner’. Situation will be analyzed and discussed in groups. |
| Evaluation method (criteria to pass exam): | During the course student is obliged to submit two essays or one seminar/research paper. Every student is also obliged to undertake two formal semi semestral assessments that will take place in written form. Part of semi semestral assessments are answers on questions and mini essay that is required from a student to write during such exams. Essay must have elements of comparative analysis. Student must reflect the knowledge gained during the past lectures. Final exam will take place at the end of the semester and the same one will take place also in written form. Passing criteria are envisaged in the Regulation for the Students Assessment of the College ‘Pjeter Budi’ . |
| Concretization means | The white board, power point presentation, computer Microsoft Office,etc. |
| Ratio between theory and practice | 75% lectures, 25% practical work; 45 hours of lectures and 15 hours of exercises; the rest of the hours are student’s engagement in research papers, home work, seminar papers etc. |
| Literature | -1. Orhan M. Çeku, Ph.D, “Customs Law” – Kolegji “Pjetër Budi”, Prishtinë, 2014  - Kosovo Custom Code, Code, Nr. 03/ L-109;  - Administrative Instruction No. 11/2009 on Implementation of Custom and Excise Code,  -Ylber Rraci: “ Introduction of Customs System”, Prishtinë, 2010 |

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| --- | --- |
| Subject name: | English Language I |
| Subject description | This subject in the field of Customs and Freight Forwarding is a mandatory subject, it grants the students 6 credits. The subject involves lectures and exercises in the spoken and written, English language – grammar included too. Exercises, reading and comprehending, oral and written communication, translation, etc, are the main focus of this subject, Lecture units are mostly about the terminology and the concepts from various fields from daily life and in particular from the field relevant to Customs and Freight forwarding academic programme. English Language I is also known as the ‘’Pre-Intermediate’’ level. Students whose English is poor will be required to participate in additional courses of English Language that are organized free of charge by College ‘Pjeter Budi’ |
| The aim of the subject: | The aim of this subject is for the students to expand their knowledge in English – mostly in reading and comprehending, written English, translating, and of course to further enhance their vocabulary with new words and expressions in the field they study. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competences:  According to European Framework Qualifications: | Knowledge: (Knowledge refers to the content of the subject )  To understand and communicate basic sentences and frequently used expressions related to areas of most immediate relevance (e.g very basic personal family information, shopping, local geography, employment)but also expressions relevant to academic programme ‘Customs and Freight forwarding’.  To understand, communicate and translate basic sentences and terminology relevant to the field;  To carry simple/ routine tasks requiring direct exchange of information and routine matters.  To describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate needs.  Skills: (Skills refer to possibilities of using correct spoken and written English)  -learn to read new words and sentences correctly  -understand and repeat audio texts  -use correct spoken and written English  - lean to correct mistakes in writing  Competences: (Competency refers to four skills of English: :reading, writing, speaking and translating)  -speak and write in English language simple things such as their personal information; background; description of the environment; of the main tasks of the Customs and freight forwarding as well as the processes of the later |
| Teaching / learning methodology | Interactive and Direct Methods. Students will be exposed to audio /visual materials. They will be asked to listen/watch and in order to repeat, communicate, interpret what they have seen, heard and watched. Majority of the work will be focused around exercises |
| Evaluation method (criteria to pass exam) | The formal semi semestral exams will take place in written form, whilst the final one is combined: part of it is in written and part is in oral form. Oral communication will be accessed throughout the semester. |
| The teaching/learning tools/ IT | The writing board, projector-computer, power point, cassettes, CD audio/video player |
| Ratio between theory and practice | Throughout the semester, the student has 30 hours for the lectures and 30 hours for exercises. To obtain 6 credits, he/she is expected to have 150 hours of workload. They are expected to exercise and learn independently also. |
| Literature | John and Liz Soars, New Headway-Pre-Intermediate, Oxford University Press, Oxford, 2009  John Eastwood-Oxford practice grammar; Oxford Learner’s Dictionary, Oxford University Press, Oxford, 2009  Burrniku: English grammar; ,bot.2., Interdiskont, Shkup, 2009 |

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| --- | --- |
| Subject Name: | Information Technology |
| Subject description | The course will include basic themes and topics on computer parts, software, hardware and MS Office tools. Windows operation and internet based research are among the units as well. |
| The aim of the subject: | The aim of this course is to prepare students to use computers in professional manner alongside with the applications of the MS office tools, windows operation and the proper usage of the internet. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Knowledge:  Basic concepts of IT  Knowledge about the tools of MS Office.  To make the difference between the tools.  Familiarization with different business applications from the Internet.  Skills:  To format a PC.  To install a hardware, such as; Printer and Fax.  To use MS Office.  To use these skills to create a document, a book, or a presentation.  Competences:  Competent enough to answer all the business needs  Capable enough to answer the dynamic changes which have an impact in the place of work, mostly in the IT sectors.  To know how to manage his personal achievements.  To demonstrate leadership in ideas and decisions about advancing or modernization of IT in a company or in any other institution.  To offer safety for IT units |
| Teaching / learning methodology | Small projects and exercises ‘learning by doing’ are foundation of the teaching methodology for this subject. Two hours of lectures, and two hours of practical work will be held weekly. Theoretical and practical exercises regarding the usage of IT in economy will be taught. Case studies, seminar papers, group work, etc. |
| Evaluation method (criteria to pass exam) | The student will be evaluated through an entire semester. He/she will undertake three written exams, two of which are semi semestral and one is final exam. |
| The teaching/learning tools/ IT | This course will be applying different tools of concretization, like the projector, computer, printer, scanner, and the internet. MS office tools and other applications. |
| Ratio: theory vs. practice | The ratio is 50% practical, and 50% theoretical. |
| Literature | ECDL Guideline and books (European Computer Driving Licence)  MS Office 2007 Professional |
| Additional literature | Other profesional books such as MS Office (MS Word; MS Excel; MS Power Point and internet)  Sources from: [www.trajnimi.com](http://www.trajnimi.com) |

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| Subject name: | Introduction to Academic Writing |
| Subject description | General knowledge of academic writing, identification and categorization of all types of materials, both print and electronic writing essays and other official and unofficial papers, avoiding plagiarism, learning to think critically and to conduct evaluations of the written papers/documents. |
| The aim of the subject: | Academic writing course aims to increase the skills of each student as in speech and in writing, in raising the level of student academic opinion. The course consists in raising the level of writing clearly, of thinking with a certain purpose, critical thinking and expression of knowledge in an academic manner. Students will have the opportunity to learn how to write academic tasks in this course. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course, students will gain:  Knowledge:  1. Learn to read and analyze critically.  2. Learn to develop a paragraph  3. To learn about the stages of writing an essay.  Abilities and skills:  1. Ability to implement knowledge about the processes of academic writing.  2. Ability to implement the rules of academic writing.  3. Skills for taking initiatives and managing the writing process, improvement, analysis etc..  Competence:  1. Competence to write a paragraph, a request, a complaint etc..  2. Competence in the analysis of an academic writing, improving his writing and criticism on the writing.  3. Competence in delivering proposals and decisions related to improving the essay, advanced writing, formal letters, etc |
| Teaching / learning methodology | Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study method, role-playing, classroom workshops, group presentations, the use the summaries and synthesizing documents. |
| Evaluation method (criteria to pass exam) | Requirement from the student is to demonstrate the knowledge, skills, and obtained competences. Questions in pre-tests and in the final exam will be designed in a way that would be easily identified by the student’s results in this subject. Throughout the semester students will be asked to write, write, write and to present orally their work. Both: writing and oral communication skills will be assessed. |
| Concretisation means | The white board, power point presentation, computer Microsoft Office,etc. |
| Ratio between theory and practice | 50 with 50 percent |
| Literature | Imer Mushkolaj, Introduction to Academic Writing (dispense, 2010, Prishtinë)  Ibrahim Berisha, Media, as an agent of communication (2007, Prishtinë)  Ermal Hasimja, Collection of lectures (2007, Tiranë) |

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| --- | --- |
| Course name: | Math |
| Subject description | Math concepts, math language and math problem solving are the basis of this course. |
| The aim of the subject: | The aim of this subject is to increase the math knowledge and skills for the future generations. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course students will gain:  Expected knowledge about:  1. Basic math Meanings  2. Basic Math Applications in practice  3. Basic Math Applications in Business  Ability and skills:  1. to recognizes the fundamental concepts of mathematics, language and methods of concluding  2. to apply the math knowledge in concrete situations .  Competence:  To provide training on math for secondary school students |
| Teaching /learning methodology | Math exercises, giving mathematical tasks; team work tasks and team work evaluation; simulation of games and competition; setting up problems and short cuts of problem solving in math, etc. |
| Evaluation method (criteria to pass exam) | The entire exam will have to do with mathematical tasks, which involve the entire logical process of solutions. The student can pass the exam if he has successfully finished 50% of the exam. |
| The teaching/learning tools/ IT | Tables, Microsoft Excel in which mathematical formulations will be demonstrated, so students can use them for work/business purposes. |
| Ratio between theory and practice | Fifty percent theoretical work and fifty percent practical work. |
| Literature | Zejnullahu R: Math analysis I, UP- Prishtinë 2010 |
| Additional literature | Larson E, Hostetler R: Calculus, D.C. Heath and Company. Lexington, Massachusetts Toronto,2010. |

First year, Second Semester

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| Course name: | Customs System |
| Subject description | This subject covers the most important part which students should know in relation to customs, the reason for their existing, functions and the objectives why customs are applied. The subject provides opportunity to get knowledge regarding customs system, rules of origin, the valuation of goods, tariff classification, etc. |
| The aim of the subject: | The subject aims to give to students the necessary knowledge mainly related to concepts and basic categories of theories and practices regarding customs system of a country and its function. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | After accomplishment of the subject, the students will get:  a) knowledge  1. To learn the meaning of economic life and the role Customs have on economy of a country.  2. To learn about concept, functions and the elements of customs system.  3. To learn about tipes of customs, advantages and weaknesesses of each applicable customs system.  b) skills  1. The ability on implementation of knowledge regarding customs system.  2. Skills to take initiatives and to manage business.  c) competences  1. Competence to manage small and medium business.  2. Competence to evaluate the problems on managing the trade businesses in customs field.  3. Competence on managing the trade business, freight forwarding services, etc. |
| Teaching / learning methodology | Concretization of theoretical concepts learned during the study, mostly combined with the analysis of practical examples.Team work, case studies.Throughout the semester 60 hours will take place in classroom (45 hours of interactive lectures and 15 hourse of sum ups and excercises) |
| Evaluation method (criteria to pass exam) | During one semester will be organized two MIDTERM tests, and in the end a final test. Tests have closed questions, multiple choice, with a total of 20 questions. Each question has 2 points with a maximum of 40 points.  The student passes the midterm if he has more than half of more correct answers. Only if the student passes the first midterm, he can attend the second one. Final exam is conducted also in written form and student can get maximum 80 points. For grades higher than 8 student is obliged to be active during the lectures, to write essay or conduct research and present them in classroom. |
| The teaching/learning tools | Case studies; power point presentations, research in internet; |
| Ratio between theory and practice | Besides theoretical part, student is exposed to continuous exercises and home work. 70 % of 60 hours in the classroom is theory; 30 # is practice |
| Literature | Ylber Rraci “Basics of Customs Systems ”, Prishtine, 2010  Dr. Sabahudin Komoni “Finance”, Prishtine, 2008  Authorized lectures and power points from professor 2015 |

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| --- | --- |
| Course name: | Accounting |
| Short description of the content | Knowledge about accounting in general, in practice and in theory, types of accounting, the changes in economics and chronological evidences, transactions in cash and credit, supplying proccesses, transformation of the many assets, and the methods of amortisation. Subject also focuses on capital review, income review and cash flow review, etc. |
| Expected learning aims and outcomes (knowledge, skills and competences) | After the completion of this course, the students will gain:  Knowledge  He / she is expected to have knowledge on about the enterprise accounting, accounting forms of assembly, and harmonization with the international accounting standards.  Skills  The ability in the implementation of knowledge regarding the implementation of international accounting standards.  Competence:  Competence in the interpretation of decisions on the enterprise, competence in the management of insurance companies, power to control internal and external enterprises. To enable students to successfully use their methods and skills in accounting |
| Teaching and learning methods | Concretization of theoretical concepts learned during the study, mostly combined with the analysis of practical examples. Group work, case studies, research papers. Workshops in classes, practical work, role playing interactivity. Application of the online platforms of accounting. |
| Evaluation methods and passing criteria | Throughout the semester the knowledge, skills and competencies of the students is evaluated, in two pre-tests and in the final exam, etc. |
| Concretization means (IT) | White board, Internet, Wireless, Computer, Projector, Power Point slides, etc. |
| Ratio between theory and practice | 50% of theoretical work, and 50% of practical work. In a semester there will be 30 lectures, and 30 hours of exercise in class, and the remaining 90 hours will be for student’s independent work, home work and other independent initiatives. |
| Literature | Dr. Etem Iseni ‘’Basics of Accounting” Tetovë 2010  Dr. Skender Ahmeti ‘’Financial Accounting ’’ first part, Prishtinë, 2007.  Thanas Dhimarko ‘’Introduction to accounting’’ Prishtinë 2010 |

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| Subject name | Entrepreneurship |
| Subject description | This subject presents the basic theoretical and practical concepts of an entrepreneur, and entrepreneurship and the way of founding the necessary processes to develop a sustainable business. |
| The aim of the subject: | The aim of this subject is to stimulate and give the right skills to a student to establish an entrepreneurship and to prepare them to make it economically sustainable. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Knowledge:  Knowledge on how to approach the goals and ideas,  Individual attributes of entrepreneurs,  Identification of problems, events  Abilities & Skills:  Ability to develop innovations  Ability in creativity,  Skills to succeed as an entrepreneur.  Competences:  Leader in taking initiatives for change.  Competence in making various economic activities in conditions of uncertainty.  Competence in business making and risk control. |
| Teaching / learning methodology | Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study method, role-playing, classroom workshops, group presentations, the use the summaries of learning for students to record their educational experience. On regular basis student is asked to do homework. Each of the students is also obliged to have at least one day internship in various companies. The expertise gained during such visit/internship student is obliged to bring back to colleagues by presenting his/her observations in classroom. |
| Evaluation method (criteria to pass exam) | Interactive lectures in which the student’s engagement will be required. Exercises consist of different mini tests, case studies, role playing, quiz, etc. The students will be assigned to complete home work and the same one will be assessed on regular basis. Two semi semestral courses will take place alongside with the final exam. NO student will get 100 points (the highest grade 10) if she/he does not bring creative and innovative mini projects which might be an added value to small and medium enterprises in Kosovo but abroad as well. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Ratio between theory and practice | 50 % theory – 50% practice |
| Literature | H.S KUMAWAT (2009). Modern entrepreneur and entrepreneurship. Theory process and practice.  Robin Lowe & Sue Marriot (2006). Enterprise Entrepreneurship and Innovation Concepts Contexts and Commercialization  Sustainability, Innovation, and Entrepreneurship  By Andrea Larson, University of Virginia File Type :Online: https://saylordotorg.github.io/text\_sustainability-innovation-and-entrepreneurship/ |

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| Course name: | English Language II |
| Subject description | This subject involves English grammar, spoken and written English, translation, and professional English with separated groups of students. It is continuation of a previous level of the English that students taught during the first semester. The focus of the subject is communication and grammar exercises of a more advanced level. |
| The aim of the subject: | The overall aim of the subject is to enlarge students’ previous knowledge in reading, speaking writing, and translating. More specificalluy the objectives of the course are for student to feel /be  *•* confi dent in working with information and ideas – their own and those of others  • responsible for themselves, responsive to and respectful of others  • refl ective as learners, developing their ability to learn  • innovative and equipped for new and future challenges  • engaged intellectually and socially, ready to make a difference |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge: (Knowledge refers to the content of the subject )  To understand virtually everything heard or read in relation to customs and freightforwarding.  To summarize information from different spoken and written sources, reconstructing arguments in a coherent presentation.  Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations.  Skills: (Skills refer to possibilities of using correct spoken and written English)  -learn to pronounce words and sentences correctly  -comprehend and analyze listening text  -use correct spoken English  -learn to correct mistakes in English  - learn advanced terminology for Costumes and logistics  Competency: (Competency refers to four skills of English: :reading, writing, speaking and translating)  -competency refers to four and English skills  -use spoken and written English with competency  -be able for competent work that implies the use of oral and written skills in English language |
| Teaching / learning methodology | Interactive and Direct Methods |
| Evaluation method (criteria to pass exam) | On weekly basis students knowledge and skills are assessed through question and answers session in the classroom .  Example: two semi tests and final exam; written test with the multiple choice questions/answers  Example: How many point student must get in each of those mentioned above in order to pass exam |
| The teaching/learning tools/ IT | The writing board, projector-computer, power point, cassettes, CD player; video player |
| Ratio between theory and practice | 50 % theory and 50 % practice |
| Literature | John and Liz Soars, New Headway-Intermediate, Oxford University Press, Oxford, 2009  John Eastwood-Oxford practice grammar; Oxford Learner’s Dictionary, Oxford University Press, Oxford, 2009 |

For the syllabi of the Information Technology please refer to the previous semester.

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| Course name: | Communication and Public Relations |
| Subject description | The structure and the functioning of communication in all levels of work. The understanding of communication, the preparation of the students for a successful communication in their business .Development of the abilities and skills of the young generations to communicate in professional manner; to conduct research and use in their daily life good practices of communication and PR. |
| The aim of the subject: | This subject aims to enhance the student’s communication skills in their work field. Basic terms of communication, forms of communication, cultural typology of communication in local, regional and global levels, etc. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course, students will gain :  Knowledge :  1. To comprehend the meaning and practical application of communication and functioning of public relations and media.  2 . To know concepts and communication functions.  3. To learn about the ways and methods of successful implementation in practice of communication.  Abilities and skills :  1. To implemented the knowledge taught during the semester in the field of communication and public relations  2. To implement plans and policies for successful process of public relations.  3. To take initiatives and communication management process and public relations in the workplace.  Competence :  1. To manage communication processes in organizations, institutions or companies.  2. To assess the problems and challenges that arises in the process of communication and public relations.  3. To prepare proposals and come with suggestions in regard to the improvement of the communication process in organizations, institutions or companies. |
| Teaching / learning methodology | The subject has equally same number of theory and practical lessons; although theoretical part of the lectures is extremely interactive and oriented toward the students engagement. Case studies; role play; games are some of the tools that will be used. |
| Evaluation method (criteria to pass exam) | 10 points max for a seminar paper, essay, and good communication skills and as well as their presentation in class.  10 points max for interactivity in class.  The remaining 80 points are obtained from the two pre-tests or the final exam. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Ratio between theory and practice | Report theory – practice is 50 to 50 percent |
| Literature | Liljana Batkoska, Iljaz Huseini, “Communication and Public Relations’ (2007, Ohër)  Ibrahim Berisha, Media as an Agent of Communication’ (2007, Prishtinë)  Ermal Hasimja, Collection of lectures ; (2007, Tiranë)  Agim Neza, ‘Public Relations’ (2007, Tiranë) |

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| Course name: | Statistics |
| Subject description | This subject involves the basics of Statistics as a science, which can be applied in analyzing multiple sectors such as nature, economy, and in society overall. |
| The aim of the subject: | The aim of this subject is to obtain the right professional knowledge about Statistics. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this subject, students will gain:  Knowledge:  Professional knowledge about the subject  Knowledge that covers critical understanding of theories and principles in statistics.  Being able to identify key areas of examination within the field of interest  Abilities & Skills:  Ability to have autonomy in applying statistics in business.  Ability in develop simple statistical models  Ability to Identify key variables  Competency:  Create statistical models and put into practice theoretical concepts.  Competence in autonomy exercise during the activities. |
| Teaching / learning methodology | The teaching methodology is student-centered approach based on in groups problem-solving. Classroom projects and group presentations are a major component of the course. Each class begins with a summary of the previous class lecture in order to recap important key aspects of the particular chapter. |
| Evaluation method (criteria to pass exam) | In a semester there will be two pre-tests, and at the end of the semester is the final exam. If the student gets more than fifty points, he / she can pass the exam or the pre-test. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Ratio between theory and practice | 30 hours of lectures, and 30 hours of exercises. Lessons are interactive and within them, 30 percent of the time the student will be demostrating their practical knowledge. |
| Literature | Faruk Belegu: “Statistika”, Prishtina, 2010 |

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| The name of the subject | Sociology |
| Subject description | Sociology directs attention to how the parts of society fit together and change, and the consequences of that social change. We are faced with a complex and rapidly changing social milieu in modern industrial-bureaucratic societies. A study of Sociology provides the conceptual tools and methods for understanding the social milieu--whether it is expressed in: group attitudes, values, behaviors, political processes of workers, families, organizations, consumers, governments. Sociology provides our best means for understanding how "the system" works – whether we want to understand the world we live in, or we want to change society radically, modify it, and preserve it as it is. Similar to fields such as philosophy and history, in sociology the skills we acquire are "transferrable" to many fields. It provides also tools for research, critical reading, writing and analysis, which are essential for any kind of work. By learning about things like how class, gender, ethnicity and other factors shape people’s life chances, their experiences in organizations, and how broad scale institutions impact individual lives, sociologists promote not just greater understanding but also positive change. |
| The aim of the subject: | Introduce students to the ideas and approaches used in Socioloology. Develop their capacities for critical thinking and understanding of life and work. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | **(a) Classical and Contemporary Theory**  provide training in analytical thought and tighten student’s grasp on central sociological concepts and theories.  **Group Process, Social Psychology or Social Structure** increase students’ understanding of team dynamics and informal organization.  **Social Problems** lectures contribute broadly to many careers, as they address the most critical issues facing society today, including crime, substance abuse, violence against women, and poverty.  (b) **Cross-cultural understanding**, especially regarding racial, ethnic, and gender differences in values, perceptions, and approaches to work. Employers need workers who can understand and operate within the context of cultural and other diversities.  **Analytical skills**, particularly problem-solving ability and sharp, critical thinking. These skills are a plus for all kinds of duties and projects.  **(c )Statistics, Applied Sociology, and computer-based Social Data Analysis** that we develop during the course contribute to student’s ability to conceptualize problems and develop research strategies. |
| Teaching / learning methodology | Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study method, role-playing, classroom workshops, group presentations, the use the summaries of learning for students to record their educational experience. |
| Evaluation method (criteria to pass exam) | During one semester will be organized two MIDTERM tests, and in the end a final test. Tests have closed questions, multiple choice, with a total of 20 questions. Each question has 2 points with a maximum of 40 points. Exceptions make some specific classes which have special specifications, number of questions – assignments might be less, but with more point, and in the total of 40 points doesn’t change.  FINAL EXAM  To determine the final grade for full time students will be applied this evaluation method:  80 points maximum from final exam, written or oral, in essay format or filling put the written test, by which will be evaluated the final knowledge of the specific course  10 points maximum from a paper, essay, research paper, presentation  10 points maximum from their attendance in class – attendance and interactivity (participation) during the lectures. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Ratio between theory and practice | Practical work: 50 % with 50 % lectures vs. excercises |
| Literature | Giddens, Anthony 'Sociologjia' / Sociology ; latest edition  Nje histori e shkurter e se ardhmes’ / A short history of the future; Jacques Attali  'Pasuria e Kombeve' / The wealth of nations; Helen Winter, Thomas Rommel  ‘Historia e Parase’ / The history of Money; Niall Ferguson  'Historia e Ekonomisë' / The history of Economy; John Keneth Galbaraith  'Si u pasurua Perëndimi' / How the West grow rich; Birzdell Rozenberh  ‘Politika si Profesion’/ Politics as a vocation; Max Weber |

Second academic year, third semester

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| Course name: | Recognition of goods at customs |
| Description : | The course includes the major princples for the recognition of different types of goods at customs. It explains the separation, classification and identification of goods according to their respective sections. |
| Course Objectives: | The aim of this subject is to give the students the right knowledge about the types of goods and their attributes, for them to be able to identify and classify the goods etc. Beside this the aim is to prepare students to understand importance and types of measures that they need to undertake in order to prevent goods during the transport. |
| Expectations: | Expected results:  Knowledge:   To understand the matter relating to recognaiton of the goods at customs.   Capacity and skills:   To be able to identify and clasify the types of the goods.   To be able to assess the adequate conditions for transportation and safeguarding of the goods.  Competences:  - to be responsible in relation to the customs goods management |
| Teaching / learning methodology | Concretization of theoretical concepts through analysis and practical examples. Work groups, case studies; study visit to the local institutions. |
| Assessment | Students may request exams to be arranged in oral manner or they may be subjected to written exam (final exam), after they have been subjected to two mid-term examas during the semester. The student receives a passing grade once he/she has accumulated at least 50 percent of the materials. Students will accumulate 20 points by class attendance, study visit reports and the project / case study that will be assigned as homework during the semester . |
| Concretisation means /IT | The white board, internet, wireless, power point presentation, projector, computer etc. |
| Theory vs practice | 45 hours are interactive lecture classs and 15 hours of practical exercises. |
| Literature: | N. Strbac: Teknologjia dhe Njohja e mallrave, Universiteti i Beogradit, 2007  T. Lazibat, T. Bakovic: Poznavanje robe i upravljanje kvalitetom, Zagreb, 2012.  L. Pieterne, M. William, Food Quality Management, 2009 |

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| Course name: | International freight forwarding |
| Subject description | This subject offers the theoretical and practical knowledge about international freight forwarding; It envisage to offer students knowledge and analytical skills in regard to freight forwarding, the importance of international forwarding of goods, the way that the international freight forwarding works, and the transportation of goods, the best international practices, documents, etc. |
| The aim of the subject: | The aim of this subject is for the students to obtain the general knowledge about international freight forwarding and its importance in trade development. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | After accomplishment of the subject, the students will get:  a) knowledge  1. To understand importance of international freight forwarding ad the techniques of document preparations;  specifics of the work of freight forwarding agent, about the quality and quantity control of the goods in international transport, etc.  3. To list and apply the methods of payment in forwarding of goods, warehousing, etc.  4. To interpret main documents used on international freight forwarding .  b) skills  1. to prepare necessary documentation for transport of goods, etc.  3. to take initiatives and to manage business.  c) competences  1. Competence to evaluate the problems on managing the business regarding freight forwarding issues and carry freightforwarding tasks in professional manner. |
| Teaching / learning methodology | Interactive lectures and inclusion of students all the time in teaching and learning process; raising issues, questions and dilemmas in order to stimulate debate and critical thinking in this field |
| Evaluation method (criteria to pass exam) | Student can obtain twenty points from his/her engagement and attendance in the class and his independent work demonstrated in seminar papers or any research paper that he/she wants to present in class. The remaining points, he/she can obtain them by giving the correct answers in the pre-tests or in the final exam. Both formal assessments and final exam will always take place in written form. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. Practice ratio | 70% of theoretical work, and 30% of practical work. |
| Literature | Kosovo Customs and Accize Code, Prishtina, 2008  Dr. Mehdi Hetemi “ E drejta me njohurite themelore te se drejtes afariste”, Prishtine, 2008  Zoran Antonijeviq, E drejta ekonomike, Ligji I maredhenieve te detyrimeve, 2010 |

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| Subject name | Human Recourses Management |
| Subject description | This subject deals with the basic concepts of human resources management, involving the ways of recruiting, selections, motivation, development and the employers awarding etc. A group strategy for human resources development will be presented, developed and analised; the specific needs for human recource development will be defined alongside with the process of planning at each stage of HR development. |
| The aim of the subject: | This subject aims to give the proper knowledge to students about the concepts of management and their development of human resources, the understanding and its importance in an organization, company, etc. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course, students will gain:  Knowledge:  1. To understamd the meaning and practical application of management and human resource development.  2. To comprehend the concepts and functions of human resource management.  Abilities and skills:  1. To be capable to implement knowledge about the management and development of human resources.  2. to implement plans and policies for the management of human resources.  3. to take initiatives in human resource management  4. to work without prejudices with other regardless of ethnic,race,gender or sexual orientation background  Expected competence:  1. Competence to manage human resources in organizations, institutions or companies.  2. Competence in the assessment of management problems.  3. Competence in making decisions related to human resources in organizations, institutions or companies. |
| Teaching / learning methodology | Student’s involvement in the process of lecturing, commenting, questions or different presentations in class. In each calass at least 15 minutes will be classic lectures, the rest is interaction, reflection in any analysis. About fifty percent of the work is exercises. |
| Evaluation method (criteria to pass exam) | Condition to pass exam is for student to demonstrate that he/she absorbed at least 50 per cent of the subject. Student grants 10 points for his independent work, seminar paper, research paper, etc. The remaining points are obtained in the pre-tests or the final exam. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. Practice ratio | 45 hours of lecture and 15 hours of exercise during the week |
| Basic literature | Ymer Havolli, Menagement of Human Resources (2011, Prishtinë)  **Paul Benfield and Rebecca Kay: The introduction to human resource management; Oxford University 2011**  **Gabriela Rakicevic,** Menagement of Human Resources **(2007, Ohër)** |

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| Subject title: | *Management Information System – MIS* |
| Subject description | The subject involves a general perspective regarding the conepts and the main components of Information System, and their multidisciplionary role, the information needs in different modern organisations and businesses here involving the decisions, operations, and other needs. The concept of living, and development of Information System is treated, (analysis, and implementation) until the management of knowledge, quality and integrity of data, and the relevant information outcomes about the organisation and business in general. |
| Aim of the subject: | The aim of this course is that through projects, discussions, the usage of different applicative softwares’, to equip the students with the right knowledge regarding the management of information system, web content, internet, and the integration of MIS in other disciplines and other fields.  Students will be able to work in any information system, either a system of transactions, purchasing, online payments, budget, human resources, assets management etc. |
| Knowledge, Skills, and Competences: | *Knowledge:*   * Knowledge regarding the basic concpets of an information system. * To understand the components of an information system * To make the difference between the types of information system * General knowledge about the functional concepts about the basics of information and the deposits of files. * Knowledge about the integration of MIS and other disciplines in other fields.   *Skills:*   * Skills to understand the importance of the information systems about the organisations, and businesses. * To apply the systems of information in ab usiness, and managing the information systems. * To manage different information systems that are a fundamental component about an organisation. * Skills to improve the processes of work and the abilities in automatizing them through the information of systems. * To apply a plan in protection the informations in a case of threats.   *Competences:*   * To be able to map and plan the purchases and the maintenance the system of informations. * To analyse and offer a solution in case of any potential threats in the security of informations. * To analyse and offer a solution in the data process through different information systems. |
| Learning and teaching methodology | Learning and teaching methodologies are based in lectures which are fulfilled through the additional reading materials, discussions, and presentations. Study cases will be analysed, and presented by the students. Students will also be encouraged to make questions, comments, suggestions, through the lectures so they can bring different discussions. |
| Evaluation Methods | Besides the mandatory participation in the class, and the student’s participation in two pre-tests, student is also obligated to finish a seminar paper until the end of the semester, topics which are given by the profesor. |
| Concretization means – TI | White board, Power Point Presentations, Internet, Computer, Projector, etc. |
| Theory vs. practice ratio | 50% theoretical focus, and 50% practice. |
| Basic literature | Dr.Bashkim Ruseti & Dr.Kozeta Savrani, Sistemet e Informacionit të Menaxhimit, (2009) |
| Additional literature | 1. *Dr.Jusuf Fejza “Menaxhimi i Sistemeve Informative”Prishtine 2012* 2. *Keneth C. Laudon, Jane P.Laudon “ Essential of Management Information Systems, Hall by Prentice-Hall, Inc,2009-2007;* |

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| Course name: | EU Policies and Legislation |
| Short description of the content | The subject contains basic information for legal and institutional framework in the European Union (EU); Political and economic principles are elaborated throughout this subject based on how the European Union works; different criterias and and procedures are also analysed for EU membership. |
| Expected learning aims and outcomes | To deepen the European mindset amongst future generations, enhancing the knowledge and their skills needed to foster the European perspective of Kosovo and the region in general. The subject aims to raise theoretical knowledge of law aspects, political aspects, different social and economical proccesses for the EU membership. But on top of everything else is increasing awarenees and deepening european values. |
| (knowledge, skills and competences) | Knowledge  To understand the institutional and legal European Union framework ; to know who is in charge over what; to become familiar with decision making and policymaking in EU.  To understand and to be able to contextualize political, economical criteria, and European standards for the European Membership.  To be able to explain the proccesses of integration and best practices; to possess analytical capacity in order to carry european values on daily basis , in working environment and elsewhere.  Skills   Capable to face professional competition in the labor market in the country and abroad.  Ability to do research papers and present the problems and different study cases.  Ability to present and protect the findings of different scientific work and analysis.  Competence:  To analyse and suggest the solutions from a critical perspective/point of view of different European phenomenas and different integration proccesses using an integrated multidisciplinary approach  Autonomy for professional initiatives and capacity to undertake professional activities and responsibilities;  Cooperate with others and the ability to operate in diverse and/or international/intercultural environment . |
| Teaching and learning methods | Innovative forms, like the recorded lessons, usage of different video materials and then analysing them in groups. Team research in the internet but also on the field; bringing relevant guest speakers in the classes; workshops and the participation in professional conferences. |
| Evaluation methods and passing criteria | Student skills and competences are assessed mainly in the performance during the semester and the completion of different tasks (research papers/different studies/presentations in seminar conferences), but also during the pre-tests or the final exam.  Pre-tests and the final exam are written exams, besides these, a mandatory element is the essay, which has to reflect in the knowledge of the student about the field he/she is studying. |
| Concretization means (IT) | Audio and Video materials, usage of the white board, the presentations in power point slides and presentations |
| Ratio between theory and practice | 75% lectures and 25% practical exercises. But among the lectures 50 per cent of the time is of practical nature as well. |
| Basic literature to be used in each module | Jean Paul Jacque. “The institutional Right of European Union” 2010.  Cyril Nourissat “The business rights in EU” 2010.  Lisbon Treaty & Progress Reports of EC for Western Ballkan Countries 2013-2015  Stabilisation Association Agreement between Kosovo and EU (2015) |

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| Subject name | Introduction to Public Administration |
| Short description of the content | This course is focused on social relations and administrative law. The subject deals with the most important institutions of the public administration, then its reform process and digitization as a fundamental process. Subject also touches different comperative aspects about the well developed countries and those in transition and of course the historical period, development and reform of Kosovo's public administration and administrative procedures. |
| Expected learning aims and outcomes (knowledge, skills and competences) | The aim of the module is to equip students with the theoretical and practical knowledge needed for successful transformation of public administration; its institutional and legal framework; best practices that translated to better services to the citizens.  Knowledge  To understand main concepts of Public Administration  To know the institutional organisation of Public Administration and its competences.  To comprehend and understand differences between primary and secondary judicial documents about Public and State Administration  Skills  To be able to find and use the general and legal administrative acts.  To be able to interpret the administrative guidelines on the occasion of their implementation  Ability to utilize for professional ways, procedures and mechanisms of administrative institutions  To detect, analyse, and to find the adequate answer of administrative problems such as corruption, decisions, and not the right procedures.  Competence:  To have sufficient professional expertise that independently can design and implement a strategy for freforma segments of central and local  To be able to research and synthesize the findings of case or comperative studies. |
| Teaching and learning methods | Theoretical review of subject including practice.  Comparative review of issues, highlighting shortcomings and advantages related to this field in Kosovo and the possibilities for different reforms.  Discussions about concrete case studies from the field of Public Administratin in the Republic of Kosovo.  Different presentations of different topics from the students under the supervision of the profesor and the opening of a debate (interactive learning)  Exercises and seminar paper work as an interactive process of learning for the students, based on an independent study of the matter by the student under the supervision of the teacher of the course.  Review of different cases with the main purpose to ease the understanding and the learning of the subject from the students. |
| Evaluation methods and passing criteria | The student is assessed with two pre-tests and with the final exam. Student is also evaluated by winning points of his or her research paper which is griven as a homework throughout the semester. |
| Concretization means (IT) | Presence of a Public Administration expert in the class with the in order to concretize the work process within the institution; a visit to the municipal institutions; researching in the internet, white table, and the projector. |
| Ratio between theory and practice | 50% lectures and 50% practical exercises. |
| Basic literature to be used in each module | Authorized lectures. Prof. Naser Gjinovci, 2015  Prof. Esat Stavileci: E drejta administrative dhe procedura administrative; 2010  Laws: Law for administrative conflict; Law for administrative procedures;  European Chart for Local Governance |

Fourth semester

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| Course name: | Customs Administrative Procedures |
| Subject description | Meaning of administration, administrative bodies, administrative activity, and administrative procedures. Customs administrative procedures, initiation of proceedings, the parties in the procedure, type of procedure, decisions in the customs procedure. Appeal procedures, etc.. |
| The aim of the subject: | The purpose of this course is that students gain knowledge, skills and competencies for the customs procedure. Students will gain knowledge of the different types of customs procedures, their characteristics, legal rules, the possibilities for their application in practice.. Customs procedures, application of regular and extraordinary legal tools within customs procedures, practical examples about it, and the possibilities for initiating and administrative features of conflict, as a tool for judicial protection. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course students will gain:  Knowledge:  To understand public administration, administrative activity, administrative procedure, in particular for the customs procedure this is carried out by the customs administration.  Abilities and skills:  To provide, to interpret and communicate the knowledge gained for administrative and customs administrative procedure.  Competence:  to develop practical administrative customs procedures.  -to work in customs authorities to perform administrative duties customs.  - To apply with competence customs procedures  - To use legal mechanisms and procedures in concrete situations and special cases; to carry out legal tasks in the case of administrative conflict and use knowledge in court trials |
| Teaching / learning methodology | Interactive learning with the student, 1/3 of the class is dedicated for student’s independent work and case studies; the exercises are mostly interactive, the students must present and protect their home works; small projects, research papers, special guests – experts of the field, and a visit in these relevant institutions. |
| Evaluation method (criteria to pass exam) | Individual results are evaluated, group work as well. In the pre-tests, the procedure of any law segment in the field of customs is going to be required. Each exam has five written questions, the resta re ‘multiple choice’’. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Ratio between theory and practice | Fifty percent of theoretical work and fifty percent of practical work. |
| Basic literature | Dr. Orhan M. Çeku: “Procedura Administrative Doganore”, Ligjërata të Autorizuara, Kolegji “Pjetër Budi”, 2013 |
| Additional literature | Проф. Д-р Миладин Крстаноски: “Царинска управна постапка”, ФТУ Охрид, 2007  Р. Речкоски, Д. Смилевска: “Царински постапки”, ФТУ Охрид, 2012  Agur Sokoli: “E Drejta Procedurale Administrative” UP –Fak. Juridik, Prishtinë, 2007 |

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| Course Title: | International Transport |
| Course Description: | International transport is a subject which deals with the basic concepts of this field; economic role and the characteristics of international transport and its forms. This module is based in the different forms of international transport, road transport, railway transport, sea transport, always having in mind their efficiency and the economical aspect. |
| Aim of the course | It is a subject which helps the students gain special knowlede about international transport. |
| Expected outcomes:  (a) knowledge;  (b) abilities/skills and  (c) powers: | Upon completion of the program, students will gain knowledge, in:  Knowledge:  To gain knowledge on the importance of international transport as an important economic activity;  To increase understanding about the modes of transport, organization, international conventions, in regulating the international transportation seperately;  Abilities and Skills:  To manage affairs in international transportation, depending on the types of international transportation,  To be capable to take decisions regarding the selection of the most appropriate type of transport, modes of transport, its organization, cost benefit analysis for decisions;  Competence  To have operating basic skills in the organization of work in international transportation;  To be competent in decision making and practical organization of international transportation . |
| Teaching / learning methodology | The lectures imply interaction of students, such as debate and participation in questions and anser sessions; Concretization of theoretical concepts are taught, whils they will be enriched by analyzing case studies relevant to them. |
| Assessment methods (the passing criteria) | Competences and knowledge will be evaluated throughout the semester, so the student will be assessed based on his/her work such as presentations and independent work. Requirement is for student to present his/her work in group in clear and logical manner. Beside two semi semestral exams will take place in written manner and at the end of the semester they will take final exam. |
| Means of Concretization - IT | The usage of the whiteboard, internet, wireless, computer, projector, powerpoint, etc. |
| Ratio between theory and practice | 45 hours of lectures and 15 hours of exercise during the week  Fifty percent of the time is interaction with the student and studying or simulationg practical exams |
| Basic Literature | Pjeter Budi “International Transport" , Authorized Lectures, 2009  Rox W. Fauliks, International Transport, Amazon , 2009  ISBN-13:978-0849340833  Literature taken from the Internet |

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| Course name: | International Finances |
| Subject description | This subject offers the basic knowledge on the field of finances, respectfully the financial componenets. The subject also deals with the financial transactions between different countries and different places, but also the risk administration. In the first part of the subject, international financial environment is teached to the students. In the second part of the subject value exchange is teached, and then in the third part of the subject the risk of value exchange is teached to the students, its exposal, and its guidance technique, and in the fourth part of the subject the topic of international financial markets is going to be lectured. |
| Expected learning aims and outcomes | The aim of this subject is to offer the knowledge about international financial institutions and their function, then the knowledge about the payment balances, knowledge about divident market etc. |
| Knowledge, Skills, and Competences | Knowledge  To know techniques of doing business in international markets.  To familiarise with the rules of International Chamber of Commerce (ICC) and other institutions in the world.  Skills  to apply the bilateral and multirateral financial agreements.  To manage and supervise the bilance of international payments.  Competences:  to guide and lead different financial sectors, local and international.  to assess the problems of value managements in the financial sectors.  Competent into giving advices in the international management of financial markets. |
| Teaching / learning methodology | Three hours of lecturing, and one hour of exercise in a week, for fifteen weeks in a row, are dedicated to the completion of this module. Different visits in financial institutions etc. Active engagement of the students in the process of lecturing, personal presentations or group presentations etc. |
| Methods of evaluation | Independent student’s work and group work is highly evaluated. Student’s work is usually presented in a group, in that case the each student is also assended upon their ability to present and demonstrate. Pre-tests and the final exam are standart forms of evaluation the students. |
| Concretization means | Projector, Power Point slides, financial documents withdrawn from any financial institutions, internet, the white board, etc. |
| Theory vs.practice | 3 hours of theory, and 1 hour of practical work is the ratio of the work in classroom  Lectures are interactive with fifty percent of the time focused on the students interactivity  Homework is also of practical nature that comprice os preparing, researching and writing abput certain issues and later on presenting the same one during the excercises in the classroom. |
| Literature | Drini Salko, Orfea Dhuci, Tonin Kola ‘’Financat Nderkombtare’’, Tiranë 2010.  Prof Dr. Aristotel Pano, Elizabeta Gjoni, ‘’Tregjet Financiare, instrumentet dhe veprimet e tyre’’, Tiranë 2007.  Frederic S. Mishkin; Stenly G. Eakins, ‘’Tregjet dhe institucionet financiare’’ pjesa II, Prishtinë, Victory 2009 |

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| Subject name | Competition Law |
| Subject description | The competition law; forbidden agreements (genlteman agreements); dumping and anti dumping measures; state aid and all other transactions that impede the free market are at the center of this subject. Basement are the EU law and policies regarding competition as well as Kosovo legal and institutional framework. |
| The aim of the subject: | The aim of the subject is to increase understanding among the students about existing institutions and laws that protect the free market from certain deviations, such as ilegal agreements, dumping, inappropriate state aid actions etc. They will be also taught of measures taken to defend freedom of the market . |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  *- to know* and understand the basic legislation on competition  - to list and elaborate prohibited practices that minimize and violate competition law in general;  - to comprehend competencies and responsibilities of the institutions that deal with the protection of competition law  Skills:  - be able to communicate basic knowledge acquired parties to competition law;  - be able to analyze and explain the functions of competition law;  - be able to discern the prohibited practices that harm competition in the market;  Competency:  -to identify and demonstrate the strengths and weaknesses of competition law in domestic and international market;  - to work in institutions that promote and protect the right of competition;  - to give options in the light of international trade for the operation of competition law. |
| Teaching vs.learning methodology | Learning on the basis of the problem, work in group projects, active learning and student-centered, learning-based sources, the use of the method of the case study, role play, workshops, classroom presentations in groups, use summaries of learning for students to record their educational experience. |
| Evaluation method (criteria to pass exam) | Independent student’s work and group work is highly assended. Group presentations are also evaluated, in that case the student’s communicative and presentation skills are evaluated. Pre-tests and the final exam are the standart form of student’s evaluation. |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| Ratio between theory and practice | 50:50 |
| Basic literature | Shyqeri Kabashi & Gani Asllani “Competition Law” Kolegji “Biznesi”, Prishtinë, 2012  Nourissat, Cyril, *“Business Law of European Union”*, translated in Albanian: Papirus 2012.  Law on Protection of Competition - Law Nr. 03/L-229, Official Gazette of the Republic of Kosovo / Pristina: Year V / Nr. 88 / 25 November 2010;  The Law on State Aid - Law Nr. 04/-L-024; |

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| Course name: CUSTOMS INTERNSHIP | |
| Subject description | Professional practical training in customs procedures with particular emphasis on: customs costumer, customs products, declaration of customs goods, the obligation of custom payment, release from the customs payment, customs supervising, the placement of the customs goods, customs tariff and customs value, the origin of the goods, the registration of the customs goods, clearance of goods at import and export, temporary import and export of goods, the return of goods imported abroad, additional calculation, payment and return of customs and other import taxes; authorized customs and customs violations; customs procedures in international road traffic, customs procedures in international rail traffic etc. |
| Expected learning aims and outcomes | The purpose of this course is to provide more practical knowledge about the customs, which means that they will face the implementation of theory into the practe by spending 40 hours as interns in Kosovo Customs . That's because the customs system and customs work is not only written in the laws and bylaws, but also applied in practice. With the successful learning of the contents of this course students continue the process of vocational training, which will make them able to professionally to see, study, and solve problems in practical tasks. |
| (knowledge, skills and competences) | Upon the completion of this course, the students will obtain knowledge, ability, skills and competences:  Knowledge:  To form the right knowledge about Customs as an important institution about the country.  To understand, explain, and analyse the role of Customs ( the right definition about the customs and their role in the protection of the society )  To make the difference between the types of Customs and of course the Customs plates in a percentage.  To be able to count from both import and export regimes.  Skills:  To be able to fill and read ‘’goods declaration form’’ (DUD-i)  To be able to calculate excise rate for goods with at least three types of goods.  Competence:  Throughout the practical work in the field of Customs in the Republic of Kosovo to show the right knowledge about the completion of his duties, skills in the organisation and the management of group-work. |
| Teaching and learning methods | This is elective/mandatory subject. Every student is obliged to spent 40 hours as intern in Kosovo Customs. It is expected to observe and work alongside with the custom officials. The rest of the time students works in classroom under the supervision of lecturer or work excercise/learn independently at home. In classroom all the time student has to feel certain forms. |
| Evaluation methods and passing criteria | Due to the specifics of this subject, the student is not obligated to participate in the pre-tests, but they directly enter the final exam. In the final exam the student is evaluated on three things;  Completion of the customs declaration (DUD), which he has to fill right there infront of the profesor.  Other duties on customs taxes. / Calculations (also in exam)  Up to 50% percent of the student grade is estimated on the basis of the assessment by the Kosovo Customs who made internship there. |
| Concretization means | Customs Software: AW – ASYCUDA World, Customs declarations, import declarations and documents, customs forms on export and transit. |
| Ratio between theory and practice | 40 hours are purely practical work in Kosovo Customs alongside with the custom officials. Around 60 hourse student work under professors supervision (filling the formes and applying procedures). Around 50 hours are independent students work. More than 100 hours student is engaged in practce. |
| Basic literature to be used in each module | - Customs practices- prof. d-r Miladin Krstanoski and m-r Danijela Smilevska, Ohër  -Laws  - The Trade and Customs Law of the European Union, 2005  Lions EC Customs Law 2005, Kosovo Customs Guidelines  Partner institutions |

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| Course name: | Internship in freight forwarding |
| Description of the course: | The subject “Practical work in forwarding” enables students to have a closer look on how theory is applied into the practice. By spendin 40 hours in freghtforwarding company as intern, student is exposed to ‘real time activities’ , whilst under the supervision of professor he/she will be required to combine qualitative literature with today’s forwarding activities in Republic of Kosovo. |
| Objectives of the course: | The subject “Practical work in forwarding” aims to offer a professional preparation of the students for forwarding activities on international level. |
| Expected results:  (a) knowledge;  (b) abilities/skills | The expected results will be achieved through:  Knowledge:  To know on the forwarding history as an economic activity  To understand modern forwarding  To comprehend Incoterms 2010  To understand the way the Forwarding Law is applied  To know procedures, completion of the forwarding documents and organizing international transport ( sea, railway, road and air)  Abilities and skills:  To operate independently as a logistic-forwarding operator  To operate as the forwarding agent  To organize international transport  Competencies:  to represent other parties during international transport contracting  To use in competent manner custom procedures and suggest the means for their more rational implementation  to manage electronicly customs warehouse  to reach trust of the customs in its simplified customs procedures |
| Teaching / learning methodology | Within elective/mandatory subject Internship, student will spend 40 hours of work as intern in one of the companies related to freight forwarding activities. The rest of the timen of the students engagement is focused on classroom work under lecturers supervision and independent work at home. |
| Evaluation methodologies (passing criteria) | Because of specifics of this elective subject, the student doesen’t need to enter a pre-test, but he goes directly to the final exam. In the final exam the student is going to deal with;  To fill a freight forwarding document and other practical duties  The student is going to ba assended from the freight forwarding company. |
| Concretisation means | Freight forwarding company ; freightforwarding forms/templates; extracts of the decisions, etc. |
| Relation between theory/practice | Student gains 6 ECTS, meaning that throughout the semester he will be engaged in the work/learnig processes 150 hours. Spendin 40 hours in a company as intern is mandatory. |
| Literature | Authorized lectures Vokshi, J “Practical work in forwarding-compiled materials” 2012 |
| Additional literature | ICC “INCOTERMS 2010”, ICC Services publications, Paris, 2010; SAVY, M.& BURNHAM, J. “Freight Transport and the Modern Economy” Routledge, London, 2013 |

THIRD ACADEMIC YEAR , FIFTH SEMESTER

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| Course name: | International Trade |
| Description: | Students will be taught about the ‘’INTERNATIONAL trade’’, what causes it, who gains and loses from the foreign trade; processes, circumstances in different economic systems and in different historical stage will be evaluated in order to help student understand the evolution of international trade and its differences across various times and geographical regions. |
| Objectives: | The aim of this subject is the expansion of knowledge in the theorectical and practical aspects of international trade and its interconnection economic trends in Kosovo, region and the world. |
| Expected results:  -knowledge  -abilities/skills | The expected results will be achieved through:  Knowledge:  To achieve theoretical and practical knowledge on international trade and economical interdependence between countries  To identify main models of International trade ; to list their differences  To understand the effects of trade on national welfare  To compare the effects of trade policies by countries, regions and worldwide.  Abilities & Skills:  • to assess the work / values, attitudes of international trade organizations and to use the data of multilateral organizations such as WTO in his/her comparative analysis.  • To gain skills to monitor the implementation of international trade policies.  Competencies:  • to give advice for direct foreign investment  • to provide expertise for determining the types of trade policies for different situations of economic development  • to be able to develop economic measures for certain cases of international trade and to provide professional trainings to youngsters eager to learn about international trade |
| Teaching / learning methodology | Concretization of theoretical concepts; analysis of case study; case simulations; Work in groups, research case studies and research seminar papers. |
| Grading Methods (passing criteria) | Students will be evaluated through ‘feedback’ required from them during le3ctures and excercises. Their engagement , activities and research papers presented in the class will be assessed within 20 points or twenty percent of the final grade. The students will have to enter the pre-tests or the final exam at the end of the semester. |
| Concretisation means | Use of the white board, internet, wireless, computer, projector, PowerPoint |
| Theory vs. practice ratio | 50 percent of overall number of the hours that student spent in direct contact with the lecturer are theory; while the rest is practice. |
| Literature | Halil Kukaj, International Business Prishtinë, 2014  JovankaBiljanoska, International Business, approved from “Pjetër Budi” College, IRIS Struga, 2001/Prishtinë, 2007  Halim Gjergjizi, *International Business*, Economic university, Prishtinë 2007  Daniels, Radebaugh, Sullivan - International BusinessEnvironments and Operations  Eleventh Edition, PEARSON Prentice Hall, New Jersey 2007.  Czinkota, Ronkainen, Mofffett – *Fundamentals of International Business –* Thomson South-Western |
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| The subject name | Protection of Cultural Heritage |
| Subject description | Study of Cultural Heritage and Protection of Cultural Heritage aims to introduce students to the early civilization of peoples and contemporary cultural development and cultural heritage. Separately will analyze the role of the customs service in the protection and prevention of illicit trade in cultural heritage and values of securities that heritage. |
| The aim of the subject, expected results of the learning | Familiarize students with the cultural heritage of national and world in different time periods, as well as ways to protect and ensure its.  Knowledge:  To become familiar with the value of cultural heritage through the centuries  to understand the role of cultural heritage protection  Abilities and Skills:  to apply with the proficiency the knowledge gained during the course.  to protect the cultural heritage  To provide professional consultancy services to institutions in the protection of cultural heritage |
| Teaching vs. learning methodology | Explanation and concretization of the theoretical concepts taught on the study and analysis of practical examples. Interactive lectures through the involvement of students in debates, group activities, case studies and debates, research, presentation of seminar papers, development of critical thinking of students, and field visits. |
| Evaluation | Please refer to the College Regulation for the students assessment |
| Concretisation means | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice ratio | 70% of the theoretical part (45 hours of interactive lessons and 90 hours of research and independent work); 30% of the practical work |
| Literature | Prof.Dr.Zana Frasheri-Lito ,Histori e Qytetrimit Botëror,Tiranë 2013,Gërmime dhe studime arkeologjike në Kosovë- 2000-2012,Prishtinë 2014, Ligji për Trashëgimi,Prishtinë 2006 |

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| Course name: | Academic Writing |
| Subject description | In depth knowledge of academic papers writing is the primary focus of this subject. While in first academic year student learns basics of academic writing, here he/she gets more advanced knowledge and professional expertise. Topics to be studied are identification and categorization of all types of materials, both print and electronic; writing essays and small research papers; learning to apply crtical thinking in research and writing of academic papers. |
| The aim of the subject: | Academic writing course aims to prepare student to work better and easier in her/his Master . The course consists in raising the level of writing clearly, of thinking with a certain purpose, critical thinking and expression of knowledge in an academic manner. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course, students will gain:  Knowledge:  to know how to identify research topic and how to present small concept paper  to understand methodology of the chapter division  to understand process of chosing and exploring the topic  Abilities and skills:  1. Ability to implement knowledge about research methods  2. Ability to implement the rules of the advanced academic writing.  3. Skills for taking initiatives and managing the process of writing academic, scientific research etc.  Competence:  1. to prepare,write and present research plan  2. to use easily various sources and quotations and to avoid the risks from plagiarism  3. to understand and apply high professional ethics standards while preparing/writing academic papers |
| Teaching vs. learning methodology | Problem-based learning, project work in groups, student-centered approach; using the sources; analyzing case studies; interactive workshops, group presentations |
| Evaluation method (criteria to pass exam) | The final exam has ‘’multiple choice testing’’ with in total 30 questions, max 100 points. Student apsses the exam if he scored more than 51 points.  To determine the final grade:  From 50 *– 59* accumulated point take the grade 6 (six).  From 60 – 69 accumulated point take the grade 7 (seven)  From *70 – 79* accumulated point take the grade 8 (eight)  From 80 – 89 accumulated point take the grade 9 (nine)  From 90 – 100 accumulated point take the grade 10 (ten)  (*Note*: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam) |
| Concretisation means | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice ratio | 50% theory, 50% practice. |
| Basic literature | Imer Mushkolaj, Shkrim Akademik (ligjërata të autorizuara, 2010, Prishtinë) |

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| Course name: | The fiscal policies and System |
| Subject description | This subject deals with the impact of fiscal policy in the economic development and/or growth, especially with the government expenses and tax. This module in particular deals with the different fiscal systems in the Republic of Kosovo and all kind of instruments that such system is comprised of |
| The aim of the subject: | The aim of this subject is to enhance the knowledge about the impact of different policies as a fundamental instrument into raising the fiscal performance. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | After accomplishment of the subject, the students will get:  a) knowledge  1. To understand basic fiscal problems, the analysis of the policies and tax system.  2. To know concepts, functions and elements of fiscal and tax system.  3. To list/interpret types of taxes, the advantages and weaknesesses of each applicable tax system, the risks which come form unstable fiscal system.  b) skills  1. to apply knowledge regarding fiscal and tax system in a country and abroad  2. to analyse and compare analytically various tax systems and review their impacts in society and wellbeing of the people/companies  c) competences  1. to evaluate fiscal and tax issues policies and procedures in business and overall in societies; competence to manage processes related to them .  2. to carry tasks related to fiscal policies in a professional manner |
| Teaching vs. learning methodology | Lecturing is always interactive. Students are encouraged to actively participate . |
| Evaluation method (criteria to pass exam) | During the semester there are two pre-tests, and in the end of the semester there is the final exam. The questions in the exam are 20‘’multiple choice’’ questions. They grant the student 40 points in total, so for each question 2 points. Grading for written exams is regulated in the institutional level. See Regulation for students assessment |
| Concretisation means | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice ratio | 45 hourse of lectures and 15 excercised will take place in classroom.  90 hours is designated for homework and independent work of student |
| Basic literature | Dr. Ivica Smilkovski “Fiscal policies and law”, Prishtine, 2007 |
| Additional literature | Dr. Refik Kryeziu “Public finances ”, Prishtine, 2014  Madura J. and Fox R. “International Financial Management”, 2010 |

For two types of internship syllabi please see previous semester

SIXTH SEMESTER

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| Subject name | Finance Management |
| Subject description | This subject deals with: the main financial role in a firm, development finance firm, the form of organising firms, the financial relation with; the government, world economy, financial market and banks, employers, clients etc. Financial decision-making in a firm, financial functions in a firm, interests, the upcoming value of an euro, financial firm analysis, balance sheet , income sheet, statements of changes in equity and cash flow sheet, etc. |
| Expected learning aims and outcomes | On this subject the student is expected to know the problems, functions, maturity in a finance firm and to apply the same one during professional work, etc. |
| (knowledge, skills and competences) | Knowledge  to know functioning of the firm's finance department, financial planning firm.  To know tools of finance management.  To understand financial sheets and/or statements, financial control system .  Skills  To be able to identify the source of the income.  To be able to develop financial plans in an economical unit level  To be able to identify the timelines of financial management  Competence  to lead different financial sectors in a firm and/or company, to plan a strategic budget of the financial firm.  to assess the structure of assets and resources of the firm |
| Teaching and learning methods | Concretization of theoretical concepts learned in theory and in practical examples. Work in groups, case studies, research papers, etc. |
| Evaluation methods and passing criteria | Throughout a semester two pre-tests are held, and in the end of the semester there is a final exam. The exam is passed when a student clearly shows that he has successfully passed at least 50% of the subject. |
| Concretization means | The usage of the white board, internet, wireless, computer, projector, power point slides, etc |
| Theory vs. practice ratio | 50% with 50% |
| Literature: | **Dr. Isa Mustafa “ Menaxhmenti Financiar” Prishtinë 2007** |

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| Subject: | LOGISTICS |
| Subject description | The subject ‘’Logistics’’, is a subject which taught students on supporting activities of freight forwarding. The level of supply chain, planning, organizing and controlling each phase and entire logistic process by operators are core of this course. Since logistics is an multidisciplinary activity, course topics are starting from the processes of planning, creation and control of effective channels and efficient transport, storage of raw materials, semi-products and final products as well as information liaison from the point of departure to the point of submission. |
| Expected learning aims and outcomes | The aim of this subject is to prepare students about the logistic activities in order to meet the market needs of professional companies dealing with logistic domesticly and internationally. |
| (knowledge, skills and competences) | Knowledge  To know the notion of ‘’Logistics’’  To understand the general logistic structure  To comprehend knowledge about procedures, completion of the logistic documentation, the usage of logistic terms, logistic informative systems.  Skills  To have skills of an logistic operator (freight forwarder)  To have ability to work in a multimodule transport operating company.  To organise an international transport.  to manage the logistic system ‘’Just in Time’’.  Competences  To plan and organise logistic channels (international transport, goods manipulation, managing the warehouses, logistic nodes, etc)  to provide logistical analysis when deliveries are sent "online" from the moment of departure until the delivery in time. |
| Teaching and learning methods | Student has 30 hours of lectures, and 30 hours of exercises. Through the lectures the student is evaluated through his active engagement. |
| Evaluation methods and passing criteria | Essay/seminar and filling the forms during the excercises may bring students 20 points, whilst with the final exam he might get maximum 80 point. |
| Concretization means (IT) | Usage of the white board, internet, computer, projector, powerpoint slides, and practical work in the field, etc. |
| Theory vs. practice ratio | 50:50 |
| Literature | Authorised lessons: “Logistics’’ Jeton Vokshi 2015;  SAVY, M.& BURNHAM, J. “Freight Transport and the Modern Economy” Routledge, London, 2013  Bloomberg D., LeMay S., Hanna J., “Logystics” Viktory, Prishtine 2009 |

Bachellor Thesis BA: 12 Credits

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| Course name: | INTERNATIONAL MARKETING |
| Subject description | International Marketing deals with the basic concepts of marketing and its four fundamental functions; production, distribucion, price and promotion. The messages and its strategical appliance in International Marketing are the main concepts that this subject deals with. |
| Expected learning aims and outcomes | The main outcomes of this subject are the learning of the basic principles of International Marketing, with practical application in the daily work of various business entities. |
| Knowledge, Skills, Competences | Expected Knowledge  General knowledge in the field of International Marketing  Knowledge in the practical field of marketing in different business companies which aim their integration into the external market.  The knowledge and the understanding of the international demands.  Expected Skills:  Skills on undertaking activities of marketing abroad.  Skills on giving the right judgement or critical thought regarding the International Marketing.  The right skills into solving problems regarding International Marketing.  Expected Competences:  Competences to take decisions in the International Marketing.  To be competent to undertake activities or any case studies which involves the fjeld of International Marketing.  Competent for professionality and ethics regarding International Marketing. |
| Teaching and learning methods | Throughtout the lectures about the International Marketing, case studies will be used and also different stories will be used to demonstrate the successful stories of marketing in global organisations. Students will be asked to design SWOT analysis, prepare focus groups, to analyse different functions of international marketing etj. |
| Assessment | Student’s engagement is assended, but in particular critical opinions are valued the most. Passing criteria are defined by College Regulation. |
| Concretization means | White board, Internet, Wireless, Computer, Projector, and Powerpoint slides etc. |
| Theory vs. practice ratio | 50% with 50% is the ratio of lectures with the exercises within 60 hours in class. The rest of hours are ment for the student to engage himself in the homework, research paper, etc. |
| Literature | Bardhyl Ceku, Hamit Aliu, Hasim Deari “Principles of marketing“(2011)  Ramiz Livoreka” Marketing Research” (2011) |

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| Course name: | Psychology of Crime |
| Subject description | General knowledge about psychology, the work in Customs from the context of psychological and criminal characters. |
| Expected learning aims and outcomes | Psychology of Crime is about studying the criminal personality and giving a psychological prognosis and proposed measures to re-adaptat and correct. |
| Knowledge, Skills, and Competences | Knowledge  To identify clearly criminal behaviour  To differentiate the dark side and positive psychological phenomena  Skills  To apply knowledge regardin this course in order to undertake appropriate preventive measures.  To organise the adequate work, the usage of psycho-social skills for possible corrections in an individual  Competences:  To pride professional expertise/support in assessing what is negative and positive psychological phenomena.  To undertake responsibilities in order to evaluate certain deviances. |
| Methodology of learning and teaching | Concretization of theoretical concepts ; case studies. Work in groups, research papers, etc. |
| Methods of evaluation | Student will undertake semi semestral exams twice. At the end of the semester he/she will go through final exam. |
| Concretisation means | Internet, wireless, computer, projector, Powerpoint etc. |
| Theory vs. practice | 45 hours of interactive lecture and 15 hours of excercise |
| Literature | [Psychiatrist and the Science of Criminology: Sociological, Psychological and Psychiatric Analysis of the Dark Side](http://www.questia.com/library/journal/1G1-162575176/psychiatrist-and-the-science-of-criminology-sociological) ; Rao, T. Sathyanarayana.; 2007  Authorized lectures, 2015 |

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| Course name: | Insurances in International Trade |
| Subject description | The insurance of international transport, insurance with the new british cargo, the insurance of credit exports, important institutions which deal with the credit exports in different countries. |
| Expected learning aims and outcomes | **Aim of the course is to provide the knowledge, competencies and skills to the young generations regarding insurances in international transport, cargos, and institutions which deal with the credit export.** |
| (knowledge, skills and competences) | Knowledge  To understand basic characteristics of insurance contracts in international transport.  To know concepts, functions and elements of Insurance  To understand the basic issues related to the insurance of goods in international transport - principles of insurance, types and forms of insurance;  Skills  to apply knowledge in implementation of various processes regarding the system of insurances in the international transport.  To take take initiatives and carry tasks of insurance throughout every phase and every type of the transport  Competence  To undertake responsible action and under effective leadership, in collaboration with other professional colleagues to design and implement strategies regarding insurances in international trade  Expected to have autonomy and capacity to take initiative in professional activities and taking responsibility for the work of others.  To cooperate with the others to insure changes, development, and new ideas in the sphere of insurances.  To deal with the ethical and professional issues in accordance with egsistuese professional codes and practices; |
| Teaching/learning methodology | Integrated methodology and inter-disciplionary lessons. |
| Evaluation methods: | Exams are organised in these forms: Written, Verbal, and both Combined. Passing criterias are envisaged in the College Regulation for students assessment |
| Concretisation means | Usage of the white board, Internet, Wireless, Computer, Projector, Powerpoint slides, etc. |
| Literature | Ivica Smilkovski., :”Insurance and international trade” KPB, Prishtinë, 2011.  Ilir Hoti, “The insurance industry and Risk Management”, Instituti i Inxhinierisë Financiare per Banke&Sigurime, Tirane, 2008.  **Nada V. Djordjevic., “Insurance”, Univerzitet “Singidunum”, Beograd, 2009.**  R.Grujic.,”Insurance”, FTB, Beograd, 2007. |

5.3. Basic data for the study program Tourism and Hospitality Management /BA

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| Description (name) of the study programme | Tourism and Hospitality Management |
| Level of qualification according to NQF (with abbreviations BA, MA, PhD, Doctorate Program, university course, certificate or professional diploma) | Bachelor degree (BA), Level VI according to the Kosovo National Qualification Framework |
| Academic degree or certificate, spelled out in full and in abbreviated form | Bachelor of Tourism and Hospitality Management , BA |
| Area of study according to the *Erasmus Subject Area Codes* (ESAC) | 04 |
| Profile of the academic program / Scientific position | This academic programme belongs to the Erasmus area identified under code 04. Students ar prepared to work/contribute to the tourism management and hospitality, in public and private sector. |
| Minimum duration of studies | 3 years or 6 semesters |
| Target group | Candidates that fulfill legal criteria to study at BA degree |
| Form of studies (full time or part time, distance learning etc.) | Full time |
| Number of ECTS ( total and per year) | 180 ECTS in total  60 ECTS per year |
| Program/Modules/Courses | First year  First semester  Mandatory: Introduction to Tourism; Fundamentals of Management; Economics; English I  Elective: Introduction to academic writing; Information Technology;  Second Semester  Mandatory: Tourism Law; Hospitality; Enterpreneurship ; English I;  Elective: Communication and public relations; Sociology; Information Technology ;  Second year  Third semester  Mandatory: Public finance; Fundamentals of Human Resources Management; Marketing; Recognition of goods and food science;  Elective: English II; GIS and mapping; Mathematics  Fourth semester:  Mandatory: Travel Agencies; Ecology and Environment Protection; Marketing research; Internship;  Elective: English II; Natural Resources Management; Statistics; Management Information System;  Third year  Fifth semester  Mandatory: Protection of Cultural Heritage; Academic writing; International Tourism; Cultural Tourism;  Elective: Nutricionism; Spatial Planning and Tourism;  Sixth semester  Mandatory: Animations in Tourism and hospitality, Sustainable development; BA Thesis ; Tourism Destinations; Financial management; |
| Number of student places | 50 full time |
| Person in charge of the program | Sabri Hajdini, PhD |
| Scientific/artistic staff (number per staff category) | |  | | --- | | XXXX | |
| Tuition fees | 1. per academic year |

5.3.2. Rationale of the programme for the labour market

[Tourism](https://en.wikipedia.org/wiki/Tourism) in [Kosovo](https://en.wikipedia.org/wiki/Kosovo)is characterized by Kosovar [cuisine](https://en.wikipedia.org/wiki/Cuisine_of_Kosovo), architecture, religious heritage, unique [traditions](https://en.wikipedia.org/wiki/Albanians_in_Kosovo#Culture), and [natural landscapes](https://en.wikipedia.org/wiki/Geography_of_Kosovo). Despite being in its infancy and overshadowed by the [instability](https://en.wikipedia.org/wiki/2004_unrest_in_Kosovo) following the [war](https://en.wikipedia.org/wiki/Kosovo_war), and the [2008 Kosovo declaration of independence](https://en.wikipedia.org/wiki/2008_Kosovo_declaration_of_independence), [The New York Times](https://en.wikipedia.org/wiki/The_New_York_Times) recently included Kosovo on the list of 41 Places to go in 2011. In the same year, Kosovo saw a jump of about 40 places on the Skyscanner flight search engine which rates global tourism growth.

Based on research done by Ministry of Trade and Industry, Kosovo lacks tourism managers and mid-level professionals to hotels, restaurants and to tourism overall. Managers who run tourism businesses lack the appropriate formal education, while secondary level staff usually provides young unskilled who are unable to be skilled and trained. Some schools in Kosovo have courses on tourism and management / catering services, while three higher education institutions in Kosovo (two private colleges and public universities) offer tourism studies[[22]](#footnote-23)

Regarding difficulties relating to human resources in the tourism sector, businesses have noted the following: the lack of qualified employees and agile (50% think it is a problem), lack of graduates from vocational schools eligible for the sector (53%), lack of university graduates suitable for the sector (55%).Most employees in the tourism sector have completed secondary education, while 27% of businesses reported that they employ five or more men with higher education. Of the businesses surveyed, 22% offer job training to their employees [[23]](#footnote-24)

The mission of our Bachelor Study Program in the field of Tourism and Hospitality Management is to provide students expertise, commitment, and skills for management, marketing, and operations positions in the expanding industry that provides food, accommodations, and tourism services to people away from home. As a field of study, Hospitality and Tourism Management is interdisciplinary, it draws upon a wide range of basic disciplines to provide the fundamental knowledge and skills that are required to fulfil the diverse demands placed upon individuals in management positions within the hospitality industry. Faculty members with diverse backgrounds in the social and natural sciences and in the humanities are committed to developing interdisciplinary approaches prepare students on managing tourism and hospitality in our country.

The curriculum is designed for students to gain an understanding of ways to evaluate the impact of human activities on the environment and human health, to balance social and economic needs with environmental realities, to learn how to use resources in a sustainable manner, and to obtain the necessary skills on issue formulation and policy making.

Students will gain knowledge and skills on management of tourism and hospitality issues such as: main concepts of hospitality and tourism, communication and organizational skills, sustainable development, accounting and its importance in hospitality and tourism, how to organize events and caterings, how are regulated by polices these two issues in our country; economic and performance analysis for hospitality and tourism; ecotourism and heritage tourism and its protection.

**For a career in the field of tourism and hospitality, students can start specialized study program in Tourism and Hospitality Management. Through this program, you will have the opportunity to work in a vibrant and welcoming environment in sectors such as transport, hotel and restaurant, tourism, travel, and more. The program can include courses in general business management as well as specific courses related to the field of hospitality and tourism.**

5.3.3. International comparability of the programme

Tourism and Hospitality Management Program is three years program with 180 ECTS credits. When finishing the this programm, students will gain academic degree Bachelor of Tourism and Hospitality Management. Tourism and Hospitality Management Program is in line with contemporary standards of Higher Education or the European Space for Higher Education (Bolognia Process).

This study program is compatible with similar study programs in the countries of the region and Europe. Students of College “Pjetër Budi”, can be transferred without any problem in other institutions of higher education in the countries of the region and Europe. Academic degrees (Bachelor and Master) offered by the College “Pjetër Budi” are in compliance and correlate with European Area of Higher Education, as well as with the relevant documents of Bologna Process. Study programs correspond with the needs of labour market. Special attention is given to cooperation with other institutions of higher education such as cooperation with the “St. Clementi of Ohrid” University in Ohrid.

Compatibility of program is also with Bachelor program in Tourism and Hospitality Management of Modul University of Vienna (<https://www.modul.ac.at/study-programs/bachelor-in-tourism-and-hospitality-management/curriculum/>).

Group ( the target) to whom the program is dedicated

This study program shall optimally meet the needs of the society for an educated labour force in order to tackle the problems in all levels in the country and abroad. With this program, the needs for professionals in the field of Tourism and Hospitality Management will be fulfilled.

Students who attend the Bachelor Study Program and complete it successfully, will be awarded with the degree of Bachelor in Tourism and Hospitality Management, and will be able to work as manager at the business community, home as well as abroad, in the field of Tourism and Hospitality Management at national and international level, also at government and non‐governmental sector. Others are able to work on consulting management and working as well as teacher in high schools. The bachelor degree provides basis for pursuing master studies in the field of Tourism and Hospitality Management at the accredited Universities home and around the world.

Orientation of the study programme according to the leading principles of the institution (mission statement)

Based on institution mission, this academic programme is envisaged to prepare future generations equipped with the research based knowledge, skills and competences related to the field of tourism and hospitality management.

The aim and profile of the study programme

The goals of the Hotel and Tourism Management program are to prepare students who have chosen hospitality/tourism as their career for entry level management positions, leadership roles and life. These goals are accomplished through a commitment to student learning and development marked by high expectation and standards of conduct and performance; excellence in scholarship and instruction; exposure to the industry and successful industry professionals; and training and experience in the student’s chosen area of the industry

The main objectives of the education program are:

To prepare managers with immediate functional competencies

Identification, researches, and evaluation of hospitality and tourism;

To prepare managers with an entrepreneurial and innovative attitude to work

Developing a good overall knowledge of the business and competitive environments in the industry

A strong sense of social obligations and environmental responsibilities of the  industry

The provision of scholarly and professional expertise to meet the dynamic needs of the travel, tourism and hospitality industry while continuing to promote moral integrity, traditional values, and culture;

Strong linkages between and among industry, government and educational institutions via collaborative research works, community development, and professional consultancy programs.

To develop general critical, analytical, functional and skills, and ability to compare and select solutions that can be implemented within the various legal and non‐legal means;

Candidates can contribute to original analysis, innovation and entrepreneurship by development and realization of sustainable products, systems and solutions

Candidates are able to communicate advanced technical and natural scientific knowledge to a wide range of audiences both orally and in written form. Furthermore, candidates are able to direct attention to the importance of tourism and hospitality management;

How perspectives, motivations and traditions affect environmental decision making and environmental responsibility.

Expected learning outcomes

After successfully completing the program, students will be able to:

Knowledge:

Gaining the recent contemporary knowledge in the field of tourism, according to internationally accepted standards for the higher education.

Gaining a general knowledge in the field of spatial, socio-economic, cultural and artistic values.

Gaining knowledge in the field of touristic regulations in all the domains where tourism can be applied.

Gaining the skills of a multi-disciplinary nature for the application of the knowledge in the field of tourism.

Gaining management skills in all areas of tourism.

Skills:

Demonstrate the ability to communicate effectively.

Demonstrate problem solving and critical thinking skills.

Demonstrate an ethical basis for decision making.

Demonstrate leadership ability.

Demonstrate practical skills and an awareness of current Tourism and Hospitality industry challenges.

Competences:

Demonstrate competency in current technology.

Demonstrate international understanding and an ability to work with diverse groups in a multicultural setting.

Obtain industry job placement with appropriate career advancement

Preparation for market of tourism.

Preparation for the local and international labour market.

Relation between the theoretical and practical/ experimental part of the study

Tourism and Hospitality management program links theory with practice, which is the prerequisite for the acquisition of skills, knowledge and skills necessary for careers in tourism and hospitality management. Thus, cooperation with private companies, state and local level as well as non‐governmental sector is a priority 'for our concept. This collaboration will be achieved primarily made with practical work (internship) that enables the interconnection of theoretical knowledge gained in practice. Our efforts to continuously improve the program are consistent with changes in the labour market in Kosovo and the region. This program provides students with the highest international standards in education in the field of Tourism and Hospitality Management. Students will gain knowledge in Tourism and Hospitality management, financial institutions, and will gain knowledge to decision making, etc.

ECTS calculation

Based on MEST regulation, through Administraive Instrucition is regulated calculation of ECTS-credits for ciruses; 1 ECTS= 20 to 30 teaching hours (Lectures, exercieses, practical work) of student. In “Pjeter Budi” college , ECTS calculation is regulated based on decision of Academic Scaintific Council, when 1 ECTS= 25 teaching horus.

All courses in our program have 6 ECTS but they vary on the time dedicated for different activities as in example below. There are some courses that need more practical activities and some less. So even that they all have same ECTS they differ on the time dedicated for activities.

|  |  |  |  |
| --- | --- | --- | --- |
| The contribution of the students load (which should correspond to the results of the learning student) | | | |
| Activity | Hours | Days/Weeks | Total |
| Lectures | 2 | 15 | 30 |
| Theoretical Exercises | 1 | 15 | 15 |
| Tutorials |  |  |  |
| Office Hours – Consultations | 1 | 15 | 15 |
| Field Exercises |  |  |  |
| Exams – Seminars | 5 | 2 | 10 |
| Homework |  |  |  |
| Students Study Hours (at the library or at home) |  |  | 40 |
| Final preperation for exams | 5 | 3 | 15 |
| Time spent on evaluation (exams, quizzes, finals) | 1 | 15 | 15 |
| Projects, presentations, etc. | 2 | 5 | 10 |
| Total |  |  | 150 |

Internship

Internship and volunteer experience can be exceptionally valuable for student career. Practical work is very important for such a program as Tourism and Hospitality Management. In our program in fourth semester is foreseen that students must finish Internship course.

This cours envisage obligation of 80 hours internship in one company or institution. Student will gain 6 credits, meaning he will spent 150 hours of activities during this module.

Beside 80 hours of internship in company (learning by doing and research project) 30 hours student will spent in direct contact with professor (lectures/consultation and feedback sesssions) whilst 40 hours are planned for independent work and study).

Students is assessed at the end of the course based on two reports, (one is selfevaluation report of the student and the second one is evaluation report of the employee) and final exam that is combined one (written and oral exam).

Our institution has signed a memorandum- agreement with New.co “Iliria Hotel”. This agreement includes long term collaboration in the field of education, whereas our students have opportunity to finish their professional practice there. In this program during the studies direct partnership with University of “St. Kliment Ohridski”-Orhrid can be used to do an internship. Our college have agreements with tourism and hospitality companies and associations in Kosovo, Montenegro, Macedonia, and Albania etc. Please see link of our website related to Partners: <http://pjeterbudi.com/kolegji/index.php/partneret>; or see Annex list of all agreements and memorandums of cooperation of the college[[24]](#footnote-25).

Research plan for the study programme under evaluation

Research plan of the Menagement on Tourism and Hospotality program evaluates continuously, within the period of preparing the file for re-accreditation are conducted opinion research that is related to the program.

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| --- | --- | --- |
| Research | Implementation | Year/Semester |
| Ecotourism in Kosovo: Current state and future development | Students with help of Professor  Course: Ecotourism | 2016-2017 |
| Mesuring the quality of hospitality services and hospitality industry in Kosovo | Students with help of Professor | 2016-2017 |
| The transfer and food security (meat)from cutting the cattles to the client servings | Students with help of Professor | 2016-2017 |

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| --- | --- | --- |
| Research | Implementation | Year/Semester |
| Labour Market needs assessment in the field of tourism and hospitality in Kosovo | Students with help of Professor and students  Course: Research Methods | 2017 - 2018 |
| Most frequented tourism destinations in Ballkan countries (online survey) | Professor and students  Course: Tourism destinations | 2017 -2018 |
| Qualitative analysis of Kosovo legal framework regarding tourism and hospitality | Students with help of Professor | 2017-2018 |

|  |  |  |
| --- | --- | --- |
| Research | Implementation | Year/Semester |
| The role of civil society in promoting tourism and hospitality within a context of environment protection  (Qualitative/quantitaive ) | Professor and students  Course: Marketing in Tourism and Hospitality | 2018-2019 |
| The impact of the macro economy policies in torusim and hospitality | Professor and students  Course: Tourism destinations | 2018-2019 |
| Cultural tourism in Kosovo and protecion of cultural heritage | Students with help of Professor  Course: Cultural tourism and cultural heritage | 2018-2019 |

Students registration and admission criteria

The enrolment to the Tourism and Hospitality Management Bachelor Program will be offered to all interested participants that have finished the high school, have graduation test based on the college status and that fullfill Kosovo legal criterias in general.

Admission test is applied but it doesn’t have elimination caracter. Such tests are used just to help College to design the strategy for the additional needed courses, such as English language; Math; Texhnology. Etc.

The admission procedure of the candidates is based on the Charter of College “Pjeter Budi” and is in line with Kosovo Laws.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Programme Overview of the BA, Tourism and Hospitality Management | | | | | | |
| First semester | | | Hours/week | | | |
| Nr. | M/E | Subject | L | E | ECTS | Lecturer |
| 1. | M | Introduction to Tourism | 45 | 15 | 6 | Zija Zimeri |
| 2 | M | Fundamentals of Management | 30 | 30 | 6 | Ibish Mazrreku |
| 3. | M | Economics | 45 | 15 | 6 | Blerim Halili |
| 4. | M | English I | 30 | 30 | 6 | Valbona Voca |
| 5. | E | Introduction to Academic Writing | 30 | 30 | 6 | Imer Mushkolaj |
| 6. | E | Information Technology | 30 | 30 | 6 | Aferdita Thaçi- Çeku |
| Second semester | | | | | | |
| 1. | M | Tourism Law | 45 | 15 | 6 | Orhan Çeku |
| 2 | M | Hospitality | 30 | 30 | 6 | Hysen Sogojeva |
| 3. | M | Entrepreneurship | 30 | 30 |  |  |
| 4. | M | English I | 30 | 30 | 6 | Valbona |
| 5. | E | Communication and public relations | 30 | 30 | 6 | Imer Mushkolaj |
| 6. | E | Sociology | 45 | 15 | 6 | Ulpiana Lama |
| 7. | E | Information Technology | 30 | 30 | 6 | Aferdita Thaçi- Çeku |
| Second year | | | | | | |
| Third semester | | | Hours/week | | | |
| No | M/E | Subject | L | E | ECTS | Lecturer |
| 1. | M | Public finance |  |  |  |  |
| 2 | M | Fundamentals of Human Resources Management | 45 | 15 | 6 | Hashim Rexhepi |
| 3. | M | Marketing | 30 | 30 | 6 |  |
| 4. | M | Recognition of Goods and Food Science | 30 | 30 | 6 | Sabri Hajdini |
| 5. | E | English II | 30 | 30 | 6 | Valbona Voca |
| 6. | E | GIS and mapping | 30 | 30 | 6 | Zija Zimeri |
| 7. | E | Math | 30 | 30 | 6 | Mirlind Bruqi |
| Fourth semester | | | | | | |
| 1. | M | Travel Agencies | 30 | 30 | 6 | Zija Zimeri |
| 2 | M | Ecology and Environment Protection | 30 | 30 | 6 | Mimoza Hyseni Spahiu |
| 3. | M | Marketing Research | 30 | 30 | 6 | Hysen Sogojeva |
| 4. | M | Internship | 10% | 90% | 6 |  |
| 5. | E | English II | 30 | 30 | 6 | Valbona Voca |
| 6. | E | Natural Resources Management | 30 | 30 | 6 | Mimoza Hyseni Spahiu |
| 7. | E | Statistics | 30 | 30 | 6 | Mirlind Bruqi |
| 8. | E | Management Information System / MIS | 30 | 30 | 6 | Ilir Bytyci |
| Viti III | | | | | | |
| Semestri V | | | Orë/Javë | | | |
| No | O/E | Lënda | L | U | ECTS | Ligjeruesi |
| 1. | M | Protection of Cultural Heritage | 30 | 30 | 6 | Sulltane Ukaj |
| 2 | M | Academic writing | 30 | 30 | 6 | Imer Mushkolaj |
| 3. | M | International Tourism | 45 | 15 | 6 | Hysen Sogojeva |
| 4. | M | Cultural Tourism | 30 | 30 | 6 | Ilir Bytyqi |
| 5. | E | Nutricionism | 30 | 30 | 6 | Sabri Hajdini |
| 6. | E | Spatial Planning and Tourism | 30 | 30 | 6 | Zija Zimeri |
| Semestri VI | | | | | | |
| 1. | M | Animations in Tourism and Hospitality | 30 | 30 | 6 | Zija Zimeri |
| 2 | M | Sustainable development | 30 | 30 | 6 | Mumoza Hyseni |
| 3. | M | BA Thesis |  |  | 12 |  |
| 4. | E | Tourism Destinations | 30 | 30 | 6 | Hysen Sogojeva |
| 5 | E | Financial management | 30 | 30 | 6 |  |

Short description of the modules

|  |  |
| --- | --- |
| Subject name | Introduction to Tourism |
| Subject description | This course is designed to provide an overview of the Tourism Industry, basic concepts, history and comparative analysis of the industry within Kosovo as well as a broader geographical context. |
| The aim of the subject, | This course is designed to provide each student a basic understanding of tourism including tourism organizations, related business and service industry, traveler behavior, basiscs of tourism planning, tourism research and marketing . |
| Expected results  Knowledge  Skills/abilities  Competencies | Knowledge  1.To learn about tourism developments and impacts in world.  2.Understand what tourism is and its many definitions.  3. To learn the components of tourism and tourism management."  4. To appreciate how important this industry is to the economy of the world and of many countries.'.  5. To know the benefits and costs of tourism.  Skills & Abilities:  1. To examine the various approaches to studying tourism.  2. Ability to differentiate and compare cultural values/ attitudes in the cross cultural tourism industry  3. To present and apply basic tourism parameters/indicators  Competencies:   1. To actively participate and manage team work and capacity to adopt worldview and tolerant approach of different culture |
| Teaching vs. Lerning methodology | Problem-based learning, project work in groups, student-centred active learning, based on sources learning, usage of the case study method, role-playing, classroom workshops, group presentations, the use the summaries of learning for students to record their educational experience. |
| Evaluation method (criteria to pass exam) | Both semi semestral and final exam will take place in written form. The test will largely consist of short essay questions (around 50 percent). The rest will be multiple questions (20 percent) and concept definitions (around 30 percent). The weighted will be changed if needed. Majority of the uestions will come from the lectures, books and class notes. Students aiming higher grade will be required to conduct small essay and present it to a wider audience. |
| Concretization menas | Power point presentation of the lecturer; power point presentations of the students; case studies; |
| Theory vs. practice | 70 : 30 ( 3 hours lecturing and 1 hour exercises during the week). 90 hours of independent work. |
| Literature | Naume Marinoski Tourist basics of theory and practice , 2008 Ohrid  Bazat turistike te teorise dhe praktikes 2008 Oher  Zija Zimeri Basic of Tourism . 2009 Pristina  G.Maroti,Storia del turizmo,Roma;K.Krapf Torismas a Factor in Tourism |
| 1 | The understanding and the subject, the journeys of modern tourist, the periods of moden tourism, the first definitions of tourism, universal and statestical definitions. |
| 2 | Periudha në mes du luftërave botërore,Pas luftës dyt botrore,Lidhjet e turizmit me disiplinat tjera,Funksionet kryesore turistike,Rekreative-Shëndesore,kulturore,politike,sociale,ekonomike turizmit |
| 3 | Fundamental factors about the development of tourism, free tools, subsiding tourism, touristic demands and needs. |
| 4 | Primary touristic offer, the natural and cultural factors, natural motives as the factors of primar offer, attractive complexitiy of the coasts. |
| 5 | Efektet e klimës bregdetare,Atraktiviteti turistik i faktoreve gjeomorfologjik. Pregaditja për kolokuiumin e parë  Coastal climate effects, touristic activity of geophomo-activity, |
| 6 | PRE-TEST WEEK |
| 7 | Vlersimi Turistik i hapsirave malore,Grykat dhe shpellat si atraktivitete të vecanta natyrore,Elementet klimatike si motive natyrore turistike |
| 8 | Hydrographic elements as natural touristic factors, the assessment tools of oceans, seas, lakes, and rivers. |
| 9 | Tourisic assessment of baths, types of transportation, touristic geography. |
| 10 | Psychology and tourism |
| 11 | The characteristics of transit tourism |
| 12 | PRE-TEST WEEK |
| 13 | The characteritics of tourist development  Spain, France, Greece, Bulgaria, Albania, Croatia, Turkey. |
| 14 | Rentability from the transit tourism, touristic economy. |
| 15 | Preparations for the final exam |

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| --- | --- |
| Subject name | Fundamentals of Management |
| Subject description | This course is based on the continuation of tradition and contemporary research on the subject of the management and its application in Kosovo, regional and world cross cultural environment; management challenges and new managers as well as familiarity with new modalities in the field of modern management. |
| The aim of the subject,  Expected results  Knowledge  Skills/abilities  Competencies | its primary objective is to enable the class participants to improve their understanding about the basic mechanics of business operations and management overall, to improve their knowledge on manufacturing, marketing and maintaining financial focus in a rapidly changing and competitive market. To gain insight into the manager's responsibility in planning, organizing, leading, staffing and controlling within the workplace. |
| Knowledge  - The student is expected to recognize the fundamentals of current management practices  - to understand changing roles of the manager and the managed,  - to know about corporate/social responsibility and about business Ethics,  - to understand importance of diversity,  - to identify future trends in worldwide management structures and activities in manufacturing and service organizations.  Skills/abilities   * Ability to assess/ reflect on individual organizational leadership skills * To be able to more readily decide their choice of the career challenges and awards that management offers * To apply knowledge in Strategic Planning and decision-making,   Competence   * To apply in responsible manner his/her authority, delegation, * To participate activaley in management of organizational changes:   -to offer solutions in conflict and stress communication situation  - to provide example of outstanding leader and motivator |
| Teaching / learning methodology | During 30 hours of lectures (2 per week) professor will provide inside through power point presentations about topcs as envisaged in lesson plan. Thirty per cent of the time of the lecture students will be involved to discuss matter. Other thirty hours of a work in classroom are excercised were the previous material will be reviewed and students work will be presented/discussed. Role games are part of the excerses as well. Case studies will be used to move students to reflect and compare similar managerial actions in different settings, their impacts and failures or results achieved. Some of the excercises will be build upon simulation and division of the roles among the students who will play managers, leaders or those managed. |
| Evaluation method (criteria to pass exam) | The first test 15% + second test15% + seminar paper 20% = 50% of 100 points. Criteria for passing: 50%. The final exam 0- 80%; Group work and case studies 0- 20% |
| Concretisation means/teaching/learning tools | Power point presentations; case studies, internet |
| Theory vs.practice ratio | 50 % to 50 % |
| Literature | Literatura bazë: (1 tekst) ROBINS / DEKENZO, BAZAT E MENAXHIMIT, Koncepte dhe Aplikime Themelore, UET .  Literatura shtese : (2 tekste) .  Prof. Dr. Berim Ramosaj, Bazat e Menaxhimit, UP, Prishtine  Prof. Dr. Izet Zeqiri, Menaxhment, Tetove |

|  |  |
| --- | --- |
| Subject name | Economics |
| Short description of the content | With the subject Economics , student gets 6 credits. In the first part of the semester basic economics issues are lectured, such as: the aggregation demand, the aggregation offer, investments, gross national product (GDP), and some other economic aggregates.  Lecturing the issues above in the first part of the semester allows us to proceed in the second part of the course which lets us review issues such as inflation, unemployment, economic growth, the functioning of the banking system and international economic ties. Different policies and instruments about how the state can intervene in the economy are also lectured in this course. |
| Expected learning aims and outcomes  (knowledge, skills and competences) | Upon completion of this course, student is expected to expand the knowledge and understanding of the basic concepts in the field of economics, as well as processes such as the cyclical increase and decrease of production, total output of goods and services as well as its growth, etc.  Knowledge  -The student is expected to understand basic concepts of economics  - He/she is expected to recall phenomena./processes such as the rate of inflation and unemployment, balance of payments and exchange rates, as well as their different patterns.  - The student is expected to identify main problems of economics in Kosovo and will be able to see/explain the differences and similarities of Kosovo economic trends with those of other countries in the region.  Skills   1. To form their opinion about the economic situation and problems of economic growth using economic indicators,  2. To evaluate the effects of fiscal and monetary policies in key economic aggregates in the context of specific situations,  3. To present simple mathematical models about student’s opinion in economic problems.  Competence:  To analyze key economic trends key indicators, including a comparative analysis with other countries.  They are expected to make an impact assessment and provide analytical solutions based on knowledge of specific problems in the field of economics.  It is expected from the student to demonstrate the ability to link the quantitative data with qualitative analysis needs in different economic social and geographical contexts.  It is also expected to synthesize them. |
| Teaching and learning methods | Classic lectures and discussions on the basic concepts within groups; presentations during exercises; student engagement in finding data in a specific area, presenting them in class and group discussion/ analysis; |
| Evaluation methods and passing criteria | The student is assessed throughout the semester, in which he/she gets points on activities, self initiative etc. If he/she intends to have a higher grade, a seminar paper is required.  Maximal grade of the final exam that a student can obtain is 8. The rest is from other activities demonstrated by student during the semester. |
| Concretization means | Slides, charts, research and analysis demonstrating the material taken from the Internet and slides provided by lecturer; |
| Theory vs.practice ratio | In classroom: 45 hours are lectures; 15 are exercises (all together 60 hours);  The rest of time (90 hours) of student engagement are proportionally divided for homework, study and independent research and preparation for the exams. |
| Basic literature to be used in each module | Ahmet Mançellari, Sulo Hadri, Dhori Kule, Stefan Qirici, “Introduction to economy”–, Shtëpia Botuese “PEGI” TIRANË, 2007.  Authorized lectures; College ‘Pjeter Budi’ 2014 |

|  |  |
| --- | --- |
| Name of the subject | English Language I |
| Subject description | This subject involves English grammar, spoken and written English, translation, and continuous exercise in communicartion within the small groups of the students |
| The aim of the subject: | The objective of the course is to enlarge students knowledge in reading, speaking and writing, in comprehension and translating; to enlarge the lexicon with new words in the field of tourism and hospitality; to improve written and spoken grammar . |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge: (Knowledge refers to the content of the subject )  Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment).  Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters, with the focus on tourism and hospitality.  Can describe in simple terms aspect of his/her background, immediate environment and matters in areas of immediate needs.  Skills: (Skills refer to possibilities of using correct spoken and written English)  -learn to read new words and sentences correctly  -comprehend listening texts  -use correct spoken English  - learn to correct mistakes in writing  - learn basic word terminology for hotel and tourism management  Competency: (Competency refers to four skills of English: :reading, writing, speaking and translating)  -competency refers to four skills of English  -use spoken and written English od the first level with competency |
| Evaluation method (criteria to pass exam) | Two semi semestral and final exams will assess students capacities in writing and translating. Maximal points that students can get from written tests/final exam is 50 percent of the highest grade 10. Student cannot pass exam if he/she did not get at least ten point from their communication skills in English language. |
| Concretization means | Audio.video cassettes and CD rom players; the writing board, projector-computer-power point |
| Theory vs.practice ratio | Is it 2: 2 (two portion or 50 percent is theory and communication in English language, and the rest is practicing writing and translation. 90 hours students work independently (home work/assignments and preparation for exams) |
| Literature | John and Liz Soars, New Headway – Pre-Intermediate, Oxford University Press, Oxford John Eastwood-Oxford practice grammar, published 2009  Oxford Learner’s Dictionary |
| Week | Lecture units |
| I | Getting to know you?  Introductions, tenses |
| II | Questions and social expressions |
| III | The way we live  Present tense. Have &have got, |
| IV | Collocation, making conversations |
| V | What happened next?  Past tenses, |
| VI | Grammar and translation exercises  The week for evaluation (semi/test/colloquia ) |
| VII | Adverbs, time expressions |
| VIII | The market place- Articles |
| IX | Shopping, prices |
| X | What do you want to do?  Verb patterns, |
| XI | Future forms, how are you feeling |
| XII | Grammar and translation exercises  The week for evaluation (semi/test/colloquia ) |
| XIII | Basic Vocabulary for Tourism and Hotel Management |
| XIV | Basic Professional Text for Tourism and Hotel Management |
| XV | Exercises for Vocabulary and professional text for Tourism |

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| Subject name: | Introduction to Academic Writing |
| Subject description | General knowledge of academic writing, identification and categorization of all types of materials, both print and electronic, writing essays , official and unofficial papers, learning to think critically and to conduct evaluations of the written papers/documents;citations and plagiarism. |
| The aim of the subject: | Academic writing course aims to increase the skills of each student as in speech and in writing, in raising the level of student academic opinion. The course consists in raising the level of writing clearly, of thinking with a certain purpose, critical thinking and expression of knowledge in an academic manner. Students will have the opportunity to learn how to write academic tasks in this course. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course, students will gain:  Knowledge:  1. Learn to read and analyze critically.  2. Learn to develop a paragraph  3. To learn about the stages of writing an essay.  Abilities and skills:  1. Ability to implement knowledge about the processes of academic writing.  2. Ability to implement the rules of academic writing.  3. Skills for taking initiatives and managing the writing process, improvement, analysis etc..  Competence:  1. Competence to write a paragraph, a request, a complaint etc..  2. Competence in the analysis of an academic writing, improving his writing and criticism on the writing.  3. Competence in delivering proposals and decisions related to improving the essay, advanced writing, formal letters, etc |
| Teaching / learning methodology | Problem-based learning, project work in groups, student-centered approach,writing essays, group presentations, the practice to summaries and synthesizing thoughts/documents in written form. |
| Evaluation method (criteria to pass exam) | Requirement from the student is to demonstrate the knowledge, skills, and obtained competences. Questions in pre-tests and in the final exam will be designed in a way that would be easily identified by the student’s results in this subject. Throughout the semester students will be asked to write, write, write and to present the work. |
| Concretisation means | Sample of essays; samples of academic research papers; samples of CVs/motivation letters ; power point presentations, citation rules/best practices; online anti plagiarism tools ,etc. |
| Ratio between theory and practice | 50 with 50 percent |
| Literature | Imer Mushkolaj, Introduction to Academic Writing (dispense, 2010, Prishtinë)  Ibrahim Berisha, Media, as an agent of communication (2007, Prishtinë)  Ermal Hasimja, Collection of lectures (2007, Tiranë) |
| Week | Lecture units |
| I | Reading |
| II | - Critical thinking |
| III | - Reading the texts and critical discussion of them |
| IV | - Paragraph |
| V | - Types and functions of paragraph |
| VI | - Essay |
| VII | - Types and content of the essay |
| VIII | - Letters |
| IX | - Writing official and private letters |
| X | - Test I |
| XI | - Choosing the research topic |
| XII | - General ideas for writing thesis |
| XIII | - Basic research, choosing the material |
| XIV | - The plan of the paper-and Filing |
| XV | - Drafting of paper |

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| Subject Name: | Information Technology |
| Subject description | The course will include basic themes and topics on computer parts, software, hardware and MS Office tools. Windows operation and internet based research are among the units as well. |
| The aim of the subject: | The aim of this course is to prepare students to use computers in professional manner alongside with the applications of the MS office tools, windows operation system and the proper usage of the internet tools,including those for data protection |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Knowledge:  Basic concepts of IT  Knowledge about the tools of MS Office.  To make the difference between the tools.  Familiarization with different business applications from the Internet.  Skills:  To format a PC.  To install a hardware, such as; Printer and Fax.  To use MS Office.  To use these skills to create a document, a book, or a presentation.  Competences:  Competent enough to answer all the business needs  Capable enough to answer the dynamic changes which have an impact in the place of work, mostly in the IT sectors.  To know how to manage his personal achievements.  To demonstrate leadership in ideas and decisions about advancing or modernization of IT in a company or in any other institution.  To offer safety for IT units |
| Teaching / learning methodology | Small projects and exercises ‘learning by doing’ are foundation of the teaching methodology for this subject. Two hours of lectures, and two hours of practical work will be held weekly. Theoretical and practical exercises regarding the usage of IT in economy will be taught. Case studies, homewokrk assignments, and their presentation/demonstration in a classroom, etc. Team work is an asset. |
| Evaluation method (criteria to pass exam) | The student will be evaluated through an entire semester. He/she will undertake three written exams, two of which are semi semestral and one is final exam. Twenty percent of the grade students will get based on the results they achieve by presenting/demonstration their work in classroom. In order to pass exam student must demonstrate knowledge/skills in at least of seventy per cent of the subject/curricula |
| The teaching/learning tools/ IT | This course will be applying different tools of concretization, like the projector, computer, printer, scanner, and the internet. MS office tools and other applications. |
| Ratio: theory vs. practice | Majpority of the time in the classroom is of practical nature (70 per cent of 60 hours in the classroom comprise of excercises whilst 30 per cent are power point and other presentation lectures conducted by lecturer) |
| Literature | ECDL Guideline and books (European Computer Driving Licence)  MS Office 2007 Professional |
| Additional literature | Other profesional books such as MS Office (MS Word; MS Excel; MS Power Point and internet)  Sources from: [www.trajnimi.com](http://www.trajnimi.com) |

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| Week | Description of lectures |
| *1st week* | History of Information Technology Systems, Components of an Information System, Introducing the field of information technology and it application to other disciplines (Informatics), Golden Rules for success in Information Systems. |
| *2nd week* | Definition of Data, Definition of Information, number systems, data representation (Binary, Octal, Hexadecimal, bit, byte, etc.), encoding and information theory. |
| *3rd week* | Introduction to Hardware (CPU, RAM, ROM, Motherboard, Input Devices, Storage devices, Output devices etc.).  Main categories of computers currently in existence:  - Mainframes  - Supercomputers  - Servers  - Desktops  - Laptops  - Notebooks  - Netbooks`  - Tablet PCs  - PDA/Smartphones  Automated Teller Machine(ATM), POINT OF SALE (POS), Automated Warehousing Systems (AWS) |
| *4th week* | Introduction to Software. Software categories:  System Software (Types of operating systems, Components of OS, Windows, Linux, MAC OS etc...)) and Application Software.  Utility programs such as antivirus, archivers (compression) and defragmenters.  Translators (compilers, interpreters and assemblers).  Monitoring software for both hardware and software.  Communication software. |
| *5th week* | Introduction to algorithms, flow charts, Pseudocoding |
| *6th week* | Introduction to Databases  Software:  Accounting Software-QuickBooks  Hotel room Booking or reservations, Reservation Software |
| *7th week* | Introduction to programming |
| *8th week* | Computer Networking:  Networking: a brief overview;  Communication Media: Wired Technologies – Co-Axial, Ethernet Cable, Optical Fiber; Wireless  Technologies – Blue Tooth, Infrared, Microwave, Radio Link, Satellite Link;  Network Devices: Hub, Switch, Repeater, Gateway – and their functions;  Types of network: LAN, MAN, WAN, PAN;  Network Topologies: Star, Bus, Tree; |
| *9th week* | Network Protocols: HTTP, TCP/IP, PPP;  Identifying computers and users over a network: Basic concept of domain name, MAC (Media Access Control), and IP Address, domain name resolution;  Network security: denial of service, intrusion problems, snooping;  Internet Applications: SMS, Voice Mail, Electronic Mail, Chat, Video Conferencing;  Wireless/Mobile Communication: GSM, CDMA, WLL, 3G, 4G;  Network Security Concepts: Cyber Law, Firewall, Cookies, Hackers and Crackers. |
| *10th week* | An overview of e-Business;  History – Emergence of online shops and online Advertising  Definition of Internet Commerce  Advantages to business and to customers  Disadvantages to business and to customer  Definition of business to business (B2B)  Definition of business to consumer (B2C)  Definition of e-Marketing  Definition of e-Markets (e.g. eBay)  The use of ICT to gain competitive advantage |
| *11th week* | Overview of e-Services  Admin to Admin (e.g. Inter-departmental data requests)  Admin to Business (e.g. e-Procurement)  Admin to Citizen (e.g. Requesting birth certificate)  Informational vs. Transactional e-Services (applications, payments, licenses)  Definition of life events. |
| *12th week* | Definition of e-learning  Definition of Learning Management Systems (e.g. Moodle)  Advantages and Disadvantages of e-Learning |
| *13th week* | ICT in Science and Engineering  Give an outline of the following:  Design tools – CAD.  Total Quality Management (TQM)  Computer Integrated Manufacturing (CIM)  Simulation – traffic, piloting (air and sea)  Data tracking systems, telemetry  Geographic Information System (GIS)  Weather forecasting  Statistical packages (e.g. SPSS). |
| *14th week* | Data security. DES, RSA, MD5, Digital Signatures |
| *15th week* | Special Topics: Management Systems, Decision Support Systems, Artificial intelligence , Expert Systems, Bioinformatics |

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| Subject name | Tourism Law |
| Subject description | The focus of the course is on Tourism and Hospitality Law. The main rules governing business entities, contracts, consumer protection, business conduct and the travel and hospitality sector will be covered. Kosovo legislation in tourism and hospitality, tourists as a subject of the law in a international context; tourism and catering contracts will be taught as well. First part of the semester students will be introduced with the basic legal norms/instruments and their relations to state structures (agencies.regulators,institutions) |
| The aim of the subject, expected results of the learning | The aim of the course is to give a comparative analysis of the legal rules covering the tourism and hospitality sector from an international perspective  Knowledge  To understand and analyze the concept of legal norm, its types and structure;  To create views based on existing institutional state infrastructure and law;  To understand relationships between policymaking and law; to know who is in charge over what  To understand the essence of the rule of law and the importance of functioning legal order, the importance of legal remedies and the importance of ensuring legal certainty.  Skills & Skills:  To apply their knowledge of legal rules in practical situations by writing legal memos and presenting them in subjects relating to:  - forming a tourism company  - negotiating a business contract  - giving legal advice in consumer protection issues  - assessing the corporate governance policies for business entities in the  tourism and hospitality sectorCompetencies:  To assess Kosovo legal framework on tourism and hospitality and bring comparative insights with the international law in this field  To present solutions to problems, critically assess, analyze and discuss legal issues relating to the tourism and hospitality |
| Teaching / learning methodology | Learning on the basis of the problem, work projects in groups, active learning and student-centred, learning-based sources, the use of the method of the case study, role play, workshops, classroom presentations in groups, use summaries of learning for students to record their educational experience. |
| Evaluation method (criteria to pass exam) | The student will be examined through evaluation of assignments (worth 50% of the final grade) during the course as well as a final written examination (worth 80% of the final grade). Exam is past when 50 per cent of material is absorbed by student. |
| The teaching/learning tools/ IT | Legal documents/laws on the field of tourism and hospitality; memos; contracts; power point presentations of the lecturer; |
| Theory vs.practice ratio | Three to one ratio, in favour of lectures to exercises |
| Literature | Armand Krasniqi “E Drejta në Turizëm dhe Hoteleri” Fakulteti i Shkencave të Aplikuara në Biznes – Pejë, 2008  Kosovo Tourism Strategy/Kosovo Tourism Law  International legal documents related to tourism |
| Week | Lecture units |
| I | Presenting the teaching plan. Entering The Basics of Law. Meaning and the substance of studying basics of law, methods of study. |
| II | SOCIETY AND THE STATE  1 Social groups 2. Organization, 3. Force, violence, power and the legitimity. 4. State as a group and as an organization., 5. Elemens of State.5. State Sovranity vs Popular Sovranity. |
| III | SOCIAL NORMS  1.Social norms and their different types 2. Norms of costum, norms of moral and the norms of law. 3. State and other creators of law. |
| IV | RERLATION OF STATE AND THE LAW WITH OTHER SOCIAL EVENTS.  1. Development of state and the law. 2. Evolotive and revolutionary changes. 3. Types of evolutive changes 4. Types of revolutionary changes. |
| V | ORGANISATION OF THE STATE.  1. The state as an organisation and mechanism, 2. Individal and collegial bodies, 3. Armed and civic bodies, 4. Bourocratic and democratic bodies.5. State of law. |
| VI | FORMS OF STATE  1. Form of ruling, 2. Forms of political regime, 3. Forms of organization of the state 4. Forms of state power. |
| VII | FORMS OF POLITICAL REGIME  Defining political regime. Meaning of democracy, The elements of democracy, Formal democracy, Direct and representative democracy,  The autocracy and its forms. The dictatorship, tyranny, plutocratic and aristocratic state. |
| VIII | First colloquia |
| IX | FORMS OF ORGANISATION WITHIN THE STATE and FORMS OF STATE POWERS  1. Composed state,2. Confederation, 3. Federation 4. Protectorate, 5.Real and personal Unions, 6. Unified state, 7. The definition of centralization and decentralization 8. Principle of dividing powers . 9.Presidential system,10 Parliamentary system, 11 Mixed system,12 Principle of unified powers |
| X | LEGAL ORDER  1. Definition of legal order 2. Meaning of legal norms 3. Types of legal norms, 4. Area-validity of legal norms. 5. Time-validity of legal norm 6. Retroactive effect of legal norms. 7. Structure of legal norms, 8.The sanctions |
| XI | LEGAL RELATIONS  1. Definition and the elements of legal relations 2. Subjects of law 3. Authorisation 4.Legal obligations, 5. Legal status 6.Object of law 7. Legal facts, 8 Right’s written off.,9 Legal acts, |
| XII | THE TURISTIC LAW  Meaning of touristic law, sources of law and subjects |
| XIII | TOURISTIC AGREEMENT  Legal nature of touristic agreements |
| XIV | SUBJECT’S RESPONSIBILITY OF THE SUBJECTS WITHIN TOURISTIC AGREEMENTS |
| XV | Second colloquia |

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| Subject name | | Hospitality | |
| Subject description | | Hospitality is a basic subject in the hospitality industry. The student learns the meaning of the subject, the definitions of hospitality, tourism development in historical stages, forms and types of hotel and tourism, offer the origins and development of hotels, hospitality as a business activity, hospitality as a entertainment activity; the ratio of hotels with business activities, hotels and non-business activities, hotels divisions; multiculturalism in hospitality and tourism,etc. | |
| The aim of the subject, expected results of the learning | | To provide overview of structure and financial performances of hospitality industry; food and lodging, resorts, tourism enterprises, attractions and related operations. Focus on orientation to customer service, cultural and economic trends and career opportunities  Knowledge:   * To understand past, present, and future trends in hospitality * To comprehend picture of the lifecycle of supply and demand issues in tourism. * To strengthen knowledge of social and ethical implications for hospitality * Exploration of global issues for the hospitality and tourism industry at large. Knowledge   .  Skills & Skills:  -Ability to conduct exploration of global issues for the hospitality and tourism industry at large.  -to apply knowledge needed to improve hospitality services  Capable to undertake measures for food security/safety  Competencies:  Demonstrates competence in identifying, analyzing and solving problems in the field of hospitality  - to select/sugest/apply different approaches in performing managerial duties in leading countries across subjects economy hotel industry, | |
| Teaching / learning methodology | | The concretization of theoretical concepts learned in the study and analysis of practical examples etc. Work with groups, case studies, research. | |
| Evaluation method (criteria to pass exam) | | Students are expected to actively participate during the lectures and excercised. The course will encompass lectures, but will rely heavily upon class discussion, cases and exercises. Students will be expected to complete a series of short assignments and a semester project. There will be two mid-term tests and a final exam | |
| The teaching/learning tools/ IT | | Study visit in at least one hospitality entity; one guest lecturer;analyzing video case study; power point presentation of lecturer and deskreview conducted through internet in regard to hospitality | |
| Ratio theory vs.practice | | 50 to 50 percent | |
| Literature | | Tuntev Z.., “Hoteleria”-organizimi dhe teknika e punës”, FTU Ohër 2007  Mr. Sc. Hysen Sogojeva, PhD - Candidate “Hoteleria , ligjërata te autorizuara"  (2014) | |
| Week | Lecture to be held |
| 1st week | Introduction unit: Hospitality subject definition; Hotel and Tourism  business value chain, trips that preceded contemporary tourism |

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|  | circulation; Period of modern tourism, basic terms in business;  Hospitality as a business activitie. |
| 2nd week | Hospitality terms, significance and hospitality specifications. |
| 3rd week | Creation of a suitable supportive environment of development for hospitality  and tourism in Kosovo.  Progress and characteristics of small and medium hotel enterprises. |
| 4th week | Organization and working techniques in hotels  Hospitality organization  Macro Aspect OF THE Hospitality organization Hospitality global organization in the world Hospitality organization in Kosovo |
| 5th week | BASIC FACILITIES FOR ACCOMMODATION  HOTEL Motel Bed  Hotel Organization  Hotel part (accommodation)  Productive part - service Productive block - Kitchen Restaurant  Cafees  Bars, etc. |
| 6th week | Tests week |
| 7th week | Foreign Service  Working techniques in admission service Working techniques on reception Bussines correspondence |

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|  | Reservation service |
| 8th week | Organization and working techniques in technical service. |
| 9th week | Hospitality and Tourism Policy |
| 10th week | Organizations - Government and the behaviour of hospitality and toursim  policy in institutions. |
| 11th week | Job specifics in hospitality |
| 12th week | *Tests* week |
| 13th week | *Exercises* |
| 14th week | Presentation of workshops / Seminars and their evaluation. |
| 15th week | Presentation of workshops / Seminars and their evaluation. |

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| Subject name | Entrepreneurship |
| Subject description | This subject provides students with an understanding of the entrepreneurial process, the establishment as well as the management of a venture. Both conceptual issues (understanding entrepreneurship, the entrepreneur, and entrepreneurial environment), and technical issues (growing, managing and financing a venture) will be covered. Issues such as creativity, e-commerce and family business will also be addressed. |
| The aim of the subject: | The aim of this subject is to stimulate and give the right skills to a student to establish an entrepreneurship and to prepare them to make it economically sustainable. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Knowledge:  Knowledge on how to approach the goals and ideas,  Understanding of individual attributes of entrepreneurs,  Identification of problems, events  Understanding legal/institutional framework as a mean to establish and run small /medium enterprise locally and internationally  Abilities & Skills:  Ability to develop innovations  Ability in creativity,  Skills to succeed as an entrepreneur.  Competences:  Leader in taking initiatives for change.  Competence in making various economic activities in conditions of uncertainty.  Competence in business making and risk control. |
| Teaching / learning methodology | Using this syllabus, students will have: progressively more challenging educational activities; experiences that will enable them to develop the insight needed to discover and create entrepreneurial opportunities; and the expertise to successfully start and manage their own businesses. to take advantage of these opportunities. Education in entrepreneurship therefore, helps learners to apply the business knowledge, skills and attitudes acquired to solve environmental, economic and social problems in their everyday lives. Power point presentations; case studies, games/quizzes and disscusstion are main teaching/learning approached that will be applied throughout the semester as a part of this course. |
| Evaluation method (criteria to pass exam) | Interactive lectures in which the student’s engagement will be required. Exercises consist of different mini tests, case studies, role playing, quiz, etc. The students will be assigned to complete home work and the same one will be assessed on regular basis. Two semi semestral courses will take place alongside with the final exam. NO student will get 100 points (the highest grade 10) if she/he does not bring creative and innovative mini projects which might be an added value to small and medium enterprises in Kosovo but abroad as well. |
| The teaching/learning tools/ IT | Legal forms for registration of the business; case studies of creative/innovative ideas os successful young entrepreneurs; power point presentations; |
| Ratio between theory and practice | 50 % theory – 50% practice |
| Literature | H.S KUMAWAT (2009). Modern entrepreneur and entrepreneurship. Theory process and practice.  Robin Lowe & Sue Marriot (2006). Enterprise Entrepreneurship and Innovation Concepts Contexts and Commercialization  Sustainability, Innovation, and Entrepreneurship  By Andrea Larson, University of Virginia File Type :Online: https://saylordotorg.github.io/text\_sustainability-innovation-and-entrepreneurship/ |
| Week | Lecture units |
| 1st week | Introduction to Entrepreneurship |
| 2nd week | Define Entrepreneurship, model of Entrepreneurship, entrepreneurial attributes, entrepreneurial behaviours. Ideas. Understanding of the idea, the sources of the idea, the analysis of the idea.  The process of entrepreneurship - Defining goals, strategy definition and implementation. |
| 3rd week | Characteristics of entrepreneurship and business development. The role and impact of small businesses. Business growth stages. The specifics of small and medium enterprises. Entrepreneurship in several countries. Entrepreneurship in Kosovo. Entrepreneurship starting points. Forms and Practice. Implementation of the strategy. |
| 4th week | Trade Law and entrepreneurship. Trade law status. Contract Law |
| 5th week | Business Environment. Infrastructure – Understanding infrastructure, the types of infrastructure, external and internal factors. |
| 6th week | WEEK TEST |
| 7th week | Management, Understanding of Management, Innovation and Market. Knowledge Economy. Management functions. Planning, organization., Resource management (human resources, motivation and control. |
| 8th week | Internationalization, connectivity the goals and strategic opportunities. Risk and insurance in entrepreneurship. Forms of risk, insurance and types of risk, Choosing insurance company. |
| 9th week | Marketing, What it is marketing. The market and its characteristics. Basic marketing functions. ect |
| 10th week | The marketing process. Certain marketing environment. Micro-Macro entrepreneurs environment. Marketing information. Market segmentation. Marketing Strategy. Marketing Planning |
| 11th week | Business Financing - The financial analysis |
| 12th week | WEEKTEST |
| 13th week | Exercises / workout |
| 14th week | Presentation of work / seminars and evaluation. |
| 15th week | Presentation of work / seminars and evaluation. |

ENGLISH 1 – see syllabi of the previous semester

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| Subject name | Communication and Public Relationship |
| Subject description | The course will tackle: Structure and function of communication at all levels of employment (preparing CV,cover/motivation letter;interview techniques). Oral/written communication as a tool for successfull businessman/businesswoman; types of interpersonal and mass communication; , processing of practical examples from the field of communication. Also, the case is intended to guide students to the basics of public relations skills, theory, practice of advocacy, lobbing and marketing functions applicable in Kosovo, region and cross cultural strata. |
| The aim of the subject, expected results of the learning | The course aims to give students general knowledge about communication, understanding and communication respectively as the paradigm of systemic communication. Basic terms of communications: Phenomenology of measure and forms of communication, at local, regional and global environment.  Knowledge  To learn the meaning and practical application of communication and functioning of public relations and media.  To learn about concepts and communication functions.  To comprehend all types of communication, including those online;  Skills & Skills:  Ability to implement of knowledge about communication and public relations.  Ability to implement plans and policies for successful process of public relations.  Skills for taking initiatives and communication management process and carri internal and external communication policies at the workplace.  Competencies:  Competence to manage communication processes in organizations , institutions or companies  Competence in assessing the problems and challenges that arise in the process of communication and public relations  Competence in providing proposals and decisions relating to the improvement of the communication process in organizations, institutions or companies. |
| Teaching / learning methodology | Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study method, role-playing, classroom workshops, group presentations, the use the summaries of learning for students to record their educational experience. |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment. |
| The teaching/learning tools/ IT | Audio/video presentation; power point presentations; camera/audio recorder; computer, internet and Microsoft Office tools,etc. |
| Ratio theory vs. practice | 50 to 50 percent |
| Literature | Liljana batkoska, Iljaz Huseini, Komunikimi dhe Marrëdhëniet me Publikun (2007, Ohër) |
| Week | Lecture units |
| I | Presentation of the syllabus |
| II | Introduction to the course: basics of communication, elements of communication, speech and communication |
| III | Human communication, types of communication, communication functions |
| IV | Group communication, listening and its role in communication |
| V | Climate communication in companies |
| VI | Techniques for creative business communications |
| VII | Midterm I |
| VIII | The origin and development of public relations |
| IX | Types of public relations |
| X | Technology PR |
| XI | Communication and management of crisis situations |
| XII | Working with the media |
| XIII | The public and public opinion |
| XIV | Midterm II |
| XV | Communications and manipulations |

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| Subject name | Sociology |
| Subject description | A study of Sociology provides the conceptual tools and methods for understanding the social milieu--whether it is expressed in: group attitudes, values, behaviors, political processes of workers, families, organizations, consumers, governments. |
| The aim of the subject, expected results of the learning | The course aims to Introduce students to the ideas and approaches used in Sociology, develop their capacities for critical thinking and understanding of life and work.  Knowledge  To increase students’ understanding of team dynamics and informal organization.  To contribute broadly to many careers, as they address the most critical issues facing society today, including crime, substance abuse, violence against women, and poverty.  Skills & Skills:  Ability to solve the problems, critical thinking. These skills are a plus of all kinds of duties and projects  Competencies:  To conceptualize problems and develop research strategies |
| Teaching / learning methodology | Readings and discussion; team work; power point presentations; writing essays and carrying small research projects; presentation of the assignments in the group and critical discussion among students about their ‘homework’ |
| Evaluation method (criteria to pass exam) | Passing criteria is demonstrating through the mid term and final exam that student has absorbed at least 60 percent of the materia |
| Concretization means | Power point presentation lectures; internet research ; white board |
| Theory vs.practice ratio | Out of 60 hours of the time in classroom, 50 percent students will engage in discussion and excercises. The rest are lectures. The rest of the time (90 hours) students will be required to work independently but with onligation to bring and present in classroom his/her ‘homework assignments’. During the semester student will be exposed to 45 interactive lectures and 15 hours os discussion and excercise, |
| Literature | Giddens, Anthony 'Sociologjia' / Sociology ; |
| Week | Lecture units |
| I | Introduction to social sciences; the definition of “social” |
| II | Sociology as a way of understanding and explaining the world  Reading: Mauss Marcel, Sociologie et anthropologie, PUF, fq.285-309  Giddens Anthony, chap.1. |
| III | Society and the Individual  Lecture: Dumont Louis, “Essay on individualism” pg. 32-64; 90-95, Albanian translation  Durkheim Emile, "The duality of human nature and its social condition” |
| IV | Society and Deviance  Reading: Giddens Anthony, Sociology  Foucault Michel, “Discipline and Punish – the birth of the prison” |
| V | Industrial Capitalism (I)  Reading: Galbrait,John Kenneth: “History of Economy”, pg. 47-64 (alb. Translation)  Rozenberg N, Birzdell L.E, “How the West Grow Rich” pg.49-85 (alb. Translation) |
| VI | Industrial Capitalism (II)  Weber Max, “The spirit of capitalism and the protestant ethic”, pg.53-87 (alb.trans)  Reading: Galbrait,John Kenneth, “History of Economy”, pg.200-227 (alb.trans)  Winter Helen, Rommel Thomas, “The Wealth of Nations” pg. 45-57; 90-94 (alb.trans)  COLLOQUIUM |
| VII | Class and social order / social stratification  Bourdieu Pierre, Revue Sociologique  Fukuyama Francis, “The End of History and the Last Man” pg..11-24  Reading: Zakaria Fareed, “The future of Liberty” pg.234 - 245 (alb.trans) |
| VIII | The coexistence of different logics and actors in an organisation. (Tailors, Ford, and new forms of work flow); the three-sectorial analysis and its limitations  Stroobants Marcelle, Sociologie du travail, Armand Colin Paris, fq.22-47  Giddens Anthony, Sociology |
| IX | The conditions of a new power game: the focus on work relations; how to organize the work in a post-modern society; what role for labor unions?  Alter Norbert, L'innovation ordinaire, PUF, fq.203-231 |
| X | Globalisation – a new type of economy is emerging  Reading: Foreign Policy, August-September 2009, 'Yomenry'(Alb.trans)  Blinder Alan “Offshoring: The Next Industrial Revolution?” (Foreign Affairs, March- April 2006)  Attali Jacques, "A short history of the future” pg, 10-50 |
| XI | The big resurgent discussion about inequality and social polarization  From Karl Marx’s “Capital” to Thomas Piketty’s “Capital |
| XII | Political Institutions (I)  Reading: Tocqueville Alexis de, "Democracy in America”  Max Weber, "Politics as a Vocation” |
| XIII | Political Institutions (II)  Reading: Huntington Samuel, "Clash of Civilizations”  Fukuyama Francis, "State – Building; governance and world order in the 21st century"  COLLOQUIUM |
| XIV | Family – sociological prospective  Giddens Anthony, Sociology |
| XV | Age and Retirement  FINAL EXAM |

INFORMATION TECHNOLOGY – see syllabi of the previous semester

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| Subject name | Public and business Finances |
| Subject description | This subject covers the most important part which students should know regarding the public and business finances.  The subject provides the introduction of public finances, their importance for economic and social development of a society, the public incomes and the types of taxes which are collected for the needs of public finances, public expenditures and economic and social effects they bring. The subject also provides the opportunity for understanding the budgetary procedures and budget control. Fiscal policies and public debt represent an important part what the subject aim to cover, finalizing it with aspect of international public finances. |
| The aim of the subject: | The subject aims to give to students the necessary information regarding concepts and main categories of theories and practices in relation to public finances and the way how they function. The effects of different policies of public finances are studied from different aspects (financial, social, investment, consumption, etc.)Also the role and the importance of public finances are studied from different aspects, so students to be able to understand the complexity of those policies in general. The achieved knowledge and skills will secure students the understanding and practical competences on specific fields of public finances, so after they accomplish their studies to be successfully involved in public live, public institutions but also private companies and to be able to do all works which can be dedicated to a public servant or to an employee of private business in works related to public finances. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | After the accomplishment of this subject the students will get:  Knowledge:   1. The meaning of public finances and the role which they have in the economy of a country. To learn for the social and other roles which public finances play in the society. 2. Regarding the concept, functions and elements of public finances. 3. Regarding the public finances, types of taxes, public expenditures, etc.   Skills:   1. Ability to implement the knowledge they got regarding the public finances. 2. Skills to take initiatives and to manage the business.   Competencies:   1. Competencies to manage with small and medium businesses. 2. Competencies to evaluate the problems for managing the trade businesses, Governmental Institutions and Public enterprises. 3. Competencies on managing the duties which are related with public finances, budget’s planning, etc. |
| Teaching methodology and learning methodology | Teaching methodology is based on interactivity and case elaboration. Student is given the opportunity to critically address the types of public finance management. He/she will analyze individually and in groups finance statements . |
| Evaluation method (criteria to pass exam) | Student will be assessed throughout the semester in order to check the level of the knowledge he/she gained by lectures/excercises. Students will also participate in two mid term exams and final one. Passing criteria “ To demonstrate that he /she know/understand at least 50 percent of the subject content. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs.practice | 50 percent to 50 percent |
| Literature | |
| Basic literature | *Dr. Abdylmenaf Bexheti “Financat Publike”, Tetove, 2007* |
| Additional literature | Dr. Sabahudin Komoni “ Financat”, 2008, Prishtine  Brealey A. R. And others “Principles of corporate finance” New York, 2008  Authorized lectutres, prof. Naim Huruglica. |
| Week | Lecture units |
| I | The syllabi presentation and the introduction of the subject. The public finances ( Meaning, objectives) |
| II | Fiscal functions, the theoretical aspects of public finances |
| III | The public incomes, the classification and types of public incomes |
| IV | Taxes, customs, other taxes’ incomes |
| V | Tax systems and tax reforms |
| VI | First assigment (test)/ sum up lectures |
| VII | Public expenditures, meaning, the development and their classification |
| VIII | The economic functions of the state and public expenditures |
| IX | The importance of public expenditures in the framework of macroeconomic policies |
| X | The evaluation of public expenditures and their management |
| XI | The public loan, the budget deficit |
| XII | The fiscal policies and economic theories |
| XIII | Second assignment / The public finance on different levels of governance. Aspects of international public finances. |
| XIV | The presentation of assignments and their evaluation |
| XV | The presentation of assignments and their evaluation |

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| Subject name | Fundamentals of Human Resources Management |
| Subject description | This course will focus on the role and importance of HRM; definitions, concepts, success stories and failures applied through HRM departments of various institutions/businesses. Important methods, strategies, issues, and legal information related to the HRM function within organizations will be tackled as well. |
| The aim of the subject, expected results of the learning | This course is designed to introduce students to the fundamentals of human resource management, including the business case for human resource management and an overview of the skills necessary to effectively manage human resources.  Knowledge  On understanding the importance of human resource management.  On understanding the different concepts of human resource management and implementing them in an organization/SME.  Skills  Skills on learning the modern concepts of human resource management and implementing them in an organization.  Ability to adapt, work in teams, and motivating the subordinates, in the best way possible.  Competence  Competent in the exercise of autonomy and initiative behaviour – motivation for the employees.  Competent in directing human resource management; delegating tasks and overseeing overall HRM processes within small and medium enterprises |
| Teaching / learning methodology | Besides the lectures presented through power point and case studies; students are expected to do the assigned readings before class. These will be handed out in class when applicable. Weekly readings will not be graded directly; however, thorough completion of readings will be necessary in order to do well on other class assignments. |
| Evaluation method (criteria to pass exam) | The mid-semester exam (covers information from first half of the class) and non-cumulative final exam (covers information from second half of the class) may consist of multiple choice, true-false questions, short answers, definitions and/or essay questions. These exams will cover class notes from previously, required readings, and in-class discussions. The final exam will include several questions from some of the team presentations as well. Absorbtion of at least of 60 percent of the subject is acquired in order to pass exam. |
| The teaching/learning tools/ IT | Power point presentations; the charts and tables relevant to the subject; organogrammes; computer, Microsoft Office and internet. |
| Theory vs. practice | From 60 hours in classroom 50 percent of the time is spent around practical issue, practising , games, quizzes, role plays; whilst 50 percent are interactive lectures. Throughout the semester 45 lectures and 15 hours of excercises will take place. |
| Literature | Prof.Dr. Ymer Havolli “Human Resource Management" , Prishtina, 2011 |
| Week | Lectures |
| Java e parë | Presentation of the syllabus  What are the human resources. Obligative literature page. 3-17 |
| Java e dytë | Historical development of Human Resources; The development of human resources management concept.  Seminar papers about the plans of human resources, in any chosen organisations. |
| Java e tretë | The strategy of human resources; Functions of human resources management; the planning of human resources;  - Presentation of the seminar paper for study cases; interactive discussions.  - Taking a subject for the seminar paper |
| Java e katërt | Recruiting human resources; Chosing human resources; Orientation and the adaption in the work environment.   * Presentation of the seminar papers, debate. |
| Java e pestë | Motivating the human resources. Theories of motivation.   * The presentation of the seminar papers. Debate. |
| Java e gjashtë | PRE-TEST WEEK |
| Java e shtatë | The development of Human Resources  -Presentations of the seminar papers. Debate. |
| Java e tetë | Intelectual property.  Essay presentations of the seminar papers. Debate. |
| Java e nëntë | Managing knowledge.  -Presentations of the seminars or essays. Debate. |
| Java e dhjetë | The required performance of human resources. |
| Java e njëmbëdhjetë | Rewarding the human resources.  -Presentations of the seminar papers or essays. Debate. |
| Java e dymbëdhjetë | PRE-TEST WEEK |
| Java e trembëdhjetë | Presentation of the seminar papers, and their evaluation. |
| Java e katërmbëdhjetë | Presentation of the seminar papers, and their evaluation. |
| Java e pesëmbëdhjetë | Preparations for the final exam. |

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| Subject name | Marketing |
| Subject description | Marketing definitions, methodologies, cases , tools and strategies that empower small and medium size enterprises are at the core of this course. Case studies will be examined and various tools/strategies will be assessed to help youth understand their power in running the businesses in a successful maner. Subject offers foundations of marketing processes and tactics as they relate to the whole business enterprise. |
| The aim of the subject, expected results  Knowledge  Skills/abilities  Competencies | The aim of this course is introduction of students with business as a contemporary, social and economic phenomenon through knowledge increase on the role of the marketing and its basic elements in developing a business in the various fields. The absorption of this curriculum allows students to gain an increase of their capabilities for further studies.  Knowledge  1. To get knowledge of the history of marketing activities and the evolution of the modern marketing system.  2. To heighten awareness of the interaction between business and society as it relates to marketing activities.  3. To expand understanding of the marketing system and basic marketing vocabulary.  4. To develop understanding of basic marketing activities and ways that marketing relates to other business activities.  Skills/Abilities  1. To sharpen analysis of business strategy and tactics from a marketing person’s perspective.  2.. To provide with a framework for developing marketing strategy and a working understanding of tools and tactics useful in implementing marketing strategy.  Competencies  Provide marketing expertise  Select, design implement marketing strateegies |
| Teaching / learning methodology | Classic lectures; power point lectures; guest speaker; discussion; role play; problem solving tests; discussion |
| Evaluation method (criteria to pass exam) | Exams will cover assigned chapters in the textbook, other assigned readings, class lectures, lecture slides, class exercises, class discussions, articles, and guest speakers. Exams will consist of multiple questions. The emphasis on these exams will be on the application of concepts. Passing criteria is absorption of more than 50 per cent of the content. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | Fifty percent of the subject comprises of practical activities/excercises/discussion and engagement of the student |
| Literature | Hyrje ne Marketing, Prof.Dr.Fatos Ukaj, Peje, 2014 |
| Week | Lecture units |
| I | Explaining the content of the subject, the method of evaluation, the method of a timeline work, and getting to know the basic literature of the subject. |
| II | Global environment of marketing  The general conditions of business |
| III | Recognition of customer and buyers behaviour.  Knowledge and skills |
| IV | Research marketing  Researching the market |
| V | The system of marketing information  The features of Marketing |
| VI | PRE-TEST WEEK |
| VII | The instruments of MIX marketing  The policy of the product and services. |
| VIII | Distribution Policies  Dimensions and different strategies |
| IX | The policies of pricing  Methods of forming prices |
| X | The policies of promotion  Communication with the consumators |
| XI | The process of planning marketing  The phases and their importances |
| XII | The structure of organisations oriented like the marketing |
| XIII | The model of organising marketing  Managing proccess |
| XIV | PRE-TEST WEEK |
| XV | Interpret and control  New trends in Marketing |

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| Subject title: | RECOGNITION OF GOODS IN THE SCIENCE OF FOOD | |
| Subject description: | The program of this subject grants the students the knowledge of major food componenets and the principles of optimal human’s food, to make the students understand the main terms with the goods and their content. | |
| Aim of this subject: | Student’s will obtain knowledge about the types of goods, especially with foodstuffs, respectively the importance of goods, their seperation, their technology, and the characteristics, their packing and the distribution etc. | |
| Knowledge, Skills, and Competences: | Knowledge:   * To understand the fundamental terms of goods and food. * To understand the combinations of foods. * To understand the products and by products.   Skills:   * Skillful enough to the theoretical aspect of foods in a practical. * To interpret the changes in the market of goods.   Competences:   * Competent to demostrate the competences in the identification, analysis, and the solving of problems and the food technology. * Competent to apply the authonomy and initiative about the behaviour and initiative, motivation of all the employers that deal with this topic. * To do research in the food science. | |
| Teaching / learning methodology | Lectures, seminar papers, discussions, comments, individual and group work.  Lectures will be realised through verbal presentations with a video projector. | |
| Evaluation Methods | First evaluation 20%  Second evaluation 20%  Attendance, activity, and the home works 15%.  Final exam 45%  Total 100%  The final grade is defined if;  From 50 – 59 points, student’s grade is 6 (six).  From 60 – 69 points, student’s grade is 7 (seven).  From 70-79 correct answers, student’s grade is 8 (eight).  From 80-89 points, student’s grade is 9 (nine).  From 90-100 points, student’s grade is 10 (ten). | |
| Concretization means – TI | White board, Internet, Visits in different factories, Wireless, Computer, Projector, Powerpoint etc. | |
| Theory vs.practice ratio | Practical learning will be in different companies that deal with food production. | |
| Literatura bazë | D. Prifti. Food microbiologu. '' Perlat Voshtina''. Tiranë, 2007 | |
| Literatura shtesë | Sinani. A. Food processing and food protection/safety technology,- First edition. 2008 | |
| Week | Lecutres: | |
| 1 | The recognition of goods, and technology.  The basics of food science (bromatology)  Food, the term, and seperation.  Water, organic acids, etc. |
| 2 | Vitamins, their role, and the seperation.  Mineral materials  The energic value and physiological of the elements.  Poisoning with food. |
| 3 | The principle of conversing food.  The disruption of components.  Vital ingridents of plant origin  Cereals and Wheat  Parimi i konservimit të përbërësve jetësor |
| 4 | Wheat products  Starch, dextrins, and the products from starch |
| 5 | Sugar and the products made from sugar  Pre-test preparation |
| 6 | Reviewing the lessons |
| 7 | Vegetables and the products  Fruits and the products |
| 8 | Tools for pleasure  Spicies, Coffee, Tea, Cacao, Smoke. |
| 9 | Pjet alkoolike dhe joalkoolike  Alcoholic and non alcoholic drinks. |
| 10 | Life components with animal origin  Meat, and the products of meat. |
| 11 | Milk, and eggs  Preparation for pre-test. |
| 12 | Review on the previous lessons |
| 13 | Animal and Plant oils  Washing tools |
| 14 | Porcelain goods  Glass, and the products of glass. |
| 15 | Presentation of the projects, seminars, and their evaluation. |

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| Subject name | English II |
| Subject description | This subject involves business/professional English, grammar, spoken and written English, and translation. |
| The aim of the subject: | Students enlarge the previous knowledge reading, speaking writing, and translating. Sendly the aim is to expand the vocabulary of the words and phrases in tourism and hospitality; to increase communication skills and those in writing. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  To understand with easy virtually everything heard or read.  To summarize information from different spoken and written sources,  Tto reconstruct arguments and accounts in a coherent presentation.  To express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations.  Skills: (Skills refer to possibilities of using correct business English)  -learn to pronounce the words and sentences correctly  -comprehend and analyze the listening text  -analyze and synthesize business English  - learn to correct mistakes in English  Competency: (Competency refers to business English)  -comprehend, analyze and synthethise spoken and written English with competency |
| Teaching / learning methodology | Interactive and Direct Methods that implies biggest portion of time in communication, writing and translating certain texts of relevanc for the tourism and hospitality |
| Evaluation method (criteria to pass exam) | Fisty percent of the grade will comprise of knowledge and skills to communicate whilst the rest will depend on written exams (including final written exam) which assess the capacity of the student to write and sinthetize |
| The teaching/learning tools/ IT | The writing board, projector-computer, power point, cassettes, CD player |
| Theory vs.practice ratio | Due to the nature of the subject, most of the timestudents in engaged in practicing to communicate and write and to translate |
| Basic literature | John and Liz Soars, New Headway-Upper Intermediate, Oxford University Press, Oxford, 2009 |
| Additional literature | John Eastwood-Oxford practice grammar published 2008  Oxford Learner’s Dictionary  English for Tourism- Student’s Workbook, published 2013  Centre for Language Skills, |
| Week | Lecture units |
| I | It’s a wonderful world- auxiliary verbs; naming and tenses; questions and negatives short answers |
| II | Vocabulary- What’s in the word  Everyday English- Social Expressions |
| III | Get happy !- Present Tenses (present simple/ continuous/present passive) |
| IV | Vocabulary- Sport and Leisure  Everyday English- numbers and dates |
| V | Telling Tales- Past Tenses( simple and continues-past simple and past perfect, past passive).Vocabulary- Art and Literature/Everyday English- Giving Opinions |
| VI | Grammar and translation exercises  The week for evaluation (semi/test/colloquia ) |
| VII | Doing the right thing – Modal Verbs1( obligations and permissions) |
| VIII | Vocabulary - Nationality words/Everyday English – Requests and offers |
| IX | On the move- Future forms- Present Continuous |
| X | Vocabulary - The weather  Everyday English- Traveling around |
| XI | Revise basic vocabulary and text for Tourism |
| XII | Grammar and translation exercises  The week for evaluation (semi/test/colloquia ) |
| XIII | Advanced vocabulary for Tourism |
| XIV | Advanced Professional Text for Tourism |
| XV | Exercises for Vocabulary and professional text for Tourism |

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| Subject name | GIS and mapping |
| Subject description | GIS and mapping are intertwined in this course. GIS (Geographic Information Systems) is the basis of geospatial data ; spatial analysis , reading and publication of geo spatial information are part of the subject. It will be complemented by mapping, learn ing about the way data can be displayd visually and used as such for multiple purposes, starting from advertising, orientation, design, etc. |
| The aim of the subject, expected results of the learning | Elaboration of modern management systems with geospatial data in view of planning, design, management and advertising space / tourist resources.  Knowledge  To recognize the GIS system, digital geospatial data, performing spatial analysis and use their management function spaces-tourist resources.  - to recognize types and maps, as well as methods map based orientation  - to understand connections between maps and spatial data ad advertising of tourism destinations or hospitality/entertainment entities  Skills  Use of computer software for GIS and Mapping, desktop and web versions, in order to work daily for tourism management.  Competencies:  Using geospatial data in GIS, types and data formats, finding the location, orientation, using bases open and free (Google, Bing, Yahoo, Open Street Map, etc.)  And the use of open source software . |
| Teaching / learning methodology | In the lectures, the themes presented by the facilitator with the use of PowerPoint and projector. The practical part is dedicated to student involvement in practical work on methods for the use of GIS and mapping in tourism. |
| Evaluation method (criteria to pass exam) | Final written exam (30%), final exam of practice (30%), seminar paper (15%), individual work of students (15%) and the presence in the lectures (10%)  Criteria for passing:  In all of the above items a student must have 50% positive result. |
| The teaching/learning tools/ IT | The white board, GIS and mapping tools and softwares; power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | 50 to 50 percent |
| Literature | Idrizi B. (2006): Përpilimi i hartave & Përgjithësimi hartografik. USHT. Tetovë  Nikolli P. (2013): Sistemet e Informacionit Gjeografik. SHBLU. Tiranë |
| Week: | Lectures: |
| 1 | Mapping as a science and its duties  Basics of math, and the system of coordinates in cartography |
| 2 | Definition, properties, elements and te classifications of maps, globes, and atlases.  Compilation processes through modeling maps |
| 3 | Practical usage of the maps |
| 4 | Cartography and topic maps |
| 5 | Definition, properties, and the elements of touristic and electornic maps. |
| 6 | Practical usage of touristic maps. |
| 7 | The compilation of touristic maps |
| 8 | Review on the previous lessons |
| 9 | Introduction to the geographical information system  Types of softwares that are use for GIS |
| 10 | Geographical forms of data  Basic models of information |
| 11 | Digitalisation and editing geospatial |
| 12 | Spatial analysis  The compliation of thematic maps and reports |
| 13 | Geographical portals, websites, and tourism. |
| 14 | The usage of GIS in tourism. |
| 15 | Review on the previous lessons |

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| Subject name | Mathematics |
| Subject description | Basic math concepts, language and methods of concluding, gaining practical basis for successful implementation of mathematical knowledge in business. Solving practical problems through math and calculation. |
| The aim of the subject: | The aim of the course is to advance the math knowledge among the students and help them understand how they can use math to solve their daily problems in business working environment. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course students will gain:  Knowledge:  1. Basic math Meanings  2. Basic Applications in practice  3. Basic Applications in Business  Ability and skills:  1. And recognizes the fundamental concepts of mathematics, language and methods of concluding  2. Din meanings learned to use in concrete situations in Mathematics course.  3. Din to make independent generalization of meanings for specific situations in practice  4. Din make transmission of information to a wider public  Competence:  1. Make independent generalization of meanings for specific situations in practice  2. Make transmission of information to a wider public |
| Teaching / learning methodology | Problem-based learning, individual exams ; lectures and home assignment; after every lecturestudents will be asked to exercise and solve different math problems |
| Evaluation method (criteria to pass exam) | Two mid term tests and final exam. Student will pas exam of he/she sol;ve 60 per cent of the required tasks |
| The teaching/learning tools/ IT | The white board, computer, Microsoft Office,in particular excel, calculator |
| Theory vs.practice ratio | 60 percent of the time in classroom is designed for problem solving/excercises |
| Basic literature | Zejnullahu R: Analiza matematike I, UP- Prishtinë 2010 |
| Additional literature | Z. Ramadan, Gj. Rexhep: Përmbledhje detyrash të zgjidhura nga matematika, Libri shkollor 2003  Larson E, Hostetler R: Calculus, D.C. Heath and Company. Lexington, Massachusetts Toronto,2010. |
| Week | Lectures |
| I | Introduction of the syllabus and the subject |
| II | Numeric communions and the actions with the real numbers |
| III | Numeric communions and the actions with the real numbers ( continuation ) |
| IV | Linear equations & inequations |
| V | Determinants, definition and the methods of simplifying the determinants. |
| VI | First test |
| VII | Absolute equations and inequations |
| VIII | Linear equations with two variables. The system of linear equations. Simplifying. |
| IX | Complex numbers |
| X | Complex numbers (continuation). |
| XI | Quadtratic equations, the solution and the rules of Viett-es. |
| XII | Functions with one variable. The elemetary properties of functions. |
| XIII | Elementary functions (continuation) |
| XIV | Financial models. |
| XV | Second test |

Semestri IV

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| Subject name | Travel Agencies |
| Subject description | The understanding of the role and activities of Tourist/travel Agencies and agents; Definition and Statute of TA in the organizational systems of tourism (business and non business entities). The role of TA in economic development; their tools and operational dimensions such as : location, spaces, transport tools, Financial Investments, legal tools, transport tools, cash. |
| The aim of the subject, expected results of the learning | To bring benefits in the industry of tourist agencies, to reduce the unemployment, to meet the needs of the employees, to bring, culture, communication, ,sincerity, knowledge, management of human resources  Knowledge:  Scientific knowledge in implementations of tourist services  Knowledge of Communication, culture, skills, theoretical and practical skills to meet the economic needs,  Ability & Skills  Ability in the perception of values, attitudes and personality in the tourist industry  Skills in use of culture, presentation of tourist parameters  Skills in the organization of work, the use of power in order to motivate the employees  Competencies  To establish and run successfully tourist agencies  To conduct market assessment in this sector and provide solution to bottlenecks |
| Teaching / learning methodology | Concretization of theoretical concepts, learned from the study and analysis of practical examples. Work groups, case of studies research |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | 50 to 50 percent |
| Literature | Leonard J Lickorish and Carson L Jenkins,[Introduction to Tourism](http://www.amazon.com/Introduction-Tourism-Leonard-J-Lickorish/dp/0750619562/ref=sr_1_1?s=books&ie=UTF8&qid=1364821369&sr=1-1&keywords=Introduction+to+Tourism)  Doc.Dr.Zija Zimeri , authorized lectures “TOURIST AGENCIES” Ohrid-Pristina, 2005, Dr. Dusan Velkovic Tourism and recreation in the spatial planningOhrid 2006, D-r Mihajlo Budinoski Ohrid 2005 |
| Week | Lectures: |
| 1 | Access to studiying touristic agencies  The object of study and the purposes of the studies, the duty of studying  Touristic genesis. |
| 2 | Basics of understanding the interconnection of tourism. Definition and the status of touristic agencies, the place of touristic agencies. |
| 3 | Touristic agencies and the development of tourism.  The place of touristic agencies, modern trends in the development of touristic agencies. |
| 4 | The tools of touristic agencies, basic tools.  Workforce in the touristic agencies.  The duties and the functions of touristic agencies. |
| 5 | Business reports of touristic agencies. |
| 6 | Review of the previous lessons. |
| 7 | The instruments and the documents in the main work of touristic agencies |
| 8 | The types and the seperation of touristic agencies |
| 9 | Research and decisionmaking in the touristic activity |
| 10 | Touristic arrangements  Types of arrangements  The forming of a touristic arrangement  Placing a touristic arrangement |
| 11 | Organizimi i agjencioneve turistike  Organisation of the touristic agencies |
| 12 | Review on the previous lessons |
| 13 | General characteristics of organising touristic agencies. The models of organising touristic agencies. |
| 14 | The expenses and the results in the touristic agencies.  The expenses depending on the purposes, and their types.  Results from the touristic agencies. |

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| Subject name | Ecology and Environmental Protection |
| Subject description | During this course, students will become acquainted with the basic concepts and terminology of ecology, in general. This course includes the basics of ecology, organisms, populations, communities, and vital ecosystem. This course can be considered as a further introduction to ecology lessons. During this course, students will learn how animals and plants live together and share living facilities, generally, the students will understand better the scientific ecology phenomena and the importance of ecology, as a science. |
| The aim of the subject, expected results of the learning | The objectives of this course are for students to understand the basic ecological principles. To analyze the effect of these environmental factors on the structure and function and the spread of plants and animals, as well as, their impact in the world.  Knowledge:  To understand the ecology and environmental protection processes  To comprehend the integrated ecological and environmental aspects  To break down general concepts and segregate them into particular functions of ecology and environment protection  -to identify means of environment degradation and means of its protection.  Abilities and Skills:  Applying interdisciplinary knowledge, skills, understanding and problem solving, identifying the main problems of ecology and environmental protection  Formulating research questions about the relationship between ecology, ecological factors and their defences.  Defending and discussing the results and conclusions of the debates in the different groups  Competencies/Capacities:  Demonstrating the ability of evaluating in the field of ecology and protection of the environment; taking into consideration the social and scientific aspect.  Demonstrating the ability and responsibility of identifying the needs for further knowledge in this area |
| Teaching / learning methodology | Explanation and concretization of the theoretical concepts taught on the study and analysis of practical examples. Interactive lectures through the involvement of students in debates, group activities, case studies and debates, research, presentation of seminar papers, development of critical thinking of students, and field visits. |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | 50% of the theoretical part  50% of the practical work |
| Literature | Ecology,, Toena; Velesin Peçuli dhe Albert Kopali |
| Week | The lecture includes: |
| First Week | Introduction to the syllabus of the case and working methods |
| Second Week | Historical and conceptual development of ecology |
| Third Week | Ecosystem and its function |
| Fourth Week | Ecosystem and its interactions |
| Fifth Week | Demo-ecology and the main types of ecosystems |
| Sixth Week | Ecology and Environment I |
| Seventh Week | Ecology and Environment II |
| Eighth Week | Ecology of environmental resources |
| Ninth Week | Degradation and environmental pollution |
| Tenth Week | Preservation and protection of the environment |
| Eleventh Week | Environmental legislation |
| Twelfth Week | The action of human and ecological consequences |
| Thirteenth Week | Agroekosistemet - agroecosystems |
| Fourteenth Week | Presentation of scientific-research project proposals |
| Fifteenth Week | Presentation of seminar papers |

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| Subject: | MARKETING RESEARCH |
| Subject description | * Perspectives of decision making through marketing research * Marketing research in practice * The process of marketing research * Research design (projects), and the implementation * Qualitative methods, and the methods of supervising * Issues for collecting information * Experimentation; interviews, focus groups; survey, * Media Marketing * Processing and analysing data |
| Aim subject | The subject aims to help the student understand the importance of Marketing research in decision making and the ways of using the results in future decisions. Besides achieving the general goal, the student will also be equipped with the necessary knowledge about the types of Marketing Research; to involve themselves into the realisation of different research papers, surveys, interviews, focus groups, and small researches of involving the analytic skills and critical thinking, etc. |
| Knowledge, Skills, and Competences | Knowledge:   * To understand the importance of marketing and their interconnection with the proccesses of decision making. * To discern the types of Marketing Research   Skills:   * To be able to organise a focus group; to work, analyse, and present his or her results * Skillful enough in the design of a survey, interview, etc. * To have the right skills into the usage of different platforms of processing data and analyse them after.   Competences:   * To propose a with full competence the requried methodology in the field of Marketing Research, regarding the needs of the organisation or the company. * To design, implement, the whole process of Marketing strategy. |
| Learning and Teaching methodology | The subject has more practical learning rather than theoretical. In every class, the professor will lecture 20 minutes, then the student will be appointed into simulating different cases and the demonstration in practice of knowledge, skills, obtained during the lectures.  The main methodology of the class is to focus in gruop work, besides small individual projects, the class has to finish the first semester with the finalisation of a research paper, either a focus group, a survey, etc, with the minimum amount of 1200 people sampled in a survey. The students will work in groups in every stage of the project, starting from the design of the survey until the end of the survey and the results at the end, and at last, the quantitative analysis ( and qualitative, always basing the projects in interviews, surveys, desk review and different interviews) |
| Evaluation Methods | The student will be assessed from the first day until the end of the semester. Student’s participation and attendance, project assignments, skill demonstration in class, can grand the student 40 points (40% of the grade. The remaining 60% of the points, the student can obtain them during the pre-tests and the final exam). The final exam is a verbal test, and during the test the student is required to present the results of his/her survey.  The pre-test, respectively the evaluation is considered as positive, if the student obtains more than 20 points out of 30 points. Besides the continous-evaluation, student passes in two pre-tests. The student grants the right to participate in the second pre-test if he has already passed the first one. |
| Concretization Means – TI | Case studies; video presentations; lectures; exercises into designing a survey; marketing strategies; applications for data processing; internet/projector |
| Ratio between practical and theoretical learning | Throughout the entire semester, exercises are the main element, practical work in the field, and practical engagement in different project assignments. In the direct supervision of the profesor the student passes 60 hours, the rest of the 90 hours are ment for his/her class activity, attendance, practical exercises, 30% of the lectures are in theory. |
| Literature | Liljana Elmazi dhe Shaip Bytyqi (2007) Drejtimi dhe Strategjia e Marketingut. Andreasen, Alan R., and Philip Kotler. Strategic marketing for nonprofit organizations. Upper Saddle River, NJ: Pearson/Prentice Hall, 2008.  Kotler, Philip, and Gary Armstrong. Principles of marketing. Pearson Education, 2010. |
| Week | Lectures: |
| 1 | The role of research marketing in decisionmaking  The analysis of the situation |
| 2 | The main factors that have an impact in the decisionmaking of research marketing  The appliance of Research Marketing and ethics in RM. |
| 3 | Process analysis of research marketing  International research marketing process |
| 4 | Types of researching  The methods for collecting data  Qualitative, quantitative methods  Deskreview |
| 5 | Deskreview/ collecting existing data/ interview |
| 6 | Defining samples, creating surveys |
| 7 | Focus grups, surveys and questionaries |
| 8 | Supervising methods  Methods of analysing |
| 9 | The factors that have an impact in the methods of surveying |
| 10 | Experimental research |
| 11 | Processing data |
| 12 | Small case studies presentations, the results of quantitative analysis. |
| 13 | Quantitative analysis of data quality |
| 14 | Distribution research, promotion |
| 15 | Presenting the research projects, (final exam) |

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| The name of the subject | Internship |
| The aim of the subject: | The purpose of this course is to enable students to work effectively in various institutions/SMEs where they will attend a 150 hours of internship. The student gains knowledge and practical skills to work in various businesses and other institutions. |
| Course decsription | Practical work in various businesses, the Chamber of Commerce of Kosovo, Kosovo Business Alliance, the U.S. Chamber of Commerce. German Chamber of Commerce in various scientific institutes, government institutions, banks and financial institutions, etc.. Hotels, restaurants and travel agencies are among listed partners as well. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Upon completion of this course students will gain:  Knowledge  For practical professional work in different business organizations, business development, marketing, trade, practical demonstration of theoretical knowledge acquired in business management,  Ability:  Ability and skills to work in enterprises, to develop financial reports in circulation of goods, accounting jobs, etc..  Competence:  In management firms, and institutions, to manage certain groups of employees, organization and management of office, etc.. |
| Evaluation method (criteria to pass exam) | Condition to pass the course is the150 hours of internship followed by positive evaluation of both superviser within institution/company where internship has been conducted and from lecturer who will evaluate students achievement at the end of the course.  The student is obligated to provide the internship report signed by his supervisor in the organization or business where the internship has been completed. Supervisor of the student who has completed the internship, will mark the final report of the practical benefits that the student has received during the internship based on factual data. According to the report brought by the supervisor of the student, the teacher evaluates the student with a grade. Written or oral test may take place as well, in the case that lecturer is not convinced with the knowledge, skills and competencies that student gained during internship. |

ENGLISH ii – please see sillabi in the previous semester

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| Subject name | Natural Resources Management |
| Subject description | This course will provide a basic introduction to the field of natural resource management. Natural resources include both renewable resources, such as, land, forests, water, and wildlife, and non-renewable resources, such as, oil, metals and minerals. This course requires an integrated view of the field in the sound management of natural resources, which requires an understanding of the interactions between natural and social processes. |
| The aim of the subject, expected results of the learning | This course refers to the management of natural resources, such as, soil, water, air, and biodiversity with special focus on how it affects the sustainable management of natural resources on the quality of life of generations in the present and future of humanit  Knowledge:  Demonstrating the knowledge of natural resource management  Demonstrating the knowledge of integrated ecological aspects of cultural, political, and social, including the usage of natural resources, use and management.  Demonstrating the basic knowledge of the concepts and functions of the Earth system.  Abilities and Skills:  Applying the interdisciplinary knowledge, skills, understanding and problem solving, identifying the main problems of the management of natural resources on affecting the development  Formulating research questions about the relationship between natural resources and sustainable development  Defending and discussing the results and conclusions of the debates in different groups.  Competencies/Capacities:  Demonstrating the ability to evaluate the scope of the exploitation of natural resources, while taking into consideration the social and scientific aspect.  Demonstrating the ability and responsibility to identify the needs for further knowledge in this area. |
| Teaching / learning methodology | Explanation and concretization of the theoretical concepts taught on the study and analysis of practical examples. Interactive lectures through the involvement of students in debates, group activities, case studies and debates, research, presentation of seminar papers, development of critical thinking of students, and field visits. |
| Evaluation method (criteria to pass exam) | In one semester two exams (tests) will be held, whereas, when approaching the end of the semester, than the students will face with the final exam. The exams are held in a combined type where the questions will be in the form of open and closed types of essays.  As an evaluation method the maximum of points will be 100 |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | 50% of the theoretical part  50% of the practical work |
| Literature | Natural Resource and Environmental Economics – 21 Jul 2011  by [Dr Roger Perman](http://www.amazon.co.uk/s/ref=dp_byline_sr_book_1?ie=UTF8&text=Dr+Roger+Perman&search-alias=books-uk&field-author=Dr+Roger+Perman&sort=relevancerank) (Author), [Dr Yue Ma](http://www.amazon.co.uk/s/ref=dp_byline_sr_book_2?ie=UTF8&text=Dr+Yue+Ma&search-alias=books-uk&field-author=Dr+Yue+Ma&sort=relevancerank) (Author), [Dr Michael Common](http://www.amazon.co.uk/s/ref=dp_byline_sr_book_3?ie=UTF8&text=Dr+Michael+Common&search-alias=books-uk&field-author=Dr+Michael+Common&sort=relevancerank) (Author), [Dr David Maddison](http://www.amazon.co.uk/s/ref=dp_byline_sr_book_4?ie=UTF8&text=Dr+David+Maddison&search-alias=books-uk&field-author=Dr+David+Maddison&sort=relevancerank) (Author), [Dr James Mcgilvray](http://www.amazon.co.uk/s/ref=dp_byline_sr_book_5?ie=UTF8&text=Dr+James+Mcgilvray&search-alias=books-uk&field-author=Dr+James+Mcgilvray&sort=relevancerank) (Author) |
| Week | Lectures |
| 1 | Introduction with the syllabus |
| 2 | Introduction to the management of human resources |
| 3 | Managing woods |
| 4 | Managing agro-culture |
| 5 | Managing biodiversity |
| 6 | Managnig water resources |
| 7 | Managing electricity |
| 8 | Managing mineral resources |
| 9 | Managing trash. |
| 10 | Stable development of natural resources |
| 11 | The policies of managing natural resources |
| 12 | The impact of anthropogenic factor in the managing of natural resources |
| 13 | National parks and their importace |
| 14 | The presentation of the scientific research projects |
| 15 | Presentation of the seminar papers |

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| Subject name | Statistics |
| Subject description | **The course is designed to help students understand the role of statistics and applye in practice its basic components/functions. At the end of the course student is expected to know what statistics is, how and when to apply statistical techniques to managerial situations and how to interpret results.**  **The course also introduces the use of the computers and software tools in statistical analysis. Students will learn how to describe and analyze data using statistical software (Excel).** |
| The aim of the subject, expected results of the learning | Familiarize student with the knowledge in the field of Statistics.  Knowledge:  **Use ordinary and business statistics tools to make business and organizational decisions.**  **Understand fundamental probability formulas and be able to use them to assist in making good business decisions.**  **Be familiar with the process of hypothesis testing and the creation of confidence intervals.**  **Have the ability to interpret the results from hypothesis testing and make inferences.** |
| Teaching / learning methodology | Explanation and concretization of the theoretical concepts taught on the study and analysis of practical examples. Interactive lectures through the involvement of students in excercising and solving problems. |
| Evaluation method (criteria to pass exam) | Student must solve at least 60 per cent of the problems in two written exams and in final exam. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | 50:50 per cent |
| Literature | M. Bruçi “Statistika” Prishtinë, 2015 |

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| Week | Description of lectures |
| *1st week* | Introduction to Statistics. The role of Statistics in Life. The language of Statistics |
| *2nd week* | Graphical and Numerical Description of Data. Frequency, Histograms (Excel, Minitab) |
| *3rd week* | Nuerical Descriptors of Data. The arithmetic Mean, Mode, Median. Standard deviaton |
| *4th week* | Analyzing Bivariate Data. Interpolation and Extrapolation |
| *5th week* | Probability. The language of Probability.  Permutations and Combinations  Sample Spaces and Events Bayes’ Formula |
| *6th week* | Discrete & Continuous Bernoulli Distribution  Probability Distributions Exponential Distribution  Uniform Distribution Hypergeometric Distribution |
| *7th week* | Binomial Distribution  Normal Distribution  Poisson |
| *8th week* | Sampling methods and the Central Limit Theorem |
| *9th week* | Estimation and Confidence Intervals |
| *10th week* | One-Sample Tests of Hypothesis. ANOVA ( Analysis of variance) |
| *11th week* | Two-Sample Tests of Hypothesis |
| *12th week* | Quality Control |
| *13th week* | X bar and R charts |
| *14th week* | p charts  c charts  Acceptance Sampling |
| *15th week* | Linear Regression and Correlation |

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| Course name: | MANAGEMENT INFORMATION SYSTEMS (MIS) |
| Subject description | Types of customs information systems, the advantages and their disadvantages; demostration on how to use the latest technology and information systems. Part of the subject will focus on work processes and procedures of the information system in customs and freightforwarding. etc. |
| The aim of the subject: | The aim of this subject is to inform the students regarding the MIS in general and about customs informative systems, and to prepare them enough to make a successful plan, to develop and manage various information systems including ones in customs. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | Knowledge that will students gain include :  To understand terminology and key terms and concepts used in the field of information systems ;  to comprehend advanced concepts of information systems and  to list/ describe hardware, software, internet, networks, email systems, databases, systems analysis and design, as well as future challenges of information systems.  To indtroduce modeling business processes and automated work processes that contribute to the improvement of customs clearance procedure .  To understand problems encountered during the implementation of international information systems, including economic and cultural differences .  To be aware of the key social and ethical issues involved in the development and use of information technology.  Abilities and skills that students is expected to gain :  To analyse, recommend hardwares, softuares, information networks, databasis, needed the work processes;  to identify and implement the various MIS and work processes within a business /organization ;  to identify processes and procedures that occur during the clearance of goods .  to argue against or in favor of the controversial use of information technology .  Expected Competencies :  1. to identify and suggest appropriate responses to various managerial issues arising from the development, implementation and use of information systems.  2. to sinthetize work processes and their automation opportunities through information systems; |
| Teaching / learning methodology | Group work, work demostration with the computer and informative systems, feedback for the home works, involvement in different small projects regarding the identification and modelin particular processes , etc.  Through the lectures 50 % of the time is interactive. |
| Evaluation method (criteria to pass exam) | Usually after each test, the students must have a task and/or assignment or a project, or they have to be fully engaged in the discussions and the quizes that will be organised in class.  Pre-tests and the final exam are passed in the moment when the student has succesfully reached fifty percent of the correct answers |
| Concretization means | Programmes and platforms of the information systems; The white board, power point presentation, computer Microsoft Office,Projector, etc. |
| Theory vs. Practice ratio | The ratio is fifty percent of theory and fifty percent of practical work. |
| Literature | Managing database systems – Authorized lectures 2014;  Processing Unique Customs Electronic Documents – Authorized lectures, 2013 - 2015;  Introduction to Information Systems, Rainer, K. dhe Cegielski, C. (2011); |
| Additional literature | Laudon K. C. & Laudon J. P., Essentials of Management Information Systems, 8th edition, Pearson, (2008);  O’Brien J. A. and Marakas G. M., Introduction to Information Systems, 14th edition, (2008) |
| Weeks | Lecture to be held |
| Week I | Introduction to Information Systems: Concepts of Information, Information Systems and their importance; Information Systems and connection with other disciplines, the business information system; |
| Week II | Infrastructure Information Systems: Computer system, facilities for processing and storing information; Telecommunications, Internet and wireless technology (wireless); |
| Week III | The concept of Software as part of the system: the concept of software, communications hardware and software; Overview of application software for information management, importance of software in business; |
| Week IV | Information Systems and Databases: Concepts database; Modeling the database; data management; Processing of data; data storage (data warehouse concepts); Integrity of Data Visualisation of data and extraction of knowledge (concepts of data mining); |
| Week V | Information systems and business; Types of information systems; Competitive strategy through information systems; The role and importance of information systems in the organization, management of information resources, mining); |
| Week VI | Transaction processing systems and FIRST EXAM |
| Week VII | Electronic business (e-business): Introduction to electronic commerce; Necessary technical infrastructure for electronic business; Achieving operational excellence and customer intimacy; Markets and digital goods; Risks of electronic business; |
| Week VIII | Information systems, management and decision making, problem solving and decision making; Business intelligence; Multidimensional analysis of data; Intelligent systems and tools; Technologies for the visualization of information; Intelligent Systems; |
| Week IX | Information Systems: Ethics, Privacy and Security: Ethics in electronic business; Threats to information systems; The protection of sources of information; Security aspects; |
| Week X | Planning and design of information systems: Planning an information system; Defining requirements; Project Management; Management of global systems; Aspects of the design of an information system; |
| Week XI | Customs Information Systems and SECOND EXAM |
| Week XII | Planning of purchases and maintenance of information systems and networks Enterprise: Strategy purchasing information systems; Alternative methods and tools for systems development; The choice of applications and manufacturers; The life cycle of information systems development; Maintenance of information systems; |
| Week XIII | The main applications of the system in the digital era (some models): The system for processing transactions; enterprise resource planning; relationship management system and enterprise communications Renga; geographic information system (GIS) Multimedia Information Systems: Sharing the electronic data; |
| Week XIV | Presentation of work / seminars and evaluation. |
| Week XV | Digital economy : E-Business and E-Government |

Fifth semester

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| Subject name | Protection of Cultural Heritage |
| Subject description | Study of Cultural Heritage and Protection of Cultural Heritage aims to introduce students to the early civilization of peoples and contemporary cultural development and cultural heritage. Throughout the course student will be taught how to conserve/protect various types of heritage in Kosovo. They will be also taught about cultural heritage sites and sites protected by UNESCO world wide along side with the legal instrument and mecha nisms set up to save heritage. |
| The aim of the subject, expected results of the learning | Familiarize students with the cultural heritage of national and world in different time periods, as well as ways to protect and ensure its.  Knowledge:  Knowledge understand the value of cultural heritage through the centuries  Knowledge to understand the role of cultural heritage protection in favour of tourism  Abilities and Skills:  Proficiency in the perception of cultural heritage.  Ability to protect the cultural heritage  Skills in the use of relevant institutions in the protection of cultural heritage |
| Teaching / learning methodology | Explanation and concretization of the theoretical concepts taught on the study and analysis of practical examples. Interactive lectures through the involvement of students in debates, group activities, case studies and debates, research, presentation of seminar papers, development of critical thinking of students, and field visits. |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | 70% of the theoretical part  30% of the practical work |
| Literature | Prof.Dr.Zana Frasheri-Lito ,Histori e Qytetrimit Botëror,Tiranë 2013,Gërmime dhe studime arkeologjike në Kosovë- 2000-2012,Prishtinë 2014, Ligji për Trashëgimi,Prishtinë 2006;  Sadik Bejko,Qytetrime të Mëdha,Tiranë 2006. |
| Week | Lectures: |

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| Java | Ligjërata që do të zhvillohet | |
| 1 | Getting to know the students and the description of the subject  Cultural heritage , a value to humanity, convents for the protection of cultural heritage |
| 2 | Cultural characteristics of primitive union, cultural remains as a heritage |
| 3 | Old eastern civilisation (Mesopotamia, India and China) |
| 4 | Kultura e Egjeut-Kultura Kreto-Mikene  Aegean culture, Kreton-Micenean, (presentation of the seminar papers) |
| 5 | Qytetërimi Ilir dhe Iliria  Illyrian civilisation and Illyria (Presentation of the seminar papers) |
| 6 | PRE-TEST WEEK |
| 7 | Roman period (cultural heritage) |
| 8 | Late antiquity – Dardanian Kingdom |
| 9 | The spread of Christianity and Christian Paleo Period |
| 10 | Byzantine civilization and Kosovo during the Byzantine period (the presentation of seminar papers) |
| 11 | Kosovo during the Middle Ages, Cultural Heritage (presentation of seminar papeers) |
| 12 | PRE-TEST WEEK |
| 13 | Renaissance Humanism and Cultural -Trashëgimia in the Renaissance Period (presentation of working papers) |
| 14 | Cultural Heritage in Kosovo and its protection over the centuries |
| 15 | Presentation of work / seminars and evaluation. |
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| Subject name | Academic Writing |
| Subject description | General knowledge of academic writing, identification and categorization of all types of materials, both print and electronic writing essays and other official and unofficial papers, avoiding plagiarism, learning to think critically and professional evaluation. |
| The aim of the subject, expected results of the learning | Academic writing course aims to increase the skills of each student as in speech and in writing, ie raising the level of student academic opinion. The course consists in raising the level of writing clearly, of thinking with a certain purpose, critical thinking and expression of knowledge in an academic manner. Students will have the opportunity to learn how to write academic tasks in this course.  Knowledge:  Learn to work on their diploma thesis  Learn to choose the topic  Learn explore the topic.  Abilities and Skills:  Ability to implement knowledge about research methods  Ability to implement the rules of the advanced academic writing.  Skills for taking initiatives and managing the process of writing academic, scientific research etc.  Competencies/Capacities:  Competence to write a research plan and Filing  Competence in the analysis of a scientific and academic work.  3. Competence in evaluating the ethics, plagiarism, quotations, etc |
| Teaching / learning methodology | Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study method, role-playing, classroom workshops, group presentations, the use the summaries of learning for students to record their educational experience. |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| The distribution of the theoretical and practical part of the studies | 70% of the theoretical part  30% of the practical work |
| Literature | Imer Mushkolaj, Shkrim Akademik (ligjërata të autorizuara, 2010, Prishtinë)  Elona Boce, Si të shkruajmë një punim kërkimor. (2005), QAD, Tiranë. |
| Week | Lecture units |
| I | The research paper: how does? |
| II | Choosing the research topic |
| III | General ideas for writing topic / Identify sources |
| IV | Basic research, choosing the material |
| V | Research Methods |
| VI | The colloquia |
| VII | Plan preparation and filing |
| VIII | Basic research, choosing the material |
| IX | Draft paper |
| X | Ethics in writing - plagiarism, citation standards |
| XI | Time management and presentation techniques |
| XII | The final evaluation |
| XIII | The colloquia |

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| Subject name | International Tourism |
| Subject description | International Tourism is a basic course of the catering and tourism field. The student learns the course meaning, international tourism definitions, tourism development in historical stages, forms and types of international tourism, supply, demand, touristic consumption, of course the characteristics, connections, dynamics and basic natural effects. So, this is a basic study upon which other disciplines related to tourism are studied and developed.- Touristic Globalization |
| The aim of the subject, expected results of the learning | International Tourism course, intends to train students on; properly interpreting and applying basic methodology principles, knowledge methods, general knowledge of the basic methodologies, special scientific methods of international tourism field. Moreover, the course objective is so that when students have passed this course, they can use, interpret and apply steps and the scientific search, scientific professional research, and publishing of the results in practice  Knowledge:  Demonstrates knowledge and understanding on the scientific international field that is built upon previous studies, including knowledge of perspective theories, practical, conceptual, critical comparative, and theoretical in scientific research field of international tourism according to relevant methodology.  To understand specific field of study and to be familiar with actual cases regarding scientific research and other knowledge sources.  To demonstrate knowledge and understanding of the theories and other methodologies  Abilities and Skills:  Manifests skills on evaluating techniques and methods during professional selection,  Manifests skills to follow theoretical development and touristic theory, and in a critical way to interpret findings and changes on the touristic market  Manifests skills to make a difference between different methods while doing managerial duties in leading positions of different subjects from the international tourism economy, Competencies/Capacities:  Demonstrates competences in identifying, analyzing and problem solving  Gains skills for finding supportive arguments in the study field of international tourism  Competent in practicing autonomy and behavioral initiative, motivating workers.  Competent for leading different sources in an organization. |
| Teaching / learning methodology | The concretization of theoretical concepts learned in the study and analysis of practical examples etc. Work with groups, case studies, research. |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice |  |
| Literature | JAN ART SHOLTE Globiization a critical introduction second edition 2008  Mr. Sc. Hysen Sogojeva, PhD - Candidate “Turizem Nderkombetare, ligjërata te autorizuara" (2014 |
| Week | Lectures |
| 1 | Introduction; The definition of international tourism, dhe travels which correlate to circulation, superior systems, the development of scientific thoughts in international tourism.  The main functions of international tourism, recreative, medical, cultural, fun, political, social and economical. |
| 2 | Specificities and the perspectives of international tourism, specificities of developed countries in international tourism, perspectives for development of international tourism. |
| 3 | The position and the perspectives of region development of tourism in Europe, The position of the Western European Countries in tourism, the position of eastern mediterranean countries in tourism. |
| 4 | Specificities and the touristic policies in some european countries, Spain as a touristic country. |
| 5 | The level and dynamic of international tourism in the world, regional structure of international tourism, the expections of international tourism development from OBT. |
| 6 | PRE-TEST WEEK |
| 7 | Tourism around the world, tourism in Europe, touristic regions, alps, mediterranean regions in Italy, Spain, and Greece.  Hidrographic characteristics in mediterranean |
| 8 | Mediterranean Turkey with the black sea, and the region of America. |
| 9 | Region tourism of Australia, Oceania, and Asia. |
| Java e dhjetë | African tourism, Eastern Africa, and African canyon |
| Java e njëmbëdhjetë | Global trends, the development of economic interconnection and the growth of touristic norms.  Special segments of demand, and the match of offer with the specific needs of demand. |
| Java e dymbëdhjetë | PRE-TEST WEEK |
| Java e trembëdhjetë | Exercises |
| Java e katërmbëdhjetë | Seminar paper presentation |
| Java e pesëmbëdhjetë | Seminar paper presentation |

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| Subject name: | Cultural Tourism |
| Subject description | Culture and cultural tourism; cultural resources, cultural att raction’s selection process and cultural tourism products; elements of demand in cultural tourism, typology of cultural tourists; host communities and cultural tourism, indigenous communities and promotion/information/education of heritage tourism; socio-cultural impacts of tourism |
| Qëllimi i lëndës | The aim of the course is to assess three core course objectives which are based on 3 learning domains: knwoledge, application and execution. Students will be taught on  sustainable planning for cultural tourism and responsible marketing in cultural tourism |
| Knowledge, Skills, and Competences | Knowledge:  To understand the relationship between culture and tourism.  To understand the main concepts and theories of cultural tourism.  To explain the connection between cultural tourism and the problems.  Skills:  - To express his opinions and arguments that are related to culture and tourism.  - To connect the effects of cultural tourism.  Competences:  - Competent in the appliance of knowledge, to obtain data and information, to present his research results.  - Competent to work in an independent way, and to verbally make presentations or to work in a research paper. |
| Learning and teaching methodology. | Discussions in group, activity in class, media reading of the source, etc. |
| Evaluation methods | Students are incouraged to actively participate in the lectures, two pre-tests will also be organised, and in the end is the final exam.Projects/case studies are mandatory |
| Concretization means - TI | Computer, Projector, Microsoft Office, Internet, etc. |
| The ratio of practical and theoretical learning | This subject is 70% theory, and 30% practical learning. |
| Literature | Richards, G. (2007). Cultural Tourism: Global and Local Perspectives. NY: Hayworth  Boniface, Priscilla. *Managing quality cultural tourism*. Routledge, 2013. |
| Basic literature |
| Additional literature |

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| Teaching plan | Lectures |
| **I** | The concepts and the situation in the field of  cultural tourism |
| **II** | Cultural and cross-cultural dimensions |
| **III** | Reception, sport and cultural events in the function of development |
| **IV** | Cultural tourists, managing the hospitality and the tastes |
| **V** | Cultural tourism in a global level; case studies |
| **VI** | Communication strategies and public relations; promotion of cultural tourism |
| **VII** | Entertainment as a cultural dimension; Case studies;  Disneyland / Lego land |
| **VIII** | Cultural tourism; case studies in Kosovo |
| **IX** | Stable development of tourism through carnivals, festivals, and visual art |
| **X** | Development of Strategies – project assignment |
| **XI** | Guides, promotion, information and education online |
| **XII** | Tourism policies; The acts for balance, the cooperation for authenticity |
| **XIII** | Project presentation |
| **XIV** | Economical value of cultural tourism analysis |

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| Subject title: | | Nutrition |
| Food description | | The topic deals with the main terms about food, the importance of regular food in the human’s health, the nutrition values of different types of food, the food in agreement with the year and activity etc. Also, through the topic units, the students will be known with the terms such as; genetically modified food, and functional food, then they will also be taught about the causes of food deteoriation (physical, chemical, biological, and radiologic) |
| Aim of the subject | | To deepen the skills and knowledges in the field of foods, and the impact in the human’s health and general population. The recognition of goods, the causes of deterioration, are a primary object of this subject. |
| Knowledge, Skills, and Competences | | Knowledge:  - Knowledge in the field of nutrition, being able to make the difference between different ingridients.  - Knowledge about the causes of deterioration of food.  - Knowledge about the preventive actions of food deterioration.  Skills:  - To demostrate the ability to chase the science of food.  - To be able to interpret thei mpact of ingridents in the science of food.  Kompetencë:  - To identify and analyse the solution of problems in the field of nutrition.  - To work in different food companies to inspect the condition of goods.  To guide individuals, societies, and the population in gereal about the usage of ingridents. |
| Teaching and learning methodology | The methodology of learning and teaching is based in the interactive methods, and the case studies, leving the opportunity for the students to get known with the theoretical and practical work by attending their studies in a company. | |
| The methods of evaluation | First evaluation 20%  Second evaluation 20%  Attendance, activity, and the home works 15%.  Final exam 45%  Total 100%  The final grade is defined if;  From 50 – 59 points, student’s grade is 6 (six).  From 60 – 69 points, student’s grade is 7 (seven).  From 70-79 correct answers, student’s grade is 8 (eight).  From 80-89 points, student’s grade is 9 (nine).  From 90-100 points, student’s grade is 10 (ten). | |
| Concretization means | Besides the presentations on power point, there is going to be a practical work in the different factories which deal with the production of food. The white table, Internet, Wireless etc. | |
| Theory vs. practice | 50% theoretical, 50% practical. | |
| Basic literature | Kimia dhe Teknologjia e Ushqimeve. Rozana Troja. Tiranë, 2007 | |
| Additional literature | Natural Products from Plants. Leland J. Cseke, Ara Kirakosyan , Peter B. Kaufman Sara L. Warber , James A. Duke, Harry L. Brielmann. Second Edition, Published in 2006 . | |
| Week | Lectures | |
| 1 | Term of nutrition  Historical analysis of nutrition  The development of nutrition, or the development of food science | |
| 2 | The main components of food  Water, Oil, The white part of the egg, Mineral materials, Vitamins, Celulose. | |
| 3 | Bodies and Mechanicsms for ‘’digestion’’  The anatomy of the digestion system  Mechanical system of digestion | |
| 4 | Factors that depend on food  Balanced food  Metabolism  Food in accordance to the human’s age  Food in the accordance to the human’s activity  The impact of geographical factors in food. | |
| 5 | Food in extraordinary conditions  The life of boiling components  The food psychology  The food sociology.  Non-equality in food. | |
| 6 | Review of the lctures | |
| 7 | Food quality  Quality of life components  Meat, Cereals, Vegetables, and Fruits. | |
| 8 | Milk and the products of milk  Eggs  Oil  Suggar. | |
| 9 | Spicies  Drinks, Water, Coffee, Tea, Cacao  Lemonade  Drinks made of foods and vegetable  Beer, Vine, and the hot drinks. | |
| 10 | * Genetic-modified food * Functional exercise * The principles of food planning. | |
| 11 | The insurance of food, the poisoning of food.   1. Biological contamination 2. Chemical contamination 3. Radioactive contamination   Preparing for the pre-test | |
| 12 | Review on the lessons | |
| 13 | 1. The preparing of food, its conversation, and the conditioning.   Conservation of goods,  Conditionating  The reading of signs in food products  Contamination of components, preventive measures to stop contamination | |
| 14 | 1. Standart national laws 2. International definitions   HACCP standart | |
| 15 | Presentations of their projects / seminars, and their evaluation. | |

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| Subject name | Spatial Planning and Tourism |
| Subject description | The course in tourism planning space represents the foundation of spatial planning at all levels in order to develop tourism in the place. This course addressed the types of spatial and their content, procedures for preparation, approval and implementation, as well as the inclusion of tourist facilities-spatial areas, accompanied by necessary supporting infrastructure for tourism development. |
| The aim of the subject, expected results of the learning | The elaboration of spatial plans, their content, their use, the inclusion of spaces and tourist facilities in spatial plans, as well as their importance for tourism development and management of tourism resources right.  Knowledge:  Recognize types of spatial, content, procedures for drafting, adoption and use of their involvement in facilities and tourist areas spatial planning, infrastructure planning follow.  Abilities and Skills:  The use of spatial plans of different levels, the inclusion of facilities and tourist destinations in spatial plans, legal protection of tourist areas through the development of spatial planning of infrastructure necessary for the planning of space-tourist complexes  Competencies/Capacities:  Reading the contents of spatial analysis and regulation of tourist areas of their involvement in the drafting of the tourist standards of the spatial plans of protection of cultural heritage spatial plans. |
| Teaching / learning methodology | Explanation and concretization of the theoretical concepts taught on the study and analysis of practical examples. Interactive lectures through the involvement of students in debates, group activities, case studies and debates, research, presentation of seminar papers, development of critical thinking of students, and field visits. |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice | The ratio between the theoretical and practical is 3: 1 (3 + 1 hour). |
| Literature | Ramadani I. (2013): Planifikimi hapësinor dhe urban. UP-FSHMN. Prishtinë  Idrizi B. (2011): Planifikimi hapësinor-dorëshkrim. USHT. Tetovë |
| Week | Lectures |
| 1 | Spatial planning as a science, and its duties. |
| 2 | Historical development of saptial planning |
| 3 | Definition, the treatment and the types of space. |
| 4 | The characteristics and the elements of the spatial system |
| 5 | Social, economical processes and the region spatial |
| 6 | The aims, subject, and the duties of spatial planning |
| 7 | The principles, methodology criteria, docstrines, models, concepts, and the theories of spatial planning |
| 8 | FIRST PRE-TEST |
| 9 | The factors that have an impact in Spatial planning |
| 10 | Types of Spatial planning |
| 11 | Preparational work, methodology work of spatial planning |
| 12 | The phases of compilation of spatial planning |
| 13 | Approving and realising the spatial planning |
| 14 | SECOND PRE-TEST |

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| Subject name | Animations in Tourism and hospitality |
| Subject description | The objective, the subject, the study of animation in tourism, the scope, the tasks, notion, definition, purposes and principles, the need for animation and tourism, tourism and animation characteristics, Connectivity of recreation, culture with animation, Tourist workshops and animator, three steps in services, tourism workshop as an animator, definition, settings for animator, psycho-physical characteristics, skills and contacts with guests, The role, duties, and the specifics of the animator, in relationship animator- tourists etc |
| The aim of the subject, expected results of the learning | To bring benefits in the industry of tourist agencies, to reduce the unemployment, to meet the needs of the employees, to bring, culture, communication, ,sincerity, knowledge, management of human resources  Knowledge:  Scientific knowledge in implementations of tourist services  Knowledge of Communication, culture, skills, theoretical and practical skills to meet the economic needs,  Knowledge of human resources management  Abilities and Skills:  Ability in the perception of values, attitudes and personality in the tourist industry  Skills in use of culture, presentation of tourist parameters  Skills in the organization of work, the use of power in order to motivate the employees  Competencies/Capacities:  Competent for important responsibility for the behavior of employees in the organization.  Competent in the exercise of autonomy and the initiative for the behavior motivation of workers.  Competent in the direction of different sources in the organization |
| Teaching / learning methodology | Concretization of theoretical concepts,learned from the study and analysis of practical examples. Work groups, case of studies research |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. Practice ratio | 70% of the theoretical part  30% of the practical work |
| Literature | Leonard J Lickorish and Carson L Jenkins,[Introduction to Tourism](http://www.amazon.com/Introduction-Tourism-Leonard-J-Lickorish/dp/0750619562/ref=sr_1_1?s=books&ie=UTF8&qid=1364821369&sr=1-1&keywords=Introduction+to+Tourism)  Doc.Dr.Zija Zimeri , authorized lectures |
| Week | Lectures: |
| 1 | Access to studiying touristic agencies  The object of study and the purposes of the studies, the duty of studying  Touristic genesis. |
| 2 | Basics of understanding the interconnection of tourism. Definition and the status of touristic agencies, the place of touristic agencies. |
| 3 | Touristic agencies and the development of tourism.  The place of touristic agencies, modern trends in the development of touristic agencies. |
| 4 | The tools of touristic agencies, basic tools.  Workforce in the touristic agencies.  The duties and the functions of touristic agencies. |
| 5 | Business reports of touristic agencies. |
| 6 | Review of the previous lessons. |
| 7 | The instruments and the documents in the main work of touristic agencies |
| 8 | The types and the seperation of touristic agencies |
| 9 | Research and decisionmaking in the touristic activity |
| 10 | Touristic arrangements  Types of arrangements  The forming of a touristic arrangement  Placing a touristic arrangement |
| 11 | Organizimi i agjencioneve turistike  Organisation of the touristic agencies |
| 12 | Review on the previous lessons |
| 13 | General characteristics of organising touristic agencies. The models of organising touristic agencies. |
| 14 | The expenses and the results in the touristic agencies.  The expenses depending on the purposes, and their types.  Results from the touristic agencies. |

SUSTAINABLE DEVELOPMENT – LECTURES AND LEARNING PLAN IS MISSING!!!

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| Report for subject | |
| The name of the subject | Sustainable development |
| Subject description | This course uses a political ecological approach to human interactions and environmental review in urban and rural areas on a global level. This course examines the complexity of sustainability and environmental issues in a different spatial scales ranging from the local to the global level. This course addresses a number of important contemporary social and environmental policies and research topics, such as, the development and displacement, dimensional-transnational environmental issues, access to water in urban areas, food security and sovereignty, urban planning and sustainability, social risk of production, and use of resources. |
| The aim of the subject, expected results of the learning | This course aims to provide a deep knowledge of concepts, practices, and indicators of the factors of sustainable development, including the identification of the parties involved and their roles in the process of sustainable development  Knowledge   * Understanding the key concepts and theories on advanced sustainable development; * Learning about the importance of the link between environmental, economical and social factors and their impact on one another   Skills & Skills:   * Define the key concepts of sustainable development * Determining the main mechanisms of the global, European, and national sustainable development   Competencies:   * Having the capacity of analysing the main instruments for measuring the sustainable development * Being able to develop skills for planning, implementing and evaluating projects that are developed and co-developed * Being able to develop new researches, which are aimed at sustainable development |
| Teaching methodology and learning methodology | Explanation and concretization of the theoretical concepts taught on the study and analysis of practical examples. Interactive lectures through the involvement of students in debates, group activities, case studies and debates, research, presentation of seminar papers, development of critical thinking of students, and field visits. |
| Evaluation method (criteria to pass exam) | In one semester two exams (tests) will be held, whereas, when approaching the end of the semester, than the students will face with the final exam. The exams are held in a combined type where the questions will be in the form of open and closed types of essays. As an evaluation method the maximum of points will be 10. |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| The distribution of the theoretical and practical part of the studies | 70% of the theoretical part  30% of the practical work |
| Literature | An Introduction to Sustainable Development by Peter Rogers, Kazi F. Jalal and John A. Boyd(Nov 1, 2007) |
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Bachelor Thesis

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| Subject name | Tourism Destinations |
| Subject description | Definition, the need and importance of the case, the definitions of definitions, historical development in stages, forms and types of research methods. The basic system elements emotive space tourist, transit area. Environmental effects of tourism in the process influence the process for tourists. |
| The aim of the subject, expected results of the learning | Gaining new knowledge for the development of tourist destinations, with particular reference to opportunities for tourism development in the country, as an integral tourist destination and create individual tourist destinations in our country. Aim of this course is that students acquire the knowledge necessary implementation of market research in order to advance the process of making business decisions.  Knowledge:  Demonstrates knowledge and understanding in the scientific field of study methods of research that builds on previous studies е, including knowledge in the domain of theoretical perspectives, practical, conceptual, critical comparative and theoretical research in the scientific field.  To understand a certain field and recognize current issues dealing with research and new sources of knowledge.  Demonstrates knowledge and understanding of theories and methodologies.  Abilities and Skills:  Manifests skill evaluation techniques and methods during professional selection,  Manifests the ability to follow developments in the theory and practice of contemporary research and critically interpreting the new phenomena and changes in the tourism market,  Manifests ability to extract conclusions independently, while working in teams interdisciplinary  Competencies/Capacities:  Demonstrates competence in identifying, analyzing and solving problems.  Ability to find and win the arguments in support of a study of research methods and its disciplines.  Competent in the exercise of autonomy and initiative behavior of new research methods. |
| Teaching / learning methodology | Concretization of theoretical concepts, learned from the study and analysis of practical examples. Work groups, case of studies research |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. Practice ratio |  |
| Literature | Mr. Sc. Hysen Sogojeva, PhD - Candidate “Turizem Nderkombetare, ligjërata te autorizuara" (2014) |
| Week | Lectures |
| 1 | Introduction in the subject of Touristic Destinations  Destination, the term and the concept. |
| 2 | Touristic concepts, and the importance of touristic destinations |
| 3 | The definition of touristic destination |
| 4 | The conditions which define touristic destination |
| 5 | Characteristics and the attractivity of touristic destinations |
| 6 | PRE-TEST WEEK |
| 7 | The gains, and the management of touristic destinations |
| 8 | Functions of touristic destinations |
| 9 | Integrated planning of touristic destinations |
| 10 | Planning strategy of touristic destination |
| 11 | Managing quality |
| 12 | PRE-TEST WEEK |
| 13 | Exercise |
| 14 | Life cycle |
| 15 | Regions of touristic destinations |

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| Subject name | Financial Management |
| Subject description | Subject Financial Management will address: the role scat finance firm, development finance firm, form of organization of enterprises, financial relations, government, global economy, the financial markets and banks, among firms with employees, customers. Making financial decisions in the company, the function of the finance company, the time value of money, interest, future value of the euro, financial analysis of the company, balance sheet, statement of income, statement of changes in equity, statement cash flow. |
| The aim of the subject, expected results of the learning | Financial Management course is very important for the operation of the firm or entity. Good financial management enables management firm in making important decisions very firm. The purpose of this cycle lectures from the above mentioned is the knowledge of the students with the problems, functioning, maturity finance firm.  Knowledge:  Knowledge of the functioning of the firm's finance, financial planning firm, the role of finance entity.  On the means available to the firm, the possibility of their creation, either through funding between profit or bank loans  Financial Analysis, financial statements finance firm control.  Abilities and Skills:  Ability to use this knowledge of the firm which are tools that are available, which serve them.  Ability to identify what are the sources of revenue,  Ability to develop financial plans at the entity.  Ability to identify timeliness of financial management,  Competencies/Capacities:  Competence to lead the various sectors of the firm Brent finance, strategic planning of the budget project of the firm.  Competence to assess the structure of the assets and resources of the firm. |
| Teaching / learning methodology | Concretization of theoretical concepts,learned from the study and analysis of practical examples. Work groups, case of studies research |
| Evaluation method (criteria to pass exam) | Please refer to the College Regulation for the students assessment |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. |
| Theory vs. practice |  |
| Literature | **Dr. Isa Mustafa “ Menaxhmenti Financiar” Prishtinë 2007** |
| Week | Lectures |
| 1 | Introduction to the syllabus, financial management, the aims and the duties of finances, the role of finances in economical units. |
| 2 | The aim and the duties of finances, the main role of firm finances, strategic, operative, risk, management, finances as a discipline, the development of finances, the organisation of the firms, financial environment of the firms. |
| 3 | Decision making in a financial firm |
| 4 | Time value in money |
| 5 | Financial analysis of the firm, bilance analysis, income sheet, changes in equity, cash flow, etc. |
| 6 | PRE-TEST WEEK |
| 7 | Internal and external control |
| 8 | Financial planning |
| 9 | Investments, decision making criteria for the capital budget |
| 10 | Risk and its management, the sources of risks, risk measurement, distribution of the propability, risk classification. |
| 11 | Short and long term financing, short term sources, market credits, financial papers, long term credits, mid-term sources of financing. |
| 12 | SECOND PRE-TEST |
| 13 | Planning in the financial sector of any company, either private or public. |
| 14 | Capital cost |
| 15 | Dividend policies |

Agreements with two accredited High Education Institutions

ANNEX Dossier/Syllabis

Table of contents of SAR for the Program Management, (MA) 5.4.

5.4. The Program Management, MA

5.4.1. Basic data for the study program

5.4.2 Rationale of the program for the labor market

5.4.3. International comparability of the programme

5.4.4. The target group that program is dedicated to

5.4.5. Orientation of the study program according to the leading principles of the institution (mission)

5.4.6.. The aim and profile of the study program

5.4.7. Expected learning outcomes

5.4.8. Relation between the theoretical and practical / experimental part of the study

* + 1. ECTS calculation

5.4.10. Internship

5.4.11. The research plan for the program / programs in assessment

5.4.12. Enrollment and addmission criteria for students

5.4.13. Program overview

5.4.14. Brief description of the modules

5.4.15. Agreements with two accredited academic institutions

5.4.16. Annex: File / syllabuses

Master Management

5.4.1. General information

The Master Management program is developed based on the legal procedures stipulated by the College’s internal regulations. Dean of the College upon proposal of Scientific Teaching Council has appointed the Head of the program- Master Management to prepare the program Master Management for the re-accreditation. The Head of the program has established a group of experts composed of professors within the College “Pjeter Budi” and external experts of relevant fields. The Head of the program constantly held meetings, consultations with professors and relevant experts, experts from the fields of insurance (experts from insurance companies operating in Kosovo), in the field of tourism and hospitality (experts from the field of tourism), experts of the fiscal policy (Tax Administration of Kosovo), experts in the field of accounting (SCAAK), finance, banks (Commercial banks, microfinance institutions, CBK, etc.), with business community (Economic Chamber of Kosovo, the Kosovo Business Alliance).

The Council of Experts analyzed the proposals of consulted institutions together with details of relevant institutions (Central Bank of Kosovo, Kosovo Agency of Statistics), and has compiled a draft report of the new curriculum.

The draft proposal of the Council of Experts is analyzed by the Council of the Program Master Management and received their recommendations.

The prepared curriculum was approved by the Scientific and Teaching Council and approved by the Managing Board of the College.

The Managing Board of the College has approved the new structure of curriculum of this program.

Given the need for profiling of personnel with superior qualification, high and narrow specialization, in accordance with the new changes made in economy of the Republic of Kosovo, hereby "Pjeter Budi", is applying for re-accreditation of Study Program Master in Management

The study program Master in Management is offered with five profiles:

1. Insurance Management,

2. General Management

3. Management in Tourism and Hospitality,

4. Human Resources Management

5. Banking, Finance and Accounting Management

* + 1. Basic informations of the Master Management program

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| Emërtimi i programit studimor | Menagement – Master (MA) |
| Niveli i kualifikimit në përputhje me Kornizën Kombëtare të Kualifikimeve | Level 7 according to Kosovo Qualiffication Framework |
| Grada akademike dhe emërtimi i diplomës | MBA/ MsC  Master in Management |
| Fusha e studimit sipas Erasmus Subject Area Codes | 04 |
| Profili i programit akademik (specializimi) | Programi fokusohet në krijimin e kuadrove të reja me aftësi të përgjithshme menaxheriale, si dhe me aftësi menaxheriale në turizëm e hoteleri; në sigurime; në banka financa e kontabilitet si dhe në resurse nejrëzore. Të gjitha këto 5 profile identifikohen me fushën studimore të Erasmusit të kategorizuar si 04. |
| Kohëzgjatja e studimit pë studentet që kanë mbaruar nivelin Bashcelor në kohëzgjatje prej kater viteve  Kohëzgjatja e studimit pë studentet që kanë mbaruar nivelin Bashcelor në kohëzgjatje prej tri viteve | Two academic years |
| Forma e studimit ( e rregullt, pa shkëputje nga puna, mësimi në distancë) | Full time |
| Numri i ECTS kredive (total dhe për vit) | 120 ECTS total  30 ECTS for one semester; ( 3 semesters: 30 x 3 = 90 ECTS) and Master Thesis 30 ECTS. |
| Modulet /Lëndët (titujt) | *First year:*  *Fisrt Semester*:  *Mandatory: Scrientific Research Methods;Strategic Management; Leadership and Organizational behavior; Operations Management;*  *Electives*  MIS; Business Ethics; Managing Change  *Second semester:*  *Mandatory: International Marketing Management; Risk Management; Menagerial Accounting; Menagerial Decision making;*  *Elective: Managing Inovations; Finance ; E –business*  *MA ON GENERAL MANAGEMENT (profile) Second year:*  *Third Semester:*  *Mandatory: Brand Management; Human Resourse Strategic Management; Public Finance Management; Total Quality Management;*  *Elective: Corporate Governance ; E – marketing; Bank Management; Strategic Communication and intercultural relations;*  *Fourth Semester: MA thesis*  *MASTER OF INSURANCE MANAGEMENT (profile)*  *Third semester:*  *Mandatory: Financial statement analysis; Risk management in insurance sector; solvency II; Insurance market and institutions;*  *Elective: E-marketing ; Strategic Management of Human Resources; Strategic Communication and intercultural relations;*  *Fourth semester: MA thesis*  *MASTER IN TOURISM AND HOSPITALITY MANAGEMENT (profile)*  *Thirs semester:*  *Mandatory: Selective types of Tourism; Spatial planning in tourism and hospitality; Strategic Communication and intercultural relations;Promotion in tourism and hospitality*  *Electives: Managing events and spare times; Consumer behavior; Strategic Communication and Intercultural Relations;*  *Fourth semester: MA Thesis*  *HUMAN RESOURCES MANAGEMENT, MASTER (profile)*  *Third semester:*  *Mandatory: Managing work relationships; Safety and health in the work place; Guidance, managing and developing people in international context; Strategic human resource management’*  *Electives: Advanced learning , training and development; Managing , recruiting and rewarding talents;*  *Fourth semester: Master thesis*  *MASTER: MENAGMENT IN BANKING, FINANCE AND ACCOUNTING; (PROFILE)*  *Third semester:*  *Mandatory: Risk management in banks; Menaging banks and banking system; Advanced accounting; Money, banking and finance;*  *Elective: Analysis of financial statements; Corporate finance; Strategic Human Resource Management*  *Fourth semester: MA thesis* |
| Numri i vendeve të studimit | 70 |
| Udhëheqës i drejtimit/programit të studimit | XXXXXX |
| Personeli i përhershëm shkencor/artistik (Numri sipas kategorive të personelit) | Xxxxxxxxx |
| Taksat e studimit | 1200 euro për vitin akademik |

* + 1. Rationale of the program for the labor market

The College "Pjeter Budi" offers specific programs compared with other colleges in Kosovo. The Study Program in college corresponds to the time and the need of Kosovo economy. Kosovo is among countries with the highest unemployment rates in Europe. Official figures varies from year to year and are not considered as reliable, according to Kosovo Agency of Statistics, unemployment in Kosovo is at level of 35.3% of the working-age population, but the real unemployment is over 60%.

Regarding the insurance market in Kosovo certainly is a new market with high potential for development. Yet, the need for specialized staff is more than necessary. This staff in Kosovo can be provided only by College “Pjeter Budi”. In 2015 in Kosovo are operating 15 insurance companies, 8 brokers and the Kosovo Insurance Bureau. The need for staff is huge in these companies.

It should be noted that the development of Kosovo is in its initial stage, so the professional staff is highly demanded. Our college offers to the labor market a high-profile staff. Tourism and hospitality is boosting after the war in Kosovo. The demand for professional staff is much bigger than the offer. Over 70% of graduated students in College “Pjeter Budi” are employed, whether in insurance, in tourism or hospitality domain, but in banking institutions as well, in various private businesses, public services etc. Many of them are managers or have established their own businesses and are running successfully.

However, Kosovo's labor market continues to feel the shortfall of skilled workers in almost every field. Inclusion of Kosovo in the European various institutions requires professional management staff. Shortfall of adequate education and training is estimated to be one of the reasons for the high level of unemployment in Kosovo, but also in other countries of the region. All shortfall of adequate education and training is estimated to be one of the reasons for the high level of unemployment in Kosovo, but also in other countries of the region. This urges the need for the quality and targeted academic programs, especially of the development programs that College “Pjeter Budi” has.

Currently Kosovo is facing low levels of Foreign Direct Investments (FDI). The level of FDI is constantly decreasing from year to year. Among other deficiencies that Kosovar market has with respect to attracting FDIs, there is also the level of education in the labor market (level of skilled workforce). The fact that there is lack of professional workforce that may add contribution toward FDI attraction “Pjetë Budi” college finds it reasonable to offer the Master Management program.

Since 2007, Kosovo is part of the Free Trade Agreement-CEFTA, which includes the following countries: Kosovo, Macedonia, Albania, Serbia, Montenegro, Bosnia and Herzegovina and Moldova. This agreement provides tax-free trade customs between these countries. Now this agreement is going through a new stage of development of commercial relations with the European Union, through the signing of the Stabilization and Association Agreement (SAA). Signing the SAA with the European Union, allows Kosovo to gain not only from the export of its products in the European Union, but also from imports of raw materials from the European Union and returning it into the EU as the final product.

Any data analysis by the Kosovo Agency of Statistics, chambers of commerce, business alliances, etc. which monitor the development trends in the regional and global market, come to the conclusion that there are needs for more professional staff prepared for the international market. By signing the SAA – to Kosovo are opened the doors that by professional work penetrate more into the international market and this is one of many reasons why this program is so necessary in order to prepare staff from relevant fields which will be competitive for the regional market and beyond.

* + 1. International comparitibility of the Programme

Study Program Master in Management, is in accordance with the contemporary standards of Higher Education or the European Area for Higher Education (the Bologna Process) [[25]](#footnote-26). Kosovo fully applies the Bologna System of Higher Education although it is not officially part of the system.

Programs of the College are accredited on the basis of European standards and by a credible institution, by the Agency for Accreditation of Kosovo which operates by the European standards of ENQA.

The Study Program Master Management is offered in a two (2) years with 120 ECTS credits.

Upon designing of the program Master Management and its profiles, the College has consulted similar programs in the region and European Union countries.

Some of the programs similar to Master Management that are consulted are:

-University Of Sheffield

-Economic Faculty in Rijeka, Croatia

- Frankfurt School of Science

(<http://www.frankfurt-school.de/content/en/education_programmes/master/mim.html>)

In the context of the internationalization is worth noting that the College "Pjeter Budi" has a tradition of cooperation with other countries. Since the establishment we have cooperation agreements with the Faculty of Tourism and Organizational Sciences "St. Clement Ohridski" in Ohrid, Macedonia. From this institution we have had staff lectured at the College "Pjetër Budi", as well as the staff of the College "Pjeter Budi" have been at the Faculty of Tourism and Organisational Sciences "St. Clement Ohridski" in Ohrid, Macedonia, so this cooperation in personnel exchange will continue in the future.

It is paid much attention to the internationalization of the curriculum, within which there are many subjects dealing with topics of international character. Among subjects with international importance can be mentioned: International marketing, International financial systems, Solvency directive II, International tourism, and similar.

Among the subjects that greatly helps internationalization are subjects in the field of information technology, which are based on trends in global markets trends.

Special importance in the curriculum of the Program Master Management is given to the Master thesis, which is mandatory in the fourth semester. In the Master Thesis the students are obliged to prepare a scientific paper based primary research through the use of empirical/quantitative observation in the field of insurance, tourism, banks, international markets, finance, accounting, strategic management, human resources management etc. In addition, from students is required in their thesis must pay attention to the comparative analysis by critically evaluating the available literature.

* + 1. The target group that program is dedicated to

The program Master Management contains in its structure vocational subjects by which the students are prepared for the labor market in deficient fields that are: field of insurance, field of public administration, field of international commerce, field of tourism and hospitality, field of finance, accounting, etc.

As a target group, this program is intended to the students who have completed the Bachelor level in different courses, especially those students who have university degree in insurance, tourism, economy, and not just them, because the program is intended to all students who want to study this program. In particular, this program is dedicated to people that are already working in the similar field that intend to expand their knowledge or even promote themselves in their workplace.

* + 1. Orientation of the study programme according to the leading principles of the institution (mission statement)

Mission:

The College "Pjeter Budi" - Prishtina, in its mission has the offer of high quality education based on knowledge and research, in specific courses in accordance with the domestic, regional and international requirements of the labor market. The College "Pjeter Budi" offers the study programs which are directly linked to practical and professional work, and deficient profiles in the country and beyond.

By providing the program Master Management with profiles, insurance management; Management in Tourism and Hospitality; Human Resources Management; Banking, Finance and Accounting Management, “Pjetër Budi” aims to provide an integrated set of learning opportunities for students that are interested in enhancing the necessary skills and knowledge in order to effectively manage modern organizations.

Vision:

The vision of the Master Management program is to provide students practical, real, and relevant study program by promoting team-work and engaged learning in order to fulfill the need of the labor market with exceptionally well educated and skilled staff.

Aim:

The aim of the program Master Management is to prepare competent and innovative specialists or experts, ready to enter into the labor market and provide advanced knowledge in the field of Management. Graduates will be able to utilize appropriate procedures, frameworks, models, and experience to provide solutions and make appropriate decisions.

Another aim of this program is development of analytical and strategic skills of the student, to identify business problems, generate and compare alternatives, and develop solutions.

Objectives:

Study programs have strategic objectives including programs which are subject to this evaluation, as follows.

1. The achievement of excellence in all areas of academic and research activities;
2. Ensuring quality in performing of study programs;
3. Keeping a quality academic staff, who master values and higher professional skills;
4. Equipping graduate students with the best education and opportunities to increase their knowledge, skills and
5. their valuable experience;
6. Building bridges in national, regional and international levels;
7. Creating an stimulating, developing and innovative environment for academic staff, employees and students;
8. Ensuring a sustainable environment that enables qualitative achievement in all academic developments;
   * 1. Expected learning outcomes

After completion of studies – students are expected to master their knowledge and understanding of the matter with respect to their field of study. In particular, students are expected to develop better results in terms of: knowledge, skills, and competency.

Knowledge:

In terms of knowledge, students should be able to embrace the following:

• Using of integrated knowledge of principles, features and terminology to reach the informed judgment about the theories and practice of general management, insurance, hospitality, tourism, banking, finance, accounting and international trade in general;

• Using of detailed knowledge and understanding of key subjects for insurance, hospitality, tourism, human resources, banking, finance, accounting and international trade;

• Demonstration of knowledge in insurance management, management in tourism and hospitality, banking management, financial management, accounting management.

• Comprehension of the ways of functioning of global international trade, including a range of established techniques of data collection or researching methodologies.

Skills:

They will be able to demonstrate mastery and innovation to solve complex and unpredictable problems in a specialized field of work or study. This may include:

* Using the specialized and advanced materials, or that are primary in insurance management, management in hospitality and tourism, banking management, financial management, accounting management.
* Execution of defined projects of research, development or investigation and identification, implementation of relevant results in the field of Master in Management program organized by College Pjeter Budi.
* Practicing at the professional level, which involves a high degree of specialization and demonstrating of originality and creativity at work in insurance management, tourism and hospitality, human resources, banking, finance and accounting.

Competencies:

Students are expected to carry out assignments or studies that include activity management or complex technical and / or professional projects, which could include responsibility for decision-making in unforeseen contexts of work or study or manage professional development of individuals and groups.

* Effective action that together with colleagues lead the process of different project management in areas of insurances, hospitality, tourism, banking, businesses, etc.
* Being independent for taking the initiative of professional activities management in the field of insurance, hospitality, tourism, banking, businesses, etc. and taking the main responsibility for the work of others;
* Cooperation with others providing changes, development and new ideas to manage the activities of insurance, hospitality, tourism, banking, businesses, etc.
* Dealing with the ethical and professional issues in accordance with existing professional codes and practices in project management in fields of insurance, hospitality, tourism, human resources, banking etc.
* Carry out scientific research in the field of expertise and contribute to the available literature.
  + 1. The distribution of the theoretical and practical part of the studies

During two years of academic study, the program Master Management is designed in a way that puts more emphasis to practical and professional. Yet, aiming to embrace theoretical aspects into practice for the purpose of equipping and qualifying students for professional work in in the following fields: business management, insurance management, bank management, finance and accounting, management in tourism and hospitality in both theoretical and practical aspect.

Apart from lectures and practical side to students are given the opportunity to increase their research capabilities and skills for independent preparation of scientific research.

In the framework of subjects of the plan of program Master Management the practical part is incorporated in to the extent determined by the nature of the subject. [[26]](#footnote-27). Students are given the opportunity to interlink the theoretical matter of the subject with the practical through the teching methods by analyzing case studies as well as by Each student is obliged to perform independently the seminary paper in the second semester; then diploma thesis in the third semester and the master theme in the final semester of studies.

* + 1. ECTS Calculation

According to the MEST provisions, through AI is regulated the ETCS calculation -of credits for a subject - this is 1 ECTS = 20 to 30 classes (lectures, exercises, practice) of the student.

In the College "Pjeter Budi", ECTS calculation is adjusted based on the decision of the Scientific Educational Council, where 1 ECTS = 25 classes (lectures, exercises, practice) of the student. The distribution of ECTS credits differs from subject to subject.

The number of credits varies, for some subjects the student earns 5 credits whereas for some others 6 or 7 credits.

The total of ECTS credits in one academic year is 60 ECTS credits or one semester has 30 ECTS credits.

The Program Management Master lasts two year, each year has two semesters, every semeter has 30 ECTS, where the program has a total of 120 ECTS.

After graduation, the student will obtain degree: Master Management in profiles:

General management

Management in Insurance

Management in Hospitality and Tourism

Human Resource Management

Management at the bank, finance and accounting.

Next is the table showing the way of grading for students:

|  |  |  |
| --- | --- | --- |
| Nota | Pershkrimi | Perqindja e njohurive |
| 10 | Shkelqyeshem | 90-100 |
| 9 | Shume mire | 80-89 |
| 8 | Mirë | 70-79 |
| 7 | Mjaftueshem | 60-69 |
| 6 | Kenaqshem | 50-59 |
| 5 | Dobet | 0-49 |

* + 1. Scientific work / workshop / Internship

The College has established partnerships with public and private institutions for internships / research in seminars and scientific research by students.

The college has signed over 100 Cooperation agreement with institutions, organizations and companies, where the college students can finish the internship.

The seminar is the subject where the student should spend some 100 classes of internship in order to conduct research in various institutions/companies across Kosovo. In the end the student is expected to come up with a seminar paper containing the findings of research.

The scientific paper precedes the Master Thesis, and the same has to be presented in a table or scientific conference. [[27]](#footnote-28).

* + 1. Research plan for the study programme under evaluation

*Research plan for the study programme: Master Management*

Scientific research at the College "Pjeter Budi” are the epicenter of the academic program -Master Management.

At the beginning of each academic year, the College management and the academic staff organize meetings with representatives of various segments of the labor market (institutions/ companies) to identify topics/researches that should be performed by the academic staff and students of the College, researches that should be in line with market demand.

Besides research topics arising from the consultation meetings with the labor market, at the beginning year from the pedagogues is required to come with their proposals for fields to be explored.

The research paper is to be presented in seminars, scientific roundtables and conferences organized by the College Peter Budi but in the organization of others.

Otherwise, Pjeter Budi for years is publishing the annual scientific journal with title “Llogo”, summarizing scientific works of the traditional Conference organized by our institution every year in May.

*Research Program Plan: Master Management*

Table 1.

|  |  |  |
| --- | --- | --- |
| Research | Realisation | Year/Semester |
| Management of Public Entrepreneurship in the Republic of Kosovo (qualitative study) | Group work, profesor with the students. | 2016-2017 |
| Management of small, medium, organisations in Kosovo. (Quantitative research, survey involving 1200 people) | Group work, profesor with the students. | 2016 – 2017 |
| The current situation with the human resources institutions in Kosovo, right after the independence (2008-2016) | Group work, profesor with the students. | 2016 – 2017 |

Table 2.

|  |  |  |
| --- | --- | --- |
| Conference: | Realisation | Year/Semester |
| The current situation with the human resources in the sector of Tourism | Scientific project of students, under the supervision of the professor | 2017-2018 |
| The current situation with the human resources in the sector of insurances | Scientific project of students, under the supervision of the professor | 2017-2018 |
| The current situation with the human resources in the sector of banks, finances, and accounting. | Scientific project of students, under the supervision of the professor | 2017-2018 |

Table 3.

|  |  |  |
| --- | --- | --- |
| Publications | Realsiation | Year/Semester |
| Institutional and legal framework of recruitment procedures and their management (comparative study) | Scientific project of students, under the supervision of the professor | 2018-2019 |

* + 1. Students registration and admission criteria

Registration criteria in studies are included in the Statute of the College "Pjeter Budi", which derive from the Law on Higher Education in the Republic of Kosovo.

* + 1. Programme Overview

The content of the curriculum is classified into the following categories: core subjects, subjects deepening / upgrading / expansion and additional supplemental courses.

Description of the module within the curriculum includes: the name of the module, the subject of the module, the competence, the aims of learning, the number of ECTS credits, the number of "contact" hours, the classification of the content of the module, level, semester of teaching the module, the methods of examination, etc.

Subjects are divided into mandatory subjects and elective subjects. Mandatory subjects are those that define the studies. Elective subjects are those that students can be elected by the students according to the conditions defined in the curriculum (entireties of the elective subjects).

In the substantive terms each curriculum is consisted of three pillars:

• Core subjects,

• Subjects deepening / expanding / upgrading or determination of significance, and

• Additional courses.

Programme structure, Management Master

Programme structure, Management Master

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| First year -I- | | | | | | | |
| First semester | | | | Hourse /weeks | |  | |
| Nr. | M/E | | Subject | L | E | ECTS | Lecturer |
| 1 | M | | Scientific Research Methods | 30 | 30 | 6 |  |
| 2 | M | | Strategic Management | 45 | 15 | 6 |  |
| 3 | M | | Leadership and Organizational Behavious | 45 | 15 | 6 |  |
| 4 | M | | Operations Management | 30 | 30 | 6 |  |
| 5 | E | | MIS | 30 | 30 | 6 |  |
| 6 | E | | Ethics in Business | 45 | 15 | 6 |  |
| 7 | E | | Managing change | 45 | 15 | 6 |  |
|  |  | |  |  |  |  |  |
|  |  | |  |  |  |  |  |
|  |  | |  |  |  |  |  |
| Second semester | | | | Hourse /weeks | |  | |
| Nr. | | O/Z | Subject | L | E | ECTS | Lecturer |
| 1 | | M | International Marketing Management | 45 | 15 | 6 |  |
| 2 | | M | Risk management | 45 | 15 | 6 |  |
| 3 | | M | Managerial accounting | 30 | 30 | 6 |  |
| 4 | | M | Menagerial decision making | 30 | 30 | 6 |  |
| 5 | | E | Inovation management | 45 | 15 | 6 |  |
| 6 | | E | Finance | 30 | 30 | 6 |  |
| 7 | | E | E - business | 30 | 30 | 6 |  |
| Second year –II- Master in Management –PROFILE: GENERAL MANAGEMENT | | | | | | | |
| Third semester | | | | Hours/weeks | |  | |
| Nr. | M/E | | Subjects | L | E | ECTS | Lecturer |
| 1 | M | | Brand management | 30 | 30 | 6 |  |
| 2 | M | | Human Resourse Strategic Management | 45 | 15 | 6 |  |
| 3 | M | | Managing Public Finance | 45 | 15 | 6 |  |
| 4 | M | | Total Quality Management | 45 | 15 | 6 |  |
| 5 | E | | Corporate Governance | 45 | 15 | 6 |  |
| 6 | E | | E- Marketing | 30 | 30 | 6 |  |
| 7 | E | | Banking Management | 30 | 30 |  |  |
| 8 | E | | Strategic Communication and Inter cultural relations | 30 | 30 |  |  |
| Second year –II- Master in Management –PROFILE: INSURANCE MANAGEMENT | | | | | | | |
| Thrd semester | | | |  | |  | |
| Nr. | M/E | | Subjects | L | E | ECTS | Lecturer |
| 1 | M | | Finantial statement analysis | 30 | 30 | 6 |  |
| 2 | M | | Managing risk of insurers | 45 | 15 | 6 |  |
| 3 | M | | Solvency II | 45 | 15 | 6 |  |
| 4 | M | | Insurance market and institutions | 45 | 15 | 6 |  |
| 5 | M | | E marketing | 30 | 30 | 6 |  |
| 6 | E | | Human Resource Strategic Management | 45 | 15 | 6 |  |
| 7 | E | | Strategic Communication and Inter cultural relations | 30 | 30 | 6 |  |
| Year –II- Master Management – PROFILE: MANAGEMENT OF TOURISM AND HOSPITALITY | | | | | | | |
| Third semester | | | | Hours/weeks | |  | |
| Nr. | M/E | | Subjects | L | E | ECTS | Lecturer |
| 1 | M | | Selective types of tourism | 45 | 15 | 6 |  |
| 2 | M | | Spatial planning in tourism and hospitality | 30 | 30 | 6 |  |
| 3 | M | | Strategic Communication and Inter cultural relations | 30 | 30 | 6 |  |
| 4 | M | | Promotion in Tourism and Hospitality | 30 | 30 | 6 |  |
| 5 | E | | Managing events and leisure | 30 | 30 | 6 |  |
| 6 | E | | Consumer behaviour | 45 | 15 | 6 |  |
| 7 | E | | Human Resource Strategic Management | 45 | 15 | 6 |  |
| Year –II- Master Management – PROFILE: HUMAN RESOURSE MANAGEMENT | | | | | | | |
| Third semester | | | | Hours/week | |  | |
| Nr. | M/E | | Subjects | L | E | ECTS | Lecturer |
| 1 | | M | Managing work relationships | 45 | 15 | 6 |  |
| 2 | | M | Safety and health in the work place | 45 | 15 | 6 |  |
| 3 | | M | Guidance, managing and developing people in inmternational context | 45 | 15 | 6 |  |
| 4 | | M | Strategic human resource management | 45 | 15 | 6 |  |
| 5 | | E | Advanced learning, training and development | 30 | 30 | 6 |  |
| 6 | | E | Managing, recruiting and rewarding talents | 30 | 30 | 6 |  |
|  | | | | | | | |
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| Year –II- Master Management – PROFILE: MANAGEMENT IN BANKING, FINANCE AND ACCOUNTING | | | | | | | |
| *Third semester* | | | |  | |  | |
| Nr. | | M/E | Subjects | L | E | ECTS | Lecturer |
| *1* | | M | *Risk management in banks* | 45 | 15 | 6 |  |
| *2* | | M | *Managing banks and banking system* | 30 | 30 | 6 |  |
| *3* | | M | *Advanced accounting* | 30 | 30 | 6 |  |
| *4* | | M | *Money banking and finance* | 30 | 30 | 6 |  |
| *5* | | E | *Analysis of financial statements* | 30 | 30 | 6 |  |
| *6* | | E | *Corporate finance* | 30 | 30 | 6 |  |
| *7* | | E | Strategic human resource management | 45 | 15 | 6 |  |
|  | |  |  |  |  |  |  |
|  | |  |  |  |  |  |  |
| *Fourth semester* | | | |  | |  | |
| Nr. | | M/E | Subjects | L | E | ECTS | Lecturer |
|  | |  |  |  |  |  |  |
|  | | *M* | *Master Thesis* |  |  | 30 |  |
|  | |  |  |  |  |  |  |

* + 1. Short description of the modules

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| --- | --- |
| Subject: | Research Work Methodology/Mandatory |
| Subject Description: | The topics that this subject deals with are as the following; The object of methodoloy, the main forms of scientific research, specific scientific methods; the process phases of researching, the differences between bachelor and master, the difference between the master thesis and PhD thesis etc. The application of scientific methods, the results of the scientific research, the end of the research, and the recommendations. |
| Aim of the subject: | The aim of the course is that students of the Master Program, to acquire knowledge, skills, and competences regarding the methodology of scientific research, and to be able to idependently do scientific research using the modern methods which exist in the modern science. Throughout the usage of these scientific methods, different or general problems will be solved regarding this scientific discipline. Above all, the student will be qualified to do major scientific research work regarding the Master thesis. |
| Knowledge, Skills and Competences | **Knowledge:**   * To synthesize theoretical and practical knowledge obtained during the course; * To show the abilities of research work * To show the ability to work independently   **Skills:**   * To observe and develop a suitable methodolog for more research studies. * To have the skills for future scientific literature studies, the observation in practice, and the reflection of his personal experience   **Competency:**   * Competent to do scientific research, accumulate, and reflect in a logical way about the outcomes. * Competent to put the methodologies learned in practice. |
| Teaching and learning methodology | The teaching methodology is student-centered approach based on in groups problem-solving. Classroom projects and group presentations are a major component of the course. Each class begins with a summary of the previous class lecture in order to recap important key aspects of the particular chapter |
| Evaluation methods | The evaluation exam is a closed type, the system of ‘’multiple choice testing’’, with in total 30 questions, maximum 100 points.  Student can pass the exam if he/she scores more than 51 points. |
| Mjetet e konkretizimit | White board, Internet, Computer, Powerpoint, Microsoft Office, Projector, etc. |
| Ratio between theoretical and practical learning | The ratio between theoretical and practical learning is 62% practice, and 38% theory. |
| Literature: | Bardhyl Ceku, Forcim Kola: “Metoda Kërkimi, Tiranë, 2011  Ali Jakupi: “Metodologjia e punës kërkimore shkencore, Ligjërata të autorizuara për studimet profesionale – master, Prishtinë, 2005.  Batkoska L., (2007) *Metodologjia e hulumtimit shkencor* |

|  |  |
| --- | --- |
| Subject title: | Strategic management/Mandatory |
| Subject description: | 1. To analyse in detail the process of strategic planning in a business. 2. To categorize objectives with the strategic decisions in a firm. 3. To familiarize the students with the methods of running a business, always with theoretical concrete examples based on the other world’s businesses 4. To recognize theoretical organisations, mostly focusing on the structure and the culture of the organisation. 5. To get familiarized with the necessary techniques about strategic analysis, involing different scenarios, plans based on assumptions, SWOT analysis, etc. 6. To get familiarized with the challanges which managers deal with. |
| Aim of this subject: | Tis subject covers or gives knowledge about business and its strategic management, and has the function of integrating the knowledge learned in other subjects. This subject defines the main roles and duties of a manager in a firm, the way of formulating and applying a strategic plan, the types of strategies which will be used, studies of research chances which are offered to the business from the external factors, and the competences, which must have a business to handle the competition in the market. This subject’s purpose is to create a future vision of the company, requiring the business activity and its environment. |
| Knowledge, Skills, and Competences | Knowledge:   * Knowledge into understanding the strategy behind a business. * Knowledge into understanding the way of implications in different levels of strategic businses. * Knowledge into the process of adequate strategy of business.   Skills:   * Skills into predicting a future in a dynamic environment. * Proficiency in the use of techniques and models in the preparation of an adequate business strategy etc. * Skills in organising work, to design a strategy in all the levels of the firm/organisation.   Competences:   * Competent about designing an adequate strategy of business which come from different environments. * Competent about the use of autonomy and initiative into creating and finding different adequate alternatives about the strategic management. * Competent into leading differen resources in an organisation which have to do with the organisation’s strategic management. |
| Learning and teaching methodoloy | Concretization of theoretical concepts learned during the study, mostly combined with the analysis of practical examples. |
| Methods of Evaluation | Çdo student do të vlerësohet në fund të semestrit në bazëtë pikëve të grumbulluara. Gjatë notimit do të merren parasysh keta komponentë: vijueshmëria dhe aktiviteti, 2 kollokfiume, si dhe punimi seminarik dhe prezentimi. Studentintit do ti ipet hapsirë që të dëshmojë analizën dhe mendimin kritik përgjatë gjithë komponentëve të ndërtimit të notës duke u bazuar në literaturë bashkëkohore  Every student will be assended in the end of the semester. Throughout the evaluation these components will be considered; Attendance and activity, two pre-tests, seminar paper, and the presentation. Some space will be given to the students to testify his analysis and his critical thinking throughout the components of his grade, based on literature. |
| Concretization means – IT | White board, Internet, Wireless, Computer, Projector, and Powerpoint etc. |
| Ratio between theoretical and practical work. | 70% theory, and 30% practical work. |
| Literature | Menaxhimi Strategjik” Vasilika Kume , Tirane , shtepia botuese “PEGI”  Menaxhmenti Strategjik, Izet Zeqiri, Tetove, 2010  Menaxhimi Strategjik, Grup Autoresh Zagreb, Kolegji Victory, 2008  Hill, Charles, Gareth Jones, and Melissa Schilling. *Strategic management: theory: an integrated approach*. Cengage Learning, 2014. |

|  |  |
| --- | --- |
| Subject title: | Leadership and Organisational Behaviour/Mandatory |
| Subject description: | This subject will offer advanced knowledge about Leadership and Management. Students will be taught about the types and functions of leadership, executive and legislative leadership etc. |
| Aim of the subject: | The aim of this subject is to offer knowledge about a leader and leadership based on theory and different scientific articles, and to create a clear understanding about management through leadership, another aim is for the student to know more about the role and the duties of leadership. |
| Knowledge, Skills, Competences: | Knowledge:   * Basic knowledge about leadership * Basic knowledge about the practices that the leadership applies * Knowledge into knowing how the leadership precedes management and interconnection between these disciplines.   Skills:   * Basic skills about Leadership, * Basic skills about the elementary features of leadership * General skills in implementing the theoretical knowledge in practice for a successful leader.   Kompetencat:   * Competent to be an effective leader in work. * Competent to come up with different decisions * Competent to be a leader, a good organisator in work. |
| Learning and teaching methodology | The course will be based into explaining the theoretical concepts of this subject, interconnecting them with the practical aspect in work. Group work will be organised. Students are required to repeat the lessons, group and interactive work. |
|  |  |
| Methods of Evaluation | Methods of Evaluation are based on the continous work performance, always considering student’s weekly activity, two seminar papers and two pre-tests which together give the score of 100%. Students which aim to obtain the maximum grade must be able to explain the topics of the subject in a creative, analytic, and comperative way, during the pre-tests and the seminar paper. |
| Concretization means – IT | White board, Internet, Wireless, Computer, Projector, Powerpoint, etc. |
| Ratio between theoretical and practiacl work. | 70% theory, 30% practice. Theoretical and practical aspects are going to be compared, a visit in the field, mainly focusing on the work of a Leader, and his influence in the organisation. |
| Literature | “Lidershipi dhe menaxhmenti” – Authorized Lectures P.Budi,   * Prof.dr.Berim Ramosaj - “Menaxhmenti kreativ dhe Lidershipi”, Prishtine, 2006,   -Tichy, Noel M. *The cycle of leadership*. Harper Collins, 2009. |

|  |  |
| --- | --- |
| Subject title: | Operational Management (OM)/Mandatory |
| Subject description: | The subject describes the conecpts, and the methods which are used in the Operational Management. The topics involve the prediction and the defining of; Material requirements of planning and quality. Additional topics involve, control of the assets, project’s management, and the development of products. |
| Aim of the subject: | The aim of this subject is to prepare the students with the adequate knowledge about the Operational Management, and to manage the basics of concepts in a global and local level. |
| Knowledge, Skills, Competences: | Knowledge:   * General knowledge about the field of Operational Management * Knowledge about the practices, concepts of Operational Management. * Methods and strategies of operations.   Skills:   * Skillful enough to recognize the operations of business. * Skillful to judge, or give critical opinions regarding the acses of Operational Management. * Skills about treating the product’s and services operations.   Competences:   * Competent and responsibile about Operational Management in business. * Competent to come up with different decisions in the operations of business. * Different competences which deal with the ethic and professional issues in Operational Management. |
| Learning and teaching methodology | The lecutres will be presented through the ‘’Socratic’’ interactive method and case studies, with the main aim to raise the intensity of interactivity in class. The students also will be encouraged to make questions, comments and suggestions throughout the lectures, and to raise different topics about discussions that have to do with the lesson. |
| Methods of Evaluation | Two pre-tests will be organised in a semester, and in the end of the semester there is the final exam. Every pre-tests weights 30% in total. The student has the right to participate in the second pre-test if he has scored more than 50% in the first pre-test.  Students also are obligated to do a seminar paper, based on academic writing with atleast 10 references.  The seminar paper weights 30%, and the participation and activity in class fill the remaining 10%. |
| Concretization means - TI | White board, Internet, Wireless, Computer, Projector, Poweropint, etc. |
| Ratio between practical and theoretical work | 50% of this subject is based in the theoretical aspect, and the other 50% is based in the practical aspect. |
| Basic Literature | *Suzana Panariti. “*Menaxhimit të Operacioneve*”Koncepte, Metoda, Strategji. Botimi 3 (2010)* |
| Additional Literaute | Peter Jones, Peter Robinson “Operations Management” (2012) OXFORD.William J. Stevenson. “Operations Management”.(2009) McGraw-Hill Irwin. |

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| Subject title: | *Management Information System – MIS /Elective* |
| Subject description | The subject involves a general perspective regarding the conepts and the main components of Information System, and their multidisciplionary role, the information needs in different modern organisations and businesses here involving the decisions, operations, and other needs. The concept of living, and development of Information System is treated, (analysis, and implementation) until the management of knowledge, quality and integrity of data, and the relevant information outcomes about the organisation and business in general. |
| Aim of the subject: | The aim of this course is that through projects, discussions, the usage of different applicative softwares, to equip the students with the right knowledge regarding the management of information system, web content, internet, and the integration of MIS in other disciplines and other fields.  Students will be able to work in any information system, either a system of transactions, purchasing, online payments, budget, human resources, assets management etc. |
| Knowledge, Skills, and Competences: | *Knowledge:*   * Knowledge regarding the basic concpets of an information system. * To understand the components of an information system * To make the difference between the types of information system * General knowledge about the functional concepts about the basics of information and the deposits of files. * Knowledge about the integration of MIS and other disciplines in other fields.   *Skills:*   * Skills to understand the importance of the information systems about the organisations, and businesses. * To apply the systems of information in ab usiness, and managing the information systems. * To manage different information systems that are a fundamental component about an organisation. * Skills to improve the processes of work and the abilities in automatizing them through the information of systems. * To apply a plan in protection the informations in a case of threats.   *Competences:*   * To be able to map and plan the purchases and the maintenance the system of informations. * To analyse and offer a solution in case of any potential threats in the security of informations. * To analyse and offer a solution in the data process through different information systems. |
| Learning and teaching methodology | Learning and teaching methodologies are based in lectures which are fulfilled through the additional reading materials, discussions, and presentations. Study cases will be analysed, and presented by the students. Students will also be encouraged to make questions, comments, suggestions, through the lectures so they can bring different discussions. |
| Evaluation Methods | Besides the mandatory participation in the class, and the student’s participation in two pre-tests, student is also obligated to finish a seminar paper until the end of the semester, topics which are given by the profesor. |
| Concretization means – TI | White board, Power Point Presentations, Internet, Computer, Projector, etc. |
| Ratio between theoretical and practical work. | 50% theoretical focus, and 50% practice. |
| Basic literature | Dr.Bashkim Ruseti & Dr.Kozeta Savrani, Sistemet e Informacionit të Menaxhimit, (2009) |
| Additional literature | 1. *Dr.Jusuf Fejza “Menaxhimi i Sistemeve Informative”Prishtine 2012* 2. *Keneth C. Laudon, Jane P.Laudon “ Essential of Management Information Systems, Hall by Prentice-Hall, Inc,2009-2007;* |

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| Title object: | | Ethics in business/Elective | |
| Subject title: | | This course is designed to give the students the ability to apply the ethic reasoning with all the requests of business management. Throughout the lectures the students will have the ability to analyse and solve different case studies so they can explore the main ethic principles and the different ways which practicioners apply. | |
| Aim of the subject: | | The aim of this subject is to submit the students the basic principles, the art, and the science in particular about the managing of ethics and businesses. | |
| Njohuritë, Skills, and Competences: | | Knowledge:   1. Knwoledge about the trustworthiness of what’s right and what’s wrong. 2. Knowledge about individual behaviour in businesses, what is ethic and what is not. 3. Demostration about the application of different standarts in a business situation.   Skills:  Skills into using the ethics in business.  Skills about the demostration of profesional behaviour inside and outside the organisation.  Skillful enough in developing the standarts of ethics in a business environment.  Competences:  Competent in aplpying the basic principles of business.  Competent to create a career in business.  Competent to judge the situations which have to do with the ethics in business. | |
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| Teaching and learning methodology |  | | |
| Concretization means - TI | White board, Internet, Wireless, Computer, Projector, Powerpoing etc. | | |
| Methods of evaluation | The main criteria about the evaluation and the contribution of the students in class is based in the practical preparation before the class, and their attendance and participation during the classes where the student can achieve the maximum of points as a result of his participation and his/her activity in class. The student can also go through the pre-tests and the final exam, where the questions are based on mini-essays. Seminar paper , and presentation.  Regarding the criteria of passing and scoring, it is prescribed by regulation of the College "Pjetër Budi". | | |
| Ratio between theoretical and practical learning | 70% of the subject is based in lectures, and 30% exercises. | | |
| Literatura | | | |
| Literatura bazë dhe shtesë | | | Hyrje në Biznes.(2007). Gaspar, Bierman, Kolari, Hise, Smith, Arreloa-Risa.  Ferrell, Odies C., and John Fraedrich. *Business ethics: Ethical decision making & cases*. Cengage learning, 2014.  Crane, Andrew, Dirk Matten, and Laura J. Spence, eds. *Corporate social responsibility: Readings and cases in a global context*. London: Routledge, 2008. |

1st Year, Second Semester

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| Subject | Managing International Marketing/Mandatory |
| Subject description | This course will equip students with the necessary to explore and understand marketing practices in a global environment. Students will learn the scope and challenge of international marketing, the dynamic environment of international trade, the culture, political, legal, and business systems of global markets, the global market opportunities and finally, the ways to develop global marketing strategies. |
| The aim of the subject: | The aim of the course is to provide students with the latest understanding of global marketing issues, disciplines, competitions and the necessary skills in undertaking strategic decisions based on a global perspective. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to understand strategies that are used in International markets  -to demonstrate knowledge for international marketing strategies  -to understand how companies adjust their international strategies based on the global environmental changes  Skills:  -to demonstrate skills toward the understanding of cultures of nations by critically analyzing the social, political, legal, and economic forces that affect the business performance of international marketing.  -to understand and synthesize readings and business cases presented in a class  Competencies:   * to be able to apply the international marketing concepts in the workplace (to be able to adjust to multinational companies ) * to efficiently use the knowledge gathered throughout the course in conducting academic research in the field. |
| Teaching methodology and learning methodology | Teaching methods are based on interactive/Socratic method as well as through traditional lecturing while incorporating the case method in order to achieve higher results. |
| Evaluation method (criteria to pass exam) | There will be two mid-term exams during the semester and one final exam. The format will be essay questions. Class participation score is based on students’ attendance and preparation before class. Each student is expected to be prepared and ready to answer questions for each class by reading chapters, news articles, and other materials assigned. Moreover, students are entitled to handout a coursework on the topic given by the instructor. |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| The distribution of the theoretical and practical part of the studies | 70% theoretical work and 30% practical work |
| Literature | Doole, Isobel, and Robin Lowe. *International marketing strategy: analysis, development and implementation*. Cengage Learning EMEA, 2008.  Czinkota, Michael, and Ilkka Ronkainen. *International marketing*. Cengage Learning, 2012.  Terpstra, Vern, James Foley, and Ravi Sarathy. *International marketing*. Naper Press, 2012.  Kotler, Philip, and Gary Armstrong. *Principles of marketing*. Pearson Education, 2010. |
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| Subject | | | Risk Management/Mandatory |
| Course Description: | | | This course is designed respectively for students to learn the key concepts of modern risk management (terminology, concepts, principals). The course is divided into six parts:  Part 1. Introduction to Risk Management  The expected results after completing the first part:  Offer a range of definitions of risk and risk management and describe the usefulness of different definitions; To list the characteristics of a risk, which needs to be identified, in order to provide a full description of the risk; To describe the possibilities for the classification of the risks by nature, source, and their impact; To describe the options of the attached risks to different attributes of the organization and to describe the advantages of each approach; The use of risk framework, to introduce the materialized risk impact in terms of likelihood and magnitude; To describe the principles and understanding of risk management and its importance for operations, projects, and the strategy of the organization; To describe the nature of hazard risk, control, and opportunity and how organizations should respond to each of them; To describe the main stages in the risk management process and key components of risk management framework; To briefly describe the key characteristics of standards and frameworks with good risk management.  Part 2. Risk Strategy  The expected results after completing the second part:  To describe the main parts of the risk management policies and to describe the importance of each part; To explain the key components of the architecture, protocols, and risk strategies (RASP) for the organization and how these fit together; To describe the documents and data categories and to describe the risk of any particular function; To describe the risk register and to provide examples, in orden of showing and describing the nature of the risk; To describe the key roles and responsibilities in risk management, in relation to the role of jobs and departments, including the role of the chief risk management (CRM) and risk communication; To describe the key characteristics of culture risk (LILAC) and how to measure the key components; To describe the importance of training and risk communication, including the management information system risk (MISR).  Part 3. Risk Assessment  The expected results after completing the third part:  To describe the importance of risk assessment as an important issue and the critical step in the process of risk management; To describe the range of risk assessment techniques that are useful, as well as, the technical advantages of each; To describe the importance of risk classification sistem and to describe the importance of the key to a better sistem of classification; To provide examples of the use of risk framework, including its use to indicate the dominant response of risk in each cell; To use the risk framework, in orden of showing the risk appetite of an organization, if the organization is refusing to take the risk or is risk-averse; To describe the main components of loss control, as a prevention of losses, the limitations of damages and control costs, and to offer practical examples; To demonstrate the use of loss control activities, in orden of reducing the impact of an event that has great impact belore its occurence; To describe the importance of business continuity planning and rehabiliation plan and provide practical examples; To describe the main features of a business continuity plan, as described in standard BS 25999 business continuity.  Part 4. Risk and Organizations  The expected results after completing the fourth part:  To describe the main characteristics of corporate governance model and describe the connection with the risk management in different types of organizations; To describe the different types of actors in a typical organization and to explain the influence of stakeholders in risk management; To simplify the description of the business model and different kind of key processes that should happen in an organization; To provide short description of the project life cycle and the importance of risk management in each stage, using access 4AS; To outline the key features of the project risk management, as is the project risk analysis and management approach; To describe the main characteristics of operational risks, as practiced in financial institutions, such as banks and insurance companies; To describe the key sources of operational risks in financial institutions and to provide concrete examples; To describe the importance of supply chain management and the importance of supply chain risk to the organizations success;  Part 5. Risk Response  The expected results after completing the fifth part:  To provide alternative definitions in the enterprise risk of management (ERM) and identify the main features of the enterprise – wide approach; To outline the 10 steps in the implementation of a successful iniciative of ERM, as outlined in details in Appendix B; To describe the importance of risk appetite as a planning tool in the implementation of risk management iniciative; To describe the relationship between risk appetite, risk exposure, and risk capacity and its interaction with operations, projects, and strategy of the organization; To describe the risk response options in terms of tolerance, treatment, transfer, and exclusion, and explain how these can be presented in a risk framework; To describe the types of control availabilities, in terms of preventive controls, corrective, directive, and detective (PCDD); To provide practical examples of selected control pure risks, including risks of finances, infrastructure, reputation, and market position; To describe the importance of insurance and the circumstances under which the insurance is purchased, to explain the importance of the costs in the process of buying insurance, insurance cover, the capacities of the insurers, their skills, the payment of claims and compliance with the law.  Part 6. Risk Insurance and Reporting  The expected results after completing the sixth part:  To describe the nature and scope of internal control and the contribution that we have internal controls and risk management; To describe the activities of a typical function of internal audit and the relationship between internal audit and risk management; To describe the activities included in an ERM initiative and how these can be included in internal audit, risk management, and line managemet; To describe the importance of providing risk and identify risk insurance resources that are available to the board/audit committe; To discuss the importance of risk reporting and the range of risk reporting obligations as established by the company; To describe the importance of social corporate resposibility as a component of corporate governance and describe the range of topics covered. |
| Course Objectives: | | | The purpose to the Risk Management Course is to provide students with:  Advanced conceptual basis of risk management and provide examples of their practical implementation. Taking this course will enable students to better understand risk management, as a necessity, and learning to develop in the context of implementation.  Students will develop a more efficient way of thinking, which will become their operational rosk for breaking down complex situations in a dynamic and full of turbulent sorroundings, in which a company operates today. |
| Studying Outcomes:  (a) knowledge;  (b) abilities/skills and  (c) powers: | | | a) Upon completion of the program, students will gain knowledge, in:  1. Understanding the main concepts and advanced theories in risk management.  2. Understanding the theory of risk, such as, risk management function, including policies, protocols, documenation, and risk data. Including the key responsibilities and the role of the chief risk management.  3. Gaining knowledge about the importance of risk assessment and evaluation techniques. To learn about the classification systems and risk frameworks. To learn the control losses and business continuity.  4. Getting acquainted with the models of governance in organizations and risk management liaison. To learn about the risk management projects. To learn about the operational risks in financiar organizations, as well as, the supply of risk management in organizations.  5. Getting acquainted with the enterprise of risk management, learning the 10 steps of the risk management. Describing the relationship between risk appetite, risk exposure, and risk capacity. Describing the types of risk control. Te përshkruajnë rendësin e sigurimit dhe rrethanat kur blihet sigurimi. Describing the importance of insurance and circumstances when purchasing the insurance.  6. Gaining knowledge on safety and risk reporting. Describing the internal audit and its role in risk management. Learning about risk reporting. And, describing the importance of social corporate responsibility, as part of the corporate responsibility.  b) Communication Skills:  The demonstration of advanced managerial skills in risk management, such as, the ability to plan, assess, control, and risk reporting.  c) Learning Skills:   1. Critical analysis of the case studies presented at the end of every lecture. 2. Effective use of the library and materials from the Internet that have to do with the risk management. |
| Teaching methodology (and studying) | | *Explanation and concretization of theoretical concepts of the study and analysis of practical examples. Interactive lectures through the involvement of students in debates, group activities, case studies, and research debates, presentation of seminar papers, essays and scientific research; the development of critical thinking students.* | |
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| Assessment methods (the passing criteria) | | In one semester two exams (tests) will be held, whereas, when approaching the end of the semester, than the students will face with the final exam. The exams are confied with the ‘multiple choice testing’ system, with a total of 20 questions. Each of the questions is certified with 2 points, meaning that the maximum of points will be 40.  The student will be able to pass the exam if more than half of the questions are answered correctly. Once the student passes the first exam, than it is automatically allowed in attending the second one.  On determining the final grade, the following method of assessment will apply:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  Examination and Assessment  On determining the final grade, the following method of assessment will apply for regular students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  On determining the final grade, the following method of assessment will apply for correspondence students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on consultations with the professor or assistant, at least once (1) or twice (2) a week for the same subject.  The final grade will be determined:  From *50 - 59* common points, the students final grade will be 6 (six).  From 60 - 69 common points, the students final grade will be 7 (seven)  From *70 – 79* common points, the students final grade will be 8 (eight)  From 80- 89 common points, the students final grade will be 9 (nine)  From 90 – 100 common points, the students final grade will be 10 (ten)    *(Warning: all of the details of the assessment form are included in the Regulation of the Examination).* | |
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| Means of Concretization - IT | | The usage of the whiteboard, internet, wireless, computer, projector, powerpoint, etc. | |
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| The ratio between the theoretical and practical study | | 70 % of the theoretical part  30% of the practical part | |
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| Literature | | | |
| Basic Literature | Paul Hopkin: “Fundamentals of Risk Management”  Understanding, evaluating and implementing effective risk management  Botuesi: IRM, Kogan Page  © The Institute of Risk Management, 2010  ISBN 978-0-7494-5942-0 -- ISBN 978-0-7494-5943-7 (ebook) 1. Risk management. I. Title. HD61.H567 2010  658.15'5--dc22 | | |
| Additional Literature | A Risk Management Standards  Published by AIRMIC, ALARM, IRM: 2002.  Rene Doff: “Managing Risk Insurers”  Risk Control, Economic Capital and Solcency II  Netherlands, 2007 | | |

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| Subject | Managerial Accounting/Mandatory |
| Subject description | This course is dedicated to master level students and intends to equip students with the necessary knowledge with respect to managerial accounting for internal use within the organization. The following topics will be covered during one semester lectures: cost managing systems, methods for cost calculation, analysis of costs and product price, differential analysis and decision-making, capital investment analysis, budgeting etc. |
| The aim of the subject: | The aim of the course is to deliver the best possible knowledge of managerial accounting tools in order to make best possible decisions within the organization. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to understand cost types  -to understand methods of calculating indirect costs  -to understand the ABC cost calculation method  -to understand the budgeting process  Skills:  -to analyze independently and manage direct and indirect costs.  -to provide opinion on decision-making processes in the short-run  Competencies:  -lead in different production and service companies.  -to evaluate production costs of products and services and give educated opinion based on the impact of these costs in the organization  -Advice managing production sectors. |
| Teaching methodology and learning methodology | Teaching methods are based on interactive/Socratic method as well as through traditional lecturing while incorporating the case method in order to achieve higher results. |
| Evaluation method (criteria to pass exam) | There will be two mid-term exams during the semester and one final exam. The format will be essay questions. Class participation score is based on students’ attendance and preparation before class. Each student is expected to be prepared and ready to answer questions for each class by reading chapters, news articles, and other materials assigned. Moreover, students are entitled to handout a coursework on the topic given by the instructor. |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| The distribution of the theoretical and practical part of the studies | 70% theoretical work and 30% practical work |
| Literature | Doole, Isobel, and Robin Lowe. *International marketing strategy: analysis, development and implementation*. Cengage Learning EMEA, 2008.  Czinkota, Michael, and Ilkka Ronkainen. *International marketing*. Cengage Learning, 2012.  Terpstra, Vern, James Foley, and Ravi Sarathy. *International marketing*. Naper Press, 2012.  Kotler, Philip, and Gary Armstrong. *Principles of marketing*. Pearson Education, 2010. |
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| Subject | Managerial Decision-making/Mandatory |
| Subject description | This module examines the individual and collective factors that affect the decisions that managers make in their everyday work lives. This course focuses on the role, process, and models of managerial decision-making within organizations. |
| The aim of the subject: | The aim of the course is to educate students to think effectively about the inputs into a decision analysis, and how to use the outputs to guide actions by themselves and their firms. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -advanced knowledge in decision-making  -knowledge for concepts, theories and functions of decision-making  -knowledge for methods of managerial decision-making  Skills:  -to make advanced managerial decisions within the organization  -ability to analyze and implement types of decisions based on the problems that may arise in the workplace  -to make individual and group decisions.  Competency:  -accountable in managerial decision making  -Competent in making organizational decisions based on organizations goals and objectives |
| Teaching methodology and learning methodology | Theoretical concepts are tackled through case studies while giving students the opportunity to learn from these examples. |
| Evaluation method (criteria to pass exam) | A student's grade will be based on his or her performance on 1 written assignment followed up with a presentation as well as a mid-term and a final exam. Class attendance and participation is mandatory and students are expected to actively participate on class discussions in order to claim their points in this regard. |
| The teaching/learning tools/ IT | Projector, board, computer, Microsoft office, projector etc. |
| The distribution of the theoretical and practical part of the studies | 50% of the course is theoretically based and 50% in practical studies |
| Literature | Vasilika Kume “Managerial Decision-making “, fourth edition. 2010  John Adair “Decision Making and Problem Solving Strategies” 2007  Ian Powell. Effective Management Decision Making. 2012 |
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| Basic data of module | |
| Academic Unit: | MA |
| The name of the subject lectured | Managerial Decision-making |
| Level : | MA |
| Status | Obligatory |
| Year: | 1st year, second semester |
| Number of hours : |  |
| ECTS: | 6 |
| Time /location: |  |
| Lecturer (title/name): |  |
| Contact details (e mail/phone of the lecturer): |  |
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| Duration: |  |
| Subject description | This module examines the individual and collective factors that affect the decisions that managers make in their everyday work lives. This course focuses on the role, process, models of managerial decision-making within organizations. |
| The aim of the subject: | The aim of the course is to educate students to think effectively about the inputs into a decision analysis, and how to use the outputs to guide actions by themselves and their firms. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -advanced knowledge in decision-making  -knowledge for concepts, theories and functions of decision-making  -knowledge for methods of managerial decision-making  Skills:  -to make advanced managerial decisions within the organization  -ability to analyze and implementtypes of decisions based on the problems that may arise in the workplace  -to make individual and group decisions.  Competency:  -accountable in managerial decision making  -Competent in making organizational decisions based on organizations goals and objectives |
| Teaching methodology and learning methodology | Theoretical concepts are tackled through case studies while giving students the opportunity to learn from these examples. |
| Evaluation method (criteria to pass exam) | A student's grade will be based on his or her performance on 1 written assignment followed up with a presentation as well as a mid-term and a final exam. Class attendance and participation is mandatory and students are expected to actively participate on class discussions in order to claim their points in this regard. |
| The teaching/learning tools/ IT | Projector, board, computer, Microsoft office, projector etc. |
| The distribution of the theoretical and practical part of the studies | 50% of the course is theoretically based and 50% in practical studies |
| Literature | Vasilika Kume “Managerial Decision-making “, fourth edition. 2010  John Adair “Decision Making and Problem Solving Strategies” 2007  Ian Powell. Effective Management Decision Making. 2012 |
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| Subject | Managing Innovations |
| Subject description | This course addresses selected challenges and opportunities related to managing innovation. Starting with organizing innovation, innovation strategy, product innovation all the way to Research and Development. |
| The aim of the subject: | The aim of the course is to provide understandings of how innovation takes place and what are the important explanatory factors, as well as the economic and social consequences interact with innovation. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -Understand the definitions and concepts of innovation, invention and research and development  -Explore main models of innovation  -Use and apply tools for innovation management  Skills:  -Diagnostic and analytical skills  - Enhance verbal skills through class and syndicate discussions  -Build up judgmental and interpretation skills  Competency:  -Learn how to evaluate different options  - Formulate and develop strategy  - Assess and resolve managerial challenges |
| Teaching methodology and learning methodology | Lectures and guest lectures, learning is supported by the student’s individually written learning coursework, case analyses, and workshops. The course requires significant amount of in class participation as well as independent study. |
| Evaluation method (criteria to pass exam) | Evaluation is based on two-midterm exams, composed of 3 mini essays where the student is given room to express knowledge in a creative manner. In addition, the coursework is a major component of building the grade by addressing critically the given topic of research and by including at least 15 references in order to achieve higher mark. |
| The teaching/learning tools/ IT | Projector, case studies, board, internet, powerpoint |
| The distribution of the theoretical and practical part of the studies | 50% theoretical, 50% practical |
| Literature | Maital, Shlomo, and D. V. R. Seshadri. *Innovation management*. Sage, 2012.  Smith, David. *Exploring innovation*. McGraw-Hill Higher Education, 2010.  White, Margaret, and Garry Bruton. *The management of technology and innovation: A strategic approach*. Cengage Learning, 2010. |

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| Subject | Finance/Elective |
| Subject description | While conducting the lecturing program, has been taken into account that students have no prior knowledge of finance while the course will take into account the basics. The course course covers the following topics: basic concepts of finance, financial system, business finance, tax, customs, and financial markets. |
| The aim of the subject: | The aim of the course is to provide students the necessary knowledge in order to interrelate the theory and financial practices in real life and to prepare them for e successful career in the financial industry. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to understand the basic concepts of finance  -to understand how to create and to manage efficiently company assets in the financial market  -to understand the role of financial markets  -to understand how to manage risks: exchange rate risk, interest rates, inflation  Skills:  -To manage financial duties whether in the private or public sector as well as to express their opinion on the financial health of the organization.  -to provide feedback on the company’s current financial situation.  Competency:  -to lead in the financial sector: banks or insurance companies  -competency on evaluating different financial sectors as well as express their opinion on the potential financial difficulties |
| Teaching methodology and learning methodology | Every week there are two hours of exercises, after every other lecture there are given mini coursework’s to analyze and discuss them in class. In addition there will be visits of financial institutions. Lectures will be focused on student active participation, as well as group or individual presentations are mandatory. |
| Evaluation method (criteria to pass exam) | Evaluation process is an ongoing process where the student is obliged to be present and be active during class discussions. The coursework which is based on conducting financial analysis and interpretations is mandatory as well and weighs in total 30%. Midterm and final is exam are a major component accounting for 60% of the total grade |
| The teaching/learning tools/ IT | Projector, Microsoft office, board, internet, etc |
| The distribution of the theoretical and practical part of the studies | 50% lectures, 50% excersises |
| Literature | Sasbhaudin Komoni “Finance” Economic Faculty Prishtina 2012  F. Mishkin and S.G. Eakins “Markets and financial institutions” second edition 2009 |

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| Subject | E-Business/Elective |
| Course description | Introduction, definition and concept of E-business, profitability and limit; models of e-business, e-market: features, components and classification, e-catalogs and search systems (surfing), E-marketing, Internet action; impact E-market business processes and organization |
| Aim of the course: | The aim of the course is for students to acquire knowledge, skills and competencies for e-business as one of the business contemporary inventions. E-business in the context of rapid development of technology has replaced many actual businesses. |
| Expected results from students: | After the completion of this course the students will gain :   * Knowledge on business technology application on the work of customs. * To gain skills for the ways for application of information technology in different kind of business as well as custom and Freight Forwarder procedures.   To formulate clear ideas about the application and the importance of application of information technology in business. |
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| Teaching methodology: | Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study method, role-playing, classroom workshops, group presentations, the use the summaries of learning for students to record their educational experience. |
| Evaluation methodology: | Exams are organized in the following forms: writing, oral, and written and oral combined.  Evaluation exam test is confined by the system "multiple choice testing", with a total of 30 questions, maximum 100 points. Exclusively in specific subjects, which have special specifications, the number of questions - tasks can be smaller, but the number of points does not change.  The student passes the exam if there are over 51 points scored in the evaluation test.  Instructor of the course can also organize other forms of evaluation tests thought that it would be more useful for evaluating students' knowledge.  Determining the final grade of the exam evaluation test is done in this way:  From 51 – 60 points, the grade is 6 (six)  From 61 – 70 points, the grade is 7 (seven)  From 71 – 80 points, the grade is 8 (eight)  From 81 – 90 points, the grade is 9 (nine)  From 91 – 100 points, the grade is 10 (ten). |
| Literature | |
| Core literature: | e-Business Essential: Successful e-Business Practices: 1/e 2000 ISBN: 078972474 |
| Additional literature: | e-Business and e-Commerce: 2/e Dave Chaffey 2004 ISBN: 0273683780  e-Business Marketing 1/e Terri Albert William Sanders 2003 ISBN: 0130352918  M.Sekuloska, Mocev, *E-biznis*, FTU Ohrdi, 2005 |

2nd Year-Master management-Profile: General Management

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| Subject | | | Brand management/Mandatory |
| Course Description: | | | Brand Management Course will help students acquire advanced knowledge of the contemporary brand and its management. Throughout studying this subject, the student will achieve knowledge about the history of the brand, concept and definition of the brand, the role and importance of the brand, the ratio of the product and brand identity and elements of the identity of the brand, the strategic management of the brand, brand development success and their values, measuring the value of the brand, etc. |
| Course Objectives: | | | The purpose of this course is for students to possess the needed knowledge of the brand and its management, as well as, enabling the implementation of this knowledge in their organization, where they will be working in the future. |
| Studying Outcomes:  (a) knowledge;  (b) abilities/skills and  (c) powers: | | | Upon completion of the program, students will gain knowledge, in:  Knowledge:   * Understanding the role of the brand of the objectives of the firm; * Advanced knowledge in the conceptual development and brand management, and integrating the major areas of the subject in their organizations;   Abilities and Skills:   * Proficiency knowledge about the brand; * Being able to use the skills and more specialized techniques in the management of specific brands; * Decision-making skills and the skills associated with the brand; * Skills in the evaluation of new information from a wide range of resources and being able to use the specialized skills to solve problems for the development of new knowledge and procedures and integrate the knowledge from different fields. |
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| Teaching methodology (and studying) | | Concretization of theoretical concepts are taught from studying and analysing the practical examples. Group work, case study research are among the techniqes extensively used throughout the course | |
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| Assessment methods (the passing criteria) | | In one semester two exams (tests) will be held, whereas, when approaching the end of the semester, than the students will face with the final exam. The exams are confied with the ‘multiple choice testing’ system, with a total of 20 questions. Each of the questions is certified with 2 points, meaning that the maximum of points will be 40.  Exceptionally in specific cases, of which particular specifications, the number of questions – the tasks may be smaller, but the number of points does not change, it should be 40 points.  The student will be able to pass the exam if more than half of the questions are answered correctly. Once the student passes the first exam, than it is automatically allowed in attending the second one.  The final grade will be determined:  From *50 - 59* common points, the students final grade will be 6 (six).  From 60 - 69 common points, the students final grade will be 7 (seven)  From *70 – 79* common points, the students final grade will be 8 (eight)  From 80- 89 common points, the students final grade will be 9 (nine)  From 90 – 100 common points, the students final grade will be 10 (ten)  On determining the final grade, the following method of assessment will apply for regular students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  Examination  On determining the final grade, the following method of assessment will apply for regular students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  On determining the final grade, the following method of assessment will apply for correspondence students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on consultations with the professor or assistant, at least once (1) or twice (2) a week for the same subject.  *(Warning: all of the details of the assessment form are included in the Regulation of the Examination).* | |
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| Means of Concretization - IT | | The usage of the whiteboard, internet, wireless, computer, projector, powerpoint, etc. | |
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| The ratio between the theoretical and practical study | | 80% of the theoretical part  20% of the practical work | |
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| Literature | | | |
| Basic Literature | *Tihomir Vraneseviq “Upravljanje markama” Accent, Zagreb, 2009.* | | |
| Additional Literature | *Wheler.A “Designing Brand Identity” John Wiley & Sons, 2010.* | | |

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| Subject | | | Human Resource Strategic Management/Mandatory |
| Course description: | | | Managing people is considered as the most complex management in an organization, since that success achieved defines the whole success of the organization. Human resource management is a course, which helps students acquire modern knowledge of resource management concepts and lead the organization – precisely, the people. The student will gain knowledge in human resource management as a disipline, the strategy of development of human resources, defining needs, and human resource planning. The recruitment of contemporary concepts, selection of employees, as well as, motivation, development, and remuneration of human resources, will be discussed throughout the course. |
| Course objektives: | | | Human resource management intends that students attain knowledge, training, and advanced skills for the role, importance, organization and management of human resources within an organization. Students must reach the advanced skills of human resources, being able to apply this knowledge into practice in those organizations where we would most probably be working in the near future. |
| Studying Outcomes:  (a) knowledge;  (b) abilities/skills and  (c) powers: | | | Upon completion of the program, students will gain knowledge, in:  Knowledge:   * On understanding the importance of human resource management. * On understanding the different concepts of human resource management and implementing them in an organization.   Abilities and Skills:   * Skills on learning the modern concepts of human resource management and implementing them in an organization. * Ability to adapt, work in teams, and motivating the subordinates, in the best way possible. * Competent in the exercise of autonomy and initiative behavior – motivation for the employees. * Competent in directing human resource management. |
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| Teaching methodology (and studying) | | Concretization of theoretical concepts are taught from studying and analysing the practical examples. | |
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| Assessment methods (the passing criteria) | | In one semester two exams (tests) will be held, whereas, when approaching the end of the semester, than the students will face with the final exam.  The exams are confied with the ‘multiple choice testing’ system, with a total of 20 questions. Each of the questions is certified with 2 points, meaning that the maximum of points will be 40.  Exceptionally in specific cases, of which particular specifications, the number of questions – the tasks may be smaller, but the number of points does not change, it should be 40 points.  The student will be able to pass the exam if more than half of the questions are answered correctly. Once the student passes the first exam, than it is automatically allowed in attending the second one.  The final grade will be determined:  From *50 - 59* common points, the students final grade will be 6 (six).  From 60 - 69 common points, the students final grade will be 7 (seven)  From *70 – 79* common points, the students final grade will be 8 (eight)  From 80- 89 common points, the students final grade will be 9 (nine)  From 90 – 100 common points, the students final grade will be 10 (ten)  On determining the final grade, the following method of assessment will apply for regular students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  Examination  On determining the final grade, the following method of assessment will apply for regular students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  On determining the final grade, the following method of assessment will apply for correspondence students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on consultations with the professor or assistant, at least once (1) or twice (2) a week for the same subject.  *(Warning: all of the details of the assessment form are included in the Regulation of the Examination).* | |
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| Means of Concretization - IT | | The usage of the whiteboard, internet, wireless, computer, projector, powerpoint, etc. | |
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| The ratio between the theoretical and practical study | | 70% of the course is based on lectures while 30% practical work | |
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| Literature | | | |
| Basic Literature | Prof.Dr. Ymer Havolli “Human Resource Management" , Prishtina, 2011 | | |
| Additional Literature | PAUL BANFIELD & REBECCA KAY – THE INTRODUCTION TO HUMAN RESOURCE MANAGEMEN, OXFORD UNIVERSITY 2011  *Prof.Dr. Gabriela Rakceviq “Human Resource Management”, Pjeter Budi*  *Literature from the Internet* | | |

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| Subject | Managing Public Finance/Mandatory |
| Subject description | This course covers topics of Public finance with respect to fiscal policy for the case of Kosovo. Public spending’s their understanding, structure and classification are matter to be discuss during the lectures. In addition topics such as: types of public income, direct and indirect tax, principles of political-finance, budget, budget procedures, budget reserves etc. are among topics to be explored. |
| The aim of the subject: | The aim of the course is to provide students the necessary knowledge of public finance data, and thus, equip students to engage constructively in the formulation, implementation, and evaluation of public finance policies. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -of the public resource expenditure and mobilization  -to understand the governance of the central and local government of public finance  -to understand the economics of taxation  Skills:  -to be able to identify and distinguish between central and local level budget plans  -to be able to identify cost government spending’s and be able to distinguish between potential spending’s with higher rates of return  Competencies:  -to work in different financial sectors, whether in local or central level government  -strategically plan budgeting projects  -to evaluate the structure of central and local level government |
| Teaching methodology and learning methodology | Teaching methods are based on interactive/Socratic method as well as through traditional lecturing while incorporating the case method in order to achieve higher results. |
| Evaluation method (criteria to pass exam) | Note: all details of the assessment form are included in the Regulation of the Pjeter Budi college |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| The distribution of the theoretical and practical part of the studies | 70% theoretical work and 30% practical work |
| Literature | Sabri Kadriu “Public finance” Prishtina 2012  Sabhaudin Komoni “ Financat Publike” Prishtina 2008  Avdyl Menaf Bexheti “Public Finance” Tetovo 2007 |
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| Subject | Total Quality Management/Mandatory |
| Short description of content | As a basic literature, the book of Prof. Dr. Gadaf Rexhepi ‘’Total Quality Management’’. The book is divided in six chapters, which are interconnected between themselves and function as an unique system. The presentation of the matter is highly focused ni the concepts in a way that warns the attendants that each parts fulfills the other.  Chapters are divided as the following:   * The role of Total Quality Management * The guidance in the theory of TQM. * Elements of TQM. * Implementation of TQM and, * Application of TQM. |
| Expected learning aims and outcomes | Kjo lëndë synon që në detaje t’i analizojë teknikat e TQM-së, si dhe teoritë më të njohura të saj. Qëllimi i studimit është qe studentët të zotërojnë njohuri të avancuar mbi TQM-në, të teknikave të TQM-së dhe të aftësohen që të zhvillojnë mendim kritik për proceset në ndërmarrje, identifikimin e problemeve dhe të ofrimit të zgjidhjeve optimale që sigurojnë menaxhim total te cilësisë.  Lënda do ti shërbejë nevojave mësimore të studentëve të menaxhmentit te nivelit master, dhe këto njohuri mund ti aplikojnë ne biznes, arsim, inxhinieri, kujdesin shëndetësor, në institucionet e arsimit të lartë. Njohuritë mund ti aplikojnë në te gjitha organizatat e madhësive te ndryshme: në shërbime, prodhim, pune qeveritare, ushtarake, ndërtimit, arsimit, biznesit të vogël, kujdesin shëndetësor, dhe organizata jofitimprurëse. |
| Knowledge  Skills  Competencies | Knowledge:  - Advanced knowledge in TQM.  - To understand the techniques that are used in TQM.  - To differe the proccesses of TQM.  - To identify the critical main points of these processes.  Skills:  -Ability in analysing and comparing the processes.  - Ability to evaluate the processes and to synthesize their findings upon the scientific parameters.  Competences:  - Competent in analysis, evaluations and decisions in the creation and development of different TQM systems.  To offer an optimal solution regarding the problems that are exposed through the usage of these techniques and procceses in TQM.  To do research about the processes, to offer different advisory services and to manage the processes of TQM. |
| Teaching and learning methods | Concretization of theoretical concepts learned during the studies and the analysis of practical examples. Work group, case studies, research. Individual work, giving assignments, like reading a specific material and writting a synthesized text about it, the presentation of essays in group, and class discussions. |
| Evaluation methods and passing criteria | The student’s performance is assended throughout the semester, through the evaluation proccess, special importance is given to the ability of the students to find specific information and to analyse the findings in a critical way; then the ability to find the solution on a specific problem through different scientific research, seminar papers and essays. Through these two formal evaluations, besides the general knowledge through the answers given to the questions with multiple choices, the student is obligated to work on the essay which is going to help the professor to evaluate the abilities of the students about the specific topic, so it can reflect, compare, and analyse the problem that he/she is dealing with. Student’s final exam is the presentation of a mini-scientific research, about an institution or an organisation which identifies the current situation of the management and the quality, and that offers a solution about the identified problems. |
| Concretisation means/IT | Case studies in the internet  Video recordings  Powerpoint, projector, etc.  Video conferences |
| Ratio between the theoretical and practical part of teaching | 50% theory, and 50% practice. |
| Literatura | |
| Basic literature | *Prof.Dr. Gadaf Rexhepi; Menaxhimi i Cilesise Totale”, Logos-A, Shkup 2010.*  *ISBN 978-9989-58-356-8* |
| Additional literature | *R. Ashley Rawlins TD.DL:”Total Quality Management”, Author Hause, 2008,*  *ISBN: 978-1-4343-7298-7* |

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| Subject | Corporate Governance/Elective |
| Subject description | Topics covered include, but are not limited to: time value of money, the relationship between risk and return including the capital asset pricing model, the valuation and role of debt and equity, capital budgeting/project evaluation techniques, cost of capital, cash flow estimation, project risk analysis, real options, company valuation, and capital structure decisions. |
| The aim of the subject: | The aim of the course is to equip students with the necessary knowledge to understanding and address problems commonly faced by corporate decision makers and provide opportunities to apply these concepts to contemporary business situations. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -of the public resource expenditure and mobilization  -to understand the governance of the central and local government of public finance  -to understand the economics of taxation  Skills:  -to be able to identify and distinguish between central and local level budget plans  -to be able to identify cost government spending’s and be able to distinguish between potential spending’s with higher rates of return  Competencies:  -to work in different financial sectors, whether in local or central level government  -strategically plan budgeting projects  -to evaluate the structure of central and local level government |
| Teaching methodology and learning methodology | Teaching methodology is based on interactive class discussions where students have the opportunity to express their thoughts/ideas. Case studies and real life examples are part of the lecturing methodology in order to put into practice the theory. |
| Evaluation method (criteria to pass exam) | Note: all details of the assessment form are included in the Regulation of the Pjetër Budi college |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| The distribution of the theoretical and practical part of the studies | 50% theoretical work and 50% practical work |
| Literature | Tricker, Robert Ian. *Corporate governance: Principles, policies, and practices*. Oxford University Press, USA, 2015. |

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| Subject | E-Marketing/Elective |
| Subject description | During the course of E-marketing will be studied the use of internet from businesses. Will be discussed the strategies of E-marketing and their application through the use of different programs. Some of the topics covered in this module are: strategic marketing, e-marketing plan, segmentation, targeting, differentiation, positioning etc., through the use of internet. |
| The aim of the subject: | The aim of the course is to equip students with the necessary understanding of several e-marketing tools and to enable them to develop an effective e-marketing strategy. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to understand concepts and methods of e-marketing  -to understand the internet marketing technologies and techniques  -to understand the internet impact on firms overall marketing strategy.  Skills:  -to critically evaluate latest e-marketing trends  -to describe technological, legal, ethical issues regarding the internet use  -describe marketing strategies of segmenting, targeting, positioning and differentiation  Competencies:  -responsibility and accountability in decision-making with respect to e-marketing strategies  -carry on activities or a study/academic research with respect to e-marketing  -design and implement e-marketing plan in the workplace |
| Teaching methodology and learning methodology | Teaching methodology is based on interactive class discussions where students have the opportunity to express their thoughts/ideas. In particular, teaching methodology is student-centered approach based on in groups problem-solving. Classroom projects and case studies are a major component of the course, where the student is given the opportunity to critically evaluate among different types of e-marketing strategies. |
| Evaluation method (criteria to pass exam) | Note: all details of the assessment form are included in the Regulation of the Pjetër Budi college |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| The distribution of the theoretical and practical part of the studies | 50% theoretical work and 50% practical work |
| Literature | Judy Strauss and Raymond Frost 2013 E-marketing. Seventh edition.  Ramiz Livoreka “Marketing Research” 2011  Strauss, Judy, Raymond Frost, and Adel I. Ansary. *E-marketing*. Pearson Prentice Hall, 2009. |
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| Subject | | Intercultural relations and strategic communication/Elective |
| Subject description | | This course offers students, basic knowledge, the importance of recognizing, the intercultural relationship, and strategic communication in general. |
| The aim of the subject: | | This subject, aims to give students the knowledge necessary for intercultural relations, and the role of such relationship, in the economic sphere, business, and the impact of communication in business, etc. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies: | | Upon completion of the lecture students will gain:  Knowledge:  • Basic Knowledge of intercultural relations,  • Knowledge about the impact of intercultural relationship to the economic sphere,  • Knowledge of the impact of strategic communication in the economy,  Abilities and skills:  • Ability and skills to identify the role of intercultural relationship in the sphere of business,  • Ability to identify the impact of intercultural relations in the economy,  • Ability and skills to identify the role of strategic communication in business and beyond,  Competencies:  • Competent to manage different cultures, which might appear in the work of business,  • Competent to implement knowledge of different cultures in the economy,  • Competent to implement in practical, effective ways of strategic communication, |
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| Teaching methodology and learning methodology | Teaching will be realized, explaining the theoretical and practical aspects of the case. Will organize group work, class discussions, and explanations of cases from daily work, with examples. Teaching will be realized, explaining the theoretical aspects of the subject, also, in the area of strategic communication. From the students will be required repetition, and interactive group work. | |
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| Evaluation method (criteria to pass exam) | At the end of the semester after completion of lectures, will held exam.  The exam will be held in the form of a written test, which will be questions that would include the entire literature that is used for the lecture. The test exam has a total of 70 points.  Exam:  For setting the final grade for regular students will apply this method of evaluation:  • 70 points, maximum, from the test,  • 20 points of activity and seminar work, and  • 10 points from student attendance at lectures,  The student must have 50 points of the questions of the test correct, in order to then, be calculated and points of activity and seminar work and of the attendance, if the student has not 50 points of the test, then, considered the student, has not given the exam, and will not count points of activity and seminar work and point from attendance in lecture.  To determine the final grade:  From 50 *– 59* accumulated point take the grade 6 (six).  From 60 – 69 accumulated point take the grade 7 (seven)  From *70 – 79* accumulated point take the grade 8 (eight)  From 80 – 89 accumulated point take the grade 9 (nine)  From 90 – 100 accumulated point take the grade 10 (ten)  We will apply the same methods for part-time students.  *(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)* | |
| The teaching/learning tools/ IT | The white board, power point presentation, computer Microsoft Office,etc. | |
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| The distribution of the theoretical and practical part of the studies | 50% - theory, 50% practice, | |
| Literature | | |
| Basic literature | Ismail Mehmeti, PhD - “Intercultural relations and strategic communication” (Authorized lecture, Colege “P.Budi”), Pristine, 2014, | |
| Additional literature | 1. Judith N.Martin, Thomas K.Nakayama – “Hyrja ne komunikimin ndërklulturor”, Book translated, Tirane, 2010, 2. Michael J.Papa, Tom D.Daniels, Barry K.Spiker – “Komunikimi organizativ”, Book translated, Tirane, 2009, | |

2nd Year-MA Management-Profile: Insurance Management

Analiza e Pasqyrave Financiare

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| Subject | | | Managing Risk of Insurers/Mandatory |
| Course Description: | | | Throughout this course, students will be able to gain knowledge on how to manage risk insurers, theoretically and practically. The program is considered as complex and involves knowledge on this subject. By this, students will be able to understand the basic terminologies in the field of risk management in insurance; students will be able to recognize the insurance in economics and distinguish the substantial between the business insurance and commercial businesses. To better understand the role of the capital and capital values; the economic function of certain coverage risks that insurers face. In particular, these risks are being tretead, including measuring and controlling these risks.  The students will gain knowledge on the most common risks in insurance, including, investment risks (credit risks, market risks, and liquidity) and non-financial risks (operational risks and businesses).  The supervision of insurance will be treated widely (including the experiences of the developed countries with an insurance industry). The regulatory framework of the Solvency II will be treated comprehensively, describing in particular the risk management models. Meanwhile, the management control will create a broad scope of knowledge on the control function, as the most important form of risk management. |
| Course Objectives: | | | The main purpose of this course is that students gain knowledge, in terms of the notion of risk management and its necessity; posession of knowledge on security as discipline and risk management for insurers. |
| Studying Outcomes:  (a) knowledge;  (b) abilities/skills and  (c) powers: | | | Upon completion of the program, students will gain knowledge, in:   * Understanding conceptually the risk management and its necessities; * To be able to differentiate risk categories; * Understanding the risks that can be insured and those that cannot be provided; risk components, * Understanding the basics of insurance as a risk transfero mechanism; * The major issues are trained when managing risk insurers, the need for insurance supervision and receiving basic knowledge on the regulatory framework of the Solvency II.   Abilities and Skills:   * Proficiency in the perception of risk and insurance. * Skills in practical application of insurance as a form of risk management. * Advanced skills in risk management of insurance companies. * Managerial and operational skills in the management of financial risks, market, business, and operational insurance companies. * Basic skills in the implementation of Solvency II regulations on insurance companies. |
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| Teaching methodology (and studying) | | Theoretical topics, concretization of theoretical concepts – their studies and analysis of practical examples. Interactive work during the lectures, group work, case studies, and research. | |
|  | |  | |
| Assessment methods (the passing criteria) | | Assessment Methods  In one semester two exams (tests) will be held, whereas, when approaching the end of the semester, than the students will face with the final exam. The exams are confied with the ‘multiple choice testing’ system, with a total of 20 questions. Each of the questions is certified with 2 points, meaning that the maximum of points will be 40.  The student will be able to pass the exam if more than half of the questions are answered correctly. Once the student passes the first exam, than it is automatically allowed in attending the second one.  On determining the final grade, the following method of assessment will apply:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  The examination  On determining the final grade, the following method of assessment will apply for regular students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on participation/attendance – overall activity.  On determining the final grade, the following method of assessment will apply for correspondence students:  Maximum of 80 points from both of the exams; writing, orally, essay form; where the final evaluation will be determined based on the relevant case.  Maximum of 10 points on seminars, essays, scientific papers, and presentations.  Maximum of 10 points on consultations with the professor or assistant, at least once (1) or twice (2) a week for the same subject.  The final grade will be determined:  From *50 - 59* common points, the students final grade will be 6 (six).  From 60 - 69 common points, the students final grade will be 7 (seven)  From *70 – 79* common points, the students final grade will be 8 (eight)  From 80- 89 common points, the students final grade will be 9 (nine)  From 90 – 100 common points, the students final grade will be 10 (ten)    *(Warning: all of the details of the assessment form are included in the Regulation of the Examination).* | |
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| Means of Concretization - IT | | The usage of the whiteboard, internet, wireless, computer, projector, powerpoint, etc. | |
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| The ratio between the theoretical and practical study | | 80% of the theoretical part  20% of the practical work in the insurance companies | |
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| Literature | | | |
| Basic Literature | *Rene Doff “Risk Management for Insurer” 2008*  *Authorized Lectures in Albanian* | | |
| Additional Literature | *Drago Klobuqar “Principles of Risk Management in Insurance” 2009*  *MITC Principels of risk management and insurance, Malte 2007* | | |

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| Subject | | Solvency II/Mandatory | |
| Subject description | | Solvency II reflects new risk management practices to define required capital and manage risk. While the "Solvency I" Directive was aimed at revising and updating the current EU Solvency regime, Solvency II has a much wider scope. A solvency capital requirement have the following purposes: -To reduce the risk that an insurer would be unable to meet claims; -To reduce the losses suffered by policyholders in the event that a firm is unable to meet all claims fully; -To provide early warning to supervisors so that they can intervene promptly if capital falls below the required level; and -To promote confidence in the financial stability of the insurance sector  Solvency II framework has three main areas (pillars): -Pillar 1 consists of the quantitative requirements (for example, the amount of capital an insurer should hold).  Pillar 2 sets out requirements for the governance and risk management of insurers, as well as for the effective supervision of insurers.  Pillar 3 focuses on disclosure and transparency requirements. | |
| The aim of the subject: | | The aim of the course is to provide students advanced knowledge on regulating and monitor the insurance market based on the regulations Solvency II. | |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | | Knowledge:  *-* advanced knowledge over concepts, aims and application of the directive Solvency II  - to understand the importance, functioning, policies, protocols, documentation and calculating risk models based on Solvency II.  -advanced knowledge over monitoring regulations of risk and capital adequacy.  Skills:  - to demonstrate managerial abilities of understanding of applications of Solvency II.  -advanced skills over the risk management, risk models, rules of asset and debt evaluation over technical provisions.  Competency:  -to critically analyze study cases after lectures.  -effective use of library and other materials from internet that have to deal with Solvency II  -to conduct academic research on topics related to Solvency II | |
| Teaching methodology and learning methodology | | | Learning on the basis of the problem, work in group projects, active learning and student-centered, learning-based sources, the use of the method of the case study, role play, workshops, classroom presentations in groups, use summaries of learning for students to record their educational experience. |
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| Evaluation method (criteria to pass exam) | | | *For determining the final grade exam assessment test for regular students will apply these methods of assessment:*  *70 points maximum final written exam, in the form of essays or completion of the test, which makes the final assessment of knowledge from the relevant case*  *20 points for the scientific paper,*  *10 points maximum participation in the learning process - attendance at lectures and interactive methods (exercises) - activity,*  *The final grade is determined:*  *From 50-59 joint points taken grade 6 (six).*  *From 60-69 joint points taken grade 7 (seven)*  *From 70 to 79 correct answers obtained grade 8 (eight)*  *From 80- 89 joint points taken grade 9 (nine)*  *From 90 to 100 common points taken grade 10 (ten)*    *(Note: All details of the form of assessment are included in the Examination Regulation of the College).* |
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| The teaching/learning tools/ IT | | | The writing board, projector-computer-power point, case studies. |
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| The distribution of the theoretical and practical part of the studies | | | 60% theoretical work and 40% practical work |
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| Literature | | | |
| Basic literature | 1. Directive 2009/138/EC of the European Parlament and of the Council on the taking-up and pursuit of the business of Insurance and Reinsurance (Solvency II) of 25 November 2009. | | |
| Additional literature | 1. Solvency II, KPMG International 24110NSS. A closer look at the evolving process transforming the global insurance industry. 2011 KPMG LLP 2. Paul Hopkin: “Fundamentals of Risk Management” Understanding, evaluating and implementing effective risk management.   Botuesi: IRM, Kogan Page. The Institute of Risk Management, 2010 ISBN 978-0-7494-5942-0 - ISBN 978-0-7494-5943-7 (ebook) 1. Risk management. I. Title. HD61.H567 2010; 658.15'5--dc22  Rene Doff: “Menaxhimi i riskut te siguruesit”  Kontrolli i riskut, kapitali ekonomik dhe Solvenca II  Holande 2009 | | |

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| Subject | | Insurance market and Institutions/Mandatory | |
| Subject description | | The insurance market and institutions tackles the following topics: types of insurers, the market of insurance companies, insurance market in the international market, the nature of competition and supply and demand in the insurance market, financial and statistical information’s, tax and financial reliability of insurance companies etc. | |
| The aim of the subject: | | The aim of the course is to provide students advanced knowledge on regulating and monitor the insurance market based on the regulations Solvency II. | |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | | Knowledge:  - advanced knowledge over concepts, aims and application of the directive Solvency II  - to understand the importance, functioning, policies, protocols, documentation and calculating risk models based on Solvency II.  -advanced knowledge over monitoring regulations of risk and capital adequacy.  Skills:  - to demonstrate managerial abilities of understanding of applications of Solvency II.  -advanced skills over the risk management, risk models, rules of asset and debt evaluation over technical provisions.  Competency:  -to critically analyze study cases after lectures.  -effective use of library and other materials from internet that have to deal with Solvency II  -to conduct academic research on topics related to Solvency II | |
| Teaching methodology and learning methodology | | | Learning on the basis of the problem, work in group projects, active learning and student-centered, learning-based sources, the use of the method of the case study, role play, workshops, classroom presentations in groups, use summaries of learning for students to record their educational experience. |
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| Evaluation method (criteria to pass exam) | | | For determining the final grade exam assessment test for regular students will apply these methods of assessment:  70 points maximum final written exam, in the form of essays or completion of the test, which makes the final assessment of knowledge from the relevant case  20 points for the scientific paper,  10 points maximum participation in the learning process - attendance at lectures and interactive methods (exercises) - activity,  The final grade is determined:  From 50-59 joint points taken grade 6 (six).  From 60-69 joint points taken grade 7 (seven)  From 70 to 79 correct answers obtained grade 8 (eight)  From 80- 89 joint points taken grade 9 (nine)  From 90 to 100 common points taken grade 10 (ten)    (Note: All details of the form of assessment are included in the Examination Regulation of the College). |
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| The teaching/learning tools/ IT | | | The writing board, projector-computer-power point, case studies. |
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| The distribution of the theoretical and practical part of the studies | | | 60% theoretical work and 40% practical work |
|  | | |  |
| Literature | | | |
| Basic literature | 1. Directive 2009/138/EC of the European Parlament and of the Council on the taking-up and pursuit of the business of Insurance and Reinsurance (Solvency II) of 25 November 2009. | | |
| Additional literature | 1. Solvency II, KPMG International 24110NSS. A closer look at the evolving process transforming the global insurance industry. 2011 KPMG LLP 2. Paul Hopkin: “Fundamentals of Risk Management” Understanding, evaluating and implementing effective risk management.   Botuesi: IRM, Kogan Page. The Institute of Risk Management, 2010 ISBN 978-0-7494-5942-0 - ISBN 978-0-7494-5943-7 (ebook) 1. Risk management. I. Title. HD61.H567 2010; 658.15'5--dc22  Rene Doff: “Menaxhimi i riskut te siguruesit”  Kontrolli i riskut, kapitali ekonomik dhe Solvenca II  Holande 2009 | | |

E-Marketing- please refer to the syllabus in the previous semester

Human resource Strategic management- please refer to the syllabus in the previous semester

Intercultural relation and strategic communication- please refer to the syllabus in the previous semester

2nd Year- Master – Management of Tourism and Hospitality

Selective types of Tourism

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| Basic data of module | |
| Academic Unit: | MA-Human Resource Management |
| The name of the subject lectured | Spatial planning in Tourism and Hospitality |
| Level : | MA |
| Status | Obligatory |
| Year: |  |
| Number of hours : |  |
| ECTS: |  |
| Time /location: |  |
| Lecturer (title/name): |  |
| Contact details (e mail/phone of the lecturer): |  |
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| Subject | Spatial Planning in Tourism and Hospitality/Mandatory |
| Subject description | This course covers a variety of topics such as: Spatial structures, tourism planning, Management and tourism planning, Tourism planning and environmental protection, etc. |
| The aim of the subject: | The main goal is that students achieve knowledge of tourism planning types and its mapping applications as well as implementation of regional and spatial plans. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to understand the core of spatial planning structures  -to interpret theoretical basics of tourism planning  -to understand Future trends of tourism planning  Skills:  -to manage with tourism planning  -to identify organizational systems of tourism  Competencies:  -to put into practice Theoretical concepts of tourism planning  -to lead projects with respect to tourism planning  -to draft strategies to regional tourism planning |
| Teaching methodology and learning methodology | The teaching methodology is based on Case Method and Discussion. Providing an opportunity for students to put into practice what they learn in the classroom in real-life experiences. This methodology inspires active discussion about issues and problems inherent in practical application in order to trigger critical thinking on critical issues and provide a format for role playing ambiguous or controversial scenarios. |
| Evaluation method (criteria to pass exam) | The evaluation method is based on presence and participation, coursework, and exam. The student has to be present in order to successfully pass the class as well as needs to be active participant in order to claim participation points. The coursework accounts for 30% of the grade so the student should be able to academically tackle the topic of concern while in the meantime remain critical and creative. One midterm and one final exam is mandatory as well, composed of essay questions. |
| The teaching/learning tools/ IT | Computer, projector, Microsoft Office, internet, etc. |
| The distribution of the theoretical and practical part of the studies | The course is 50% based on theoretical practice and 50% practical. |
| Literature | Connell, Joanne, and Stephen J. Page. "Exploring the spatial patterns of car-based tourist travel in Loch Lomond and Trossachs National Park, Scotland."*Tourism Management* 29.3 (2008): 561-580.  Hayllar, Bruce, Tony Griffin, and Deborah Edwards. *City Spaces-Tourist Places*. Routledge, 2010.  Mason, Peter. *Tourism impacts, planning and management*. Routledge, 2010. |
| Basic literature |
| Additional literature |

Intercultural relation and strategic communication- please refer to the syllabus in the previous semester

Promotion in Tourism and Hospitality

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| Subject | Managing Events and Spare Time |
| Subject description | A conceptual framework will be developed through definitions, models, and the utilization of case studies. The course covers the following matter: event studies, bid preparation, public and corporate sponsorship, negotiations, and volunteer staff management. |
| Aims of the Course | The course aims to teach students how to formulate and manage events in general as well as conduct tourism strategies for destinations. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  - Identify the centrality of tourism in event management  - Classify the types of events and explain their role in contributing to a destination’s sense of place  - Describe the difference between sponsorship and donations  Skills:  - Identify the various sources of economic impact for a hosting community  - Identify the various event career opportunities  Competency:  - Explain and implement the steps necessary to create a successful event  -Conduct strategies to manage events. |
| Metodologjia e mësimdhënjes dhe mësimnxënjes. | The teaching methodology is student-centered approach based on in groups problem-solving. Classroom projects and group presentations are a major component of the course. Each class begins with a summary of the previous class lecture in order to recap important key aspects of the particular chapter. |
| Metodat e vlerësimit | During one semester will be organized two MIDTERM tests, and in the end a final test. The student is entitled to the second mid-term exam if he/she scores above 50%. Students also should complete a coursework that weighs 10% to the total grade as well as attendance and participation 10%.  The pass criteria as well as the grading based on percentages are regulated by the regulation of the College. |
| Mjetet e konkretizimit – TI | Computer, projector, case studies, internet, etc. |
| Raporti mes teorisë dhe praktikës | The course is 75% based on theoretical practice and 25% practical. |
| Literatura | Van der Wagen, Lynn. *Event management*. Pearson Higher Education AU, 2010.  Getz, Donald. "Event tourism: Definition, evolution, and research." *Tourism management* 29.3 (2008): 403-428.  Raj, Razaq, Paul Walters, and Tahir Rashid. *Events management: an integrated and practical approach*. Sage, 2008. |
| Literatura bazë |
| Literatura shtesë |

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| Subject | Consumer Behavior/Elective |
| Subject description | The main focus of the course is to understand consumer behavior, how and why consumers make purchase decisions, how they think, feel and act before, during and after the purchase. Also important concepts will be explored underlying consumer behavior, principles, and theories from the various social sciences (i.e., marketing, psychology, sociology and anthropology) to marketing problems such as product development, pricing, and positioning. |
| The aim of the subject: | ****The aim of the course is to provide in-depth knowledge and information**** to more effectively meet the needs of buyers in the market, and be more successful in the market. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -Understand consumer behavior in an informed systematic way  -Understand the processes used when individuals, group or organizations make consumption decisions.  -understand how to position the brand in the market  Skills:  -Understand how and why marketers craft particular messages to appeal to consumers and to understand the strategic importance of this process for businesses.  Competencies:  -to functionalize areas of business as part of the management process  -to develop the tools needed to analyze the process of customer behavior from a consumer and a business viewpoint.  -to be demonstrate good writing and analytical skills while carrying a research. |
| Teaching methodology and learning methodology | Teaching and learning methodology is based on the modern practices, through in-class case studies while incorporating theoretical and practical practices, while the student is given the space to demonstrate the critical point of view during class, coursework as well as examination. |
| Evaluation method (criteria to pass exam) | Assessment will consist of two written case analyses (10% each), two exams- one mid-term and a final exam 35% each as well as class attendance and participation 10%. The case analyses will assess students’ ability to apply course concepts to what customers and companies do. The exam will assess students understanding of key course concepts, including the wheel of consumer analysis, segmentation, affect and cognition, and behavioral aspects. |
| The teaching/learning tools/ IT | Computer, projector, case studies, internet, etc. |
| The distribution of the theoretical and practical part of the studies | The course is 70% based on theoretical practice and 30% practical. |
| Literature | Solomon, Michael R., et al. *Consumer behavior: buying, having, and being*. Upper Saddle River, NJ: Prentice Hall, 2014.  Hawkins, Delbert, and David Mothersbaugh. *Consumer behavior building marketing strategy*. McGraw-Hill, 2009.  Mills, Juline, and Rob Law. *Handbook of consumer behavior, tourism, and the Internet*. Routledge, 2013. |
| Basic literature |
| Additional literature |

Human Resource Strategic Management- please refer to the syllabus in the previous semester

2nd Year MA- Human Resource management

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| Subject | Managing Work Relationship/Mandatory |
| Subject description | This module is focused to deliver the necessary knowledge related to: operations, monitoring, reporting, implementing, and planning with emphasis on enhancing business relationship. |
| The aim of the subject: | The aim of the module is to foster an effective business value-producing relationship within the organization as well as service providers and its business partners. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -knowledge to use understand Business Relationship Management support tools and techniques.  -to understand the communication components and strategies  -of understanding roles, levels of responsibility and work activities  Skills:   * Related to assessment criteria for choosing appropriate support tools to efficiently manage the work relationship * To analyze reports and take appropriate action * To control, measure and report activities for the purpose of continuous improvement   Competencies:   * To analysis of reports, statistics and trends * To plan, improvement and implementation within the organization |
| Teaching methodology and learning methodology | The teaching methodology is student-centered approach based on in groups problem-solving. Classroom projects and group presentations are a major component of the course. Each class begins with a summary of the previous class lecture in order to recap important key aspects of the particular chapter. |
| Evaluation method (criteria to pass exam) | During one semester will be organized two MIDTERM tests, and in the end a final test. Each midterm test weights 30% to the total grade. The student is entitled to the second mid-term exam if he/she scores above 50%. Students also should complete a coursework that weighs 30% to the total grade as well as attendance and participation 10%. |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| The distribution of the theoretical and practical part of the studies | 1:1 ratio, equal distribution between theoretical and practical learning |
| Literature | Briscoe, D., Schuler, R. and Tarique, I. (2012).International Human Resource Management Routlege |
| Basic literature | Hayton, J.C., Biron, M., Christiansen, L.C. and Kuvaas, B. Global Human Resource Management Casebook. London: Routledge (2012). |

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| Subject | Safety and Health in the workplace/Mandatory | |
| Subject description | This module covers a variety of interrelated topics respect to safety and health environment in the workplace dealing with: planning, managing, organizing, auditing and controlling in order to provide a safer environment. | |
| The aim of the subject: | This course aims will provide to provide the necessary knowledge as it pertains to occupational health and safety legislation, workplace hazards, and the administration of organizational health and safety practices. | |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -Understand the moral, economical and legislative importance of well managed health and safety system  -understand the regulatory framework surrounding occupational health and safety  Skills:  -identify potential sources of workplace hazards  -categorize workplace hazards considering the magnitude of potential risks  -describe the process for controlling and managing risks  Competency:  -Understand theories of employee protection and how one can apply in the workplace  -to identify/recognize/analyze factors contributing to accidents | |
| Teaching methodology and learning methodology | Teaching methodology is based on incorporating expansive range of academic methods, approaches, and experiences; whether its group projects, hands-on case-studies, problem-solving sessions, or lectures. | |
| Evaluation method (criteria to pass exam) | The evaluation process is a continuous process from day one, considering the attendance and active participation in lectures, while the student is required to do the coursework and two mid-term exams. | |
| The teaching/learning tools/ IT | Projector, computer, case studies, board, internet etc. | |
| The distribution of the theoretical and practical part of the studies | Around 70% of the course is based on theoretical study compared to 30% practical | |
| Literature |  | |
| Basic literature | Quinlan, Michael, Philip Bohle, and Felicity Lamm. *Managing occupational health and safety*. Palgrave Macmillan, 2010. | |
| Additional literature | Ridley, John, and John Channing, eds. *Safety at work*. Routledge, 2008.  Reese, Charles D. *Occupational health and safety management: a practical approach*. CRC press, 2008. | |
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| Subject | Guidance and Managing Human capital in international Context/Mandatory |
| Subject description | The course displays the drivers of business internationalization and the levels of corporate global integration. In particular, the course outlines the structural alternatives for multinational enterprises and the cultural/national and legal considerations to account for. The course’s main focus is Human Resource Management (HRM) with respect to international/multinational firms. Furthermore, the course addresses strategic international HRM and the employment cycle within an international context. |
| The aim of the subject: | The aim of the course is to provide students with an in-depth understanding of the problems inherent in International Human Resource Management (IHRM) to either prepare them for further work in the IHRM field or to give them a thorough understanding of the international corporate dimensions of their own careers. Above all, the principle focus of this course is developing a comprehensive and integrated treatment of international HRM. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  *\** Understanding the internationalization process and the choices businesses have to organize their international operations  \* Various cultural and legal contexts  \*The impact of business internationalization on strategic HRM and its various functions.  Skills:  - be able to analyze and implement IHRM practices with respect to: HR planning, recruitment and selection, training& development, compensation management, performance management, safety and health and employee relations.  Competency:  -to demonstrate analytical analysis of IHRM practices and drivers;  - to work in International/multinational companies in Kosova  - Competency in People Management skills and effectively implement Global HR practices. |
| Teaching methodology and learning methodology | Learning on the basis of the problem, work in group projects, active learning and student-centered, learning-based sources, the use of the method of the case study, role play, workshops, classroom presentations in groups, use summaries of learning for students to record their educational experience. |
| Evaluation method (criteria to pass exam) | Major part of the evaluation process is the coursework as well as mid-term exams. The coursework weighs equally with the mid-term exam (30%) while the student is expected to be active and participate in class discussions in order to earn another 10%.  Coursework-30%  1st |Mid-term-30%  2nd Mid-term-30%  Participation and attendance- 10% |
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| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
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| The distribution of the theoretical and practical part of the studies | 70% theoretical work and 30% practical work |
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| Literature |  |
| Basic literature | Briscoe, D., Schuler, R. and Tarique, I. (2012). International Human Resource Management. 4th ed. London: Routledge. | |
| Additional literature | Hayton, J.C., Biron, M., Christiansen, L.C. and Kuvaas, B. Global Human Resource Management Casebook. London: Routledge (2012). |

Human Resource Strategic Management-please refer to the syllabus in the previous semester

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| Basic data of module | |
| Academic Unit: | MA-Human Resource Management |
| The name of the subject lectured | Advanced Learning, Training and development |
| Level : | MA |
| Status | Obligatory |
| Year: |  |
| Number of hours : |  |
| ECTS: |  |
| Time /location: |  |
| Lecturer (title/name): |  |
| Contact details (e mail/phone of the lecturer): |  |
|  | |
| Subject | Advanced Learning, Training and development/Elective |
| Subject description | This course is related to the traditional major goals of HRM: to acquire, develop and maintain an organization’s human capital. |
| The aim of the subject: | The aim of the course is to provide students advanced lectures while preparing them to enhance their knowledge for: training design and delivery, the assessment of training programs, and identify organizational factors that influence training efforts. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  - to understand training and development needs  - analyze jobs and tasks to determine training and development objectives  -to be able to identify training objectives  Skills:  -to design effective training and development programs using different techniques or methods  - implement a variety a different training and development activities  Competency:  -to develop and maintain organizations human capital  - to evaluate the effectiveness and efficiency of training and development programs |
| Teaching methodology and learning methodology | Classroom projects/case-studies and group presentations are a vital component of the course. Emphasis is given to critical thinking and argumentation of the facts, while giving the students the opportunity to have hands-on practice. |
| Evaluation method (criteria to pass exam) | Evaluation process is fairly straight-forward, where students are obliged to two mid-term exams as well as submit a coursework. In addition students are given the opportunity to earn 20% through in-class participation and discussions of the case-studies. |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
| The distribution of the theoretical and practical part of the studies | 50% theoretical, 50% practical |
| Literature |  |
| Basic literature | Noe, R. A. (2008). Employee Training and Development (4th Ed). McGraw-Hill |
| Additional literature | Kozlowski, Steve WJ, and Eduardo Salas, eds. Learning, training, and development in organizations. Taylor & Francis, 2009.  Cummings, Thomas, and Christopher Worley. Organization development and change. Cengage learning, 2014. |

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| Subject | | Managing, Recruiting and Rewarding Talents/Elective |
| Subject description | | The course is designed to teach students how to align human resource management practices with business needs. This course will examine the strategies and tools that human resource professionals use to create organizational excellence by identifying and retaining high quality talent. It will look at the creation of technological strategies to recruit talent and systems of personal/professional development to grow the organization. This course will also explore promotion and cross-functional systems that will strengthen the organization as well as retention strategies to promote and reward high quality talent. Students will engage in various activities intended to illustrate and practice the skills involved in implementing talent management systems. |
| The aim of the subject: | | The aim of the course is to provide students with the necessary knowledge with respect to:   * Be able to determine talent management strategies to support an organization’s goals and objectives. * Identify how to build a talent pipeline to meet an organization’s human capital needs * Define critical elements of a successful performance management system * Develop and integrate a talent management system into organizations * Create a personal development plan and engage in pursuits to accomplish professional goals * Understand the critical issues facing organizations in creating a diverse talent pool. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | | Knowledge:   * Incorporate behavioral interviewing techniques into applicant selection processes * Understand the career management process from both the employer and employee perspectives. * Understand the linkages between professional development and succession management.   Skills:   * Be able to analyze and implement critical elements of a successful performance management system * Develop and incorporate an effective talent management system that correspond with organizations goals   Competency:   * Develop recruitment and selection strategies for their organization * Align recruitment and selection strategies with organizational goals and demonstrate effectiveness to management |
| Teaching methodology and learning methodology | | Learning methodology is based on the problem-solving manner while working in group projects considering presentations. The use of the method of the case study is highly emphasized with the opportunity to actively engage in classroom discussions. |
|  | |  |
| Evaluation method (criteria to pass exam) | | First Mid-Term exam – 25%  Second Mid-term exam- 30%  Coursework- 25%  Attendance and Participation- 20% |
|  | |  |
| The teaching/learning tools/ IT | | The writing board, projector-computer-power point, case studies. |
|  | |  |
| The distribution of the theoretical and practical part of the studies | | 50% theoretical work and 50% practical work |
|  | |  |
| Literature | | |
| Basic literature | Phillips, J., and Gully, S. (2009). Strategic Staffing. 1st Edition. Prentice Hall Publishing.  Aguinis, H. (2008). Performance Management. 2nd Edition. Prentice Hall Publishing. | |
| Additional literature | Cappelli, P. (2008). Talent management for the twenty-first century. *Harvard Business Review*. March 2008.  Boudreau, J.W. & Ramstad, P.M. (2005). Talentship, talent segmentation, and sustainability: A new HR decision science paradigm for a new strategy definition. *Human Resource Management, 44*(2): 129-136.  Calo, T. (2008). Talent management in the era of the aging workforce: The critical role of knowledge transfer. *Public Personnel Management, 37*(4): 403-416. | |

2nd Year-MA-Management in Banking, Finance and Accounting

2nd Year-MA- Management in Banking, Finance and Accounting

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| Subject | Managing Risk in Banks/Mandatory |
| Subject description | This course is designed to equip students with the necessary knowledge with respect to managing the banking risk. The course reveals the following learning matter: introduction of the banks and the banking system: its role to support economic activity, and relevant risk faced by banks, corporate governance in banks, financial statements that use banks to communicate their activities, the function of the management of assets and liabilities in the bank, and how banks manage credit losses, regulatory process of banks, credit risk analysis, market risk and marketable instruments, operational risks, Dayton Basel-liquidity, etc. |
| The aim of the subject: | Learn advanced conceptual basis of risk management in banks by providing examples of their practical implementation in the banking industry. After completing this course students will be able to understand the necessity and learning to develop in the context of managing banking risk. A more efficient way of thinking which will become operational for breaking down situations in a very dynamic and full of turbulent surroundings in which it operates a bank today. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge  -to understand concepts and advanced theories of bank risk management  -to understand the theory of risk, how it functions, policies, protocols.  -to learn the importance of evaluating risk and evaluating techniques. To learn for credit risk of the market as well as operational risk in banks.  -to understand the models of governance in organizations and interlink with risk management  -to learn the risk report. To describe internal auditing and the role of risk management.  Skills  -managerial skills linked with risk management: planning, evaluating controlling the risk report  -to communicate risk management reports  Competency  -to work in the banking industry- in the risk department  -Conduct independent academic research in the risk management field  -Create a strategic plan on banking risk management. |
| Teaching methodology and learning methodology | Teaching and learning methodology is based on class interaction “Socratic” method through the use of case studies, which triggers students’ interest and curiosity by making subject matter more understandable. |
|  |  |
| Evaluation method (criteria to pass exam) | For determining the final grade exam assessment test for regular students will apply these methods of assessment:  70 points maximum final written exam, in the form of essays or completion of the test, which makes the final assessment of knowledge from the relevant case  20 points for the scientific paper,  10 points maximum participation in the learning process - attendance at lectures and interactive methods (exercises) - activity,  The final grade is determined:  From 50-59 joint points taken grade 6 (six).  From 60-69 joint points taken grade 7 (seven)  From 70 to 79 correct answers obtained grade 8 (eight)  From 80- 89 joint points taken grade 9 (nine)  From 90 to 100 common points taken grade 10 (ten)    (Note: All details of the form of assessment are included in the Examination Regulation of the College). |
|  |  |
| The teaching/learning tools/ IT | The writing board, projector-computer-power point, case studies. |
|  |  |
| The distribution of the theoretical and practical part of the studies | 65% theoretical work and 35% practical work |

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| --- | --- |
| Subject | Bank Management and Banking System/Mandatory |
| Subject description | This course is dedicated to master level studies and intends to review economic roles and risk management of financial institutions and development of financial institutions with the main emphasis on banks. In particular, emphasis is given to operations, regulations, and risk structure of the banking system. |
| The aim of the subject: | The aim of the course is to supply students the necessary knowledge with respect to financial institution management, including: analysis of their financial statements; asset and liability management; capital management; product development; and strategic and profit planning processes. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to demonstrate an understanding of key derivative instruments in financial markets such as: futures, options, swaps  -to explain the theoretical foundations of financial intermediation versus direct finance.  -to describe major financial issues facing management of financial intermediaries lately  Skills:  - Apply critical thinking skills to complex business problems by identifying and evaluating relevant issues and information  -Use quantitative and qualitative analytical skills to identify and analyze material factors that are involved in business problems  -Identify leading trends affecting the financial services industry  Competency:  -to analyze and compare performance, make investment decisions, and provide a rationale for your decision  -to individually or in a team environment conduct research and organize written communication. |
| Teaching methodology and learning methodology | Learning will be achieved using several training formats including textbook reading, presentation slides, practice exercises, assignments and study cases. Students need to interact with the professor and their classmates during class discussions, to do assignments, meet deadlines and in some circumstances to work in groups. |
| Evaluation method (criteria to pass exam) | The course grade will be based on two equally weighted exams worth 30% points each, a class project worth 30 points, and class participation/attendance worth 10 points. This gives a total of 100% available points in the class. |
| The teaching/learning tools/ IT | Computer, projector, Microsoft Office, internet, etc. |
| The distribution of the theoretical and practical part of the studies | The course is 50% based on theoretical practice and 50% practical. |
| Literature | Peter S. Rose & Sylvia C. Hudgins ***Bank Management & Financial Services***. McGraw Hill, 9th Edition, 2012  Koch, Timothy, and Scott MacDonald. *Bank management*. Cengage Learning, 2014. |
| Basic literature |
| Additional literature |

|  |  |
| --- | --- |
| Subject | Advanced Accounting/Mandatory |
| Subject description | This course is dedicated to master level studies and students are required to have some knowledge of accounting before enrolling the class. This course focuses on advanced accounting, problems and theory. Topics include consolidations, business combinations, fund accounting, partnerships, foreign exchange and other current issues. |
| The aim of the subject: | The aim of the course is to provide a groundwork for students to be able to learn the accounting rules for complex transactions as well as to critically analyze implications of how accounting standards influence the information available to financial statements. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to discuss difference between pooling of interest and purchase methods of accounting for consolidations  -to explain the accounting issues, presentations and alternatives and alternatives relating to foreign current transactions and translations  Skills:  -to explain how governmental and nonprofit accounting differs from for-profit accounting  - to apply the equity method to accounting for investments  Competency:  -to Evaluate usefulness and limitations of advanced accounting topics  -to apply the pooling of interest and purchase methods to account consolidations  -to prepare consolidated financial statements |
| Teaching methodology and learning methodology | Primary teaching methods are conceptual lectures and in-class review and discussion of problems. |
| Evaluation method (criteria to pass exam) | The course grade will be based on 60 to 75% examinations, 15 to 30% practice sets, cases and homework, 5 to 20% group and in-class participation. |
| The teaching/learning tools/ IT | Computer, projector, Microsoft Office, internet, etc. |
| The distribution of the theoretical and practical part of the studies | The course is 50% based on theoretical practice and 50% practical. |
| Literature | Kontabiliteti i Avancuar , Sotiraq Dhamo 2009  Advanced Accounting , Joe B. Hoyle, Thomas F. Shaefer, Timothy S. Doupnik 2008 |
| Basic literature |
| Additional literature |

|  |  |
| --- | --- |
| Subject | Money, Banking and Finance/Mandatory |
| Subject description | This course is dedicated to master level studies with focus on interest rates, the concept of money, exchange rates, and monetary policy. Topics covered include banking structures and function, the Federal Reserve, determinants of the money supply, fiscal policy and monetary policy, and international economies. |
| The aim of the subject: | The aim of the course is to deliver students the necessary knowledge with respect to Central Banking system and of monetary policies in a domestic and international environment. |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -understand the conduct of monetary policy, its goals an targets, and the tools available to the central bank.  -understand the process of the creation and circulation or flow of money.  -distinguish the differences between Commercial Banks, The Federal Reserve, and other financial institutions  Skills:  - to express opinions and arguments as well as apply techniques relating to interest rate calculations, exchange rate determinations, and appropriate levels of the Money Supply.  Competency:  -to work in the financial or banking sector  -to critically evaluate/analyze/interpret, written/orally of the macroeconomic data. |
| Teaching methodology and learning methodology | Mainly instruction through lecturing, but also discussions, and questions & answers. The main objectives are to encourage class participation and develop arguing skills. Read text, answer and understand quiz questions, complete all assigned material and email to the instructor by the appropriate time and date, apply efficient web based communication techniques and research methods. |
| Evaluation method (criteria to pass exam) | The course grade will be based on two equally weighted exams worth 30% points each, a class project worth 30 points, and class participation/attendance worth 10 points. This gives a total of 100 available points in the class. |
| The teaching/learning tools/ IT | Computer, projector, Microsoft Office, internet, etc. |
| The distribution of the theoretical and practical part of the studies | The course is 70% based on theoretical practice and 30% practical. |
| Literature | Howells, Peter GA, and Keith Bain. *The economics of money, banking and finance: a European text*. Pearson Education, 2008.  Mishkin, Frederic S. *The economics of money, banking, and financial markets*. Pearson education, 2007.  Eakins, G., and S. Mishkin. *Financial markets and institutions*. Boston: Prentice Hall, 2012. |
| Basic literature |
| Additional literature |

Auditing Financial Statements-

|  |  |
| --- | --- |
| Subject | Corporate Finance/Elective |
| Subject description | ****This course will examine various theories including the concept of present value, the opportunity cost of capital, discounted cash flow analysis, a consortium of valuation techniques, issues between short & long term financial management, risk and return, capital asset pricing model, capital budgeting, corporate capital structure and financing decisions, dividend policy, investment and financial decisions in the international context, including exchange rate/interest rate risk analysis, and issues of corporate governance and control.**** |
| The aim of the subject: | ****The aim of this course is to develop the analytical skills for making corporate investment with regards to financial decisions and risk analysis.**** |
| Expected results of the learning:  (a) knowledge;  (b) skills  (c) competencies:  According to European Framework Qualifications: | Knowledge:  -to conduct cash flow analysis  -to calculate opportunity cost of capital  -to conduct risk analysis  Skills:  -to identify short-long term financial management risk and return  - to perform ratio analysis  Competencies:  -to perform ****Risk & Return, Capital Asset, & Pricing Model****  **-**critical auditory and erudite writing skills for research purpose**** |
| Teaching methodology and learning methodology | Teaching and learning methodology is conducted to keep the discussion  moving from one element of the topic to the next one until the completion  Of each subject. There is sufficient time allowed for students to raise questions,  exchange thoughts and ideas and help them in exploring non-traditional insights  and unexpected interpretations. |
| Evaluation method (criteria to pass exam) | In order to successfully complete the course, students  ****must take all exams, turn in all written assignments to the instructor, and attend as well as participate in the classroom discussion.**** |
| The teaching/learning tools/ IT | Computer, projector, case studies, internet, etc. |
| The distribution of the theoretical and practical part of the studies | The course is 70% based on theoretical practice and 30% practical. |
| Literature | Hillier, D. J., et al. *Corporate finance: 1st european edition*. No. 1st Edition. McGraw-Hill, 2010.  Brealey, Richard A. *Principles of corporate finance*. Tata McGraw-Hill Education, 2012.  Ross, Stephen A., Randolph Westerfield, and Bradford D. Jordan.*Fundamentals of corporate finance*. Tata McGraw-Hill Education, 2008. |
| Basic literature |
| Additional literature |

Human Resource Strategic Management-please refer to the syllabus in the previous semester

Master Thesis

Table of contents of SAR for Procurement, (MSc) 5.5.

5.5. The Program Procurement, MSc

5.5.1. Basic data for the study program

5.5.2. Rationale of the program for the labor market

5.5.3. International comparability of the programme

5.5.4. The target group that program is dedicated to

5.5.5. Orientation of the study programme according to the leading principles of the institution (mission statement)

5.5.6. The aim and profile of the study program

5.5.7. Expected learning outcomes

5.5.8. Relation between the theoretical and practical / experimental part of the study

ECTS calculation

5.5.10. Internship

5.5.11. Research plan for the study programme under evaluation

5.5.12. Enrollment and addmission criteria for students

5.5.13. Program overview

5.5.14. Brief description of the modules

5.5.15. Agreements with two accredited academic institutions

5.5.16. Annex - File / syllabi

5.5. Study Program under evaluation Programi i studimit në vlerësim: PUBLIC PROCUREMENT - MSc LEVEL

5.5.1. Të dhënat themelore për programin e studimit (te plotësohen te gjitha fushat)

|  |  |
| --- | --- |
| Emërtimi i programit studimor | PROKURIMI |
| Niveli i kualifikimit në përputhje me Kornizën Kombëtare të Kualifikimeve | NIVELI  MSc |
| Grada akademike dhe emërtimi i diplomës | MSc (Diplomë Master i Shkencave të Prokurimit) |
| Fusha e studimit sipas Erasmus Subject Area Codes | 10.6 |
| Profili i programit akademik (specializimi) | Është specializim i ngushtë i shkencave juridiko-ekonomike, me fokus në lëminë e prokurimit. Parimet, procedurat dhe proceset e prokurimit janë shtyllat kryesore të përmbajtjes së këtij program akademik. |
| Kohëzgjatja minimale e studimit | 2 vite akademike |
| Forma e studimit ( e rregullt, pa shkëputje nga puna, mësimi në distancë) | E rregullt dhe pa shkëputje nga puna |
| Numri i ECTS kredive (total dhe për vit) | 120 ECTS totali  60 ECTS për vit akademik |
| Modulet /Lendet (titujt) | Viti  I:  Semestri i parë:  1.      Prokurimi publik  -  parimet, procedurat dhe procesi  2.       Prokurimi i mallrave, punëve dhe shërbimeve  3.      E drejta kontraktuale në prokurim publik  4.      Menaxhimi i buxhetit dhe financave  Zgjedhore:  5.      Prokurimi në sektorin kompanive publike dhe prokurimet e mbrojtjes  6.     Prokurimi publik dhe partneriteti publiko privat  Semestri i dytë:  1. Prokurimi  inovativ  2. Prokurimi publik në Kosovë  3. Prokurimi elektronik  4. Menaxhimi total i cilësisë  5. *P*rokurimi,  logjistika dhe menaxhimi i riskut  Zgjedhore:  *1.* Mashtrimi dhe korrupcioni në prokurim publik  2. Etika në prokurim publik    Viti II:  Semestri I tretë:  1. Auditimi i prokurimit  2. Legjislacini ndërkombëtar i prokurimit publik  3. Menaxhimi i avansuar i kontratës  4. Ekonomiksi i prokurimit  5. Ankesat në prokurim  Zgjedhore:  Praktika  Punimi shkencor  Semestri i katërt:  Tema Master |
| Numri i vendeve të studimit | 40 |
| Udhëheqës i drejtimit/programit të studimit | Ilaz Duli, PhD |
| Personeli i përhershëm shkencor/artistik (Numri sipas kategorive të personelit) | Dr. Sc. XXXXX |
| Taksat e studimit | 1500 euro për vit akademik |

5.5.2. Rationale of the program for the labor market

Kosovo is a country in transition, and the labor market demands in recent years has undergone major structural changes, both in terms of legislation, the general investment climate, as well as in terms of government policies. The new market which is in transition, needs the profiled staff of specific directions in order to operate according to the market economy principles and fair and genuine competition. A significant impact on the market proper functioning, especially that of the government has the field of public procurement.

The Public Procurement is a relatively new field, which previously did not exist in Kosovo. It has started to develop immediately after the war ended in 1999 and so far has a lifespan of about a decade and a half. Approximately half of the annual Kosovo budget was spent through public procurement. During 2012, are spent 743 million euros, that is about 50% of the annual budget, whereas compared with the Gross Domestic Product in Kosovo for the same year, was 15.21%[[28]](#footnote-29). The field of public procurement is very important both in terms of national as well as in the international level, as Kosovo is determined to integrate into the European Union, and is necessary to prepare the staff who will be faced with competition created upon membership in the EU. The proper functioning of the public procurement system is a fundamental issue of public financial management in the public administration in Kosovo, and a proper system of the public procurement enables more efficient and rational use of public funds, based on transparency, competition and equal treatment, enabling substantial savings to the Kosovo Consolidated Budget, as well as significantly contributing to the economic revitalising and development of Kosovo.

Taking into account that no public university or private college in Kosovo, as well as in the entire Western Balkans, still has not begun the preparation of professional staff in the field of public procurement in Kosovo, than the Assembly of Kosovo during preparation of the Law on Public Procurement has seen reasanoble to legally make mandatory the training procurement officers throughout Kosovo, from 2004 onwards. According to the Law on Public Procurement (LPP) no. 04/L-042, which is currently applicable, the Kosovo Institute for Public Administration (KIPA) in cooperation with the Public Procurement Regulatory Commission of Kosova is responsible for performing the training modules and curricula for qualifications in procurement and organization of the examination and Certificate issuance[[29]](#footnote-30). Only persons who attend the public procurement training and successfully complete the exam are eligible to be appointed as Procurement Managers in Kosovo contracting authorities. During 2013, in Kosovo were certified only 428 procurement officers who have completed procurement activities in 173 contracting authorities throughout Kosovo. Compared with the budget spent for procurements over the years the number of officers is estimated to be extremely small for the successful completion of public procurement in Kosovo. Opportunities of the Kosovo Institute for Public Administration and Public Procurement Regulatory Commission, to increase the number of trained officers are very limited. All certified officers belong only to public sector, and so far was never given the opportunity to interested persons outside the public sector to attend these trainings. The legislator has forseen regarding the procurement qualification another opportunity with a particular provision of the LPP, which says: Persons who possess a certificate or advanced degree or internationally recognized master degree in procurement are exempt from the obligation for certification with KIPA[[30]](#footnote-31). Master Degree in Public Procurement, enables students to be appointed to the position of Procurement Manager in contracting authorities of Kosovo, and in this way contribute in strengthening the implementation of public procurement legislation.

Bypassing the public procurement sector by the academic institutions in Kosovo has impact that even the public procurement legislation is not and does not apply to a satisfactory level. This can be illustrated continously by the EC Progress Reports for Kosovo, especially in last two years, which in part that has to do with public procurement is noted*: Awareness needs to be raised as regards public procurement procedures and their implementation, and corruption needs to be addressed more effectively by Kosovo authorities. Contract management and planning capacity need to be strengthened.[[31]](#footnote-32) Irregularities in tender dossiers and in evaluations confirm that unclear technical specifications and skewed award criteria continue to be an issue of concern. The training system needs to be improved to enable all procurement officials to benefit from capacity building activities. The capacity of all bodies involved in the procurement system needs to be strengthened.[[32]](#footnote-33)*

So far none of Educational Institution in Kosovo has not opened any course in Master level in capacity building in the field of public procurement, as required by the law. Now is more than necessary that as soon as possible to accredit the program of public procurement at Master level in College "Pjetër Budi" in order to begin with the preparation of qualified personnel in the field of public procurement in Kosovo and beyond.

International comparability of the programme;

The study program in Master for Public Procurement is in line with contemporary standards of Higher Education or the European Space for Higher Education (the Bologna Process).

Kosovo fully applies the Bologna System of Higher Education although it is not officially part of the system. In this program for two academic years, students acquire 120 ECTS, 60 ECTS credits per academic year. Students have the opportunity for mobility - transfer from the College "Pjeter Budi" into other institutions of higher education in the country and vice versa.

Beside this, the students of this study program can be transferred into the institutions of higher education in European countries on the basis of credit transfer system - ECTS. Upon completion of this program, students acquire the scientific degree of Master in Public Procurement (MA).

The College "Pjetër Budi" in Pristina, during the preparation of the program in Master's level in the field of public procurement, has taken into account the Management of the Public Procurement programs at the same level of several internationally recognized universities. This program is comparable with similar programs offered by international institutions of higher education such as:

Master in Public Procurement

Sustainable Development and Governance Programme

International Training Centre of the ILO   
Viale Maestri del Lavoro, 10   
10127 Turin, Italy;

<http://masterpublicprocurement.itcilo.org/>

Master in Public Procurement

School of Law

Law and Social Sciences Building

University Park

Nottingham NG7 2RD – UK;

<http://www.nottingham.ac.uk/law>

Master in Public Procurement

Università degli Studi di Roma "Tor Vergata" da 38ma a 33ma

Roma – Italy;

<http://www.masterprocurement.eu/Learning-path>

Master in Public Procurement

Florida International University  
Modesto A. Maidique PCA 257  
11200 SW 8th Street  
Miami, FL 33199 – USA

<http://grad.webster.edu/graduate-degrees/business-degrees/master-of-arts-procurement-and-acquisitions-management/>

The College "Pjeter Budi", has cooperation agreements with educational and scientific institutions at national and international level, for personnel exchange and curricula in the field of public procurement.

The target group that program is dedicated to;

The study program at Masters level in the field of public procurement in the College "Pjeter Budi" in Pristina, is intended to:

The students who have completed bachelor studies that are interested in pursuing the same at the master cycle

The procurement officers in the public sector who are dealing with performing of procurement activities throughout Kosovo.

The procurement officers of the private sector who are dealing with tender dossier preparation for participation in tendering procurement activities throughout Kosovo;

The procurement officers of international institutions operating in Kosovo;

The students who previously have completed one of the courses of Bachelor level in College “Pjeter Budi” and other educational institutions who express an interest in studying in the field of public procurement;

The Experts who deal with preparation of draft - laws and secondary legislation on public procurement;

The representatives of Kosovo institutions involved in talks with the EU on issues related to the public procurement;

The NGO representatives, civil society and media representatives who deal with different research and monitor developments in the field of public procurement;

This program is also intented to all persons who are intrested from the Western Balkan countries, bearing in mind that the course of the Public Procurement in Master level is not open yet in countries of the region;

Orientation of the study programme according to the leading principles of the institution:

Study programs at Master level, offered by the College "Pjeter Budi" optimally fits to the needs of society for qualified staff in specific courses, to solve problems for all systemic levels within Kosovo and abroad. The College "Pjeter Budi" offers the specific study programs which are not offered by other institutions of higher education in Kosovo. One of them is the program of Public Procurement at Master level.

By education in these study programs will meet the needs for profiled staff in our country. The College "Pjeter Budi" offers study programs that are directly linked to the practical and professional work, and deficient profiles.

The Program of Public Procurement at Master level at the College "Pjeter Budi", is an initiative for educating young academic managers in the field of public procurement.

This program is intended to candidates who have completed the first cycle of studies in the course of Business Administration, Economics, Law, etc., (Bachelor – 180 and 240 ECTS credits respectively) and who want to prepare for a high career in important society fields based on knowledge and competence.

Graduates from this program will reach an advanced level of knowledge in the field of public procurement, and will gain original academic and scientific skills. The program is structured from a composition of genuine interdisciplinary, mandatory, elective subject, research papers and building of publication capacities.

All this results with ability to achieve the Master thesis, high quality and scientific publications. Candidates will be encouraged and supported to have creative and critical thinking. In the subjects forseen in the course of public procurement, the students will develop their skills to manage and deal with changes, and will build successful career in their future activities.

The aim and profile of the study programme: Public procurement – Master level

The Program in "Procurement" at Master level is continuation of the existing program 'Business Administration' of the Profile 'Human Resources'.

The aim of the Study Program in Procurement at Master level is the education of professional and competent staff in the field of Procurement, who upon completion of Master level will become expert with knowledge and skills to lead the Procurement Department in the contracting authorities, public and private companies, and in international institutions operating in Kosovo. The task of the second cycle of studies for the Program in Public Procurement, will be raising on a higher degree and deeper level of specialization in the field of public procurement, providing scientific analysis and research, the content of which will offer an advanced level of knowledge in the mentioned above fields, and will dominate the scientific dimension and access to special processing of the special thematic areas which will result with development of Master Thesis in the final semester of studies.

Within this cycle, the students will be able for scientific researches and guidance about their future in scientific research, public administration, private companies, NGOs, civil society and media.

Program Objectives:

To give students the opportunity to interconnect the theoretical knowledge learned during the study program with specific issues in the field of public procurement;

To give students the opportunity to specialize in a particular sector, according to their interests and shaping;

To encourage students to develop the analytical and critical thinking skills;

To develop the skills to identify a problem, formulating the solutions and recommendations;

To demonstrate the capabilities of students to evaluate the existing theories on specific issues and to interconnect these theories to the subject of the project management.

To demonstrate the capabilities of students to draw applicable conclusions to a wider business context.

To demonstrate the capabilities of students to make recommendations and take the role of manager, consultant or expert on procurement issues.

Expected learning outcomes – knowledge, skills and competencies acquired after completion of this study program:

Upon completion of the program in Public Procurement at Master level, students will acquire:

a) Knowledge:

Demonstrate high knowledge and understanding in the field of public procurement;

Demonstrate knowledge to solve complex problems in a systematic and creative way in the field of public procurement;

Demonstrate knowledge to provide opportunity to apply the creative ideas in researches the field of public procurement and management;

Demonstrate the knowledge and skills to face with new challenges and alternative options, in more and more globalized world;

Full theoretical and practical comprehension of different situations in the field of public procurement;

b) Skills and abilities:

Full ability to synthesize and integrate the knowledge on the issue of public procurement;

Ability for analytical approach to problem solving, even in situations where information and the internship is not complete;

Ability to teach in subjects dealing with public procurement at Bachelor level

Ability to exchange information and proposals with the support of arguments even at incompetent subjects in the field of public procurement;

Skills for taking initiatives and managing of scientific and professional activities in the field of public procurement;

Ability to take steps quickly, and flexible adaptation to the environmental changes;

Development of creativity and innovation and managerial and entrepreneurial skills.

c) Competencies:

Competencies to lead the higher management levels in public and private institutions;

Competencies to manage and lead the Procurement Departments of contracting authorities, public and private companies, as well as international institutions operating in Kosovo;

Competencies on law enforcement on public procurement in the public institutions of Kosovo

Competencies on performing the procurement activities in the private sector;

Competencies on providing of consulting services in the field of public procurement;

Competencies to design draft - laws and regulations in the field of public procurement;

Relation between the theoretical and practical/ experimental part of the study

The Study Program in Procurement at Master level, is expected to provide the staff competent in the area of ​​procurement, the segment that is important in human resources at the central and local government, but in other entities such as the private sector, and in NGO sector in the country and abroad.

In order that staff are able to perform professional duties in all stages of procurement, to analyze them with competence, in order to be able to build the policies, strategies and make decisions and implement or monitor their implementation in practice, it was imposed the need for specific allocation of time and hours for student’s commitment.

In the vast majority of cases, 60 hours are scheduled for direct contact of student with the professor of the course, whether through lectures or through exercises, and about 90 other classes are mainly intended for independent work of the student, with a focus on scientific study and research. From the total of 23 subjects of the academic program, 9 of them students will spend 30 classes as lectures and 30 others as exercises.

In three specific cases, in the case Internship, Scientific paper and the subject Master Thesis (if could be called the subject) we have another situation. To them dominates the independent student work, whereas the part that he spents with the professor is significantly shorter compared to the first part.

That is to say, the subjects Internship and Scientific Paper, the student spents only 10 hours in direct contact with the subject holder, and all the rest of the time (115 hours per subject) the student works independently. At the subject Master Thesis, the student’s time allocation is 100 to 650 in favor of independent work. So only 100 hours of commitment under the direct supervision of the professor.

ECTS Calculation;

The Program of Public Procurement Program at Master is offerd with 120 ECTS credits for two academic years that is in accordance with the Law on Higher Education in Kosovo - Official Gazette of the Republic of Kosovo, no. 14/9 September 2011, Pristina and with the Bologna system.

The academic load for (1) ECTS credit is 25 hours. Most of the subjects are consisted of 6 credits, but some are of 5 credits or 7 credits, even of 4 some of them, depending on the significance of the subject.

During semester are offering 15 weeks, according to the system 3+1= three (3) hours of lectures one hour (1) exercises, or 2 + 2 (2 hours exercises and two hours of lectures).

In the last semester at Master level, students must prepare the Master Thesis, conduct the three weeks internship and to prepare and publish a scientific paper in scientific journals under the supervision of its mentor.

Mathematical load distribution for students - ECTS credits for subjects in which the student gains 6 credits looks more or less as in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| Kategoria e ngarkesës javore e studentit për një lëndë | Orë në javë | Numri i javëve | Numri i përgjithshëm i orëve për lëndë në kohëzgjatje prej 15 javësh (1 semestër) (3х1). |
| Ligjërata | 3  ose  2 | 15  ose  15 | 45  Ose  30 |
| Ushtrime | 1  ose  2 | 15  ose  15 | 15  Ose  30 |
| Konsultime shtesë me mësimdhënësin | 1 | 5 | 5 |
| Studim/Mësim i pavarur/përgatitje për provime |  |  | 55 |
| Punime seminarike/projekte/hulumtime | 5 | 2 | 30 |
| Gjithsej |  |  | 150 |
| VEREJTJE: Për lëndë me 7, 5 ose 4 Kredi kjo shpërndarje kohore ndryshon varësisht nga natyra e lëndës dhe koha e nevojshme e angazhimit të studentit për të fituar numrin e sipërpërmendur të kredive. | | | |

Regarding the details of ECTS calculation and time allocation of student commitment to the subjects: Internship (5 credits), Scientific paper (5 credits) and Master Thesis (30 credits), see a brief description of their syllabi.

Subject: Internship, Scientific paper and Master Thesis

2.5.10.a. The subject Intership is forseen in the penultimate semester respectively in the third semester. In the subject Internship, the student will spend three weeks (40 hours of commitment in a week), or more specifically 16.5 working days of internship in various institutions of central or local level, in the company or NGO in the country or abroad. During 125 hours, as long as the internship is lasting, full ten hours a student must be in contact with the mentor/professor, who guides him during the work in the institution where he performs the internship. The other part, the student spends directly in the host institution, where will be engaged in performing of internship.

The subject Internship is optional, i.e. not mandatory, because we believe that amongst the students will be those who are working in procurement and are not interested to perform the internship. Therefore, this subject is offered as an elective subject in order to be given opportunity to the students who have no experience in procurement, to be closely acquainted with the work in this sector and apply their experiences and theortical knowledge acquired during the first years of studies.

Upon the end of Internship, the student is evaluated by the professor. The evaluation shall be based on the analysis of two forms, student’s self-evaluation Form and Form that is filled by his employer.

The subject Internship is not graded, but only by the proof of the professor that he/ she has passed the exam. For this subject the student gains 5 ECTS credits.

|  |  |
| --- | --- |
| Emri i lëndës | PRAKTIKA/INTERNSHIP |
| Qëllimi i lëndës | Qëllimi i kësaj lëndë është që studentët të aftësohen praktikisht për punë në institucione të ndryshme të cilat do ta vijojnë praktikën 3 javore. Ata do të kenë rastin t’i vejnë në zbatim njohuritë e fituara gjatë pjesës së parë të studimeve, apo për të dalë me ndonjë hulumtim relevant për fushën nga institucioni/kompania ku mbarohet praktika. |
| Programi i lëndës | Puna praktike në Departamentet e Prokurimit të autoriteteve kontraktuese, kompanive publike apo dhe private, duke vëzhguar ose duke marr pjesë aktivisht në përgatitjen e dosjeve tenderike, publikimin e njoftimeve për kontratë, dhe njoftimeve për dhenie të kontratës, hapjen dhe vlerësimin e ofertave, si dhe mënyrën e menaxhimit të kontratës. Opsioni tjetër i punës praktike është që studenti në Marrëveshje me profesorin dhe punëdhënësit gjatë angazhimit 3 javor në institucionin nikoqir të dalë me një hulumtim/seminar apo mini strategji që do të ndikonte në përmirësimin e shërbimeve të prokurimit atij institucioni, apo do ti shërbente në mënyra tjera atij apo fushës së hulumtimeve akademike e shkencore. |
| Rezultatet e mësimnxënies | Pas përfundimit të pjesës praktike, studentët do të fitojnë:  Njohuri:  Për punën praktike profesionale në Departamente të Prokurimit të autoriteteve kontraktuese, kompanive publike apo dhe private;  Demonstrimi praktik i njohurive teorike të fituara për prokurimin publik;  Shkathtësi:  Aftësi dhe shkathtësi për të plotësuar dokumentet dosjet tenderike, dhe për të hartuar raporte të hapjes dhe vlerësimit te ofertave, etj.  Shkathtësi për ti analizuar dhe identifikuar vakumet dhe anët e dobëta të sistemit të prokurimit brenda institucionit/kompanisë  Kompetencë:  Në zbatimin e legjislacionit parësor dhe dytësor të prokurimit publik, për të menaxhuar grupe të caktuara të punonjësve, dhe udhëhequr aktivitete të prokurimit, etj.  Të japë rekomandime, të dizajnojë plane operative e strategji përmes hulumtimit dhe analizës së proceseve të prokurimit |

2.5.10.b. At the subject Scientific Paper, the situation is similar. The student gains 5 credits, means that should be performed 125 hours, out of which 10 hours are commitment through direct contact with the professor, whereas the rest of the time he must spend working independently (desk review, field interviews, focus groups, observation, etc.). At this subject, the student is obliged to prepare a small scientific paper, up to ten pages. This paper should be published in a scientific journal, in media, or at the last instance in scientific journal “Peter Budi”, Logos or Student. The paper must have analytical and scientific research character. Upon publication of the paper, it is considered that the student has passed it. This subject is mandatory and will help the student to be better prepared for the final exam paper of Master Thesis.

The subject Scientific paper is not graded, but only by the professor’s testimony that he / she has passed it. For this subject the student gains 5 ECTS credits.

2.5.10.c. Regarding Master Thesis, should be noted that from students will be required to work a more serious scientific study. Pjeter Budi has regulation on Master Thesis where are defined the criteria that must be met by a Master Thesis or diploma thesis.

Research plan for the programme: Procurement at Master level/ programmes under evaluation:

Tabela 1.

|  |  |  |
| --- | --- | --- |
| Hulmtimi | Realizimi | Viti/semestri |
| Prokurimet e Centralizuara në Kosovë – Përfitimet ne aspekt te kursimeve buxhetere | Studentët/Profesori i Lëndës “Public Procurement - Principles, Procedures and Process” | 2016/2017;  Semestri I |
| Prokurimi Elektronik në Kosovë – Ndikimi ne ngritjen e transparences | Studentët/Profesori i Lëndës “Prokurimi Elektronik” | 2016/2017; Semestri II |
| Shqyrtimi i Ankesave ne Prokurimin publik te Kosoves- Efektet ne zbatimin e Ligjit | Studentët/Profesori i Lëndës “Procurement Remedies (bidders’ complaints procedures)” | 2017/2018; Semestri III |

Tabela 2.

|  |  |  |
| --- | --- | --- |
| Konferenca | Realizimi | Viti/semestri |
| Tema: Reformat e Prokurimit Publik në Ballkanin Perendimor | Konferencë shkencore Rgjionale – Organizator: Kolegji “Pjetër Budi”, me pjesëmarrës & Instituti per Prokurim Publik “ BIP - Balkan Institute for Procurement“ me studiues nga vendet e rajonit; | 2016/2017; Semestri I |
| Tema: Ngritja e Transparencës ne Sistemin e Prokurimit Publik ne Kosove | Tryezë diskutimi me përfaqësues të Institucioneve të Prokurimit Publik të Kosovës, përfaqësues të OJQ-ve, të medieve, dhe të kompanive private; Organizator Kolegji “Pjetër Budi” “& PAK – Procurement Assotiation of Kosovo”, | 2016/2017; Semestri II |
| Ndikimi i Direktivave te Prokurimit te BE-se në legjislacionin per Prokurim Publik te Kosovës | Konferencë shkencore ndërkombëtare - Organizator Kolegji “Pjetër Budi” “& PAK – Procurement Assotiation of Kosovo”, & Instituti per Prokurim Publik “ BIP - Balkan Institute for Procurement“ me studiues nga vendet e rajonit dhe më gjerë | 2017/2018; Semestri III |

Tabela 3.

|  |  |  |
| --- | --- | --- |
| Botime | Realizimi | Viti/semestri |
| PROKURIMI PUBLIK NË KOSOVË | Tekst Universitar - Botues: Kolegji “Pjetër Budi” & Instituti per Prokurim Publik “ BIP - Balkan Institute for Procurement“; | 2016/2017;  Semestri I |
| PUBLIC PROCUREMENT - PRINCIPLES, PROCEDURES AND PROCESS | Tekst Universitar - Botues: Instituti per Prokurim Publik “ BIP- Balkan Institute for Procurement“ & Kolegji “Pjetër Budi”; | 2016/2017;  Semestri II |
| INTERNATIONAL LEGISLATION ON PUBLIC PROCUREMENT | Tekst Universitar - Botues: Instituti per Prokurim Publik “ BIP- Balkan Institute for Procurement“ & Kolegji “Pjetër Budi”; | 2017/2018;  Semestri IV |

Enrollment and addmission criteria for students: Public Procurement at Master level

Entitled to enroll with the Study Program Public Procurement at Master level are all candidates who previously completed the first cycle of high studies, who gained 180, or 240 ECTS credits, according to the Law on Higher Education in Kosovo, Official Gazette of the Republic of Kosovo no. 14/09 September 2011, Pristina, as well as internal normative acts of the College "Pjeter Budi" (Regulation on Master Studies).

Overview of the Study Programme: Public Procurement at Master level

The Program Public Procurement at Master level is offered in four (4) semesters, i.e. two (2) academic years. The first three semesters include vocational subjects, whereas the last semester is intended to the Master Thesis, mandatory professional internship and preparation and publication of a scientific paper in local and international journals.

Viti I

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Semestri I | | |  | | | Orë/javë | | | | |  | |  |
|  | |  |  | | |  | |  | | |  | |  |
| Nr. | | O/Z | Lëndët | | | L | | U | | | ECTS | | Mesimdhenesi |
| 1. | | O | PROKURIMI PUBLIK - Parimet, Procedurat dhe Procesi | | | 3 | | 1 | | | 7 | | Dr. Sc. Ilaz Duli  Prishina, Kosovo |
| 2. | | O | PROKURIMI I MALLRAVE, PUNËVE DHE SHËRBIMEVE | | | 2 | | 2 | | | 6 | | PhD. Candidat  Klodiana Cankja  Tirana, Albania |
| 3. | | O | E DREJTA KONTRAKTUALE NE PROKURIM PUBLIK | | | 3 | | 1 | | | 6 | | Dr. Sc. Safet Hoxha  Prishina, Kosovo |
| 4. | | O | MENAXHIMI I BUXHETIT DHE FINANCAVE | | | 2 | | 2 | | | 6 | | Dr. Sc. Sherif Gashi  Prishina, Kosovo |
| 5. | | Z | PROKURIMI NË SEKTORIN KOMAPANIVE PUBLIKE DHE PROKURIMET E MBROJTJES | | | 2 | | 2 | | | 5 | | PhD. Candidat  Klodiana Cankja  Tirana, Albania |
| 6. | | Z | PROKURIMI PUBLIK DHE PARTNERITETI PUBLKO PRIVAT | | | 3 | | 1 | | | 5 | | PhD. Candidat  Aneta Mostrova, Skopje |
| Semestri II | | |  | | |  | |  | | |  | |  |
| 1 | | O | PROKURIMI INOVATV | | | 2 | | 2 | | | 5 | | Dr. Sc. Blerina Pogace  Torino, Italy |
| 2 | | O | PROKURIMI PUBLIK NË KOSOVË | | | 3 | | 1 | | | 6 | | Dr. Sc. Ilaz Duli  Prishina, Kosovo |
| 3 | | O | PROKURIMI ELEKTRONIK (Legal issues and implementation models) | | | 2 | | 2 | | | 5 | | Dr. Sc.Reida Shahollari  Tirana, Albania |
| 4 | | O | MENAXHIMI TOTAL I CILËSISË | | | 2 | | 2 | | | 5 | | Dr. Sc. Hashim Rexhepi  Prishina, Kosovo |
| 5 | | O | PROKURIMI, LOGJOSTIKA DHE MENAXHIMI I RISKUT | | | 2 | | 2 | | | 5 | | Dr. Sc. Reida Shahollari Tirana, Albania |
| 6. | | Z | MASHTRIMI DHE KORRUPCIONI NË PROKURIM PUBLIK | | | 3 | | 1 | | | 4 | | Dr. Sc. Igor Soltes  Ludljana, Slovenia |
| 7. | | Z | ETIKA NE PROKURIM PUBLIK | | | 3 | | 1 | | | 4 | | Dr. Sc. Mersad Mujevic  Podgorica,Montenegro |
| VITI  Semestri III | | | | | Orë/javë | | Orë/javë | | |  | |  | |
| Nr. | O/Z | | | Lëndët | L | | U | | | ECTS | | Mesimdhenesi | |
| 1. | O | | | AUDITIMI I PROKURIMIT | 3 | | 1 | | | 5 | | Dr. Sc. Igor Soltes  Ludljana, Slovenia | |
| 2. | O | | | LEGJISLACINI NDËRKOMBËTAR I ROKURIMIT PUBIK  (EU, WTO-GPA, UNCITRAL, WB) | 3 | | 1 | | | 5 | | Dr. Sc. Ilaz Duli  Prishina, Kosovo | |
| 3. | O | | | MENAXHIMI I AVANSUAR I KONTRATËS | 2 | | 2 | | | 5 | | Dr. Sc. Mersad Mujevic  Podgorica,Montenegro | |
| 4. | O | | | EKONOMIKSI I PROKURIMIT  Economics of Procurement | 3 | | 1 | | | 5 | | Dr. Sc. Reida Shahollari Tirana, Albania | |
| 5. | O | | | ANKESAT NE PROKURIM (bidders’complaints procedures) | 2 | | 2 | | | 5 | | Dr. Sc. Safet Hoxha Prishina, Kosovo | |
| 6. | Z | | | PRAKTIKA |  | |  | | | 5 | | Propozimi i studentit  Aprovimi i Kolegjit | |
| 7 | Z | | | PUNIM SHKENCOR |  | |  | | | 5 | | Propozimi i studentit  Aprovimi i Kolegjit | |
| Semestri IV | | | | | | | | | | | | | |
| Nr. | O/Z | | | Lënd:a | Kontakt me Profesorin | | Punë e pavarur | | ECTS | | | Mësimdhenësi | |
| 1 | O | | | Master Topic:  Preparation and submission of a final dissertation. Participants are required to carry out individual research and submit the final dissertation on a selected procurement topic, under the guidance of their supervisor.  The award of a Master degree by the “Pjeter Budi” College is conditional on your performance in the formal examinations and course work assignments, as well a son a successful dissertation on an approved procurement topic. | 100 | | 650 | | 30 | | | Sipas propozimit te kandidatit me aprovim Keshillit Arsimor – Shkencor te Kolegjit | |

Shkencat Kompjuterike, niveli BA (Akreditim) 5.6.

Raporti i Vetëvlerësimit

2015

Përmbajtja e RVV-së për Shkencat Kompjuterike, (BA)

5.6. Programi Shkencat Kompjuterike, BA

5.6.1. Të dhënat bazike për programin studimor

5.6.2. Arsyeshmëria e programit për tregun e punës

5.6.3. Krahasueshmëria ndërkombëtare e programit

5.6.4. Grupi target që i dedikohet programi

5.6.5. Orientimi i programit të studimit sipas parimeve udhëheqëse të institucionit (misionit)

5.7.6. Qëllimi dhe profili i programit të studimeve

5.6.7. Rezultatet e pritura të mësimit

5.6.8. Raporti ndërmjet pjesës teorike dhe praktike/eksperimentale të studimit

Llogaritja e ECTS-ve

5.6.10. Puna praktike/ internshipi

5.6.11. Plani i hulumtimeve për programin/ programet në vlerësim

5.6.12. Kushtet e regjistrimit dhe pranimit të studentëve

5.6.13. Pasqyrë e programit

5.6.14. Përshkrimi i shkurtër i moduleve

5.6.15. Marrëveshjet me dy institucionet akademike të akredituara

5.6.16. Aneksi: Dosja e sillabuseve

[5.6. (IV) Programme for Accreditation: Computer Sciences (BSc)](#_Programi_Studimor:_Menaxhment_1)

5.6.1. Information about the academic programme Computer Sciences, BSc (First page/application form)

|  |  |
| --- | --- |
| Description (name) of the study programme | Computer Sciences |
| Level of qualification according to NQF  (with abbreviations BA, MA, PhD, doctorate programme, university course, certificate or professional diploma) | VI Level acording to National Qualification Framework |
| Academic degree or name of the diploma, spelled out in full and in abbreviated form | Bachelor of Computer Sciences (BSc) |
| Area of study according to the *Erasmus Subject Area Codes* (ESAC) | 11 |
| Profile of the academic programme (specialisation) | Program is dedicated to software industry |
| Target group | Candidates that have accomplished secondary school and that fullfill required criterias established by the College to be capable to study Bsc Computer Science. Certain degree of knowledge of Math and English is required |
| Minimum duration of studies | 3 academic years |
| Form of studies (full time, part time, distance learning etc.) | Full time |
| Number of ECTS credits (total and per year) | 60 ECTS per year, 180 ECTS for three years |
| Modules / Subjects (titles) | First Year  First semester: Introduction to Computer Science;, Internet Technologies;Mathematics I’;English Language I;  Elective: Communication Skills and Social Platforms ;Sociology of Information Technology; Computer Graphics;  Second semester: Programming Essentials C#; Computer Architecture;, Mathematics II; English Language II;  Elective: Management Operations; Design Multimedia; Introduction to Internet Research; |
|  | Second Year:  Third semester: Algorithms and Data Structures; Object-Oriented Programming; Computer Networking;, Distributed Computing Systems;  Elective: e-Business; Project Management; IT Law;  Fourth semester: Operating System; Databases; Internship; Programming Languages  Elective: Data mining; Descrete Structures;, Probability and statistics; |
|  | Third Year:  Fifth semester:Web Programming; Software Engineering; Management Information System ; Project in Information Technology (practicum);  Elective: Software Testing and Maintenance; Data Security; Academic Writing;  Sixth semester: Java Programming; Object Oriented Concepts in C++; Modeling and process analyses; Bachelor Theses. |
| Number of study places | 50 |
| Person in charge for the study programme | Nol Dedaj, PhD |
| Permanent scientific/artistic personnel (number per staff category) | XXXXXX |
| Tuition fees | 1100 euro per year |

5.6.2.. Rationale of the programme for the labour market

Given the economic situation in Kosovo as well as having in mind the need to modernize sectors which are covered with other existing academic programmes of the College ‘Pjeter Budi’, we are convinced that it is extremely important for us and for Kosovo overall to offer academic programme Computer Sciences .

Target group (future students) are youth with a sufficient knowledge of math, and English language that will be prepared to enter Kosovo, regional, European and international labor market overall.

Almost every research conducted by our College and other domestic[[33]](#footnote-34)/international organizations[[34]](#footnote-35) points out the deficit of the Computer Science engineers in Kosovo and the region.

On the other hand, more than 130.000 small and medium enterprises are in grief need for various software applications and experts to develop/maintain them in order to improve their economic and financial performance, and to help them speed up the process of integration in regional and wider Europian markets. Improvement of the ‘tech know how’ within various Kosovan companies, their competitiveness will improve as well as capacities to cope in extremely competitive regional and world market.

Beside commercial entities, Kosovo central and local institutions also lack sufficient number of experts that will help them serve better to Kosovo citizens and integrate the youngest European state in a world ‘networked society’. ‘E governance’ is just one small segment which hasn’t been developed in Kosovo yet and is in huge need of computer science experts. Than ‘E-procurement’ is still to come, alongside with many other explored and unexplored possibilities that ‘tech world’ is bringing on daily basis to development.

Needless to mention impact that possible outsource opportunities or ‘home based work’ of highly educated and multilingual Kosovan youth might have in development, employment end eradication of poverty. With knowledge and skills of computer science the perspective of the youth is multifold, and it goes far beyond the borders of Kosovo market. Every international giant company, starting from Google, Yahoo, Microsoft, Facebook, etc, is aiming to reach Balkan countries as part of a global market. They are advertising vacancies targeting this part of the world frequently. We will make sure to prepare our future students to meet such needs/demands. Accreditation of such programme will be a direct contribution in stopping and reducing massive migration marked recent years throughout Kosovo. The graduated youth in Computer Science can work internationally from home. Their hope and perspective to enter labour market without looking for migration will expand enormously.

Across Kosovo, College ‘Pjeter Budi’ is known for its uniqueness in terms of academic programmes that cover extremely important development fields. But they are all suffering due to the lack of the knowledge and experts in IT, technology and computer science field in general.

We are a single higher education institution in the country that provides academic programme of Customs and Freight forwarding. In terms of software application and technology overall, 600 existing freight forwarding companies , are far behind those based in developed countries because they are not aware of their needs due to the lack of experts. Situation is not any better in the sectors covered by our other academic programmes such as Insurance, Management of Tourism and Hospitality, Business Administration, Law and Management. These needs are also mapped in our strategic goals. With Computer Science students and graduates we will better serve to these ‘micro labour markets’ as well.

5.6.3. International comparability of the programme

The Computer Sciences program is based upon the adopted Bologna model of study (3+2). It is designed to meet the requirements of the local market, yet it provides a modern and global perspective. It has been designed based on the standards of the European Area for High Education with the specifics that suits local and regional needs.

With this three years study programme students gain 180 ECTS credits (60 credits for each avademic year) that provide the possibility for their mobility and transfer toother similiar academic institution in Kosovo and Abroad.

Other aspects of comparability with similiar academic institutions consist on similiar subjects/modules tought in Pjeter Budi as well as in our strong emphasiz on supportive subjects (English language, communication) that help students to adopt easier in various working/cultural environments.

Third element of a strong comparability obviously is literature used throughout a programme. More than 80 percent of literature is in English language and is perceived as universal one for similiar academic programmes.

5.6.4. Target group to whom the programme is dedicated

Target group for this programme are individuals with a moderate base of knowledge, who are interested to develop skills in software development and engineering through state-of-the-art platforms and concepts. The graduates from this programme should be competent to accommodate local and international software development market needs.

5.6.5. Orientation of the Computer Science programme according to the leading principles of the institution (mission statement)

Mission:

The mission of Pjeter Budi College is to produce innovative and well-prepared graduates, future skillful software engineers and professionals, and to provide proper knowledge foundation for future scholars, teachers and researchers; to create and promote human technical mastership through joint projects which imply academic and industry standards.

Vision:

The Pjeter Budi College will be the local leader in producing professionals with most commendable qualities and significant impact in local software development market and broader; it will provide valuable and necessary technical resourcefulness for industry and academy demands.

The specialization of the programme will be directed toward software engineering and in this context more emphasis will be given to software development and engineering related subjects, i.e. programming in different programming languages, object oriented programming, web programming, distributed programming, etc., also new subjects in this area may be introduced, e.g. mobile application development, etc.

Beside knowledge, skills and competencies that they will gain in core subjects related primarily to software programming/databases/cyber security and partly design, they will also gain the knowledge in other overarchingfields such as ethics and legal response towards new technology by learning International, EU and Kosovo law, especially one on copy rights and cybercrime.

Their communication and research skills, a necessary tool to survive in a global internet environment, will improve significantly as well and prepare them better to enter European and global market.

Therefore, this study programme pleads more toward software engineering and development, preparing graduates for software development market, but also aims to offer good enough knowledge foundation for prospective scholars and researchers. The main reason for this is local emerging market for customized software solutions. Even though, the whole local IT market is emerging, customized software solutions mainly require native specialty, e.g. while you can have an Infrastructure as a Service (IaaS) solution from a cloud provider at an affordable offer, it is not easy to find always a Software as a Service (SaaS) solution accustomed to your specific needs. From the other side software development expertise is a valuable outsourcing potential for international market as well.

Existing academic programmes within our College will be enriched significantly by accreditation of the Computer Science. Firstly, joint workshops and open lectures will take place in order to increase awareness of the students and industries where they work / will work in regard to possibilities that computer science can create for them, staring with the web page, online marketing, internet research or the use of technology and particular software applications on their daily communication.

We will apply synergic approach towards research and other activities of academic staff and students. Research activities will be channeled in that way that they will always serve to both, other academic programmes of institution and Kosovo wider market overall. Research approach will differ from one academic programme to another, but they will serve to the same purpose. Research will be presented jointly so ‘both sides’ will have a chance to see in a clearer manner the needs of each other.

As soon as Computer Science programme is accredited at the institutional level we are planning to launch a number of distance learning programmes.

As stated in team of experts Draft Report “ the Computer Science curriculum contains typical subjects of a general computer science program and the academic aims are appropriate to the academic degree”[[35]](#footnote-36). The team of experts also acknowledged that “Course contents and objectives are presented in a clear manner and relevant literature is listed ” and that “there is quite some practical teaching in labs which is well planned according to the orientation of the program”[[36]](#footnote-37).

The College is already using different computer software as part of the teaching methodology in all current academic programs. However, this is going to be advanced in the Computer Sciences program[[37]](#footnote-38). Besides the eLearning[[38]](#footnote-39) concepts, most of the classes will use up-to-date methods, offered by Google, such as: Google sites, Google groups, Google files, Google drive etc. Moreover, as part of teaching methodology will be use Facebook groups, Prezi, the open source Github etc.

During the upcoming years dedicated Learning Management Server Moodle will be in place. We already have infrastructure for video conferencing and webinars and plenty of ideas how we can capitalize from them, in order to expand the knowledge of both academic staff and students by expanding and sharing the knowledge with existing and new international partners.

As suggested we will hire person in charge for the administration of a LMS. He/ She will make sure that everything regarding LMS Moodle is in place.

5.6.6.. The aim and profile of Computer Sciences programme (brief description)

The specialization of the programme aim is software engineering and in this context more emphasis will be given to software development and engineering related subjects, i.e. programming in different programming languages, object oriented programming, web programming, distributed programming, etc., also new subjects in this area may be introduced, e.g. mobile application development, etc.

Overall objectives of the programme:

to provide students with opportunities to acquire theoretical and practical knowledge in the field of Computer Sciences, as well as to apply that knowledge in real life and their professional practice;

to equip students for joining the development and implementation of different software solutions;

to equip students with the required skills for working on projects, individual or group, that may be scientific- research, developmental or practical work;

to provide students with good background for further adaptation to the new technological/market changes and their application;

to provide students with support skills for organizing, realizing and implementing research methods and procedures in other fields.

After successfully completing the program the graduated students have the opportunity to be employed in different areas of industry, namely: ICT-oriented companies, business sectors, public administration etc.

Specific objectives of the programme

to use Computer Systems and Information Technology in everyday life and beyond;

to effectively apply the studied methods and algorithms;

to program solutions for different problems;

to organize databases, design, implement and further maintain and regulate the performance;

to design and implement Computer Networks;

to efficiently use the Internet technology;

to organize and aid the technical solutions for solving different social, economical, scientific- technical issues.

5.6.7. Expected Learning Outcomes

Knowledge and understanding

To know and understand theoretical and practical aspects of Computer Science. This knowledge involves the main areas such as mathematics for computer science, algorithms, information technologies, networks, programming paradigms and their application, databases as well as variety of specialized courses in select areas within the field of computer science.

To know/understand various programming methodologies in practical problem solving scenarios (object oriented, functional, procedural programming etc.).

To understand process for the small scale researches and application projects in the field of computer science.

Applied knowledge and skills

Ability to apply and use computer systems and information systems in habitual working tasks at advanced level.

Ability to apply in an autonomous and creative manner standard methods and algorithms in effective matter to solve problems, develop applications (desktop, web or mobile) using standard and advanced computer tools and environments.

Ability to develop and maintain software, using various development methodologies, environments and practices.

Ability to create, organize and maintain relational databases.

Ability to design and implement computer networks starting from small and medium scale local networks.

Ability to organize information systems in a way to solve different social, economical and/or technological tasks.

Propose information systems solutions on a beginner and medium level, including analysis, design development and reporting.

Making judgment

Ability to gather and analyze data for the purpose of proposing software solutions.

Ability to judge on platforms and development environments.

Ability to evaluate different information and software solutions as well as develop other software solutions.

Communication skills

Ability to use software solutions and to support others in the field of information systems by appropriating the level according to the audience.

To be able to do effective information systems projects and able to present them respecting the standards of the professional field.

Contribute in the organization of e-society by participating at meetings and decision bodies on various level.

Has advanced skills and experience in team working.

Ability to communicate in writing and oral all phases of Computer Science creations and proposals such as technical documentations, requirement specifications, procurements in English and at least one local language on the advanced level.

Learning skills

Ability to follow the advancements in the field of computer sciences.

Ability to quickly learn new technologies, programming languages, toolkits and frameworks.

Ability to apply learning skills in teaching and training information systems in schools or organizations.

Ability to apply learning skills in project creation and management

5.6.8. Relation between the theoretical and practical /experimental part of the study

The allocation of the hours (theoretical; vs. practice hours) has been revised based on the suggestions given by the team of AKA experts during the on- site visit (first quarter of the year 2015) at the premises of the College ‘Pjeter Budi’.

As recommended the number of hours allocated for lectures vs. practice hours is not anymore 45 vs. 15. It has been adjusted by increasing the practice hours. Depending on subject the proportion in majority of the subjects are 30:30 hours.

|  |  |  |  |
| --- | --- | --- | --- |
| Sample of calculation of the students overload / ECTS for 1 subject that has 6 Credits  (1 Credit = 25 hours) | | | |
| Activity | Hours | Days/weeks | Total |
| Lectures | 2 | 15 | 30 |
| Exercises/lab.work | 2 | 15 | 30 |
| Practical work | 2 | 8 | 16 |
| Consultations with lecturer/professor | 1 | 4 | 4 |
| Field work | 3 | 1 | 3 |
| Seminars | 5 | 2 | 10 |
| Home work | 2 | 10 | 20 |
| Independent study |  |  | 26 |
| Preparation for final exam | 2 | 1 | 2 |
| Team work /quiz/ | 2.5 | 2 | 5 |
| Projects/presentations | 2 | 2 | 4 |
| Total |  |  | 150 |

5.6.9. ECTS Calculation and grading

The ECTS calculation and grading system has been changed also based on suggestions that came by experts.

The ECTS has been adjusted by differentiating the number of credits. Core subjects now have more credits than others and they vary from each other. Core subjects have mainly 7 Credits whilst others 6 or 5, depending on the nature of the subject.

One Credit is equivalent to 25 hours of the workload. Every academic semester student will get 30 credits, or 60 altogether for one academic year. By the end of the three years academic studies, student will have 180 Credits.

Upon the graduation students will receive diploma Bachelor of Science Degree. As Evaluation Experts noted last time when we applied for accreditation “the “science” degree awarded (BSc) properly reflects the orientation of the program”.

Below is table of grading system.

Grading system table:

|  |  |  |
| --- | --- | --- |
| Grade | Description | Percentage of knowledge |
| 10 | Excellent | 90-100 |
| 9 | Very good | 80-89.5 |
| 8 | Good | 70-79.5 |
| 7 | Sufficient | 60-69.5 |
| 6 | Pass | 50-59.5 |
| 5 | Fail | 0-49.5 |

5.6.10. Practical work – internship (to be demonstrated through valid agreements with business partners)

XXXXXXXXXXXXX

Research plan for the study programme under evaluation

So far there a three research activities planned for Computer Science Programme. All three of them will focus in one single field: Higher Education Institutions in Kosovo

Advantages of cloud Computing application of the resource management

Artificial Intelligence: Application of the heuristic algorithms to generate class schedules of the students /institutions

The usage of semantic web in ranking and selecting best student for the professor’s assistant

If programme is accredited, research activities will be a priority. A number of meetings and brain storming session a) amongst staff of Programme, b) staff of programme and representatives of potential stakeholders, and c) staff and stakeholders of other academic programmes, will take place, in order to identify areas and develop long term research strategic plan.

Students are always involved in scientific and research activities at the College ‘Pjeter Budi’. The same will happen with students of the Computer Science.

5.6.12. Students registration and admission criteria

The right to study has every person who fulfills criteria as envisaged by Kosovo Law for Higher Education.

For students who will be admitted (total 50) we will organize admission exams in order to assess the level of their knowledge in Mathematics and English.

For early applicants we will conduct courses in both subjects.

Otherwise, such courses are already in place for other Academic programmes at our premises and we keep them going on throughout the year for students that need additional lessons. The same rule will be applied for the students of the Computer Sciences programme.

Overview of the Computer Sciences Programme

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Year I | | | | | | |
| Semester I | | | Hours/week | |  | |
| Nr. | C/E | Subject | L | U | ECTS | Lecturer |
| 1 | C | Introduction to Computer Science | 45 | 30 | 7 | Aferdita |
| 2 | C | Internet Technologies | 45 | 30 | 7 | Gëzim Sejdiu |
| 3 | C | Mathematics I | 30 | 30 | 6 | Luan Garaj/Mirlind Bruqi |
| 4 | C | English Language I | 30 | 30 | 5 | Valbona Voca |
| 5 | E | Communication Skills and Social Platforms | 30 | 30 | 5 | EvlianaBerani |
| 6 | E | Sociology of Information Technology | 45 | 15 | 5 | Ulpiana Lama |
| 7 | E | Computer Graphics | 30 | 30 | 5 | Muharrem Shefkiu |
| Year I | | | | | | |
| Semester II | | | Hours/week | |  | |
| Nr. | C/E | Subject | L | U | ECTS | Lecturer |
| 1. | C | Programming Essentials C# | 45 | 30 | 7 | Arben Ahmeti |
| 2. | C | Computer Architecture | 45 | 30 | 7 | Arianit Maraj |
| 3. | C | Mathematics II | 30 | 30 | 5 | Mirlind Bruci |
| 4. | C | English Language II | 45 | 15 | 6 | Valbona Voca |
| 5. | E | Management Operations | 45 | 15 | 5 | Luan Garaj |
| 6. | E | Design Multimedia | 30 | 30 | 5 | Arianit Fazliu |
| 7 | E | Introduction to Internet Research | 30 | 30 | 5 | Gëzim Sejdiu |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Year II | | | | | | |
| Semester III | | | Hours/week | |  | |
| Nr. | C/E | Subject | L | U | ECTS | Lecturer |
| 1. | C | Algorithms and Data Structures | 30 | 30 | 6 | Arben Ahmeti |
| 2. | C | Object-Oriented Programming | 30 | 30 | 6 | Gezim Sejdiu |
| 3. | C | Computer Networking | 30 | 30 | 6 | Arianit Maraj |
| 4. | C | Distributed Computing Systems | 30 | 30 | 6 | Muharrem Shefkiu |
| 5. | E | e-Business | 30 | 30 | 6 | Ilir Bytyci |
| 6. | E | Project Management | 30 | 30 | 6 | Mirlind Bruqi |
| 7 | E | IT Law | 45 | 15 | 6 | Evliana Berani |
| Year II | | | | | | |
| Semester IV | | | Hours/week | |  | |
| Nr. | C/E | Subject | L | U | ECTS | Lecturer |
| 1. | C | Operating System | 30 | 30 | 6 | Arianit Maraj |
| 2. | C | Databases | 30 | 30 | 6 | Gëzim Sejdiu |
| 3. | C | Intership | 30 | 30 | 6 | –Luan Gara |
| 4. | C | Programming Languages | 30 | 30 | 6 | Arben Ahmeti |
| 5. | E | Data mining | 30 | 30 | 6 | Gëzim Sejdiu |
| 6. | E | Discrete Structure | 30 | 30 | 6 | Luan Garaj |
| 7. | E | Probability and statistics | 30 | 30 | 6 | Aferdita Çekaj - Thaçi |
|  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Year III | | | | | | |
| Semester V | | | Hours/week | |  | |
| Nr. | C/E | Subject | L | U | ECTS | Lecturer |
| 1. | C | Web Programming | 30 | 30 | 6 | Arben Ahmeti |
| 2. | C | Software Engineering | 30 | 30 | 6 | Gëzim Sejdiu |
| 3. | C | Management Information System | 30 | 30 | 6 | Aferdita Çekaj - Thaçi |
| 4. | C | Project in Information Technology (Practicum) | 30 | 30 | 6 | Luan Garaj |
| 5. | E | Software Testing and Maintenance | 30 | 30 | 6 | Arianit Maraj |
| 6. | E | Data Security | 30 | 30 | 6 | MirlindBruqi |
| 7. | E | Academic Writing | 30 | 30 | 6 | Imer Mushkolaj |
| Year III | | | | | | |
| Semester VI | | | Hours/week | |  | |
| Nr. | C/E | Subject | L | U | ECTS | Lecturer |
| 1. | C | Java Programming | 30 | 30 | 6 | Gëzim Sejdiu |
| 2. | C | Object Oriented Concepts in C++ | 30 | 30 | 6 | Arben Ahmeti |
| 3. | C | **Modeling and process analyses** | 30 | 30 | 6 | Mirlind Bruçi |
| 4. | C | Bachelor Theses |  |  | 12 |  |

Short description of the content and literature (modules)

First Year I, First semester

Introduction to Computer Science

This course presents a wide, integrated introduction to fundamental concepts of computer sciences. The following subjects are covered: history of computing; digital logic and digital systems; introduction to computer architectures, basic algorithmic, problem solving and data structures; introduction to programming languages, operating systems, databases, networks, web and software engineering; application types, including specific software descriptions (word processors, database, browsers, etc. ); traditional and multimedia data processing.

Literature: Gilbert Brands: “Introduction to Computer Science”, 2013, ISBN 978-1492827849

J. Glenn Brookshear: Computer Science: An Overview (11th Edition), 2011, ISBN -13: 978-0132569033

Internet Technologies

The main objective of the course is to give students a practical knowledge of basic mechanisms, services and protocols of the global network - Internet. The course provides mastering of the overall architecture of an effective, scalable and secured web page. The students will acquire deep technical knowledge of XML, XHTML (lists, tables, figures, multimedia and forms), CSS (formatting, styles and layouts), and JavaScript (variables, conditions, loops and functions).

Literature:

[Internet Technologies and Information Services (Library and Information Science Text),](http://www.amazon.com/Internet-Technologies-Information-Services-Library/dp/1610694732/ref=sr_1_1?s=books&ie=UTF8&qid=1428958663&sr=1-1&keywords=internet+technologies) Aug 26, 2014, by [Joseph B. Miller](http://www.amazon.com/Joseph-B.-Miller/e/B00LNKW78Y/ref=sr_ntt_srch_lnk_1?qid=1428958663&sr=1-1), ISBN-13: 978-1610694735

Karl Barksdale, E. Shane Turner: HTML, JavaScript, and Advanced Internet

Technologies, ISBN-13: 978-0619266271, Publisher: Cengage Learning; 1 edition

(August 9, 2005)

Mathematics I

The main goal of this course is to provide students with practical knowledge of basic math concepts. Students will start with learning functions as a basic concept in mathematics, through the definition of different functions through different numerical sets. The functions are given in different forms (tabular, diagrams, analytical, graphical etc). Afterwards, students will learn to calculate limits, derivatives, differential and integrals of numerical functions, including practical application

Literature:

Ron Larson, Robert P. Hostetler, Bruce H. Edwards: ” Calculus I”,

Publisher: Cengage Learning; 8 edition (January 20, 2005), ISBN-13: 978- 0618586790 Ron Larson, Bruce H. Edwards ,

Calculus, Publisher: Cengage Learning; 10 edition (January 1, 2013), ISBN-13: 978-1285057095

English Language I

Basic Skills English Level 3 is a one-semester course meeting 4 class hours each week. The full length of the course is 14 weeks. By the end of this course students should be at level of B2 CEF (Common European Framework). Students will understand and manage simple routine exchanges without undue effort, make themselves understood and exchange ideas and information on familiar topics in predictable everyday situations (provided the other person helps if necessary). Students will be able to deal with everyday situations with predictable content (though they will generally have to compromise the message and search for words). Upon completion of this level, students should be significantly more able to sustain monologues. Students will read and comprehend simple texts and respond critically to them. In terms of writing, students will be able to write logically organized and connected narratives.

Literature: Cambridge Academic English B2 Upper Intermediate Class Audio CD: An Integrated Skills Course for EAP (CD-Audio) - Common Audio CD – January 1, 2012, Publisher: Cambridge University Press (2012)

Communication Skills and Social Platforms

This course aims to build communication skills of the ‘internet generation’. It also examines the strategic use of Digital and Social Media platforms and tools for professional purposes.

Literature:

Course readings and content will be delivered entirely in digital form. Students will be able to access course readings and content daily/weekly.

Case studies, readings, videos, industry guest speakers, and other course content will be delivered using numerous Digital and Social Media platforms and tools.

Sociology of Information Technology

There is a strong tendency in the social sciences to understand and conceptualize the new information technologies in terms of their technical properties and to construct the relation to the sociological world as one of applications and impacts. This course will address two particular aspects of this challenge: first, understanding the place of these new technologies from a sociological perspective requires avoiding a purely technological interpretation and recognizing the variable outcomes of these technologies for different social orders. Second, such an effort will call for categories that capture what are now often conceived of as contradictory, or mutually exclusive, attributes. Some of the related issues to be treated are:

-the embedness of the new technologies

-the complex interactions between the digital and the material world

-mediating cultures that organize the relation between these technologies and users

-technology and gender, towards a thorough participation in the society

the way technology is influencing decision-making

the reciprocal relationship between technological innovation and changing time practices

the digitizing identities

How to use technology ethically

Essential readings:

Introduction to Sociology / Hyrje ne Sociologji, Giddens Anthony

The Logic of Scientific Discovery / Logjika e Zbulimit Shkencor, Popper Karl

Lean In / Te ecim perpara, Sandberg Sheryl

First Year I, second semester II

Programming Essentials C#

The course offers an introduction to programming essentials in C# and covers concepts such as basic data types, arithmetic, operators, input-output commands, conditional structures, loop structures, functions, recursion, algorithms dealing with arrays and matrices, search and sorting algorithms, declaration of custom data structures.

Literature:

Essential C# 5.0 (4th Edition),  Mark Michaelis, Eric Lippert

ISBN-10: 0321877586

ISBN-13: 978-0321877581

Publisher: Addison-Wesley Professional; 4 edition (December 7, 2012)

Donald E. Knuth: “The Art of Computer Programming”, Volumes 1-4A Boxed Set Hardcover – March 3, 2011, Publisher: Addison-Wesley Professional; 1 edition (March 3, 2011), ISBN-13: 978-0321751041

Computer Architecture

This course covers the design and technology behind modern computer architectures and machine programming. It provides a detailed overview of the hardware and software components, the structure, organization and relationship of the subcomponents of a computer, as well as their performances.

Literature: John L. Hennessy, David A. Patterson: Computer Architecture, Fifth Edition: A Quantitative Approach (The Morgan Kaufmann Series in Computer Architecture and Design)

ISBN-13: 978-0123838728

Mathematics II

Covers further techniques and applications of integration, infinite series, and introduction to vectors. Topics include integration by parts; numerical integration; improper integrals; separable differential equations; and areas, volumes, and work as integrals. Also discusses convergence of sequences and series of numbers, power series representations and approximations, 3D coordinates, parameterizations, vectors and dot products, tangent and normal vectors, velocity, and acceleration in space.

Literature:

Ron Larson, Robert P. Hostetler, Bruce H. Edwards: ” Calculus II”, Publisher: Houghton Mifflin Company; 8 edition (January 24, 2005), ISBN-13: 978-0618512669

TuncGeveci: “Calculus II”, Publisher: Cognella (October 13, 2010), ISBN-13: 978-1935551447

English Language II

Basic Skills English Level 4 is a one-semester course meeting 4 class hours per week. The full length of the course is 14 weeks. By the end of this course the students are expected to be at level of B2 CEF (Common European Framework). The students should be able to understand the main points of clear standard speech on familiar matters Students should be able to understand extended speech or lectures provided the topic is familiar. They should also be able to understand texts that consist mainly of high frequency everyday language. Students should be able to understand texts which describe events, articles and reports concerned with temporary problems in which the writers adopt particular attitudes or viewpoints. Students should also be able to initiate and maintain conversation on topics which are familiar or of personal interest. They should be able to write clear, well-organized texts (paragraphs, essays) on topics which are familiar or of personal interest.

Literature:

Nicola Prentis, Speaking B2 (Collins English for Life), Publisher: HarperCollins UK (August 1, 2014), ISBN-13: 978-0007542697

Management Operations

This course will teach you how to analyze and improve business processes, be it in services or in manufacturing. You will learn how to improve productivity, how to provide more choice to customers, how to reduce response times, and how to improve quality.

Literature:

Nigel Slack, Stuart Chambers, Robert Johnston: ” Operations Management”, Prentice Hall/Financial Times, 2007 - Business & Economics, ISBN: 9780273708476

John Kamauff, “Manager's Guide to Operations Management”, McGraw Hill Professional, Oct 13, 2009, ISBN: 9780071713184

Design Multimedia

Multimedia Design is very much on the cutting edge of technological and industry developments. As the namesuggests, designers working in the field of multimedia use imagery, typography, video, sound and computer-basedinteractivity to communicate. The field includes basic digital animation, computer graphics, storyboarding and digitalinterfaces for web design and design for interactivity.

As an academic learning programme, part of your studies will require focused research into visual culture and cultural theory as it becomes relevant in the field of multimedia design. This will enable you to position your own thinking as a designer in relation to a broader study of images and how they operate meaningfully in society today.

Areas of employment include interactive design consultancies, advertising agencies, marketing and promotional companies, and television and film production houses.

Literature:

Getting Started in Multimedia Design Paperback – March, by [Gary Olsen](http://www.amazon.com/Gary-Olsen/e/B000APWTKO/ref=dp_byline_cont_book_1)  (Author), ISBN-10: 089134716X, ISBN-13: 978-089134716

[An Introduction to Digital Multimedia,](http://www.amazon.com/Introduction-Digital-Multimedia-T-M-Savage/dp/144968839X/ref=sr_1_3?s=books&ie=UTF8&qid=1428957743&sr=1-3&keywords=multimedia) Jan 22, 2013, by T.M. Savage and K.E. Vogel

Reference literature: Flash, Dreemweaver, Adobe Ilustrator.

Introduction to Internet Research

Objective of the course is to prepare students to know how knowledge is organized, how to find information. and how to use information in such a way that others can learn from them.

An enormous amount of information is available via the Internet, much of it in an unmediated format with no indication as to its authenticity, validity, and reliability. This course introduces students to the concept of using the Internet as an information retrieval tool, and teaches strategies for locating and analyzing information. The course is designed to help students develop the basic information literacy skills necessary for college course work, general research, and for lifelong learning in an information-centered society.

Literature: There is no required textbook for this course. Each lesson contains the required reading material. Each lesson includes links to supplemental reading and source material.

Second year II, third semester III

Algorithms and Data Structures

Through this course, students will learn about fundamental concepts and principles of algorithm analysis and design, and in using different data structures. It reviews different algorithms for solving the same problem. It reviews in details the time and space complexity of algorithms and establishing criteria for finding the best algorithm. It studies the design of different, well-known data structures (linear and nonlinear) and considers the possibility of creating new data structures, as well as their concrete application. The final part of the course represents an introduction to graphs and reviewing of basic models for graph-algorithms. Students become familiar with different abstract data types and algorithms, which allow further direct involvement in analyzing, designing and application of specific software projects.

Literature:

Kurt Melhorn: “Algorithms and Data Structures”, Publisher: Springer; 2008 edition (June 4, 2013),

Thomas H. Cormen, Charles E. Leiserson,  Introduction to Algorithms, Publisher: The MIT Press; 3rd edition (July 31, 2009), ISBN-13: 978-0262033848

Object-Oriented Programming

The course objective is to introduce the student to the basic concepts of object-oriented programming through the C# programming language. For that purpose the concepts of objects and classes are introduced. Students will be introduced to class inheritance, hierarchy and polymorphism. The student will be capable, upon the completion of the course, to understand the principles of object-oriented programming and writing source code implementing object-oriented paradigm by using C # programming language.

Literature:Visual C# 2012 How to Program (5th Edition), Paul Deitel, Harvey Deitel

ISBN-10: 0133379337

ISBN-13: 978-0133379334

Publisher: Prentice Hall; 5 edition (March 18, 2013)

**Computer Network**ing

The course objective is to introduce the basic concepts and principles of computer networks. It reviews the different network components and their interaction. It provides a detailed overview of network architectures and their design. The course illustrates the concepts behind important network architectures such as Ethernet and the Internet. The student will obtain the skills needed to analyze, design and implement LAN networks and optimization of their performance.

Literature:

James F. Kurose & Keith W. Ross, Computer Networking: A top down approach, ISBN-13: 978-0132856201

[2] CCNA Routing and Switching, Todd Lamle, Copyright © 2014 by John Wiley & Sons, Inc., Indianapolis, Indiana, 2014

4. Discreet Structure

The course covers concepts related to integers, divisors and multiples, some special sets and related operations, functions and series, properties of functions, informal logic, statement analysis, proof methods, usage of formal logic for argument proofs and analysis, relations, directed and undirected graphs, matrices, equivalence relations.

Literature:

Gary M Weiss, Damian M Lyons,  Christina Papadakis-Kanaris: Fundamentals of Discrete Structures (2nd Edition), Publisher: Pearson Learning Solutions; 2 edition (August 31, 2012), ISBN-13: 978-1256389217

K. R. Chowdhary, “Fundamentals of Discrete Mathematical Structures”, Publisher: PHI Learning Private Limited; SECOND Edition edition (July 19, 2013)

James L. Hein: Discrete Structures, Logic, And Computability, Publisher: Jones & Bartlett Learning; 3 edition (February 25, 2009), ISBN-13: 978-0763772062

E-Business

This course explores how the Internet has revolutionized the buying and selling of goods and services in the marketplace. Topics include: Internet business models, electronic commerce infrastructure, designing on-line storefronts, payment acceptance and security issues, and the legal and ethical challenges of electronic commerce. Students will also gain hands-on experience in creating a web site using an HTML authoring tool.

Literature:

H. Albert Napier, Ollie N. Rivers, Stuart Wagner, “Creating a Winning E-Business”, Publisher: Cengage Learning; 2 edition (December 22, 2005), ISBN-13: 978-0619217426

Ken Laudon, Carol GuercioTraver: “E-commerce 2013”, Publisher: Prentice Hall; 9 edition (November 30, 2012), ISBN-13: 978-0132730358

Project Management

Project Management introduces project management from the standpoint of a manager who must organize, plan, implement, and control tasks to achieve an organization's schedule, budget, and performance objectives.

Tools and concepts such as project charter, scope statement, work breakdown structure, project estimating, and scheduling methodologies are studied. We will even practice with Microsoft Project software to be able to manage a project from start to deployment!

What is a project? How do you manage one? What is the best approach? We'll answer those questions and many more in the next twelve weeks. This is an opportunity to learn the project management fundamentals that can guide a project through a maze of challenges to successful completion!

Successful projects do not occur by luck or by chance. In fact, many projects do not achieve their organization's goals!

Literature:

Albert Lester: ”Project Management, Planning and Control”,Butterworth-Heinemann, 2007 - Technology & Engineering, ISBN: 9780750669566,

Harold Kerzner, Project Management Case Studies, 4th ed. (Indianapolis: Wiley, 2013), ISBN-13: 978-1-118-02228 ISBN-13: 978-0-538-47898-4

Jack Gido and James P. Clements, Successful Project Management, 5th ed. (Mason, OH: Thomson/South-Western, 2012).

IT LAW

In general, this course describes EU IT Law, copyright issues, security, cryptography as well as plagiarism, Specific issues to be addressed in this course are also the legal and ethical issues associated with information security including access, use, and dissemination. Emphasizes of the subject is a legal infrastructure relating to information assurance, such as the Digital Millenium Copyright Act and Telecommunications Decency Act, and emerging technologies for management of digital rights. It examines the role of information security in various domains such as healthcare, scientific research, and personal communications such as email. It also scans subject related to criminal activities such as computer fraud and abuse, desktop forgery, embezzlement, child pornography, computer trespass, and computer piracy. Major part of the IT law will focus on copyright and the culture of licensing policy of software.

Literature:

Ian J. Lloyd: “Information Technology Law”, Oxford University Press, Jun 2, 2011, ISBN – 9780199588749

Alfred Büllesbach: “Concise European IT Law”, Kluwer Law International, 2010, ISBN – 9789041128805

Second year II, fourth semester IV

Operating System

The main objective of this course is to introduce the fundamental concepts behind operating systems (OS). As an intermediate level between the hardware and the application level, operating systems need to control and share computer resources. This course starts with a short introduction of the main OS concepts, their evaluation and detailed analysis. The discussion, among others, covers processes and tasks, synchronization points, memory management, input/output devices, file systems and security. The second part of the course deals with the concepts of distributed, multimedia and on-chip operating systems. At the end, the concepts of mobile operating systems will be covered. All these concepts will be accompanied with case studies of specific OS in each category.

Literature:

Abraham Silberschatz, Peter B. Galvin, Greg Gagne, “Operating System Concepts”, Wiley, 2012, ISBN: 9781118063330

William Stallings: “Operating Systems: Internals and Design Principles”, Prentice Hall, 2011, ISBN: 9780132309981

Databases

The course is an introduction to the database concepts and systems. After completing this subject, students will be able to use models and concepts while designing databases. They will be able to use and design simple specific databases, based in the relational database model, use MS SQL Server system for managing databases (DBMS), SQL language and implementation of queries.

Literature:

Gavin Powell, Beginning XML Databases, ohn Wiley & Sons, 2007, ISBN – 9780471791201,

Christian S. Jensen, Torben Bach Pedersen, Christian Thomsen: “ Multidimensional Databases and Data Warehousing”, Morgan & Claypool Publishers, 2010, ISBN 9781608455379

Internship

Programming Languages

Programming Languages is an introduction to the design and implementation of programming languages.  From the design point of view, we will study language features as tools for expressing algorithms.  From the implementation point of view, we will study compilers, interpreters, and virtual machines as tools to map those features efficiently onto modern computer hardware.  The course will touch on a wide variety of languages, both past and present, with an emphasis on modern imperative languages, such as C++ and Java, and, to a lesser extent, on functional languages such as Scheme and ML, and scripting languages such as Perl, Python, and Ruby.  Rather than dwell on the features of any particular language, we will focus instead on fundamental concepts, and on the differences between languages, the reasons for those differences, and the implications those differences have for language implementation.

Literature:

Robert Harper: “Practical Foundations for Programming Languages”, Cambridge University Press, Dec 17, 2012, ISBN – 9781107029576

Michael L. Scott: “Programming Language Pragmatics”, Morgan Kaufmann, Mar 23, 2009, ISBN - 9780080922997

Data mining

This course covers the concepts and technologies in the field of data mining, terminology, techniques and algorithms for searching large unstructured collections of data with the goal of finding and structuring important knowledge. The covered subjects include: \* Data pre-processing \* Data warehousing and OLAP technology for data mining \* Classification and prediction \* Mining association rules in large databases \* Clustering analysis \* Outlier analysis \* Data mining applications and trends in data mining.

Literature:

Jiawei Han, MichelineKamber, “Data Mining: Concepts and Techniques: Concepts and Techniques”, Elsevier, Jun 9, 2011, ISBN – 9780123814807

Max Bramer, “Principles of Data Mining”, Springer Science & Business Media, Feb 26, 2013, ISBN - 9781447148845

Distributed Computing Systems

The main purpose of the course is to help students understand how they build distributed fault-tolerant applications, as well as practical distributed systems-related issues such as mutual exclusion, deadlock detection, authentication, and failure recovery. Other goals of this course are: the acquisition of experience designing client-server and Peer-to-Peer Systems.

Through this course students will be introduced main characteristics of distributed systems: concurrency of components, lack of a global clock, and independent failure of components.

Literature:

Distributed Computing: Principles, Algorithms, and Systems, Ajay D. Kshemkalyani  (Author), MukeshSinghal (Author),

ISBN-10: 0521189845

ISBN-13: 978-0521189842

Publisher: Cambridge University Press; Reissue edition (March 3, 2011)

Probability and Statistics

The course objective is to provide students with the required knowledge of probabilities and statistics that have direct application in computer sciences. The goal is to learn about the processing of statistical data, their rules and presentation, and the laws for appropriate conclusions based on processed data. Furthermore, the students will learn about basic principles of probability and their application in different areas of everyday life, especially in the field of computer science

Literature:

Morris H. DeGroot, Mark J. Schervish: “Probability and Statistics”, Addison-Wesley, 2012, ISBN – 9780321500465

Leonard A. Asimow, Mark M. Maxwell: “Probability and Statistics with Applications: A Problem Solving Text”, CTEX Publications, Jan 1, 2010, 9781566987219

Third Year III, fifth semester V

Web Programming

This course covers the design and development of web applications through ASP.NET Web application framework. The course will provide the students with the skills to build dynamic web applications, web services and rich customized user web controls,also design databases andintegratedata into web applications.

At the end of the course, the students must be able to: have a good understanding of different methods and techniques which are used in the field of web applications; understand those aspects connected to design and development of scalable and robust web applications and services; have a deep understanding of different standards for web development; understand different tools and development approaches for implementation of web programming solutions.

Literature:

Beginning ASP.NET 3.5 in C# 2008: From Novice to Professional, Matthew MacDonald

ISBN-10: 1590598911

ISBN-13: 978-1590598917, Publisher: Apress; 2 edition (November 14, 2007)

Software Engineering

The course objective is to provide students with in depth, critical and systematic understanding of principles and techniques of software specification, analysis and design, programming, testing and evaluation, maintenance and management with projecting effective software applications. Students will capture clear understanding of tools and methodology for developing software solutions.

Literature:

Ian Sommerville: “Software Engineering”, Pearson Education, Nov 21, 2011, ISBN – 9780133001495

Per Runeson, Martin Host, Austen Rainer, Bjorn Regnell: “Case Study Research in Software Engineering: Guidelines and Examples”, John Wiley & Sons, Mar 7, 2012, ISBN - 9781118181003

Management Information System

This course helps you to understand what IT components are available and how you can utilize appropriate IT applications for success. You will learn the terminology used in the field of IT and how IT principles can apply to your businesses. The course stresses the competitive advantage of using IT and the return on investment that you can see. It focuses on the basic principles of Information Technology: hardware and software components, database technology, telecommunications and networking, e-commerce and e-business, Enterprise Resource Planning (ERP), Decision Support Systems (DSS), Artificial Intelligence (AI) and Expert Systems (ES), systems development and implementation, and the ethical and societal issues involved in IT.

Literature:

James O'Brien, George Marakas: “Management Information Systems”, Publisher: McGraw-Hill/Irwin; 10 edition (October 22, 2010), ISBN-13: 978-0073376813

Kenneth C. Laudon, Carol GuercioTraver, “Management Information Systems”, Publisher: Prentice Hall; 12 edition (January 14, 2011), ISBN-13: 978-0132142854

Project in Information Technology - PRACTICUM

This course aims to provide students information about n-tier architecture applications and implementation of such one during the course cycle. During implementation of this application, all concepts and programming techniques, i.e. object-oriented, web programming techniques, etc., learned to the date will be refreshed and engaged. Students will work in groups, since the functional requirements of an n-tier architecture application chosen during the course will exceed the potential of an individual. Also, the main idea of this course is to learn students do team work and be faced with projects with functional requirements closer to a real-life projects.The student must also submit progress reports and a final report that includes an acceptance sign-off from the Faculty member , who will approve the completed project in order for the student to earn a successful grade in this course.

Literature:

Visual C# 2012 How to Program (5th Edition), Paul Deitel, Harvey Deitel

ISBN-10: 0133379337 and ISBN-13: 978-0133379334; Publisher: Prentice Hall; 5 edition (March 18, 2013)

Software Testing and Maintenance

Software testing and maintenance plays a key role in ensuring a qualitative, and thus a successful software product. Software testing is the most used technique in detecting software failures, often requiring more than half of the development cost and time of software. Software maintenance, in the other hand, is a key component in ensuring service quality, and mainly deals with the control of software evolution and change management after it is being released. The goal of this course is to cover the basic concepts, principles, methods and techniques for efficient software testing and maintenance.

Literature:

Benjamin A. Breech: “Improving Software Maintenance and Security Testing Through Dynamic Compilers”, ProQuest, 2008 , ISBN – 9780549924630

William E. Perry: “Effective Methods for Software Testing: Includes Complete Guidelines, Checklists, and Templates”, John Wiley & Sons, Jul 19, 2006, ISBN – 9780470040485

Data Security

Introduction to algorithms for encryption, measures to increase data security, digital certificates, smart cards and their application in practice

Learning outcomes

After completing this course (course) the student must:

• To possess basic knowledge about cryptography,

• Have basic knowledge and non-symmetric and symmetric encryption,

• Be able to apply algorithms for encryption

• Have basic knowledge on smart cards and their application in practice,

• Be able to make the management of public keys,

• To understand the other protocols that are based on cryptography

Literature:

Bruce Schneier Applied Cryptography, ISBN=0-471-12845-7, 1996

Alfred J. Menezes, Paul

C. van Oorschot and Scott A. Vanstone

Handbook of Applied Cryptography , ISBN: 0-8493-8523-7, 1996

Academic Writing

General knowledge of academic writing, identification and categorization of all types of materials, both print and electronic writing essays and other official and unofficial papers, avoiding plagiarism, learning to think critically and professional evaluation.

Literature: Elona Boce: “Si të Shkruajmë një Punim Kërkimor”, Qendra për Arsim Demokratik, Tiranë, 2012,

Imer Mushkolaj: “Hyrje në Shkrimin Akademik”, Kolegji “PjetërBudi”, Prishtinë, 2013.

Third year III, sixth semester VI

Computer Graphics

This course introduces the basic concepts of computer graphics theory, linear algebra and usage of OpenGL API. Previous knowledge of C/C++ programming languages, which will be nessecary in the exercises throughout this course, is recommended. Some knowledge of geometry and trigonometry is also recommended as well as some knowledge on linear algebra, vectors and matrices. In this course, topics regarding Computer Graphics will be covered such as: Transformations and matrices, basic concepts regarding viewports, viewing planes and framebuffer, ideas about anti-aliasing, texture mapping, the usage of cameras and light as well as some techniques and algorithms for implementing the above mentioned concepts.

Literature:

Jonas Gomes, Luiz Velho, Mario Costa Sousa: “Computer Graphics: Theory and Practice”, CRC Press, Apr 24, 2012, ISBN – 9781568815800

Jeffrey J. McConnell: “Computer Graphics: Theory Into Practice”, Jones & Bartlett Learning, 2006, ISBN – 9780763722500

JavaProgramming

The goal of this course is to provide students with technological basis, knowledge and skills in Java programming. The course aims to extend students’ knowledge about java programming language and will cover concepts such as data types, arithmetic operators, conditional structures, loop structures, functions, arrays and matrices, declaration of custom data structures, objects and classes.

Literature: – Java: How to Program, 9th Edition,

ISBN-10: 0132575663

ISBN-13: 978-0132575669

Publisher: Prentice Hall; 9th edition (March 7, 2011)

Object Oriented Concepts in C++

Students will be introduced programming through object-oriented paradigm in C++ as one of the most modern programming paradigms, understand and read the choices made by colleagues, define and implement concepts of programming with objects and classes, inheritance, polymorphism, abstraction and encapsulation, explain the fundamental benefits and limitations of programming with objects, such as efficiency, re use of classes etc., implement methods of coding, testin. Also, use of dynamic data structures, i.e. linked lists, pointers, etc., in C++ will be demonstrated to students. The difference between C++ and other object-oriented languages, i.e. C#, Java, etc. also, will be explained, like memory management and memory leak, conception of garbave collector, etc.

Literature:

Object-Oriented Programming in C++ (4th Edition), Robert Lafore,

ISBN-10: 0672323087

ISBN-13: 978-0672323089

Programming -- Principles and Practice Using C++, Bjarne Stroustrup,

ISBN 978-0321-992789.

Publisher: Addison-Wesley, May 2014.

**Modeling and process analyses**

In this course, students use the Process Designer component of IBM Business Process Manager to create a business process definition (BPD) from business requirements that are identified during process analysis. The course begins with an overview of business process management (BPM) and process modeling. Students learn how to make team collaboration more efficient by enabling all team members to use standard process model elements and notation, which makes expressing and interpreting business requirements consistent throughout the BPM life cycle. The course also teaches students how to build an agile and flexible shared process model that can be understood by key business stakeholders, implemented by developers, and adjusted to accommodate process changes. Students learn to work within the parameters of the BPM life cycle methodology to maximize the functionality of IBM Business Process Manager and project development best practices, such as meeting the target playback goal.

Literature:Ian T. Cameron, KatalinHangos: “Process Modelling and Model Analysis”, Academic Press, May 23, 2001, ISBN - 9780080514925

Bachelor Theses

This is a diploma work activity and professional placement project in the field of computer sciences. Students are required to complete a project, usually software, related to their diploma work, to outline the structure of the project, to do research and write down the technical report. Ideally projects represent a complete system or product, integrating analysis, simulation, and software and hardware design as appropriate.

Evaluation of Bachelor’s or Master’s thesis- The panel determines which of the following elements are considered in the evaluation of the thesis. The weights of the elements are determined by the supervisor and should be clear to the student. The student has a right to get an explanation of the evaluation.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I. The thesis | Poor | Insufficient | Sufficient | Good | Excellent | Remarks |
| Statement of the research problem |  |  |  |  |  |  |
| Structure |  |  |  |  |  |  |
| Originality |  |  |  |  |  |  |
| Choice and processing of literature |  |  |  |  |  |  |
| Choice and processing of the research methods |  |  |  |  |  |  |
| Quality of the analysis |  |  |  |  |  |  |
| Quality of the conclusion |  |  |  |  |  |  |
| Use of language |  |  |  |  |  |  |
| Technical presentation |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| II. Attitude of the student | Poor | Insufficient | Sufficient | Good | Excellent | Remarks |
| Independence |  |  |  |  |  |  |
| Pace of work |  |  |  |  |  |  |
| Handling suggestions |  |  |  |  |  |  |
| Contact with supervisor |  |  |  |  |  |  |
| Other elements considered:  …………………………. |  |  |  |  |  |  |

1. Attached in the annes7. Other relevant documents: Decisions on Licensing and Accreditation [↑](#footnote-ref-2)
2. Attached in the annes7. Other relevant documents: Decisions on Licensing and Accreditation [↑](#footnote-ref-3)
3. Attached in the annes7. Other relevant documents: Decisions on Licensing and Accreditation [↑](#footnote-ref-4)
4. Attached in the annes7. Other relevant documents: Decisions on Licensing and Accreditation [↑](#footnote-ref-5)
5. L- License; A- Accreditation and R- Ri-accreditation [↑](#footnote-ref-6)
6. Annex to be attached – the list with the names of regulations/ date of issue) [↑](#footnote-ref-7)
7. Taken from the Regulation on the procedures of the development/reviewing and approving of the Curricula, Annex: 7. Other relevant documents, named: “II.1.1. Regulation on Procedures for Development of new curricula” [↑](#footnote-ref-8)
8. Taken from the Regulation on the procedures of the development/reviewing and approving of the Curricula, Annex: 7. Other relevant documents, named: “II.1.1. Regulation on Procedures for Development of new curricula” [↑](#footnote-ref-9)
9. Annexx: 7. Other relevant documents named: IV.1.3. Master Studies regulation [↑](#footnote-ref-10)
10. Refer to the annex: 7. Other relevant documents named: “IV1.3. Regulationa on Graduation on the Students from the Pjeter Budi College” and “1.3. Regulation for Master Studies”. [↑](#footnote-ref-11)
11. Refer to the annex: 7. Other relevant documents named: “IV.1.3. Regulation on Graduation.” [↑](#footnote-ref-12)
12. For more please refer to the Statute of the College, in annex,. Contract for studies”. [↑](#footnote-ref-13)
13. For more please refer to the Statute of the College, in annex,. Statute of the College (paragraph 79-93)”. [↑](#footnote-ref-14)
14. Please refer to the Statute of the College, in annex,. Contract for studies”. [↑](#footnote-ref-15)
15. .<http://incu.org/cgi-bin/allegro.pl?directory> [↑](#footnote-ref-16)
16. Agreement is provided as ANNEX [↑](#footnote-ref-17)
17. Please see Dossier of the programme where you can find long version of syllabi’s with lesson units included inside [↑](#footnote-ref-18)
18. Please see syllabi or detailed explanation under Internship chapter [↑](#footnote-ref-19)
19. Please see Syllabi’s for two types of internship [↑](#footnote-ref-20)
20. See: The Syllabus sample [↑](#footnote-ref-21)
21. See the item: Structure of the Programs Customs and Freighforwarding / Bachelor [↑](#footnote-ref-22)
22. Profili I sektorit te turizmit, MTI, 2014 [↑](#footnote-ref-23)
23. Profili I sektorit te turizmit, MTI, 2014 [↑](#footnote-ref-24)
24. Annex: List of Agreements and Memorandums of Cooperation of Pjeter Budi College with various partners and similar institutions [↑](#footnote-ref-25)
25. European Area for High Education and Bologna process [↑](#footnote-ref-26)
26. See the program structure [↑](#footnote-ref-27)
27. For number of credits for the seminar and scientific paper please see syllaby of respective modules [↑](#footnote-ref-28)
28. PPRC Annual report 2012: http://krpp.rks-gov.net. [↑](#footnote-ref-29)
29. *Article 25 of LPP No. 04/L-042; Training of the Procurement Officers: http://krpp.rks-gov.net.* [↑](#footnote-ref-30)
30. Article 25, paragraph 6 of LPP No. 04/L-042; Training of the Procurement Officers: http://krpp.rks-gov.net. [↑](#footnote-ref-31)
31. EC Progress Report for Kosovo – 2013; http://ec.europa.eu/enlargement. [↑](#footnote-ref-32)
32. EC Progress Report for Kosovo – 2014; http://ec.europa.eu/enlargement. [↑](#footnote-ref-33)
33. Skills Gap Analysis for Information and Communication Technology, STIKK, March 2011 [↑](#footnote-ref-34)
34. http://www.rciproject.com/itprofiles\_files/ICT\_Country\_Profile\_Kosovo\_2013\_1.1.pdf [↑](#footnote-ref-35)
35. Previous report of the evaluators has been published in Kosovo Accreditation Agency web site [↑](#footnote-ref-36)
36. Ibid [↑](#footnote-ref-37)
37. See Annex: List of software’s of the College Pjeter Budi [↑](#footnote-ref-38)
38. See Annex: Distance learning concept paper of the College Pjeter Budi [↑](#footnote-ref-39)