

College 'Pjeter Budi', Prishtina

Self Evaluation Report

Date of submission: 28 March, 2017

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2. Brief description of the institution's history

2.1. Establishment

Pjetër Budi College is founded in 2005 based on the decision from the Board of Directors of the Institute for Studies 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 10.04.2006¹. Based on MEST decision Nr. 586/02-1, of 09.05.2007 was licensed for a period of five years².

Pjetër Budi College is accredited in July 2009, as College for Studies of Applied-Organisational Science. In 07.07.2013 Pjetër Budi received the institutional accreditation, decision Nr. 510/13 for a period of three years, 01.10.2013-30.09.2016 from the Kosovo Accreditation Agency.

2.2. Description of the location/address

'Pjetër Budi' College, Street: Agim Ramadani, nn. 10000 Prishtina, Kosova

2.3. Programs offered at 'Pjetër Budi':

- Customs and Freight Forwarding (BA/MA)
- Tourism and Hospitality Management (BA)
- Business Administration (with specialization to: Management of Marketing, Banks and Financial Control, Management of Human Resources, Public Administration) (BA)
- Insurances (BA)
- Law (with specialization to: Penal Law, Constitutional Law, Financial Law, Civil Law) (LLB)³
- Management (with specialization to: Tourism and Hospitality; Insurances) (MA)

¹ See: (MEST), decision Nr. 494/02-1, of 10.04.2006

² See: MEST decision Nr. 586/02-1, of 09.05.2007

³We never put in function Law

2.4. To date evaluation

The College 'Pjeter Budi' has been licensed by Kosovo Ministry of Education (MEST) in 2006, but the institutional and programme accreditation moved under the competence of Kosovo Accreditation Agency (KAA) during 2009. Therefore in the table below are included only KAA decisions regarding institutional and programme accreditations .

Decisions for Institutional Accreditation⁴

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	KAA
Decision Nr. 469/10	19.07.2010	"PJETËR BUDI" College	01.10.2010 - 30.09.2013	KAA
Decision Nr. 510/13	08.07.2013	"PJETËR BUDI" College	01.10.2013 - 30.09.2016	KAA
Decision Nr.646/16	15.07.2016	"PJETËR BUDI" College	01.10.2016 30.09.2019	KAA

Decisions accreditation of the study programs⁵

Nr. of the	Date of the	Accredited programs	Type of	Period of	Starting at
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⁴Attached in the annexes: Decisions on Licensing and Accreditation

⁵Note: L- License; A- Accreditation and R- Riaccréditation

decision	decision		the Decision	accreditation	academic year
Nr. 183/09	24.07.2009	1. Customs and Freight Forwarding, BA 2. Tourism and Hospitality Management, BA	A	1 year	2009/2010
Nr. 469/10	19.07.2010	1. Customs and Freight Forwarding, BA 2. Tourism and Hospitality Management, BA	R	3 years	2010/2011
		3. Insurance, BA 4. Business Administration, BA 5. Customs and Freight Forwarding, MA	A	1 year	2010/2011
Nr. 304/11	13.07.2011	1. Customs and Freight Forwarding, MA 2. Insurance, BA 3. Business	R	3 years	2011/2012

		Administration ⁶ , BA			
Nr. 457/12	09.07.2012	1. Management ⁷ , MA	A	1 year	2012/2013
Nr. 510/13	08.07.2013	1. Customs and Freight Forwarding, BA 2. Tourism and Hospitality Management, BA 3. Management ⁸ , MA	R	3 years	2013/2014
Nr. 561/14	04.07.2014	1. Insurance, BA 2. Business Administration ⁹ , BA 3. Customs and Freight Forwarding, MA	R	3 years	2014/2015
		4. Law ¹⁰ , BLL	A		
Decision Nr.646/16	15.07.2016	1. Customs and Freight Forwarding, BA	R	5 years	2016-2021

⁶ For four specialisations of this programme see: KAA decision 304/11, 13.07.2011

⁷ For specialisations of this programme see: KAA decision Nr. 457/12, 09.07.2012

⁸ For specialisations of this programme see: KAA decision Nr. 510/13, 08.07.2013

⁹ For specialisations of this programme see: KAA decision Nr. 561/14, 04.07.2014

¹⁰ For specialisations of this programme see: KAA decision Nr. 561/14, 04.07.2014

		<p>2. Management, MA</p> <p>With profiles:</p> <ul style="list-style-type: none"> -Management in Tourism and Hospitality -Management in Insurance -Management 	R	5 years	2016-2021
		<p>3. Tourism and Hospitality Management</p>	R	3 years	2016-2019

3. Study programmes (SP)

3.1. General information

3.1.1.Regulations and procedures for the development / reviewing and approval of new curriculums/ quality criteria and responsibilities

“Pjetër Budi” College has in place the normative base for development/ reviewing and approval 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/Managing Board 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 Curricula¹¹.

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.¹²

Below is procedure that describes the steps to approve curricula.

Nr.	Stages of the procedure	Realization
1.	- Leader of the study program - academic staff and the students	To follow the flow of market economy and the development of higher education.
2.	a. qualitative research and	Leaders of the study programs

¹¹ Taken from the Regulation on the procedures of the development/reviewing and approving of the Curricula,

¹²ANNEX: Regulation on the procedures of the development/reviewing and approving of the Curricula,

	b. quantitative research	Academic staff Students
3.	Result of the research is presented and it is shown to the Academic Scientific Council	Academic Scientific Council
4.	Academic Scientific Council – forms a group of experts from different fields: <ul style="list-style-type: none"> - Professors - Scientific institutions - Business communities - Students, etc. 	Academic Scientific Council
5.	Council of Experts within 30 days: <ul style="list-style-type: none"> - Takes out recommendations for developing lesson plan - Research, surveys, studies, interviews and different activities; 	Council of Experts
6.	Council of Experts, is recommended for change and development along with the eventual propositions for new curriculums, sends them to Academic Scientific Council for approval.	Council of Experts
7.	Council of Experts' proposals get approved with the majority of the votes from the Academic Scientific Council.	Academic Scientific Council
8.	If they are approved in the Academic Scientific	Managing Board

	Council, the proposals are sent to the Managing Board for approval.	
9.	Managing Board takes the final decision about the curriculums.	Board of Directors
10.	If the Managing Board comes up with a positive decision, QA Commission is obligated to design the Report of Self-assessment in accordance with guidelines of AKA.	QA Commission

3.1.2. The regulation on students' evaluation and their progress during studies/ procedures of the evaluation/deadline for exams/requirements for passing rate for students, grading methods

a) College has Regulation for the **examinations and assessment** of students, which was approved by the Teaching Scientific Council as the highest decision making body for academic affairs.

Student assessment goes 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 (two midterms) and final exam. Exams can be arranged in written, verbal or combined form. The professor has the freedom to choose 'tool' of assessment and decide how to evaluate the students.

The institution regulation includes two midterms and final exam for BA. Regulation for the examinations and assessment of students provides the criteria and procedure for evaluating the students.

Below is presented the evaluation and assessment process for BA students:

Two midterms per semester for each course		
Midterms	Maximum points	The minimum passing score
1 st midterm	30	15
2 nd midterm	30	15
Total	60	30
Final exam is organized by the end of the semester		
Organization of exams	Maximum point	The minimum passing score
Exam (written or oral)	60	30

Activities		
Categories of activities	Evaluation of activities/ Points	Who makes the assessment
Seminar / essay, research projects	0 – 10	Lecturer
Attendance	0-20	Lecturer
Attendance/ activities in class	0 – 10	Lecturer

Passing criteria's		
Points	Grade	With words
0 – 49	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		

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).

For those that don't pass final exam, regardless of the reason, there are two additional exam terms (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" - Prishtina¹³.

3.1.3. Regulations and procedures for drafting diploma thesis (BA /MA)¹⁴

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:

¹³ **Annex: 7.** Regulation for Master Studies

¹⁴ **ANNEX: Regulation on Graduation of the Students and Regulation for Master Studies.**

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 Forward, Tourism and Hospitality Management). Points of ECTS, vary depending on the program.

During this round of programme accreditation only BSc Computer Science and MA Customs and Freightforwarding are programmes that have BA respectively MA thesis envisaged.

Bachelor theses 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 commission for evaluation of the Bachelor thesis by the Dean, its members should meet to evaluate the topic.

After the evaluation, the Commission signs the decision for graduation with a grade for the Bachelor thesis.

The Commission may reject the thesis and return it back for improvement.

When Decision is signed by the Commission, the student is considered a graduate student.¹⁵

Nr.	First phase	Semester
1.	Selection of thesis topic	6

¹⁵ Refer to the annex: Regulation on Graduation.

2.	Selection of the mentor	6
3.	Exams finished	6
4.	Finalisation of the Thesis	
	Second phase	
		Person in charge
1.	<p>Verification of the student dossier</p> <p>a. exams passed</p> <p>b. financial obligations fulfilled based on contract between student and College</p>	<p>Student service ,</p> <p>Archieve official</p> <p>Manager</p>
2.	<p>Creation of commission for the Thesis evaluation</p> <p>a. Comission established on monthly basis</p> <p>b. Part of comission is always mentor</p>	Dean
3.	<p>Evaluation of the thesis</p> <p>a. Positive evaluation - the grade is given</p> <p>b. Thesis should be returned if quality is not met</p>	Comission
4.	<p>a. Certificate of graduation</p> <p>b. Certificate of grades</p>	Student service
5.	<p>Original diploma</p> <p>Annex diploma</p> <p>Original documents of the student - institution keeps</p>	Student service

Thesis for Master Level

Students submit request for approval of the Concept note/proposal of Master Thesis.

The following are the steps after acceptance of the topic proposal for MA thesis:

- To be permitted to prepare Master Thesis, the candidate submits a written request to the Panel on Master Studies. In the written request/concept note, 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.
- Board composed by: 1. College's Dean, 2 . Executive Manager and 3. Director of Finance verifies students dossier. If his/her 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. The same decision specified the candidate's Mentor.
- Mentor is obliged to assist the candidate with suggestions, instructions, counselling until the completion of the Master Thesis.
- 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 defence of the Master Theses.
- The Committee for evaluation of the Master Thesis shall report to the Teaching and Scientific Council on meeting the methodological- scientific conditions, on defence of the candidate's Master Thesis.
- After approving from the Teaching Scientific Council of the College, the commission consults with the candidate to set date for public defence.

3.1.4. Documents on legal relations¹⁶ between the institution and student

The status, rights and obligations between the College and the student in general are regulated by the Statute of the College "Pjeter Budi", which was approved by the MEST¹⁷.

When registering studies, student signs a legal contract¹⁸ 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 in order to suit different circumstances created later.

¹⁶For more please refer to the Statute of the College, and annex,. Contract with students”.

¹⁷For more please refer to the Statute of the College,

¹⁸See ANNEX: Contract with student

3.2. Programme Business Administration (BA) (reaccreditation)

College ‘Pjetër Budi’ is applying for Reaccreditation of the Business Administration with its existing four profiles .

- 1. Marketing Management**
- 2. Banks and Financial Control**
- 3. Public Administration**
- 4. Human Resources Management**

At the same time we are applying for accreditation of the new profile Insurance that was a sexisting eparate BA academic programme, but which one we want to move as a profile of Business Administration.

- 5. Insurance**

3.2.1. Basic data for the study programme Business Administration (BA)

Description (name) of the study programme	Business Administration
Level of qualification according to NQF (with abbreviations BA, MA, PhD, doctorate programme, university course, certificate or professional diploma)	BA
Academic degree or name of the diploma, spelled out in full and in abbreviated form	Bachelor of Arts, BA
Area of study according to the <i>Erasmus Subject Area Codes</i> (ESAC)	04
Profile of the academic programme (specialisation)	<ol style="list-style-type: none"> 1. Marketing Management 2. Banks and Financial Supervision 3. Public Administration 4. Human Resources Management 5. Insurance
Target group	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.

Minimum duration of studies	3 years
Form of studies (full time, part time, distance learning etc.)	Full time
Number of ECTS credits (total and per year)	30 ECTS for semester, 60 ECTS for academic year, 180 ECTS for three years of study
Modules / Subjects (titles)	<p><u>First Year:</u></p> <p><u>First semester</u> Basics to Market Economy, Basics of Management, Business Law, English Language I,</p> <p><u>Elective:</u> Introduction to Academic Writing, Information Technology , Math for business,</p> <p><u>Second semester:</u> Accounting, Entrepreneurship, Macroeconomy, EU Policies and Legislation,</p> <p><u>Elective:</u> English Language II , Communication and Public Relations , Statistics, Sociology,</p> <hr/> <p><u>Second Year:</u></p> <p><u>Third semester</u> Public Finances, Financial Accounting, Marketing, Introduction to Human Resource Management , ,</p> <p><u>Elective:</u> English language for professionals, Basics of insurance , Public Administration, Management of small and medium enterprises</p> <p><u>Fourth semester:</u> International Business, Business Ethics, International</p>

	<p>Finance, Decision-making, <u>Elective:</u> Risk management, Regulation and supervision of insurance, Crime psychology, The fiscal system and policies; Strategic Management</p>
	<p><u>Third year</u></p>
	<p><u>Specialization: Marketing Management:</u> <u>Fifth semester:</u> Marketing Management , Market Research and analysis, Project Management, Internship, <u>Elective:</u> International trade; Sales and promotion; Leadership; Academic Writing, Control and Auditing (revision)</p> <p><u>Sixth semester:</u> E – Marketing; Management Information Systems (MIS) , International Marketing , Consumer Behavior, <u>Elective:</u> Corporate governance, Distribution channels, Financial management,</p>
	<p><u>Specialization: Insurance</u> <u>Fifth semester:</u> Economy of insurance; Insurance law; Risk management in insurance; Internship, <u>Elective:</u> Corporate governance; Market and finance institution; Leadership; Academic writing, Control and Auditing (revision)</p> <p><u>Sixth semester:</u> Life and non life insurance, Actuary mathematics, Social and retirement/pension insurance; Management of</p>

	<p>Information System (MIS)</p> <p><u>Elective:</u></p> <p>Reinsurance; Insurance channels of sales and distributions International Marketing;</p> <hr/> <p><u>Specialization: Public Administration:</u></p> <p><u>Fifth semester:</u></p> <p>Administrative Law; Constitutional Law; Local self-governance; Internship,</p> <p><u>Elective:</u></p> <p>Strategic management of human resources; Academic Writing; Public procurement; Leadership, Control and Auditing (revision)</p> <p><u>Sixth semester:</u></p> <p>Administrative procedures; Employment policies and law; Recruitment and selection in public administration; Management Information System (MIS) ,</p> <p><u>Elective:</u></p> <p>Corporate governance; E-governance; Decision making</p> <hr/> <p><u>Specialization: Human Resources Management:</u></p> <p><u>Fifth semester:</u></p> <p>Human Resources Strategic Management; Employment Policy and Law; Organisational Behavior; Internship,</p> <p><u>Elective:</u></p> <p>Leadership, Recruitment and performance evaluation, Academic writing; E governance, Control and Auditing (revision)</p>
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	<p><u>Sixth semester:</u> Investment analysis and portfolio management; Cultural Diversity, Negotiation and Conflict Management; Work Psychology; Management Information Systems (MIS),</p> <p><u>Elective:</u> Corporate Governance; Recruitment and performance evaluation; E governance</p>
	<p><u>Specialization: Banks and Financial Supervision:</u></p> <p><u>Fifth semester:</u> Money and banking economy; Bank risk; Bank Accounting, Internship,</p> <p><u>Elective:</u> Computer crime; Organizational behaviour; Academic writing, Control and Auditing (revision)</p> <p><u>Sixth semester:</u> Bank management; Central bank and monetary policies; Corporate finance, Management Information System (MIS),</p> <p><u>Elective:</u> Corporate governance; Market and Financial Institutions; Investment Management; e banking; Financial crime investigative methodologies</p>
Number of study places	200 students per academic year
Person in charge for the study programme	Seadin Xhaferi, PhD
Permanent scientific/artistic personnel (number per staff category)	4 PhD 3 MA

Tuition fees	900 euro per year
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3.2.2. 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, 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 labour market continues to feel the lack of skilled workers in almost every field.

Kosovo is one of the least developed countries in Europe and its only hope is the qualified cadres capable to run businesses and contribute to raise the scale of development and reduce unemployment and poverty, including extreme poverty.

For this to be achieved, both sectors, public and private, need qualified staff capable of producing economic policies as well as of running around 150,000 large, small and medium enterprises, as there are today in Kosovo.¹⁹

SAA signing opened the doors to Kosovo professionals and their activities in order to enter in easier manner in the international market as well. 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.

These are precisely the areas in which the College "Pjeter Budi" has oriented its academic programs, which are focused on the human well-being and promotion of development in the country.

¹⁹ Ministry of Trade/Agency for business registration,

3.2.3. International comparability of the programme

The Study Program is compatible with similar study programs with countries in the region and Europe. Students of 'Pjeter Budi' College can be transferred without problems to other institutions of higher education in the country, the region and Europe. The Bachelor academic degree of "Pjeter Budi" College is in accordance with the requirements of the European Area of Higher Education, as well as with relevant documents in accordance with the Bologna Process.

Kosovo fully applies Bologna System of Higher Education, although it is not officially part of this system.

In addition students from the Graduate Program can be transferred to higher education institutions in European countries under the Credit Transfer System - ECTS a system which the College fully implements.

College "Budi" has signed a number of cooperation agreements:

1. Cooperation with the Institute for Business and Technology, Ukraine 2013
2. Faculty of Tourism and Organizational Sciences "St. Clement of Ohrid" in Ohrid, Republic of Macedonia: Agreement 333/2005, dated: 05.05.2005,
3. Confirmation of Agreement with the Faculty of Tourism and Organizational Sciences "St. Clement of Ohrid" in Ohrid, Republic of Macedonia: No deal. 417/2012, dated: 08.06.2012
4. Agreement with the College "Dardania" in Pristina, no. 434/2012, dated: 21.06.2012.²⁰

²⁰ Refer to annex for the agreement with Kolegjin Dardania

3.2.4. Target group that the program is dedicated to

Academic Programme in Business Administration (BA) is dedicated to young people in Kosovo aimed at building working career in non-profit organizations, SME, corporations and public administration anywhere in Kosovo, region and world.

Graduates of the study program "Business Administration" could work, both in the public and private sector:

- Private Businesses /Insurance companies/banks, etc
- Public institutions (in all ministries and relevant departments in all municipalities)
- Accounting departments of financial services
- Human Resources Departments
- Marketing departments
- Departments of Public Administration
- Departments of banks and financial control
- Whenever there is a need for 'administration', 'direction', and 'management' and above all
- ... They may at any time establish and manage their own business.

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

The leading principles of the academic programme Business Administration are in harmony with the mission and leading principles of the College "Pjeter Budi" excellence in education, research and innovations oriented towards the labour market.

This study program is oriented towards the local, regional and global market enabling young people through knowledge gained, to have easier hiring and at the same time enable them to provide high quality professional services in their places of work in the future.

3.2.6. The purpose and profile of the study program

Business Administration academic program aims to develop the overall social, employment growth and the improvement of employees structure in the two sectors - the private and the public sector.

On the basis of decisions in force, Business Administration has four profiles, and now we are applying for the fifth one (Insurance). Insurance existed as a separate three years academic programme since 2005.

Upon graduation in the study program in Business Administration, the student will be issued a Bachelor Degree as foreseen by Law on Higher Education of Kosovo.

The content of the text on what this document contains is described below :

Bachelor Degree in Business Administration
Profile: Marketing Management

Bachelor Degree in Business Administration
Profile: Banking and Financial Control

Bachelor Degree in Business Administration
Profile: Public Administration

Bachelor Degree in Business Administration
Profile: Human Resource Management

Bachelor Degree in Business Administration
Profile: Insurance

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 public administration, marketing companies, banks, insurance companies, and any other SME or corporate company

3.2.7. Learning expected outcomes

The curriculum on the study program Business Administration is designed in such manner to introduce students to various aspects of free entrepreneurial system. Students will acquire basic knowledge of business functions, processes and knowledge of business organizations in today's global economy.

The program includes business concepts such as accounting, business law, economics, management and marketing, insurance. Skills related to the application of these concepts are developed through the study of computer applications, communication, teamwork building and decision making.

Through these skills students will gain a strong foundation for permanent business education. Graduates will be prepared to compete for jobs in government agencies, financial colleges, small businesses or even large industries.

This study program must respond optimally to the needs of society for a qualified staff for solving problems in all systemic levels at home and abroad.

Knowledge:

Upon accomplishment of the study programme Business Administration, student is expected to gain general knowledge according to internationally accepted standards for higher education the fields as below:

- In the field of Business Administration, according to internationally accepted standards for higher education.

- In the field of public administration
- In the field of Insurance
- In the field of Human Resources Management
- In the field of Banking
- In the field of Marketing Management

Individuals who complete the Business Administration at College "Pjeter Budi" will have a clear view and will be able to understand the functioning of the Kosovo market, the regional one, the European market also the global one in general.

Abilities/Skills:

- Students are expected to analyze/use basic concepts in Business Administration.
- Skills to use/implement gained knowledge in the field of accounting and finance.
- Skills to implement the same in the field of management and organization, including human resources management field.
- Skills to use/implement gained knowledge in marketing and production processes, in banking, in public administration , human resources and insurance.
- Skills to handle basic problems in the working place in respective fields related to profiles of CP academic programme Business Administration.
- Capable to identify problems and respond professionally in finding solution
- Skilled to conduct research,
- To execute and evaluate processes within a working environment
- To keep and track accounting records
- To communicate - to effectively use written and oral communication and to document the work and the results of current projects, using professional terminology of business management.

Competence:

- To undertake and manage reform processes in public administration in competent manner
- The guide / lead any organizational setting.
- Able to work in diverse cultural environments .

- Competence to manage with processes in Business Administration in all spheres of activity.

3.2.8. The ratio between practical and theoretical / experimental study;

College CP pays attention to the academic side and links academic issues with research and practical side of the study.

Within research context every lecturer is advised to include research activities and projects within their syllabis. Since this programme is of Bachellor degree, research activities should be focused on projects that require broadening of the knowledge of the students in the respective course, but at the same time such activities should be oriented to strengthen research and communication/presentation skills as well as analytical capacity.

Linkages of the theory with practical part of the teaching are present throughout every course, but main emphasis is Internship. Internship will be carried out by the students before graduation.

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

1. In the context of the overall structure of the programme; and
2. Individually in subjects/courses itself.

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 cases 70 per cent are lectures whilst 30 per cent are exercises.

Supportive courses like Academic writing; Introduction to academic writing; Information technology; Statistics, Math, accounting and foreign language 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. Supportive courses have significantly more practice than theory, regardless of the fact that student by finishing each of the course gets same number of the credits. Theory and practice are equally valued.

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 average student has 90 hours out of 150 per course, for independent work.

3.2.9. Calculation of ECTS;

In the College "Pjeter Budi", the ECTS calculation is regulated based on the decision of the Scientific Educational Council, where 1 ECTS = 25 hours²¹ .

Based on previous recommendations of the Kosovo Accreditation Agency experts, the number of credits has been unified, therefore each subject now has 6 ECTS credits

In accordance with the legislation of Kosovo basic studies last six (6) semesters or three academic years. Grand total of ECTS for one semester is 30, which corresponds to of student workload of 750 hours per semester. In order to graduate, student must have 180 credits (6 semesters of 30 credits).

A credit contains 25 total hours²² of student engagement, including: lectures, exercises, seminar work, midterm preparation, exams, fieldwork, participating in debates, research, independent work, or similar.

The table below shows a rough stretch of hours for a semestral course. Undoubtly, this stretch of hours varies from course to course, due to the autonomy of the lecturer.

²¹This is in line with legal provisions in Kosovo

²² **In accordance with the Administrative Guideline of the Government of Kosovo (MAST), 02/2013**

Form for calculating the student workload / ECTS for one course with 6 credits. (1 credit = 25 hours). This form differs from one subject to the other, and this is based on the nature of the subject and the plan made by the lecturer.			
Activities	Hours	Days/weeks	Total
Lectures	3	15	45
Exercises in classroom	1	15	15
Internship	5	1	5
Contacts with teachers - consultation	1	2	2
Field work	2	2	4
Midterms	5	2	10
Homework	2	10	20
Self study (at the library or at home)			40
Preparation for final exam	2	1	2
Time spent on assessment (test, quiz, final exam)	2.5	2	5
Projects, presentations, etc.	2	1	2
Total			150

3.2.10. Practical work - internship

In the framework of the program, mandatory course Internship is foreseen to be carried in relevant institutions in the field with which the College "Pjeter Budi" has cooperation agreements. Mandatory internship is foreseen for the first semester of the third year, respectively, in the fifth semester of study. From the internship student receives 6 credits.

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. Student also conducts self-evaluation report. Based on these 2 reports the lecturer then evaluates the student. In the case it is needed, lecturer can organize exam as well.

In the following we are showing some of the cooperation agreements that have been signed by the College with other institutions in order for the students to conduct internships²³.

1. Agreement with the Kosovo Ministry of Finance
2. Agreement with the Railways of Kosovo, 2013
3. Cooperation agreement with the Syndicate of Post Telecom of Kosovo, 600/2013
4. Cooperation agreement with the Syndicate of Police, 691/2013
5. Cooperation agreement with the Employers Federate, PTK, 2013
6. Memorandum of Agreement - Pjeter Budi vs. UNMIK Customs Service - 01/425, dated: 01.09.2005,
7. Cooperation Agreement – Pjeter Budi vs. Ministry of Trade and Industry - 388/2012, dated: 16.05.2012,
8. Cooperation Agreement - Budi vs. Kosovo Chamber of Commerce - 562/2011, dated: 08.07.2011,
9. Agreements with Kosovo Insurance Companies

Besides the agreements mentioned, the College had dozens of other agreement with small companies where students can go for their internship.

Amongst them, during November 2013 is signed an agreement with Volyn Institute for Economics and Management in Lutsk, Ukraine. With this institution is viewed the opportunity for internship.

3.2.11 The research plan²⁴ for program :

For research please refer to the College “Pjeter Budi” Research Plan (2017-2022) under the section Research Plan.

3.2.12. Enrollment conditions

²³List of agreements will be attachas annex to the Assessment Report.

²⁴ For the Planed Budget for study programs, please refer to Chapter 7 of SER: “Plan for research and conferences 2014-2018.

Terms of enrolment 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.

After admitting the students, we organize a test to evaluate their writing, English and mathematics. These tests doesn't have an eliminatory purpose, but are organized only for providing them with extra classes for the lowest results.

3.2.13. Program Overview						
FIRST YEAR						
First semester			Class/week			
Nr	M/E	Subjects	L	E	ECTS	Professor
1	M	Basics of market economy	3	1	6	Naim Huruglica
2	M	Basics of Management	3	1	6	Hashim Rexhepi
3	M	Business Law	3	1	6	Orhan Çeku
4	M	English Language I	2	2	6	Nuhi Bllaca
5	E	Introduction to Academic Writing	2	2	6	Imer Mushkolaj
	E	Information Technology	2	2		Gresa Shabani
	E	Math for business	2	2		Gresa Shabani
FIRST YEAR						
Second semester			Class/week			
Nr	M/E	Subjects	L	U	ECTS	Professor
1	M	Accounting	2	2	6	Elez Osmani
2	M	Entrepreneurship	2	2	6	Naser Rraimi
3	M	Macroeconomy	3	1	6	Naim Huruglica
4	M	EU Policy and Legislation	2	2	6	Mahije Mustafi
	E	English Language II	2	2		Nuhi Bllaca
5	E	Communication and Public Relations	2	2	6	Muhamet Çitaku
	E	Statistics	2	2		Elez Osmani
	E	Sociology	3	1		Mirlinda Bilalli
SECOND YEAR						
Third semester			Class/week			
Nr	M/E	Subjects	L	U	ECTS	Professor
	M	Public Finances	3	1	6	Seadin Xhaferi

2	M	Financial Accounting	2	2	6	Elez Osmani
3	M	Marketing	2	2	6	Ali Ismajli
4	M	Human Resource Management	3	1	6	Imer Mushkolaj
5	E	English language for professionals	2	2	6	Nuhi Bllaca
	E	Basics of Insurance	3	1		Hashim Rexhepi
6	E	Public administration	3	1		Naser Gjinovci
	E	Management of Small and Medium Enterprises	2	2		Naser Raimi
SECOND YEAR						
Fourth semester			Class/week			
Nr	M/E	Subjects	L	U	ECTS	Professor
1	M	International Business	3	1	6	Ali Ismajli
2	M	Business Ethics	2	2	6	Sulbije Mehmeti
3	M	International Finance	3	1	6	Seadin Xhaferi
4	M	Decision-making	2	2	6	Sulbije Mehmeti
5	E	Risk Management	2	2		Hashim Rexhepi
6	E	Regulation and supervision of insurance	2	2	6	Hashim Rexhepi
7	E	Crime Psychology	2	2	6	Mirlinda Bilalli
8	E	The fiscal systems and policies	2	2	6	Sherif Gashi
9	E	Strategic management	2	2	6	Hashim Rexhepi

PROFILE: MARKETING MANAGEMENT

THIRD YEAR						
Fifth semester		Subjects	Class/week			Professor
Nr	M/E		L	E	ECTS	
1	M	Marketing Management	2	2	6	Ali Ismajli
2	M	Market Research and analysis	2	2	6	Sulbije Mehmeti
3	M	Project Management	2	2	6	Naser Raimi
4	M	Internship	1	3	6	Hysen Sogojeva
5	E	International trade	3	1	6	Ismail Mehmeti
	E	Sales and promotion	2	2		Naser Raimi
	E	Leadership	2	2	6	Ismail Mehmeti
		Academic writing	2	2	6	Muhamet Çitaku
		Control and Auditing (revision)	2	2	6	Seadin Xhaferi
THIRD YEAR						
Sixth semester	M/E	Subjects	L	E	ECTS	Professor
Nr	M	E - Marketing	2	2	6	Ali Ismajli
1	M	Management of Information Systems (MIS)	2	2	6	Ismail Mehmeti
2	M	International Marketing	2	2	6	Ali Ismajli
3	M	Consumer behaviour	2	2	6	Sulbije Mehmeti
4	E	Finance Management	2	2	6	Seadin Xhaferi
5	E	Distribution channels	2	2	6	Mahije Mustafi

6	E	Corporate Governance	2	2		Mahije Mustafi

PROFILE: INSURANCE

THIRD YEAR						
Fifth semester		Subjects	Class/week			Professor
Nr	M/E		L	E	ECTS	
1	M	Economy of insurance	3	1	6	Hashim Rexhepi
2	M	Insurance Law	2	2	6	Naser Gjinovci
3	M	Risk management in insurance	2	2	6	Ibish Mazreku
4	M	Internship	1	3	6	Hysen Sogojeva
	E	Corporate governance	2	2	6	Mahije Mustafi
5	E	Markets and finance institutions	2	2	6	Seadin Xhaferi
	E	Leadership	2	2		Ismail Mehmeti
	E	Academic writing	2	2		Muhamet Çitaku
		Control and Auditing (revision)	2	2	6	Seadin Xhaferi
THIRD YEAR						
Sixth semester		Subjects	Class/week			Professor
Nr	M/E		L	E	ECTS	
1	M	Life and non life Insurance	2	2	6	Ibish Mazreku
2	M	Actuary mathematics	2	2	6	Gresa Shabani
3	M	Social and pension insurance	2	2	6	Hashim Rexhepi
4	M	Management of Information Systems (MIS)	2	2	6	Ismail Mehmeti

5	E	Re insurance	3	1	6	Hashi Rexhepi
6	E	Channels of insurance sales and distribution	2	2	6	Sulbije Mehmeti
7	E	International marketing	2	2		Ali Ismajli

PROFILE: PUBLIC ADMINISTRATION

<u>PROFILE: PUBLIC ADMINISTRATION</u>						
THIRD YEAR						
Fifth semester		Subjects	Class/week			Professor
Nr	M/E		L	E	ECTS	
1	M	Administrative Law	3	1	6	Evljana Berani
2	M	Constitutional Law	3	1	6	Naser Gjinovci
3	M	Local self-governance	3	1	6	Orhan Çeku
4	M	Internship	1	3	6	Hysen Sogojeva
5	E	Strategic management of human resources	2	2	6	Hashim Rexhepi
	E	Academic Writing	2	2		Isuf Ahmeti
	E	Public procurement	2	2		Seadin Xhaferi
	E	Leadership	2	2		6
		Control and Auditing (revision)	2	2	6	Seadin Xhaferi
THIRD YEAR						
Sixth semester		Subjects	Class/week			Professor
Nr	M/E		L	E	ECTS	
1	M	Administrative Procedures	2	2	6	Orhan Çeku
2	M	Employment policies and law	2	2	6	Evljana Berani

3	M	Recruitment and selection in Public Administration	2	2	6	Imer Mushkolaj
4	M	Management of Information Systems (MIS)	2	2	6	Ismail Mehmeti
5	E	Corporate Governance	2	2	6	Mahije Mustafi
6	E	E-governance	2	2	6	Gresa Shabani
		Decision-making	2	2		Sulbije Mehmeti

PROFILE: HUMAN RESOURCES MANAGEMENT

THIRD YEAR						
Fifth semester			Class/week			
Nr	M/E	Subjects	L	E	ECTS	Professor
1	M	Strategic management of human resources	2	2	6	Hashim Rexhepi
2	M	Employment Policies and Law	2	2	6	Evliana Berani
3	M	Organizational behaviour	2	2	6	Naser Gjinovci
4	M	Internship	1	3	6	Hysen Sogojeva
	E	Leadership	2	2	6	Ismail Mehmeti
5	E	Recruitment and performance evaluation	2	2	6	Imer Mushkolaj
	E	Academic writing	2	2		Isuf Ahmeti
	E	E governance	2	2	6	Gresa Shabani
		Control and Auditing (revision)	2	2	6	Seadin Xhaferi
THIRD YEAR						
Sixth			Class/week			

semester						
Nr	M/E	Subjects	L	E	ECTS	Professor
1	M	Investment analysis and portfolio management	2	2	6	Elez Osmani
2	M	Cultural Diversity, Negotiation and Conflict Management	3	1	6	Naser Raimi
3	M	Psychology of Work	3	1	6	Mirlinda Bilalli
4	M	Management of Information Systems (MIS)	2	2	6	Ismail Mehmeti
	E	Corporate Governance	2	2	6	Mahije Mustafi
	E	Recruitment and performance evaluation	2	2	6	Imer Mushkolaj
	E	E- Governance	2	2		Gresa Shabani

PROFILE: BANKS AND FINANCIAL CONTROL

THIRD YEAR						
Fifth semester			Class/week			
Nr	M/E	Subjects	L	E	ECTS	Professor
1	M	Money and banking economy	3	1	6	Seadin Xhaferi
2	M	Bank risk	3	1	6	Hashim Rexhepi
3	M	Bank accounting	2	2	6	Elez Osmani
4	M	Internship	1	3	6	Hysen Sogojeva
5	E	Computer crime	2	2	6	Orhan Çeku
	E	Organizational behaviour	2	2		Naser Gjnovci
	E	Academic Writing	2	2	6	Isuf Ahmeti
		Control and Auditing (revision)	2	2	6	Seadin Xhaferi

THIRD YEAR						
Sixth semester		Class/week				
Nr	M/E	Subjects	L	U	ECTS	Professor
1	M	Bank management	2	2	6	Mahije Mustafi
2	M	Central bank and monetary policies	3	1	6	Hashim Rexhepi
3	M	Corporate finance	3	1	6	Elez Osmani
4	M	Management Information Systems (MIS)	2	2	6	Ismail Mehmeti
	E	Market and financial institutions	3	1	6	Elez Osmani
5	E	Corporate Governance	2	2	6	Ismail Mehmeti
6	E	Investment management	2	2	6	Hashim Rexhepi
	E	E-banking	2	2		Gresa Shabani
		Financial crime investigation methodologies	2	2	6	Orhan Çeku

3.2.14. Short description of the modules

I Year, I Semester

Subject name	Introduction to Market Economy
Short description of the content	Major part of this course comprise of analyzing market mechanisms and its structures. Number of the units are explaining the main concepts of the market such as demand, which determine the relative price offerings of products and services, as well as the functioning of markets, allocation of scarce resources. It tackles the economic role of firms in market economy. The market economy also analyzes market failures, and explains the basic concepts that when the market fails to provide effective results.
Aim of the course	The aim of the course is to equip students with introductory knowledge of market economy concepts and the way market economy functions.
Expected learning aims and outcomes (knowledge, skills and competences)	<p>Knowledge</p> <ol style="list-style-type: none">1. To describe the key economic problem, the basic concepts and methods of its study referring to the different economic systems.2. The student is expected to understand basic concepts of market economy.3. He/she is expected to recall phenomena./processes related to market economy such as , as demand and supply and the functioning of markets and to explain their different patterns.4. To understand the theory of firms, production theory of short and long term, in order to maximize profits and minimize important income and cost functions; <p>Skills/abilities</p>

	<p>1. To form their opinion about the market economy, its problems and opportunities by applying market economy indicators,</p> <p>2. To evaluate the effects of various policies on market economy specific situations.</p> <p>3. To apply knowledge about the economic role of firms, the most common forms of business and production costs; To link them in order to bring in depth context of an market economy issues and present the same issues in graphic way.</p> <p>Competence:</p> <p>1. To analyze key market economy trends and indicators, including a comparative analysis with other countries.</p> <p>2. They are expected to make an impact assessment and provide analytical solutions based on knowledge of specific problems in the field of market economy .</p> <p>3. To solve practical economic problems, including complex ones such as assessment and market analysis;</p>
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	<p>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.</p> <p>Maximal grade of the final exam that a student can obtain is 6. The rest is from other activities demonstrated by student during the semester.</p>
Concretization means	Slides, charts, research and analysis demonstrating the material taken from the Internet and slides provided by lecturer;
Theory vs. practice ratio	3:1 in favour of theoretical aspect

Basic literature to be used in each module	<p>Ahmet Mançellari, Sulo Hadri, Dhori Kule, Stefan Qirici, “Introduction to economy”–, Shtëpia Botuese “PEGI” TIRANË, 2007.</p> <p>Authorised lectures; College ‘Pjeter Budi’ 2014</p> <p>Mankiw, N. G. R. E. G. O. R. Y. <i>Principles of macroeconomics</i>. Cengage Learning, 2014.</p> <p>Kragulj D., <i>Ekonomija – Basis of macro and micro economic analysis</i>, Beograd, 2012.</p>
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Subject name:	Basics of Management
Subject description	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; Understanding importance of 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	<p>Knowledge:</p> <p>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.</p> <p>Skills/abilities:</p> <ul style="list-style-type: none"> - To take decisions in responsible manner, in different contexts, always

<p>(c) competencies:</p>	<p>having in mind the values and principles of a human being.</p> <ul style="list-style-type: none"> - -To be able to offer managerial services based on well grounded ethic principles in order to contribute to wellbeing of the people and society overall <p>Competences:</p> <ul style="list-style-type: none"> - 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 management strategies.
<p>Teaching methodology and learning methodology</p>	<p>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;</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>Students are assessed throughout the semester, their attendance and their homework is 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 6. They can get that grade with pre-tests and the final exam.</p>
<p>Concretization means</p>	<p>Internet research; guest speakers; charts ; case studies; presentation in PowerPoint; 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 .</p>
<p>Theory vs. practice ratio</p>	<p>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 envisaged for the student to have direct contact with the professor, 30% of the time is spent in exercise classes, and 70% in interactive lectures. Student has 90 other hours for independent research work and preparation for exams.</p>

Basic literature	ROBINS / DEKENZO, Fundamentals of management, UET 2011
Additional literature	Prof.Dr. Sh. Llaci , Management, Tirana, 2010 Prof.Dr. Izet Zeqiri, Management: Concepts, practices, development. From theory to practice. SEEU, 2009 ISBN 978-608-4503-29-3. 2009

Name of the subject which you lecture	Business Law
Subject description	This course focuses on the treatment of theoretical knowledge about business affairs and scientific issues associated with a wide range of legal relationships that arise within a business community. This course introduces the legal context in which business is conducted in civil and common law jurisdictions. After examining the sources and components of law, students will consider the law of contracts, torts, international trade, intellectual property rights, agency and distributorship, conflicts of law and competent courts, law of corporations, bankruptcy and receivership.
The aim of the subject:	The purpose of this course is that students gain knowledge, skills and competencies for legal business activity in a market economy and simultaneously achieve to distinguish between legal and natural persons and their legal status and get local contracts in the movement of goods and indication of services. The aim is also to increase their understanding that business decision makers need to consider not just whether a decision is “legal,” but also whether it is “ethical”.
Expected results of the learning: (a) knowledge;	Knowledge: To understand relations of state and law - their interconnections, the Company, the legal status of companies, bankruptcy, liquidation and reorganization of companies, arbitration as an alternative form of trade

<p>(b) skills</p> <p>(c) competencies:</p>	<p>disputes, foreign direct investment, competition in the market, etc..</p> <p>Ability and skills:</p> <p>Ability to differentiate legal status of the companies and undertake appropriate legal steps needed for each of them</p> <p>Skills to find, interpret and use legal instruments of the business affairs</p> <p>To undertake steps needed in the case of liquidation, reforms, arbitration</p> <p>Competence:</p> <p>Competence in the interpretation of legal provisions and transportation companies, competence in managing companies,</p> <p>Competence in taking ethical business decisions and authority to sign commercial contracts.</p> <p>To enable students to successfully use legal means to protect the business in the face of the public administration or in encounters with the settlement of disputes with business partners, etc..</p>
<p>Teaching methodology and learning methodology</p>	<p>Traditional lectures, exercises, problem-based learning, project work in groups, student-centered active learning, analysing bulleting boards and case studies, role-playing, classroom workshops, group presentations, the use the summaries of learning for students to record their educational experience.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>The student will be assessed from the first day until the end of the semester.</p> <p>Student's participation in classroom and his/her inclusion in project assignments are assessed based on gained and demonstrated skills/knowledge/competencies. Two mid term assessments and final exam are mandatory.</p> <p>Maximum of the point for first mid term exam is 30</p> <p>Maximum of the point for second mid term exam is 30</p>

	Final exam comprise of maximum 60 points Other points student will get through his/her activities/presentations/home work
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	3:1 Every week student will take three lectures and one academic hour of practical work under the supervision of the professor. At the same time third of the time of the lectures are interactive and imply a lot of excercises of the students individually or group work
Basic literature	Orhan Çeku: “Business Law”, Authorized Lectures of the College “Pjetër Budi”, Prishtinë, 2016 Armand Krasniqi, Business Law, Prishtina, 2013
Additional literature	Robert W. Emerson: “Business Law”, 53 Notes edition, 2009; Relevant EU legislation and Kosovo laws

Subject name:	English Language I
Subject description	The subject involves lectures and exercises in the spoken and written, English language . The grammar topics are included too. Exercises, reading and comprehending, oral and written communication, translation, etc, are the main focus of the course. Lecture units are mostly about the terminology and the concepts from various fields from daily life and in particular from the field relevant to Business Administration 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.
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competences:</p> <p>According to European Framework Qualifications:</p>	<p>Knowledge:</p> <p>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 as well.</p> <p>To understand basic sentences and terminology relevant to the studying field;</p> <p>To carry simple/ routine tasks requiring direct exchange of information and routine matters.</p> <p>Skills:</p> <ul style="list-style-type: none"> -learn to read new words and sentences correctly -understand and repeat audio texts -use correct spoken and written English - learn to correct mistakes in writing - To communicate and translate basic sentences in Business Administration <p>Competences:</p> <p>-speak and write in English language simple things such as their personal information; background; description of the environment; of the main tasks of the Business Administration and its profiles.</p>
Teaching methodology and learning	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

methodology	the work will be focused around exercises
Evaluation method (criteria to pass exam)	<p>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.</p> <p>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 60 percent of the highest grade 10. The rest of the grade comprise of points that student got through activities. Student cannot pass exam if he/she did not get at least ten points from their communication skills in English language.</p>
The teaching/learning tools/ IT	Audio. Video cassettes and CD rom players; the writing board, projector-computer-power point
Theory vs. practice ratio	<p>Throughout the semester, the student has 30 hours for the lectures and 30 hours for exercises. 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)</p> <p>To obtain 6 credits, he/she is expected to have 150 hours of workload. They are expected to exercise and learn independently also.</p>
Basic literature	John and Liz Soars, New Headway-Pre-Intermediate, Oxford University Press, Oxford, 2010
Additional literature	<p>John Eastwood-Oxford practice grammar; Oxford Learner's Dictionary, Oxford University Press, Oxford, 2009</p> <p>Burrniku: Grammar for English Language, bot.2., Interdiskont, Shkup, 2009</p>

Subject	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 conducting professional evaluation of various reports.
The aim of the subject:	Academic writing course aims to increase the speech and writing skills of each student in order to communicate professionally. The course consists in raising the level of expression in the clear manner, writing clearly and increasing the level of critical thinking over academic issues.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Learn to read and analyze critically. 2. Learn to develop a paragraph 3. To learn about the stages of writing an essay. <p>Abilities and skills:</p> <ol style="list-style-type: none"> 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.. <p>Competence:</p> <ol style="list-style-type: none"> 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 methodology and learning methodology	In every twenty minutes of traditional lectures, twenty five minutes will imply students engagement and interaction. 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	The evaluation method is done during the whole semester, focused on their

method (criteria to pass exam)	participation, self-initiative, the results that the students present in class from their independent work. Two written tests and one final is required in order to pass exam.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	Fifty percent of the theory vs. fifty percent of excercises/practice
Basic literature	Imer Mushkolaj, Authorized lectures (2010)
Additional literature	Ibrahim Berisha, Media as an agent of communication (2007, Prishtinë) Ermal Hasimja, Lectures (2007, Tiranë)

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:	Knowledge: Basic concepts of IT Knowledge about the tools of MS Office.
(a) knowledge;	To make the difference between the tools.
(b) skills	Familiarization with different business applications from the Internet.
(c) competencies:	Skills/abilities: 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.

	<p>Competences:</p> <p>Competent enough to answer all the business needs</p> <p>Capable enough to answer the dynamic changes which have an impact in the place of work, mostly in the IT sectors.</p> <p>To know how to manage his personal achievements.</p> <p>To demonstrate leadership in ideas and decisions about advancing or modernization of IT in a company or in any other institution.</p> <p>To offer safety for IT units</p>
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.
Theory vs. practice ratio	The ratio is 50% practical, and 50% theoretical.
Basic literature	<p>Authorized lectures, 2015</p> <p>ECDL Guideline Texts (European Computer Driving Licence)</p> <p>MS Office 2013 Professional</p>
Additional literature	<p>Others: MS Office (MS Word; MS Excel; MS Power Point and internet)</p> <p>Internet sources: www.trajnimi.com</p>

The name of the subject which you lecture	Math for Business
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Subject description	Basic math concepts, language and methods of concluding, gaining practical basis for successful implementation of mathematical knowledge in business. Instruction of students in the use of relevant professional literature.
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:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Basic math Meanings 2. Basic Applications in practice 3. Basic Applications in Business <p>Ability and skills:</p> <ol style="list-style-type: none"> 1. To recognize the fundamental concepts of mathematics, language and methods of concluding 2. Understand and apply meanings learned to use in concrete situations in Mathematics course. 3. Know to apply and to make independent generalization of meanings for specific situations in practice <p>Competence:</p> <p>To provide training on math for secondary school students</p>
Teaching methodology and 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.
Theory vs. practice	Fifty percent theoretical work and fifty percent practical work.
Basic literature	<u>Authorised lectures prepared by lecturer</u> <u>Zejnnullahu R: Analiza matematike I, UP- Prishtinë 2010</u>
Additional literature	<u>Larson E, Hostetler R: Calculus, D.C. Heath and Company. Lexington, Massachusetts Toronto,2010.</u>

I Year, II Semester

The subject name	Accounting
Short description of the content	This course assumes no prior knowledge of students in the field of accounting. It is an introductory course with focus on providing students the necessary knowledge of registering activities and perform balance sheet, income statement and cash flow. The topics covered in this course are as follows: the principle of double entry, the ledger, accruals and repayments, depreciation, inventory calculation etc.
Expected learning aims and outcomes (knowledge, skills and competences)	<p>Knowledge</p> <ul style="list-style-type: none"> • He / she is expected to understand basic concepts and principles of accounting • Knowledge to read financial informations (balance sheet, income statements and cash flows) • To give an opinion on the health of the organization/company based on accounting reports <p>Skills</p> <ul style="list-style-type: none"> • Ability to identify and use/apply documents needed for registration

	<p>and reporting</p> <ul style="list-style-type: none"> • To follow/apply basics of international standards for finance reporting procedures • to apply gained knowledge into the practice • to partly keep accounting books os small and medium enterprises and to be capale to present/defend them in professional manner. <p>Competence:</p> <ul style="list-style-type: none"> • Competent to interpret legal framework regarding accounting • Outstanding skills to keep / use double accounting of books • To compare and contrast through accounting analysis the performance of the company/organization
Teaching and learning methods	Lectures are based on the Socratic method through class interaction, with the aim of involving students in the lecturing process. Students are motivated to actively participate and be part of in class accounting problem solving. Application of various online open source platforms of accounting. Elaboration and design of the accounting books and by analysing them in group.
Evaluation methods and passing criteria	Students are obliged to submit a coursework as well as attend classes in order to receieve 10 points for each activity. Two midterm exams will be held 30 points each . Meanwhile the skills and competencies gained on the subject will be assessed through tasks required from them in two mid term exams and in the final exam.
Concretization means (IT)	White board, Internet, Wireless, Computer, Projector, Power Point slides, etc.
Theory vs. practice	2:2 ratio between practical and theoretical distribution of teaching
Basic literature to be used in each	1. Dr. Agim Binaj and prof.dr. Flutura Kalemi ‘‘Accounting’’ Tiranë 2008

module	<p>2. Dr. Skender Ahmeti ‘Finance Accounting’ Prishtinë, 2007.</p> <p>3. Thanas Dhimarko ‘Introduction to accounting”, Prishtinë 2010</p>
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The subject name	Entrepreneurship
Subject description	This subject offers the basic theoretical and practical concepts of an entrepreneur and entrepreneurship; the types of companies; units on how to establish and which are the processes that one has to follow in order develop sustainable business entity. Students will be taught start ups as well.
The subject aim	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:	<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge about processes that one has to follow in order to establish company • Understanding the paths to develop enterprise • Knowledge about attributes of successful entrepreneurs, • understanding importance of inovation and creativity in business <p>Abilities & Skills:</p> <ul style="list-style-type: none"> • Ability and courage to start up enterprise • Skills to undertake different enterpreneur activities <p>Competences:</p> <ul style="list-style-type: none"> • Leader in taking initiatives for change. • Competence in carrying economic activities in conditions of uncertainty. • Capacity to undertake responsibility in business making
Teaching learning methodology	<p>On regular basis student is asked to do homework. Each of the students is also obliged to have at least one day internship in a company/institution.</p> <p>The expertise gained during such visit/internship student is obliged to bring</p>

	back to colleagues by presenting in the classroom the results of his/her observation/experience.
Evaluation method (criteria to pass exam)	Two mid 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.
Theory vs. practice ratio	50 % theory – 50% practice
Basic literature	Inovative entrepreneurship, Besnik A. Krasniqi Prishtinë, 2011
Additional literature	- Robin Lowe & Sue Marriot (2006). Enterprise Entrepreneurship and Innovation Concepts Contexts and Commercialization Rob Yeung, “The rules of Entrepreneurship”, 2007 Marsello Robo , Andrea Xhavarro „Bazat e Sipërmarrjes“ Libri Universitare Tirane 2012

Academic Unit:	Macroeconomy
Subject description	The course examines the determination of income, employment, the price level, interest rates and exchange rates in the economy. Piece-by-piece, we construct a model that describes how each of these variables is determined in the long- and short-run. We investigate issues of long-run growth, business cycles, international trade, and monetary and fiscal policy. We pay special attention to current developments, with an international and European perspective throughout.
The aim of the subject:	The purpose of this subject is to provide students knowledge on how to find, access, read and use the macroeconomic data and trends

<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Expected knowledge</p> <p>1. Access existing knowledge: Retrieve information on particular topics and issues in economics. Locate published research in economics and related fields. Track down economic data and data sources. Find information about the generation, construction, and meaning of economic data.</p> <p>2. Display command of existing knowledge: Explain key economic concepts and describe how these concepts can be used. Write a precis of a published journal article.</p> <p>Summarize in a two-minute monologue or in a 500-word written statement what is known about the current condition of the economy and its outlook. Summarize 1 the principal ideas of an eminent economist.</p> <p>Abilities/skills:</p> <p>1. Elaborate a recent controversy in the economics literature. State the dimensions of a current economic policy issue.</p> <p>2. Interpret existing knowledge: Explain and evaluate what economic concepts and principles are used in economic analyses published in daily newspapers and weekly news magazines. Describe how these concepts aid in understanding these analyses. 3. Interpret and manipulate economic data: Explain how to understand and interpret numerical data found in published tables 4. Be able to identify patterns and trends in published data (. . .).</p> <p>Competence:</p> <p>Construct tables from already available data to illustrate an economic issue. Describe the relationship among three different variables (e.g., unemployment, prices, and GDP). Explain how to perform and interpret a regression analysis that uses economic data.</p>
<p>Teaching methodology and learning methodology</p>	<p>Traditional lectures and exercises, (two hours lecture and two exams every week, for 13 weeks in the row);two weeks entirely will be dedicated to presentations of the students home work and seminars. Work in groups, analysing the cases and stories/studies about macroeconomy issues;</p>

Evaluation method (criteria to pass exam)	There will be three written exams: two midterm exams (MT1 and MT2) and one final one (F). These will be evaluated based on a scale of 100 points. Forty points of the grade student will receive based on activities
The teaching/learning tools/ IT	The white board, Internet Wireless, computers, projector, Power Point Presentations etc
Report between theory and practice:	50% theory and 50% practical work throughout 60 hours of lectures/exercises *every week 3 hours of interactive lectures and 1 hour of exercise)
Literature	
Basic literature	Musa Limani, PhD –“Macroeconomy”, Prishtine 2013,
Additional literature	1. Armand Krasniqi, PhD – “International Business Law” – Universiteti i Kosovës, Fakulteti Ekonomik, Prishtinë 2012, 2. Gani Gjini, PhD – “Foreign trade as a factor in economic development in Kosovo”, Prizren 2011,

Subject 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; Enlargement criterias and procedures; Lisbon Treaty; Competition policies and law, Stabilisation and Association Agreements are tackled as well. However main focus is in European law .
Aim of the subject	To deepen the European mindset amongst future generations, enhancing the knowledge and their skills needed to foster the European perspective

<p>Expected learning aims and outcomes</p>	<p>of Kosovo and the region in general. The subject aims to raise theoretical knowledge of European law, legal , economic and political aspects of EU, different social and economical processes for the EU membership. But on top of everything else is increasing awarenees and deepening of european values and understandings of EU legal system.</p>
<p>(knowledge, skills and competences)</p>	<p>Knowledge</p> <ul style="list-style-type: none"> • 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 Union Membership. • To be able to explain the processes of integration and best practices; to possess analytical capacity in order to carry european values on daily basis , in working environment and elsewhere. • To understand the EU laws <p>Skills</p> <ul style="list-style-type: none"> • To clearly identify and implement European values locally • To broaden and deepen EU approaches and standards of the rule of law; economics; human rights, in Kosovo environment. • Ability to enter EU labour market and survive professionally in challenging and competitive environment • Ability to identify, find and apply certain peaces of EU law (Directives/conventions...) in a goven Kosovo context <p>Competence:</p> <ul style="list-style-type: none"> • To analyse and suggest the solutions from a critical point of view of different European phenomenas and different integration processes using an integrated multidisciplinary approach

	<ul style="list-style-type: none"> • Capacity to do analyse, conduct research on issues relevant to Kosovo road towards integration in EU • Capacity to analyse regional problems from the EU perspective • Capable to present and protect the findings of different scientific work and analysis, espacially legale ones. • 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. Desk review and field research ; bringing relevant guest speakers in the classes; workshops and the participation in professional conferences. Using documents such as progress reports, Stabilisation and Association agreements of various countries , Lisbon Treaty, discussing and comparing them in group settings.
Evaluation methods and passing criteria	<p>Student skills and competences are assessed continuously by engaging students in discussion and presentation of their assignments (research papers/seminars/different studies/presentations in seminar conferences), but also during two mid exams and during final exam.</p> <p>Part of the exam is small essay, which has to reflect the knowledge about EU affairs and analytical skills of the student.</p> <p>40 points student can get through activities, whilst the rest are results of twou mid term courses (each of them 30 points in maximum) or through final exam (maximum 60 points)</p>
Concretization means (IT)	Audio and video materials, usage of the white board, the presentations in power point slides and presentations; documents
Theory vs. practice ratio	50 percent of the time are lectures, the rest is practical part of the work. But among the lectures 50 per cent of the time is of practical nature as well.

Basic literature to be used in each module	<ol style="list-style-type: none"> 1. Authorised lectures , College “Pjeter Budi’ 2015 2. Blerim Reka, Geopolitics and EU enlargement, 2010 3. Lisbon Treaty & Progress Reports of EC for Western Ballkan Countries 2013-2015 4. Stabilisation Association Agreement between Kosovo and EU (2015) 5. Competition Law
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Subject name	English Language II
Subject description	This course involves English grammar, spoken and written English and translation. 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 of English grammar and English language in general.
The aim of the subject:	The aim of the subject is to enlarge students’ previous knowledge in reading, speaking writing, and translating.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies: According to European Framework Qualifications:	<p>Knowledge:</p> <ul style="list-style-type: none"> - To understand virtually everything heard or read in relation to business administration. - 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. <p>Skills:</p> <ul style="list-style-type: none"> -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 business administration

	<p>Competency:</p> <p>--use spoken and written English with competency</p> <p>-be able for competent work that implies the use of oral and written skills in English language</p>
Teaching / learning methodology	Interactive and Direct Methods of lecturing. Reading, translating and writing tasks given to students all the time. Verbal communication, quizzes, question and answers, etc
Evaluation method (criteria to pass exam)	<p>On weekly basis students knowledge and skills are assessed through question and answers session in the classroom . Besides this there are three formal assessments (two mid term and final summative assessment of the student). Part of formative assessments are tests with questions and multiple answers. Part of the test is also small essays.</p> <p>Final exam comprise of max. 60 points , while each of mid term exam comprise of 30 point in maximum. The rest of the grade includes point that student got through activities throughout semester.</p>
teaching/learning tools/ IT	The writing board, projector-computer, power point, cassettes, CD player; video player
Theory vs. practice ratio	50 % theory and 50 % practice
Basic literature	<p>John and Liz Soars, New Headway-Intermediate, Oxford University Press, Oxford, 2009</p> <p>John Eastwood-Oxford practice grammar; Oxford Learner's Dictionary, Oxford University Press, Oxford, 2009</p>

Subject name	Communication and Public Relations
Subject description	The course will tackle: Structure and function of communication at all levels of pre employment phase (preparing CV, cover/motivation letter; interview techniques) alongside the communication tools of importance for PR expert in the duty (Reports, e mails, press releases, presentation skills). Oral/written

	<p>communication as a tool for successful businessman/businesswoman; types of interpersonal and mass communication; processing of practical examples from the field of communication. Also, the course is intended to guide students to the basics of public relations skills, theory, practice of advocacy, lobbying and marketing within Kosovo, region and broader. Dealing with cross cultural strata is part of the course as well.</p>
<p>The aim of the subject, expected results of the learning</p>	<p>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.</p> <p>Knowledge</p> <p>To learn the meaning and practical application of communication and functioning of public relations and media relations.</p> <p>To learn about concepts and communication functions.</p> <p>To comprehend all types of communication, including those online;</p> <p>Skills & Skills:</p> <p>Ability to implement of knowledge about communication and public relations.</p> <p>Ability to implement plans and policies for successful process of public relations.</p> <p>Skills for taking initiatives and communication management process and carry internal and external communication policies at the workplace.</p> <p>Competencies:</p> <p>Competence to manage communication processes in organizations , institutions or companies</p> <p>Competence in assessing the problems and challenges that arise in the process</p>

	<p>of communication and public relations</p> <p>Competence in providing proposals and decisions relating to the improvement of the communication process in organizations, institutions or companies.</p>
Teaching / learning methodology	<p>Excercising communication, writing various documents, preparing and presenting home work in classroom. 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.</p>
Evaluation method (criteria to pass exam)	<p>Assessment will be conducted based on the College Regulation for the students assessment. Two mid term written exams with questions that implies multiple choice answers as well as essay are mandatory. In each exam student can get maximumi 30 points. If students fail second mid term exam, he must undetgo final exam. Final exam is also conducted in written form and student can get max. 60 points.</p> <p>40 percent of the grade is structured based on classroom activities of the students (engagement, interactivity, presentations and accomplished classroom and home work tasks)</p>
The teaching/learning tools/ IT	<p>Audio/video presentation; power point presentations; camera/audio recorder; computer, internet and Microsoft Office tools,etc.</p>
Ratio theory vs. practice	<p>50 to 50 percent</p>
Literature	<p>Liljana batkoska, Iljaz Huseini, Komunikimi dhe Marrëdhëniet me Publikun (2007, Ohër)</p> <p>Ibrahim Berisha, Media, Communication agense (2007, Prishtinë)</p> <p>Ermal Hasimja, Authorized lectures (2007, Tiranë)</p>

	Agim Neza, Public Relations (2007, Tiranë)
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Subject name	Statistics
Subject description	This module is an introductory course to the statistics that assumes no prior knowledge. Basic statistical concepts and methods are presented in a manner that emphasizes understanding of the principles of data collection and analysis with a little coverage of the theory. Methods for forecasting and statistical decision aids for risk management are taught as well. The main focus of the course is to deliver the necessary knowledge about data, data collection, data processing as well as reading and commenting findings.
The aim of the subject:	The aim of the course is to help students understand how the process of posing a question, collecting data relevant to that question, analyzing data, and interpreting data which can help students to tackle social issues and empirically finding answers to these problems.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - 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 statistics <p>Abilities & Skills:</p> <ul style="list-style-type: none"> - Skilled to read, use and apply different statistical methodologies and practices - Ability to have autonomy in applying statistics in business. - Ability to identify and analyse key variables <p>Competency:</p> <ul style="list-style-type: none"> - Create statistical models and put into practice theoretical concepts.

Teaching / learning methodology	The teaching methodology is based on student-centered approach. Students are involved in classroom through assignments and exercises that they have to accomplish. They will be asked to solve statistical problems; to analyze models in the group; to present case studies and to work as a team. Presentations of their work, individually and as a team, 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 held two pre-tests (each of them brings maximum of 30 points), and at the end of the semester is the final exam (maximum 60 points). If the student gets more than fifty points, he / she can pass the exam or the pre-test. 40 points student get's through activities/homeworks and interactivity in the classroom.
teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice ratio	30 hours of lectures, and 30 hours of exercises. Lessons are interactive and within them, 30 percent of the time the student will be demonstrating their practical knowledge.
Basic literature	Faruk Belegu: "Statistics", Prishtina, 2010 Marx, Morris L., and Richard J. Larsen. Introduction to mathematical statistics and its applications. Pearson/Prentice Hall, 2010. Samuels, Myra L., Jeffrey A. Witmer, and Andrew Schaffner. Statistics for the life sciences. Pearson education, 2012.

Subject	Sociology
Subject description	Sociology directs attention to how the parts of society fit together ; on how change happens and on the consequences of that change. A study of Sociology provides the conceptual tools and methods for understanding the social milieu--whether it is expressed in: group

	<p>attitudes, values, behaviors, political processes of workers, families, organizations, consumers, governments.</p> <p>Students will be taught of classical and contemporary theory; group process; social psychology and social structure; social problems; cross cultural understanding; applied sociology and computer based social data analysis.</p>
<p>The aim of the subject:</p>	<p>The aim of the course is to introduce students to the ideas and approaches used in Sociology and to develop their capacities for critical thinking and understanding of life and work challenges by analyzing social phenomena's and responses towards them..</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Understand the basic philosophy of the field of sociology and the more important information which sociologists have discovered. 2. List and classify noted sociologists and their particular field of study and contributions, and the research procedures used in gathering sociological evidence. 3. Summarize the relationships that exist between the five basic institutions of the cultures. <p>Ability/Skills</p> <ol style="list-style-type: none"> 1.. Demonstrate an understanding of one's behavior to the capacity of persons and groups with whom he/she is interacting 2. Demonstrate knowledge and analyse issues in line with classical and Contemporary Theory 3. to be able to understand and apply knowledge related to 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.

	<p>Competencies:</p> <p>Analytical skills, particularly problem-solving ability and sharp, critical thinking. These skills are a plus for all kinds of duties and projects.</p> <p>(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.</p>
<p>Teaching methodology and learning methodology</p>	<p>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.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>During one semester will be organized two MIDTERM tests, and in the end a final test if one of the prior doesn’t meet minimum requirement to pass it (15 points) . Tests have closed questions, multiple choice, with a total of 15 questions. Each question has 2 points with a maximum of 30 points.</p> <p>The student passes the midterm if he has more than half of more correct answers. Only if the student passes the firs midterm, he can attend the second one.</p> <p>To determine the final grade for full time students will be applied this evaluation method:</p> <p>60 points maximum from two midterms, written or oral, in essay format or filling put the written test, by which will be evaluated the final knowledge of the specific course</p> <p>20 points maximum from a paper, essay, research paper, presentation</p> <p>20 points maximum from their attendance in class – attendance and interactivity (participation) during the lectures.</p> <p>To determine the final grade for full time students will be applied this evaluation method: 60 points maximum from final exam, written or</p>

	oral, in essay format or filling put the written test, by which will be evaluated the final knowledge of the specific course.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	Three hours of interactive lectures every week and for fifteen weeks in the rou. After every set of three lectures there is one academic hour of excercise/practice.
Basic literature	Giddens, Anthony 'Sociologjia' / Sociology ;
Additional literature	A short history of the future; Jacques Attali The wealth of nations; Helen Winter, Thomas Rommel 'The history of Money; Niall Ferguson The history of Economy; John Keneth Galbarraith How the West grow rich; Birzdell Rozenberh 'Politics as a vocation; Max Weber

II Year, III Semester

Subject name	Public Finances
Subject description	This subject covers the most important part which students should know regarding the finance in general and public finance as a science in particular. 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 , planing and budget control. Fiscal policies and public debt will be taught as well.
The aim of the subject:	The subject aims to give to students the necessary information regarding concepts and main theories / 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.)
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ol style="list-style-type: none"> 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, ftypes of unctions and elements of public finances. 3. Regarding the public finances, types of taxes, public incomes/expenditures, incomes, etc. <p>Skills:</p> <ol style="list-style-type: none"> 1. Ability to implement the knowledge they got regarding the public finances. <p>Competencies:</p> <ol style="list-style-type: none"> 1. Competencies to analyze interconnection of the public finances with the wellbeing of the people and of the business community 2. Competencies on providing professional expertise in the field of public finance 3. To carry tasks and ménage duties which are related with public finances, budget's planning, etc.
Teaching	Teaching methodology is based on interactivity and case elaboration.

methodology and learning methodology	Student is given the opportunity to critically address the types of public finance planning and control. He/she will analyze individually and in groups finance statements and public finance reports/budgets .
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 if he/she don't pass second mid term exam. Passing criteria “ To demonstrate that he /she know/understand at least 50 percent of the subject content. The grade is build based on College regulation for students assessment.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	70 percent to 30 percent
Basic literature	<i>Dr. Abdylmenaf Bexheti “Public Finances”, Tetove, 2007</i> Dr. Refik Kryeziu “Public finance”, Prishtine, 2014
Additional literature	Dr. Sabahudin Komoni “ Finance”, 2008, Prishtine Brealey A. R. And others “Principles of corporate finance” New York, 2008 Authorized lectutres, prof. Naim Huruglica. HARVEY S. Rosen and Ted Gayer, Public Finance, tenth edition, NY MxGrawHill/Irwin 2013 Joseph E. Stiglitz and Jay K Rosengard "Economics pf the public sector", fourth edition (NY, WW Norton Co, 2015 Jonathan Gruber, Public Finance and Public Policy, 2016 Kosovo tax legislation

Subject name	Financial Accounting
Subject	The course comprise of lesson units related to record keeping ,

description	accounting and bookkeeping of economic transactions in the various business entities, regardless of their size. However more classes are related to SME's. Students will have the opportunity to become familiar with this area and to critically analyze and compare financial-economic developments in the country's enterprise and wider by compiling and analyzing the financial statements of the company. This course is a continuation of Principles of Accounting I course and offers new insights on duties, personal income tax and value added tax.
The aim of the subject:	The course aims to provide students with knowledge about accounting in the calculation of VAT, personal income tax, liabilities, classification of securities, financial statement reporting, etc. The aim of the course is to prepare future generations of youngsters capable to keep the books and accounting evidence, including financial statements/ reports of various companies and institutions.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <p>On accounting, record keeping and accounting of economic transactions in the enterprise. Knowledge of their duties and classification.</p> <p>Knowledge on calculation of VAT and personal income tax as well as their registration books. Knowledge about the clearance of goods and the customs and VAT calculation and their accounting in accounting books.</p> <p>Ability and skills:</p> <p>Skills in the implementation of knowledge into practice about gathering information, their registration and accounting in accounting books. Skills in preparing the financial statements and reporting.</p> <p>Competence:</p> <p>Competence in the interpretation of legal provisions relating to the calculation of personal income tax and VAT, their registration in accounting books, competence in providing opinion on the financial results prepared by financial statements and presenting them to the management and third parties, etc..</p>
Teaching	Interactive lectures and inclusion of students all the time in teaching and

methodology and learning methodology	learning processes; questions and dilemmas in order to stimulate debate and improve their skills through exercises.
Evaluation method (criteria to pass exam)	Students will be evaluated in line with expected learning outcomes , abilities, skills and competence. Throughout semester they will get maximum 40 points based on the interactivity and solutions they provide to the homework, tasks in classroom, etc. The rest of the grade is constructed based on the results of two colloquias or final exam. Final exam comprise of maximum 60 points.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50 percent
Basic literature	Kontabiliteti financiar II, S.Ahmeti 2009
Additional literature	<i>Kontabiliteti financiar , Rr.Asllani 2010</i>

The name of the subject	Marketing,
Subject description	A study that builds on the evolution of modern management toward a marketing-oriented view of business; stressing the underlying principle of the “marketing concept”; and integrating concepts in relation to consumer needs, marketing information, product development, pricing, distribution, selling, advertising, and promotions. Advocay issues related to non commercial sector will be tackled as well.
The aim of the subject:	To learn the basics of marketing concepts and marketing activities, with practical application in everyday work of various business entities.
Expected results of the learning:	Knowledge: - To know basic marketing principles,

<p>(a) knowledge; (b) skills (c) competencies:</p>	<p>- To understand basic functions of the marketing, - To differentiate between marketing activities/tools/techniques applied in commercial sector with advocacy and PR activities applied in non commercial sector</p> <p>Abilities & Skills:</p> <ul style="list-style-type: none"> - Ability to use the skills, practices. - Ability to execute the defined research projects, development or investigation and identification of implementation the relevant results. - Apply marketing principles and tools in case analysis and to practical business decisionmaking situations <p>Competencies:</p> <ul style="list-style-type: none"> • Integrate the concepts/techniques learned through application in the preparation of a comprehensive marketing plan.
<p>Teaching methodology and learning methodology</p>	<p>Besides traditional lectures, students will be asked to answer quizzes and provide inputs on other assignments as needed. Case studies are part of the course and in regard to them students are expected to analyze and recommend what to do in specific business situations by applying concepts and principles of marketing learned in class. Each group is required to submit partial Project Papers .</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>Interactivity, engagement, individual project and group project make 40 percent of the overall grade, while the rest are results of mid term semester tests or final exam. Maximum number of the point that student gets in final exam is 60.</p>
<p>The teaching/learning tools/ IT</p>	<p>The white board, power point presentation, computer Microsoft Office,etc.</p>
<p>Theory vs. practice</p>	<p>Two hours of lecture and two hours of practice/exams on weekly basis are scheduled throughout semester. Fifty percent is theory and fifty percent is practice.</p>
<p>Basic literature</p>	<p>Kurtovic, S., Halili, B ., Maxhuni, N., “Marketing” .,Amos graf, Sarajevo, 2013.</p>

Additional literature	<p>Matović V. <i>"Sales management"</i>, Univerzitet Singidunum, Beograd, 2012.</p> <p>Analysis and Decision Making, 7th edition. , Thomson, South-Western, London, 2008.</p>
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Subject name	Human Recourses Management
Subject description	<p>This subject deals with the basic concepts of human resources management, involving the ways of recruiting, selections, planing, motivation, development and the employers awarding etc. A group strategy for human resources development will be presented, developed and analyzed; the specific needs for human recourse development will be defined alongside with the process of planning at each stage of HR development.</p>
The aim of the subject:	<p>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.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. To understand the meaning and practical application of management and human resource development. 2. To comprehend the concepts and functions of human resource management. <p>Abilities and skills:</p> <ol style="list-style-type: none"> 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 <p>Competencies:</p>

	<ol style="list-style-type: none"> 1. Competence to manage human resources in organizations, institutions or companies; to motivate staff to accomplish objectives. 2. Competence in designing HR management plans, strategies, and capacity to offer solutions to the problems. 3. Competence in making decisions related to human resources in organizations, institutions or companies.
Teaching methodology and learning methodology	Student's involvement in the process of lecturing, commenting, raising questions and requiring answers from students work, presentations in class. In each class at least 15 minutes will be classic lectures, the rest is interaction, reflection and group analysis. About fifty percent of the work is exercise.
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 gets 10 points for his independent work, seminar paper, research paper, etc. The remaining 30 points are obtained based on their activity, home works, seminars, etc. Up to 60 points student can get through two semi semestral formal exams (each 30 points) or in final exam *max. 60 points. 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	70 percent of lecture and 30 percent of exercise during the week (3+1)
Basic literature	<ol style="list-style-type: none"> 1. Ymer Havolli, Management of Human Resources (2011, Prishtinë) 2. Paul Benfield and Rebecca Kay: The introduction to human resource management; Oxford University 2011 3. Gabriela Rakicevic, Management of Human Resources (2007, Ohër)

Subject name	English language for professionals
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. The aim is to expand the vocabulary of the words and phrases relevant to this academic programme; to increase communication skills and those and competencies, in reading, communication, writing and interpreting, summarizing and synthesizing.
Expected results of the learning:	Knowledge: To understand business administration terminology and terminology related to profiles of this academic programmes. To summarize information from different spoken and written sources,
(a) knowledge;	To reconstruct arguments and accounts in a coherent presentation.
(b) skills	To express him/her spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations.
(c) competencies	Skills: (Skills refer to possibilities of using correct business English)
:	-learn to pronounce the words and sentences correctly -comprehend and analyze the listening text
According to European Framework	-analyze and synthesize business English - learn to correct mistakes in English
Qualifications:	Competency: (Competency refers to business English) -comprehend, analyze and synthesize 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 relevance for the business administration
Evaluation method (criteria to pass exam)	Forty 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 communicate profesionally in writing and synthesize the thought through answering the questions and writing essays.
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 time student is in engaged in practicing to communicate, write and to translate. 50:50
Basic literature	John and Liz Soars, New Headway-Upper Intermediate, Oxford University Press, Oxford, 2009 E.B. Nikolaenko, Business English, Tomsk Polytechnic University, 2008
Additional literature	John Eastwood-Oxford practice grammar published 2008 Oxford/Cambridge Dictionaries

Name of the subject	Basics of insurance
Subject description	<ul style="list-style-type: none"> - The notion of risk, types of risk, risk management and risk management methods - Insurance, insurance principles, functions of security, the main security features - Types of insurance, non-life insurance, their types and their characteristics

	<ul style="list-style-type: none"> - Life insurance, types and characteristics of life insurance - The legal relations between insurers and the insured, the basic elements of the insurance contract, the contract principles, the insurance policy. - And other security documents (Legal Framework of Insurance)
The aim of the subject:	The subject will provide the knowledge, related to insurance, development of insurance standards and policies, types and their importance of insurance in the economic system of a country.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge: For Insurance, managing risks, taking in insurance, handling and damage, insurance investment funds and relations with reinsurers etc..</p> <p>Skills: Skills and knowledge to implement decisions concerning the implementation of the objectives of the company, in financial analysis and its management, to enable the use of general theoretical knowledge in concrete situations faced by business , to demonstrate the skills that moment in time and make the right investment and financing needed for positive business.</p> <p>Competence: Competence in interpreting the decisions on financing the entity's objectives, competence in managing insurance operations. To enable students to successfully use their methods and skills in the management of the insurance company, etc..</p>
Teaching methodology and 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)	<p>Based on internal College regulation, students will undergo two mid term written exams, or final exam if he/she fails mid semestrals.</p> <p>Thirty points of grade is maximum that student can get in each of mid exam, while 60 is maximum of the final one.The reast are points that</p>

	he/she can get through activities, home work, seminars.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	70:30
Basic literature	<ul style="list-style-type: none"> - Authorized lectures of the professor - Prof Dr. Ilir Hoti “The industry of Insurance and Risk Management”, Tiranë 2008
Additional literature	<ul style="list-style-type: none"> - Mr.Sc. Sherif Gashi “Analysis of the insurance market” Prishtinë 2011

Subject	Public Administration
Description of subject:	This course focuses on the history, concepts and institutional framework of public administration in different countries of the world, but main elaborations are focused on dealing with public administration / state of Kosovo. It will treat the most important institutions of State Administration, its reform process and digitalization of the administration as a fundamental process. Central and local administration, their activities, holders and their competences will be treated extensively. Servants ethics will be treated as well.
Aim of the subject:	The purpose of the study of this course is to provide for students theoretical and practical knowledge on the functioning of public administration. So student will know who is responsible for what and what is the role of administration in the implementation of public policies, implementation, and how is related the well-being of individuals and with different segments of society.
Expected	Upon completion of this course students are expected to acquire:

<p>results:</p>	<p>Knowledge</p> <ul style="list-style-type: none"> - For the main concepts of Public Administration; - To gain knowledge of the organization of Public Administration Institutions, - To clearly distinguish competences of the central administration from the local - To know who is responsible for what <p>To know the role of civil servants and their rights against parties</p> <p>Abilities and Skills:</p> <ul style="list-style-type: none"> -To be able to find basic laws dealing with local and central government in Kosovo and EU countries -To be able to study / analyze the strengths and weaknesses of Public Administration - Know to use /apply the knowledge acquired during the course of their work place -Ability to exploit for professional ways, procedures and supervising mechanisms of Administration Institutions -To detect, analyze and to make adequate response to administration problems such as corruption, unethical decisions or procedures, nepotism etc. -To address the injustices and potential legal violations in administration <p>Competence:</p> <ul style="list-style-type: none"> -To have sufficient professional expertise that can independently design and implement a strategy for the reform of the central and local segments
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	-To be able to examine and synthesize the findings of comparative studies
Lecturing methodology:	<p>Theoretical treatment including modern methods of practicing.</p> <ul style="list-style-type: none"> - Comparative Treatment of issues highlighting shortcomings and advantages related to this field in Kosovo and the possibilities for reform. - Handling and discussion of concrete cases from the operation of public administration in Kosovo. - Presentations by students of certain subjects under the supervision of professor and the opening of the debate (interactive learning). - Exercises and seminars as an interactive learning process for students, based on an independent study of the matter by the student under the supervision of the teacher of the course. - Handling of different examples to facilitate understanding of the subject matter and the students.
Concretization tools:	The presence of the public administration expert in order to concretize the work process within the institution, a visit to the municipal institutions / central, internet, table, projector.
Evaluation method (criteria to pass exam)	Student will be evaluated with two midterm tests and final exam. Student will be graded also with the points of research project that will be given to them as homework, during semester, but there will be extra points for self initiative, the ability to judge ethical issues related to public administration, as well as her/his activity during semester.
Theory vs. practice	70% : 30% (50% theory and 50% practice)

Basic literature:	Authorized Lectures, Berani Evliana 2015
Additional literature:	Laws on public administration / civil servants / decentralization Laws against corruption / conflict of interest Ethical code of public administration officials / State European Charter of Local Government

The name of the subject	Management of Small and Medium Enterprises
Subject description	This course covers basic conditions for the establishment of small and medium enterprises. Human resource management and logistics of small and medium-sized enterprises; Controlling, marketing, management of small and medium-sized enterprises; Support programs for small and medium-sized enterprises. The importance of SMEs to the national economy, employment, share of GDP. Flexibility of SMEs. Legal forms of small and medium-sized enterprises. Mechanism to help small and medium-sized enterprises
The aim of the subject:	The purpose of this course is to address the basic concepts associated with the definition, management and growth of small and medium enterprises. Information about management and economy of operations and corporate governance mechanism to help small and medium-sized enterprises. Importance of SMB in the modern economy.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	Knowledge The importance of SME for the national economy, Forms of ownership, organization and commitment to SMB, Generating ideas and business plan preparation

	<p>Abilities & Skills:</p> <p>Ability to launch and develop a business Ability to implement the business plan, financial plan, marketing plan. Skills for taking initiatives and managing business.</p> <p>Competencies:</p> <p>Competence to lead small and medium businesses Competence in assessing the problems of small business management. Competence of taking actions of an entrepreneur.</p>
Teaching methodology and 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)	<p>For successful completion of the course is necessary to successfully undertake the two mid term exams or final exam in written form. The exam will be classified as successful after student proves that he/she absorbed at least 50 percent of the course content.</p> <p>In accordance with an Exam Policy of PB every mid term exam can reach maximum of 30 points of the grade, while final exam 60. Points to get higher grade are added based on interactivity and engagement during the lectures, based on selfinitiative and presentation of the homework and other required tasks.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50:50
Basic literature	<p>The Management of Small and Medium Enterprises Edited by Matthias Fink and Sascha Kraus, 2009 M.Mustafa, E . Kutllovci, P.Gashi, B.Krasniqi "Establishment, management</p>

	and growth of small and medium enterprises", 2006 Kosovo Development strategy
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II Year, IV Semester

Subject name	International Business (BND)
Subject description	The course describes the international business, international investment, international institutions including policies of commerce and investment, economic integration. Balance of international payments, cultural , political, legal environment. Financial markets and the international monetary systems, etc..
The aim of the subject:	This course aims to acquaint student with knowledge in the field of International Business.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <p>General knowledge in the field of International Business (IB), Knowledge of the business practices of companies that aim the opportunity of their market abroad.</p> <p>Understanding and recognition of the international environment.</p> <p>Skills & Skills: Skills of doing business abroad, Skills in the provision of critical judgment or opinion concerning matters International Business. Skills to deal with settlement issues dealing with IB</p> <p>Competencies: Responsibility for decision-making in the work of IB Competent to undertake activities or any study involving international business arena. Competent in dealing with ethical and professional issues associated with international business.</p>

Teaching methodology and learning methodology	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)	Formative feedback will be provided following case studies and other learning activities. Summative assessment consists of three components, selected to ensure students demonstrate an overall understanding of relevant legal concepts and techniques, as well as the ability to apply and critique them in appropriate contexts. All assignments will be graded on a 60/30/30 scale: 60% final exam that student will undergo if he/she fails mid term exam. For each mid term exam he/she can get max. 30 points. Forty percent of the grades reflects engagement.activity,interactivity , home work and seminars of the student.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	70:30 in favor of lessons, but having in mind that lessons are interactive, it is assumed that fifty percent of the time that lecturer spent with students is theory and the rest is practice/exercise
Basic literature	Authorized lectures of the College "pjeter Budi", 2015
Additional literature	M.Czinkota, I.Ronkainen, M.Moffet. "International Business" (2010).

Title object:	Business ethics
Subject title:	This course introduces students to the major theoretical and applied debates in the field of business ethics as well as to its major moral puzzles and challenges. 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 scientists and practitioners apply.

Aim of the subject:	This course is designed to give the students the ability to apply the ethic reasoning with all the requests of business management.
Expected results	<p>Knowledge:</p> <p>Knowledge about the trustworthiness of what's right and what's wrong.</p> <p>Knowledge about individual behaviour in businesses, what is ethic and what is not.</p> <p>Demonstration about the application of different standards in a business situation.</p> <p>Skills:</p> <p>Skills into using the ethics in business.</p> <p>Skills about the demonstration of profesional behaviour inside and outside the organisation.</p> <p>Skillful enough in developing the standarts of ethics in a business environment.</p> <p>Competences:</p> <p>Competent in aplpying the basic principles of business.</p> <p>Competent to judge the situations which have to do with the ethics in business.</p>
Teaching and learning methodology	Learning will be achieved using several lecturing 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.
Concretization means - TI	White board, Internet, Wireless, Computer, Projector, Powerpoing etc.

Methods of evaluation	<p>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.</p> <p>Regarding the criteria of passing and scoring, it is prescribed by regulation of the College "Pjetër Budi".</p>
Theory vs. practice	50% of the subject is based in lectures, and 50% exercises.
Literature	<p>Ismail Mehmeti "Ethics in Business" , ligjërata të autorizuarra 2015</p> <p>Kevin Gibson Ethics in business", Tiranë, 2011</p> <p>Ymer Havolli "Ethics in Business, Authorized lectures, 2010</p>
ADDITIONAL	<p>Ferrell Odis C and John Freadrich "Business Ethics: Ethical decision making and cases", Cengage learning 2014</p> <p>Crane. Andrew, Dick Matten and Laura J. Spence "Corporate social responsibility: readings and cases in global context", London, Routlege 2008</p>

Subject:	International finance
Subject description	<p>This subject offers the basic knowledge on the field of finances, description respectfully the financial components. The subject also deals with the financial transactions between different countries, but also it covers the risk administration/management. In the first part of the subject, international financial environment is taught to the students. In the second part of the subject value exchange is taught, and then in the third part of the subject the risk of value exchange, its exposal, and its guidance</p>

	<p>technique. The fourth part of the subject covers the topic of international financial markets.</p>
Aim/purpose	<p>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 dividend market etc.</p>
Expected knowledge, Skills, and Competences	<p>Knowledge</p> <ul style="list-style-type: none"> <input type="checkbox"/> To know techniques of doing business in international markets. <input type="checkbox"/> To familiarise with the rules of International Chamber of Commerce (ICC) and other institutions in the world. <p>Skills</p> <ul style="list-style-type: none"> <input type="checkbox"/> to apply the bilateral and multilateral financial agreements. <input type="checkbox"/> To manage and supervise the balance of international payments. <p>Competences:</p> <ul style="list-style-type: none"> <input type="checkbox"/> to guide and lead different financial sectors, local and international. <input type="checkbox"/> to assess the problems of value managements in the financial sectors. <input type="checkbox"/> Competent into giving advices in the international management of financial markets.
Learning/ Teaching methodology	<p>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</p>

	<p>the</p> <p>process of lecturing, personal presentations or group presentations etc.</p>
Evaluation Methods	<p>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 ascended upon their ability to present and demonstrate knowledge. Semi semestral tests and the final exam are standard forms of evaluation the students in the College.</p>
Concretization Means – TI	<p>Projector, Power Point slides, financial documents withdrawn from any financial institutions, internet, the white board, etc.</p>
Theory vs. practice	<p>Three hours lectures and one hour excercise every week of the semester. Lectures are interactive and comprise of 50 per cent of time in practicing</p>
Literature	<p>Drini Salko, Orfea Dhuci, Tonin Kola ‘’International finance ’’, Tiranë 2010.</p> <p>Prof Dr. Aristotel Pano, Elizabeta Gjoni, ‘Financial market instruments and their effects’’, Tiranë 2007.</p> <p>Frederic S. Mishkin; Stenly G. Eakins, ‘Market and finance institutions’” pjesa II, Prishtinë, Victory 2009</p>

Subject name	Decision - Making
Subject description	The course is focused on units about decision-making types and processes, that are treated in integrated and interdisciplinary manner. Which are rational decision making procedures that decisionmakers pursue to ensure

	good results. The case studies regarding the development of an analytical process of decision-making under conditions of risk and uncertainty will be taught as well.
The aim of the subject:	<ul style="list-style-type: none"> - To present the decision-making process - Handles any provisions in taking decisions and decision-making as psychology, sociology or rationality. - Presents some concepts and analysis for an effective process. <p>These goals help students understand and use the concepts, techniques, theories and practices of decision-making under conditions of uncertainty and risk, in analyzing and solving problems either as a leader or part of any business organization.</p>
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Knowing the effective processes of decision-making. - Basic knowledge of theories and practices of the decision process. - Demonstration of knowledge and techniques to be effective and efficient decision. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Ability to use the theories and practices of decision-making. - Ability to analyze problems in organization - Skills in the use of concepts and techniques of decision-making. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to be an active part in making decisions. - Competence in choosing the model for decision making. - Competent to take the risk of making decisions that leaders of businesses.
Teaching methodology and learning methodology	Interactive lectures, power-point presentations, analysis of the literature, inclass debates, blended-learning (supporting e-learning course).
Evaluation method (criteria to pass)	Final grade will be based on the maximum 40 points of cumulative results of individual and group work assignments plus individual written final

exam)	<p>work.</p> <p>The rest of the points are results of two mid term exams (30+30 max. points) or final exam (max. 60 points).</p> <p>The later are in written form with questions that requires multiple choice answer.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50: 50
Basic literature	Authorized lectures prepared by professor of the College, Vasilika Kume : Marrja e vendimeve menaxherilale, (2010)
Additional literature	Davis & Pecar : Quantitative Methods of Decision making.(2012)
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Subject:	RISK MANAGEMENT
Subject description	<p>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 with focus on: background of risk management, risk strategy, risk assessment, risk and organizations, risk response, risk reporting</p>
Aim/purpose	<p>The purpose to the Risk Management Course is to provide students with:</p> <p>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.</p> <p>Students will develop a more efficient way of thinking, which will</p>

	<p>become their operational risk for breaking down complex situations in a dynamic and full of turbulent surroundings, in which a company operates today.</p>
<p>Expected knowledge, Skills, and Competences</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 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, documentation, 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. <p>Ability/skills</p> <ul style="list-style-type: none"> To classify systems and risk frameworks. To identify and interpret the control losses and business continuity. To implement the risk management projects. <p>Competence:</p> <ul style="list-style-type: none"> To provide solutions as a response to the 10 steps of the risk management needs. To develop. Interpret and analyze internal audit reports To demonstrate advanced managerial skills in risk management, such as, the ability to plan, assess, control, and risk reporting. Comparative analysis.
<p>Learning/ Teaching methodology</p>	<p>Concretization of theoretical concepts; analysis of case study; case simulations; Work in groups, research case studies and research seminar</p>

	papers.
Evaluation Methods	<p>Students are expected to be present and active in class. Failing to do so students will be penalized accordingly. In addition, two mid-term exams will be held during one semester, while the format of questions is based on essay type questions where critical thinking and analysis are expected to be carried out through the use of the literature (references).</p> <p>Structure of the grade is build upon the scale from 50 to 100. The course is passed when student reaches 50 points.</p>
Concretization Means – TI	Internet, wireless, computer, projector, Powerpoint etc
Theory vs. practice	<p>Two hours lectures and two hour excercise every week of the semester.</p> <p>Lectures are interactive and comprise of 50 per cent of time in practicing</p> <p>Ratio between theory and practice is 50:50 percent</p>
Literature	<p>Authorized lectures, College “Pjeter Budi” , 2017</p> <p>Paul Hopkin: “Fundamentals of Risk Management” Understanding, evaluating and implementing effective risk management</p> <p>Botuesi: IRM, Kogan Page</p> <p>© 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</p> <p>658.15'5--dc22</p>
	<p>Rene Doff: “Managing Risk Insurers”</p> <p>Risk Control, Economic Capital and Solvency II</p>

	Netherlands, 2007
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Subject name	Insurance regulation and supervision
Description of the course:	The focus of the course Insurance regulation and supervision is the Directive of the European Union Solvency II.
Aim of the course:	<p>Equipping students with advanced knowledge on how to regulate the insurance supervision based on the EU Directive Solvency II. Training of new generations to know how to reduce the risks with which insurers may face; reduce losses of the insurance policy holders in cases where the firm is unable to cover all damages.</p> <p>The aim of the course is also to prepare human resources capable for early warnings, what will enable timely intervention to prevent the possible damages.</p> <p>Long-term aim of this course is preparation of capable staff to promote the confidence in financial stability in the insurance sector.</p>
Expected learning outcomes:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Acquire advanced knowledge on the concept, objectives and implementation of the Directive Solvency II. 2. Understand the importance, the function, policies, protocols, documentation and calculations of risk models based on Solvency II. 3. Gain advanced knowledge about regulations on supervision based on the risk and the capital adequacy. 4. Take advantage of advanced knowledge on practical aspects of the requirements arising from the Directive Solvency II, in particular:

	<p>learning the rules pertaining to the evaluation of assets and liabilities, technical provisions, own funds for capital requirements and rules on investments.</p> <p>Skills:</p> <ul style="list-style-type: none"> - Application in practice the knowledge acquired in the field of regulation and supervision of the insurance sector. - Skills to implement the Directive in day-to-day work Solvency II. <p>Competence:</p> <ul style="list-style-type: none"> - Analyze competently and critically the case studies in the country and abroad. -Design and implement early warning plans in order to prevent eventual damages to the insurance company where it works.
Teaching (and learning) methodology	<p>Explanation and concretization the theoretical concepts learned by study and analysis of the practical examples. Interactive lectures through the involvement of students in debates, group activities, the research case studies and debates, presentation of seminar papers, essays and scientific researches; development of students' critical thinking.</p>
Evaluation methods (passing criteria)	<p>All details of marking forms are included in the Regulation on Colloquia and the Regulation on Exams of the College “Pjeter Budi”.</p> <p>Exam and marking</p> <p>30 points maximum of the first colloquium and 30 points the second, in total 60 points. Maximum 10 points for scientific paper, essays and presentations.</p>

	<p>Maximum 20 points for participation in the learning process - attendance, interactive participation in lectures (exercises)</p> <p>Maximum 10 point for activity in the classroom.</p>
The teaching/learning tools/ IT	Usage of table, Internet, wireless, computer, projector, PowerPoint etc.
Theory vs. practice	<p>50 % theoretical part</p> <p>50% practical part</p>
Literature	
Basic literature	<ol style="list-style-type: none"> 1. The Solvency II, Inclusive regulatory framework insurance Hashim Rexhepi, the College “Pjeter Budi “2017. 2. Directive 2009/138/EC of the European Parliament and of the Council on the taking-up and pursuit of the business of Insurance and Reinsurance (Solvency II) of 25 November 2009. 3. Solvency II, KPMG International 24110NSS. A closer look at the evolving process transforming the global insurance industry. 2011 KPMG LLP

Subject:	Crime Psychology
Subject description	General knowledge about psychology, the work in Customs from the context of psychological and criminal characters.

Aim/purpose	<p>Psychology of Crime is about studying the criminal personality and giving a psychological or crimina 'diagnosis' and to propose measures to psycho socialy re-adaptat and correct.</p>
Expected knowledge, Skills, and Competences	<p>Knowledge</p> <ul style="list-style-type: none"> To identify clearly criminal behaviour To differentiate the dark side and positive psychological phenomena that is precondition for success in the work <p>Skills</p> <ul style="list-style-type: none"> - To apply knowledge regarding 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 <p>Competencies:</p> <ul style="list-style-type: none"> -To pride professional expertise/support in assessing what is negative and positive psychological phenomena. To undertake responsibilities in order to evaluate/ analyse certain deviances. <p>Competent to use preventive measures against criminal person or company</p>

Learning/ Teaching methodology	Two hours of lecturing, and one two of exercise in a week, for fifteen weeks in a row, are dedicated to the completion of this module. Concretization of theoretical concepts ; case studies. Work in groups, research papers, etc.
Evaluation Methods	Student will undertake semi semestral exams twice. At the end of the semester he/she will go through final exam. For passing criteria see Regulation for student assessments
Concretization Means – TI	Internet, wireless, computer, projector, Powerpoint etc
Theory vs. practice	Two hours lectures and one hour exercise every week of the semester. Lectures are interactive and comprise of 50 per cent of time in practicing Ratio between theory and practice is 50:50 percent
Literature	Authorized lectures, 2014 Psychiatrist and the Science of Criminology: Sociological, Psychological and Psychiatric Analysis of the Dark Side ; Rao, T. Sathyanarayana.; 2007

Subject name	The Fiscal Systems and Policies
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 fiscal system in the Republic of Kosovo and all kind of instruments that such system is comprised of. It analyse policymaking in fiscal system, policy aim and instruments.

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:	<p>a) knowledge</p> <ol style="list-style-type: none"> 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 weaknesses of each applicable tax system, the risks which come from unstable fiscal system. <p>b) skills</p> <ol style="list-style-type: none"> 1. to apply knowledge regarding fiscal and tax system in a country and abroad 2. to analyze and compare various tax systems and review their impacts in society and wellbeing of the people/companies <p>c) competences</p> <ol style="list-style-type: none"> 1. to evaluate fiscal and tax issues policies and procedures in business and overall in societies; 2. competence to manage processes related to tax administration 3. to carry tasks related to fiscal policies in a professional manner
Teaching learning methodology	Lecturing is always interactive. Students are encouraged to actively participate .
Evaluation method (criteria to pass exam)	<p>During the semester there are two mid semestral exams, and in the end of the semester there is the final exam. There are 15‘‘multiple choice’’ questions for id term review assessment. They grant the student 30 points in total, so for each question 2 points.</p> <p>Grading for written exams is regulated in the institutional level. See Regulation for students assessment</p>
teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice ratio	<p>30 hours of lectures and 30 exercises will take place in classroom.</p> <p>90 hours is designated for homework and independent work of student</p>

Basic literature	Dr. Ivica Smilkovski “Fiscal system and policies”, Prishtine, 2007
Additional literature	Dr. Refik Kryeziu “Public finance”, Prishtine, 2014 Madura J. and Fox R. “International Financial Management”, 2010

The name of the subject	Strategic Management (MS)
Subject description	The course describes the theory, concepts and practices of Strategic Management (SM), this subject is designed to analyze the whole process and introduce students to the practice of implementing this process in real organizations. Strategic management process has to do with making decisions about the future of the organization and implementation of these decisions.
The aim of the subject:	This course aims to acquaint students with insights such as: What is the strategy of an organization, why are important strategic decisions, techniques for formulating and implementing the strategy.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <p>Recognition of contemporary concepts and theories of MS, Knowledge of the analysis of the internal and external environment of the organization.</p> <p>Knowledge of the importance of strategic decisions</p> <p>Abilities & Skills:</p> <p>Conceptual skills to be able to see the organization as a whole, Skills for qualitative and quantitative analysis of the performance of strategic decision-makers in the organization . Ability to do research, through analysis of the external and internal environment of the organization.</p> <p>Competencies:</p> <p>Competent to better recognize the environment in which the business organizations operate Competent in the design and implementation of the strategy.</p>

	Competent in making strategic decisions,
Teaching methodology and 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)	<i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50:50
Basic literature	Dr.V. Kume. “Menaxhimi strategjik. Teori, koncepte, zbatime” (2010)
Additional literature	– Adrian Haberberg, Alison Rieple “Strategic management” Theory and application (2007) – B.Musabeliu, D.Kërçini, A.Bejko “Menaxhimi strategjik. (2012)

PROFILE: MARKETING MANAGEMENT

III Year, V Semester: Specialization: Marketing Management

Subject:	Marketing management
Subject description	<p>This course will equip students with the necessary to explore and understand marketing management practices in a local, regional and global environment. Students will learn the scope and challenge of marketing management, the dynamic environment / processes, and the way marketing plans should be designed, planned and managed in the societies/companies with the culture, political, legal, and business systems differences.</p> <p>Course topics include market-oriented strategic planning, marketing research</p>

	and information systems, buyer behavior, target market selection, competitive positioning, product and service planning and management, pricing, distribution, and integrated communications, including advertising, public relations, Internet marketing, social media, direct marketing, and sales promotions.
Aim/purpose	The aim of the course is to provide students with the latest trends on marketing management, including online marketing tools and practices.
Expected knowledge, Skills, and Competences	<p>Knowledge:</p> <ul style="list-style-type: none"> -to understand marketing management -to understand how companies adjust and manage their marketing based on the local vs. global environmental changes <p>Skills:</p> <ul style="list-style-type: none"> -to apply gained knowledge in the practice by being capable to plan, design and implement marketing plans - to be able to apply the marketing management concepts in the workplace (to be able to adjust to national/multinational companies -to critically analyze social, political, legal, and economic forces that affect marketing strategies -to understand and synthesize readings and business cases presented in a class <p>Competencies:</p> <ul style="list-style-type: none"> -to critically analyze social, political, legal, and economic forces that affect marketing strategies

	-to understand and synthesize readings / studies regarding strategic marketing and device /manage marketing plan and strategies according to the latest trends
Learning/ Teaching 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 Methods	There will be two mid-term exams during the semester and one final exam if students fail mid terms. The format will be essay and 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. For details about how the students' grade is constructed please see College Regulation for student's assessment
Concretization Means – TI	Internet, wireless, computer, projector, Powerpoint etc
Theory vs. practice	Two hours lectures and two hours exercise every week of the semester. Lectures are interactive and comprise of 50 per cent of time in practicing Ratio between theory and practice is 50:50 percent
Literature	Authorized lectures, College "Pjeter Budi" , 2017 The New Science of Marketing, John Wiley & Sons, Inc. ISBN 0-471-26772-4 Greg W Marchall and Mark W. Johnston Marketing Management : McGraw

	Hill, 2007
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Subject:	Market research and analysis
Subject description	Market research methodologies , gathering and processing data and their application in designing marketing strategies; Qualitative/quantitative research methods; focus groups, interviews, surveyes, media marketing and processing and analysing data are part of this course .
Aim subject	To help students improve their knowledge and understanding regarding importance of data and market assessments in their decision and policy making processess. The course is expected to increase crtitical thinking among the future generations and skills regarding market research and marketing techniques.They will be taught how to gather, analyse and use data related to their working environment.
Knowledge, Skills, and Competences	<p>Knowledge:</p> <ul style="list-style-type: none"> - To understand the importance of marketing and their interconnection with the processes of decision making. - To identify types of market research and maketing techniques; <p>Skills:</p> <ul style="list-style-type: none"> -to carry interview and use experimental research methodology -To identify topics of relevance in order to carry research - To be able to organise a focus group; carry interview; prepare survey questionnaire; - To collect needed data, process and present them across different platforms and channels of communication <p>Competences:</p>

	<ul style="list-style-type: none"> - To propose a with full competence the required 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/ Teaching methodology	<p>The subject has more practical learning rather than theoretical. In every class, the professor will lecture 20 minutes, then the student will be asked to simulate/demonstrate knowledge and skills through presentations of tasks required to do in classroom obtained during the lectures, or through presentation of the homework.</p> <p>The main methodology of the class is to focus in group 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 The students will work in groups in every stage of the project, starting from the design of the survey questionnaire until , sampling, interviewing, processing, analysing and presenting data; interviews, focus groups, SWOT analysis, desk reviews or cases studies are part of the teaching/learning methodology as well</p>
Evaluation Methods	<p>The student will be assessed from the first day until the end of the semester.</p> <p>Student's participation in classroom and his/her inclusion in project assignments are assessed based on gained and demonstrated skills/knowledge/competencies.</p> <p>Two mid term assessments and final exam will take place in the written form as envisaged in College Regulation for students assessment.</p>
Concretization Means – TI	Case studies; video presentations; lectures; exercises into designing a survey; marketing strategies; applications for data processing; internet/projector
Theory vs. practice	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 professor 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 the rest is interactive and practical work. Throughout

	the semester 30 hours of lectures and 30 excersises will take place.
Literature	<p>Research Methodologies ; Bob Mathews and Liz Ross</p> <p>Kotler, Philip, and Gary Armstrong. Principles of marketing. Pearson Education, 2010.</p> <p>Authorized lectures, 2014</p>

Subject	Project Management
Subject description	<p>This course guides students through fundamental project management concepts and behavioral skills needed to successfully launch, lead, and realize benefits from projects in profit and nonprofit organizations.</p> <p>Students explore project management with a practical, hands-on approach through case studies and class exercises. A key and often overlooked challenge for project managers is the ability to manage without influence; to gain the support of stakeholders and access to resources not directly under their control. Special attention is given to those critical success factors required to overcoming resistance to change. How to draft and implement projects, like learning to handle with the software of its management, are some of the issues that this subject is focused in.</p>
The aim of the subject:	Project Management aims to produce professionally prepared staff on planning, organizing, control and closing of projects, i.e. its total management.
Expected results of the learning:	<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge in critical view of PM theories and practice. <p>Abilities and skills:</p> <ul style="list-style-type: none"> • Ability to execute designed research projects, develop or search and identification and implementation of relevant outcomes.
(a) knowledge;	
(b) skills	

(c) competencies:	Competencies: <ul style="list-style-type: none"> • Competencies in exercising an autonomy and initiative during professional activities of PM.
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. Two mid term assessments and final exam are mandatory.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50: 50
Basic literature	Authorized lectures, College "Pjeter Budi" http://www.g-casa.com/conferences/berlin/papers/Ramadan-1.pdf Suzana Parariti "Menaxhimi i Projekteve" (2009)

The name of the subject	Internship
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	<ul style="list-style-type: none"> - To plan, manage and lead, certain groups of employees in an organization or activity related to business administration, -
Teaching /learning methodology	<p>Out of 150 hours , 120 hours students should spent in company while the rest of the time is independent work or work in classroom under the supervision of the lecturer.</p> <p>Internship will be carried on in one of the companies/institution among hundreds of them with which College has signed Memorandum of Cooperation: various businesses marketing and design companies, 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..</p>
Evaluation method (criteria to pass exam)	<p>Students knowledge and skills will be assessed based on two evaluation forms , one filled by company/institution supervisor, and second one filled buy students themselves .</p> <p>After analyzing both forms, lecturer will assess students in verbal or written form.</p> <p>The grade of this course is built differently from other courses.</p> <p>80 percent of the grade is build upon assessment of the student by professor, while twenty percent of the grade are result of the independent work/project /research/analysis accomplished by student during the internship.</p>

Subject:	International Trade
Subject description	<p>Students will be taught about the ‘‘INTERNATIONAL trade’’, what causes it, who gains and losses 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. Non-tariff trade barriers will be tackled as well.</p> <p>International Trade analyses the interdependence that arises from international trade in goods and services. We cover the following topics: the gains from trade, the pattern of trade, firms in the global economy (outsourcing, offshoring, and foreign direct investment), trade policy, and the impact of protection. We pay special attention to the European Union and its relationship to other regional trading blocs, and the role of international organizations (European Union, World Trade Organization).</p>
Aim/purpose	The aim of this subject is the expansion of knowledge in the theoretical and practical aspects of international trade and its interconnection of economic trends in Kosovo, region and the world.
Expected knowledge, Skills, and Competences	<p>Knowledge:</p> <ul style="list-style-type: none"> - To achieve theoretical and practical knowledge on international trade and economical interdependence between countries - To identify main models of International trade ; to list their

	<p>differences</p> <ul style="list-style-type: none"> - To understand the effects of trade on national welfare - To compare the effects of trade policies by countries, regions and worldwide. <p>Abilities & Skills:</p> <ul style="list-style-type: none"> • to use the data of multilateral organizations such as WTO in his/her comparative analysis. • To implement WTO policies locally. <p>To understand and apply the political economy of protection, and the limitations required by the World Trade Organisation.</p> <p>Competencies:</p> <p>To be able to locate, manipulate, and interpret numerical data on trade flows, and to empirically test the predictions of simple theories of trade using real-world data</p> <ul style="list-style-type: none"> • 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
Learning/ Teaching	<p>Concretization of theoretical concepts; analysis of case study; case simulations; Work in groups, research case studies and research seminar</p>

methodology	papers.
Evaluation Methods	Students will be evaluated through ‘feedback’ required from them during lectures and exercises. Their engagement, activities and research papers presented in the class will be assessed within 40 points or twenty percent of the final grade. The students will have to enter two mid exams and/ or the final exam at the end of the semester.
Concretization Means – TI	Internet, wireless, computer, projector, Powerpoint etc
Theory vs. practice	Three hours lectures and one hour exercise every week of the semester. Lectures are interactive and comprise of 50 per cent of time in practicing Ratio between theory and practice is 50:50 percent
Literature	Authorized lectures, College “Pjeter Budi” , 2017 Krugman, P. R., Obstfeld, M., and Melitz, M. J. (2015). International Trade: Theory and Policy. Pearson Education, Harlow, 10th edition. Mankiw, N. G. and Swagel, P. L. (2005). Antidumping: The third rail of trade policy. Foreign Affairs, 84(4):107–119.

The name of the subject	Sales and Promotion
Subject description	The course deals with detailed analysis of the sales and promotion strategies and techniques that businesses have adopts in order to carry on successfull marketing plan and strategies.
The aim of the subject:	To build capacity for inclusion and recognition of sales and promotion as a specific area of interest for a successfull marketing strategies that will be

	carried by small and medium enterprises.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> • To know and list promotion characteristics. • To understand key areas of promoting the sale. • To comprehend types of sales and promotion . <p>Skills & Skills:</p> <ul style="list-style-type: none"> • Ability to demonstrate proficiency in sales and promotion • Ability to implement innovation and to solve problems. <p>Competencies:</p> <ul style="list-style-type: none"> • Competent in planning, designing and running sales and promotion campaigns on behalf of various business entities.
Teaching methodology and 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)	<p>Assessment of the students is based on College Regulation. Two mid term exams are matter of must. If student fails second one, he/she must undergo final exam.</p> <p>Forty per cent of the points of the final grade are based on students project work.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50” 50
Basic literature	Authorized lectures of the College “Pjeter Budi”
Additional literature	Matović V. <i>"Sales Management"</i> , Univerzitet Singidunum, Beograd, 2012. Samples of Sales and promotion strategies

	Samples of sales and promotion plan of activities as well as of campaigns
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The name of the subject	Leadership
Subject description	This course includes knowledge about the theories and practices of leadership. In order to separate the leadership traits on how they evolve with changes in society, economy, business and especially in international business. So what will students receive leadership is clarifying their basic concepts, strengthen leadership skills, leaders and subordinates, their attitude changes. etc..
The aim of the subject:	<ul style="list-style-type: none"> - To present the key concepts of leadership, with which every student shall consist of basic knowledge about what or what is leadership, what differs from management? - To present the changing role of leadership. - Demonstrate leadership styles, leadership according to situations, their attributes and skills etc. <p>These goals help students understand and use the concepts, theories and practices of leadership, to make them more efficient and more effective as a manager or employee in the business customer or beyond.</p>
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Basic knowledge of theories and practices of leadership - To know/ understanding the various leadership practices. - Knowledge about the relationship of leadership with other disciplines and fields. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Proficiency in the use of leadership practices. - Skill in planning, leadership and motivation. - Leadership skills in making decisions. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to be effective in their leadership.

	<ul style="list-style-type: none"> - Competence in leading and working with colleagues and other partners. - Competent to provide change, development and / or new ideas;
Teaching methodology and 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)	<p>First Mid-Term exam – 30%</p> <p>Second Mid-term exam- 30%</p> <p>Coursework- 20%</p> <p>Attendance and Participation/interactivity- 20%</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	<p>Authorized lectures , College “Pjeter Budi”, 2016</p> <p>V.Kume, N.Mustafa, E.Krasniqi : Leadership, theory, conceptc and practices (2011).</p>
Additional literature	<p>http://www.leadership-central.com/leadership-theories.html#axzz4c4guNluS</p> <p>https://www.slideshare.net/kesarinandan96/theories-of-leadership-13415459</p>

Subject 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 is taught basics of academic writing, here he/she gets more advanced knowledge and professional

	<p>expertise. Topics to be studied are identification and categorization of all types of materials, both official and non official, print and electronic; writing essays and research papers; avoidance of plagiarism; learning to apply critical thinking in research and writing of academic papers.</p>
The aim of the subject:	<p>Academic writing course aims to prepare student to work better and easier in academic world and working carrier. 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.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. to know how to identify research topic and to prepare concept paper, 2. to understand methodology of the chapter division 3. to understand process of choosing and exploring the topic <p>Abilities and skills:</p> <ol style="list-style-type: none"> 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. <p>Competence:</p> <ol style="list-style-type: none"> 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 / learning methodology	<p>Problem-based learning, project work in groups, student-centered approach; using the sources; analyzing case studies; interactive workshops, group presentations; games, role plays; using synthesized materials and deconstructing concepts in them.</p>
Evaluation method (criteria to pass exam)	<p>The final exam has “multiple choice testing” with 30 questions in total, max 60 points.</p> <p>To determine the final grade:</p>

	<p>From 50 – 59 accumulated point take the grade 6 (six).</p> <p>From 60 – 69 accumulated point take the grade 7 (seven)</p> <p>From 70 – 79 accumulated point take the grade 8 (eight)</p> <p>From 80 – 89 accumulated point take the grade 9 (nine)</p> <p>From 90 – 100 accumulated point take the grade 10 (ten)</p> <p>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</p>
teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice ratio	50% theory, 50% practice.
Basic literature	<p>Imer Mushkolaj, Academic writing (authorized lectures, 2010, Prishtinë)</p> <p>http://www.duluth.umn.edu/~hrallis/guides/researching/litreview.html</p> <p><i>College Pjeter Budi guideline for how to prepare scientific paper</i></p>

Subject	Control and Auditing (revision)
Subject description	<p>This course is designed to provide students with a basic understanding of all aspects of audit and control. These include acceptance and planning on audit and inspection, evaluation of internal controls, verifying bank accounts and financial statement assertions, reporting on audited financial statements and audit standards, and legal obligations and ethical professional and personal responsibilities auditors and inspectors.</p>
The aim of the subject:	<p>Internal control and audit have close links between them. The audit reviews the financial condition and activity of the enterprise as this activity is carried out and controlled by internal control. So revision is retroactive. While internal control is carried out during the development of the enterprise and aims to prevent wrongdoing.</p> <p>Internal control plan encompasses a whole organization and a company implements measures to safeguard its assets, to check the accuracy and</p>

	reliability of accounting data, promote increased efficiency and to ensure the correct implementation of enterprise policy management.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge :</p> <ol style="list-style-type: none"> 1. Knowledge of how the methods by which key leaders delegate their authority and define responsibilities for specific functions such as: buying selling, accounting, and production. 2. Also knowledge of the program of preparation , verification and distribution according to different levels of surveillance reports and analyzes, which the executive directors create opportunities to exercise control over various activities and functions in a corporation. 3. It provides an important aid for running effectively, especially in larger economic units. <p>Ability and Skills:</p> <ol style="list-style-type: none"> 1. To prevent errors and irregularities by a system for authorizing transactions, recording transactions accurately and protection of assets. 2. Identify errors and irregularities to level the accounting records kept records independently and physical counting, and checking accounts for possible values or canceled. 3. To assist the operation efficiency by examining the policies and procedures for possible improvements <p>Competence :</p> <ol style="list-style-type: none"> 1. The existence of an effective staff of internal audit, conducted performance evaluations of employees to help guide their work and energy in terms of predicting the effective functioning of an enterprise. 2. Limit the use of funds by unauthorized personnel 3. A defined organizational structure and build good
Teaching methodology and 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	<i>(Details regarding the grading procedures are incorporated in the</i>

method (criteria to pass exam)	<i>Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	Shefket JAKUPI, Fadil KRASNIQI, “AUDITING” ”KGT”, Prishtinë, 2012.
Additional literature	Shuli, Ingrid & Perri, Rezarta; ANALYSIS OF FINANCIAL REPORTS, Tiranë, 2008. Halit Xhafa; Financial analysis, Pegi, Tiranë, 2008.

Third year

Sixth semester

Subject name	Financial Management
Subject description	This subject deals with the main financial role in a firm, development of finance departments within firm /institutions, the financial relation with the government. In addition topics such as financial decision-making in a firm, financial functions in a firm, interests, 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)	<p>Knowledge</p> <ul style="list-style-type: none"> • to know functioning of the firm's finance department, financial planning firm. • To know tools of finance management.

	<ul style="list-style-type: none"> To understand financial sheets and/or statements, financial control system . <p>Skills</p> <p>To be able to identify and apply the source of the incomes.</p> <p>To be able to develop financial plans in an economical unit level</p> <p>To be able to identify and respect the timelines of financial management</p> <p>Competence</p> <ul style="list-style-type: none"> 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 semi semestral 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 (IT)	The usage of the white board, internet, wireless, computer, projector, power point slides, etc
Theory vs. practice ratio	50% with 50%
<p>Literature: Authorized lectures , College Pjeter Budi, 2015</p> <p>Dr. Isa Mustafa “ Finance Management” Prishtinë 2007</p> <p>Reading from internet:</p> <p>https://www.goodreads.com/shelf/show/financial-management</p>	

Course name:	Management information systems (MIS)
Subject description	Types of information systems, the advantages and their disadvantages; demonstration on how to use the latest technology and apply various information systems. Students will examine how information systems are

	used to solve problems and make better business decisions and apply these concepts to analyze business cases and to improve business performance.
The aim of the subject:	The aim of this subject is to inform the students regarding the MIS in general and about advantages that one can gain from information systems. Second objective is to taught them apply different MIS, plan, develop , apply and manage various information systems in order to be capable to take informed decisions.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies :	<p>Knowledge:</p> <ul style="list-style-type: none"> -To understand terminology and key terms and concepts used in the field of management information systems ; -to list advantages of certain databases/information systems, as well as future challenges of information systems. - To introduce modelling business processes and automated work processes that contribute organization/business working environment. - Fully explain the relationship between information systems and management <p>Abilities and skills:</p> <ul style="list-style-type: none"> - Examine how database processing and components of a database system can be used most efficiently in an organizational setting. - to identify and implement the various MIS and work processes within a business /organization ; - Analyze how technology can be used to synthesize complex data to make sound business decisions <p>Competencies</p> <ul style="list-style-type: none"> - to identify and suggest appropriate responses to various managerial issues arising from the development, implementation and use of information

	<p>systems.</p> <ul style="list-style-type: none"> - to synthesize work processes and their automation opportunities through information systems; - Integrate into business situations and analysis, and evaluate both theory and practice relevant to Management information systems
Teaching / learning methodology	<p>Group work, work demonstration with the computer and informative systems, feedback for the home works, involvement in different small projects regarding the identification and modelling particular processes , etc. Through the lectures 50 % of the time is interactive.</p>
Evaluation method (criteria to pass exam)	<p>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 quizzes that will be organised in class. The grade will reflect the way in which student present and support topics and positions in the various learning activities used in this course. The grades will be based on the quality and quantity of the comments and responses in the various activities. The grades for the course will be based on an accumulation of points throughout the course (40 points) and based on results of two pre-tests or based on the final exam .</p> <p>Final exam is passed in the moment when the student has successfully reached fifty percent of the correct answers of the test. Maximum points of the test is 60.</p>
Concretization means	<p>Programmes and platforms of the different information systems; The white board, power point presentation, computer Microsoft Office, Projector, etc.</p>
Theory vs. Practice ratio	<p>The ratio is fifty percent of theory and fifty percent of practical work.</p>

Literature	Managing database systems – Authorized lectures 2014; Introduction to Information Systems, Rainer, K. dhe Cegielski, C. (2011);
Additional literature	Authorized lectures: Managing databases , 2014 Information systems , Rainer, K dhe Cegielski, C. 2011 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)

Subject name	International marketing
Subject description	The course comprise of the unit related to concepts of international marketing; characteristics and challenges of international marketing; marketing of the corporations and multinational business entities; marketing environment; the role of the promotional policies, price, distribution and export policies in foreign market . Part of the subject is the use of the technology and social media for the promotional activities in the international marketing.
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	<p>Knowledge</p> <ul style="list-style-type: none"> • General knowledge in the field of International Marketing • Understanding of best international marketing practices and their influence in change of the business behaviour. • The knowledge and the understanding of the international market supply and demands

	<ul style="list-style-type: none"> • To understand basic principles, objectives and problems in development of the international marketing channels <p>Skills:</p> <ul style="list-style-type: none"> • 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. <p>Competences:</p> <ul style="list-style-type: none"> • Competences to take decisions in the International Marketing. • To be competent to conduct research, design and implement strategy regarding international marketing • To undertake activities and select/suggest/ decide best strategic models of international markets in the context of international marketing.
Teaching and learning methods	Throughout 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, conduct surveyes. Demonstration of the usage of technology and social media by building the case studies.
Assessment	Student's engagement is assented, but critical thinking and analytical skills are valued the most. Passing criteria are defined by College Regulation. Student is obliged to conduct a seminar work. They have chance to chose themselves but lecturer can assign the seminar topic as well.
Concretization means	White board, Internet, Wireless, Computer, Projector, and Powerpoint slides etc.

Theory vs. practice	50% with 50% is the ratio of lectures with the exercises within 60 hours in class.
Literature	Prof.dr. Ali Jakupi, International Marketing, Prishtinë 2008 Prof.dr. Ilia Kristo, International Marketing 2008, Vern Terpstra, International Marketing , 2012

The name of the subject	Consumer BEHAVIOUR
Subject description	Customer behavior is an applied discipline, borrowing concepts from any other discipline that contributes to the understanding of the customer. It has economic orientation towards marketing study that focuses on the customer.
The aim of the subject:	The main purpose of this course is to describe the process of developing products, services and strategies based on what customers need or desire.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies :	<p>Knowledge:</p> <p>Knowledge in the development of products and services.</p> <p>Knowledge of the needs, requirements and desires of consumers.</p> <p>Knowledge of the basic principles of consumer behavior.</p> <p>Abilities & Skills:</p> <p>Ability to identify customer requirements.</p> <p>Ability to motivate and influence consumer behavior.</p> <p>Versatility in consumer decision making.</p> <p>Competencies:</p> <p>Competent in professional development of individuals and groups associated with consumer behavior.</p> <p>Competent in recognizing customer trends.</p> <p>Competent in the exercise of autonomy and responsibility relevant to consumer behavior.</p>
Teaching	This class will employ a variety of instructional methods, including lectures,

methodology and learning methodology	<p>exercises, videos, cases, discussions, guest speakers, etc. Students will be asked all the time to provide a relevant example to the class.</p> <p>There is a significant amount of reading in this course. Student will be asked to read in advance in order to be able to participate in classroom discussions. The readings are meant to give a background on the topic and/or to give interesting examples of how this topic has been examined either in academia or in the media.</p>
Evaluation method (criteria to pass exam)	<p>There will be two in-class, closed-book, exams given during the semester, which will consist of primarily short answer questions (each maximum 30 points) Beyond that, student will have an individual assignment and a group paper, which will also result in a short presentation to the class (20 points). Class attendance will be recorded and participation will be evaluated, as discussion is vital to this course (20 points)</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50:50
Basic literature	<i>Vjollca Bakiu "Sjellje Konsumatore" (2007)</i>
Additional literature	<p><i>Paul Baines, Chris Fill, and Kelly Page. "Essentials of Marketing" (2012).</i></p> <p>Consumer Behaviour A European Perspective Third edition</p> <p>http://www.books.mec.biz/tmp/books/NXHQRTHBQ2L87NIU6YVN.pdf</p>

The name of the subject	E-Marketing
Subject description	<p>Students will be introduced to the broad array of interactive marketing programs including an overview of Internet marketing, online acquisition, online conversion, online retention, online analytics, and data--driven marketing. This course will cover the advantages and challenges as well as identify key</p>

	differences between Internet marketing and traditional marketing.
The aim of the subject:	The aim of the course is to prepare students to identify the primary business models for online businesses and help them in defining main marketing objectives for online businesses.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies :	<p>Knowledge:</p> <ul style="list-style-type: none"> • Understanding of the Internet, social media and other technologies in e-marketing. • Discussion of online businesses and their models arising from information technologies. • Knowledge for evaluation of relations between e-marketing and customer • Understanding and knowledge of legal and ethical issues associated with the use of e-marketing. <p>Abilities & skills:</p> <ul style="list-style-type: none"> • Skills in recognition of recent business trends via the internet, • Ability to award judgments or critical thinking related to e-marketing issues. • Problem solving skill dealing with e-marketing. <p>Competencies:</p> <ul style="list-style-type: none"> • to undertake responsibility for decision making related to PR and marketing campaign in digital world • Competent to undertake any activities or field of study involving online marketing through social media. • Competent dealing with legal and ethical issues associated with the professional e-marketing.
Teaching methodology and 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)	The Final Exam is a 30-question exam with multiple choice and true/false questions. The questions will be drawn from the entirety of the course content .
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	<i>Authorized lectures prepared by the lecturer of the College</i> <i>Judy Strauss & Raymond Frost (2013) e-marketing, seventh edition..</i>
Additional literature	Ramiz Livoreka” Kërkim Marketingu” (2011) http://northcarolinadeportal.com/eMarketing/what-is-emarketing/

The name of the subject	Distribution CHANNELS
Subject description	This course teaches students how to make decisions regarding selling channels and the physical distribution of products. The course addresses channel structures including retailing, wholesaling, and other agency relationships. Emphasis is placed on understanding how to design, implement, manage, and evaluate a channel distribution strategy.
The aim of the subject:	The purpose of this course is to equip students with the knowledge and skills related to sales and distribution channels .
Expected results of the learning:	Upon successful completion of this course, students is expected to know and be able to:

(a) knowledge; (b) skills (c) competencies:	1.Design a channel strategy to distribute products consistent with the firms' overall marketing position 2.Design a plan to find, select, and secure channel members 3.Develop a plan to motivate channel members to act int the firm's best interest 4.Develop recommendations for managing the channels on product, pricing and promoting issues 5.Develop a system for monitoring and evaluating the performance of each channel member
Teaching methodology and learning methodology	Projects designed together by students and lecturer, in small groups. Analysing distribution plans of companies . 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)	<i>Project/Plan/Strategy designed by student will bring 40 points of the grade, The rest is result of two mid term exams or final exam.</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	Authorized lectures prepared by lecturer
Additional literature	Various case studies . sales and distribution plans; strategies of Kosovo and companies worldwide,

The name of the subject	Corporate Governance
Subject description	The course deals with the description of the corporate-government, as important factors in business development, capital market and the economy

	as a whole. The law and ethics underlying and governing the structure and operation of the business corporations..
The aim of the subject:	The purpose of this course is to enable students to theories of corporate governance, functioning, organization, staffing and content of corporate governance as well as of legal and ethical frameworks related to corporate governance.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Essential knowledge in corporate governance (CG) - Knowledge of rules and relationships at HQ level. - Demonstration and application of rules and standards in CC. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Proficiency in the use of processes at HQ. - Ability to CC processes and cultures. - Skills in leadership or participation with CC. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent in the application of basic principles CC. - Competence for creating corporate value and reducing costs. - Competent to judge situations that have to do with CC.
Teaching methodology and learning methodology	The course will involve readings, class lectures, class discussion, and projects.
Evaluation method (criteria to pass exam)	<i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	2:2
Basic literature	Authorized lectures

	<p>Qeverisja e Korporatave (2012). Shyqyri Llaci</p> <p>Examples of Codes of conducts</p>
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PROFILE INSURANCE

Fifth semester

The name of the course:	Insurance Economics
Description of the course:	The course deals with the insurances in the world economy, the nature of economic systems, on demand and supply, demand and offer in the insurance sector, the nature of competitiveness, the insurance role in the reproduction process, governance and social and ethical functions of the insurance, the structure of insurance organization, electronic information in the field of insurance, business financing and formulating of the business goals, financial and statistical information as well as financial reports, taxation and financial strength of the insurance companies.
Aim of the course:	<p>The aim of this course is to prepare students to gain knowledge of economic side of the insurance sector, as well as to acquire skills to operate successfully in it.</p> <p>With course is intended that students be enable to recognize and understand the most important economic and financial processes that have impact on insurance activity, understand the role of finances, their regulation, and key financial indicators for the health assessment and to financial stability of the insurance company.</p>
Expected	Knowledge:

<p>learning outcomes:</p> <p>(a) knowledge;</p> <p>(b) abilities/skills and</p> <p>(c) competencies:</p>	<ul style="list-style-type: none"> • Understand the importance of insurance economics; • Understand the role of insurance in the national economy; • Take advantage of advanced knowledge about the role of capital and financial sustainability of insurance, in order to protect the interest of their clients. <p>Abilities & Skills:</p> <ul style="list-style-type: none"> • Ability to implement the acquired knowledge in their daily work; • Ability in decision making concerning the development of insurance business in particular economic environment; <p>Competencies:</p> <ul style="list-style-type: none"> • Competent for ethical and responsible activity in relation to the regulation which regulates the insurance field.
<p>Teaching (and learning) methodology</p>	<p><i>Concretization of theoretical concepts learned by studying and analysis of the practical examples. Working in groups, research case studies.</i></p>
<p>Evaluation methods (passing criteria)</p>	<p><i>Students' evaluation is done in accordance with the regulation of the College "Pjeter Budi"</i></p>
<p>The teaching/learning tools/ IT</p>	<p>Usage table, Internet, wireless, computer, projector, PowerPoint etc.</p>

Theory vs.practice	70% theoretical part, 30% practical part
Literature	
Basic literature	<i>Hashim Rexhepi, Insurance Economics, the College "Pjeter Budi", authorized lectures in 2016.</i>
Additional literature	<i>The Chartered Insurance Institute, London</i>

Subject name	INSURANCE LAW
Subject description	<p>This course is intended to provide students with the knowledge, skills course program is designed to enable recognition of the right to insurance. It consists of two parts:</p> <p>Part One - The general law on insurance - where they are based on insurance law, legal elements, duration, subjects and reaching contract on insurance</p> <p>The second part - which studied the rights and obligations of the contracting parties to the insurance contract, part of causing damage and insurance fraud</p>
The aim of the subject:	<ul style="list-style-type: none"> - The general law on insurance - Legal Elements of Insurance - Bases in insurance law - The insurance contract - Entities in insurance law - The rights and obligations of the contracting parties to the insurance agreement - Claims - Underwriting

<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> - To learn the meaning of insurance, their types, insurance and underwritten process and claims process - To learn about the concept, functions and system elements insurance, - To learn about the operations of insurance risk assessment system in insurance. <p>Ability and skills:</p> <ul style="list-style-type: none"> - Ability to implement the knowledge in the field of insurance in the practical management - Ability to implement the business plan, financial plan, marketing plan. - Skills for taking initiatives and business management in the field of insurance <p>Competence:</p> <ul style="list-style-type: none"> - Ability to run the business activities in the insurance sector - Competence in the assessment of management problems in the area of insurance businesses - At the opening of business competence in the management of insurance companies.
<p>Teaching methodology and learning methodology</p>	<p>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.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p><i>Assessment of the student is as follows:</i></p> <p><i>40 percent of the grade is gained based on interactivity in the classroom, home work and seminars</i></p> <p><i>60 percent of the grade is based on two mis semestral exams or final exam</i></p>

The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50:50
	<p>Authorize lectures of the College, 2015</p> <p>Kosovo Laws on insurance</p> <p>Other legal documents</p>

Subject name	RISK MANAGEMENT IN INSURANCE
Subject description	<p>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 tread, including measuring and controlling these risks.</p> <p>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).</p> <p>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</p>

	management control will create a broad scope of knowledge on the control function, as the most important form of risk management.
The aim of the subject:	The main purpose of this course is that students gain knowledge, in terms of the notion of risk management and its necessity; possession of knowledge on security as discipline and risk management for insurers.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge</p> <ul style="list-style-type: none"> • 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. <p>Abilities and Skills:</p> <ul style="list-style-type: none"> • 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. <p>Competence</p> <p>Competence in interpreting the decisions on financing the entity's objectives, competence in the management of insurance companies, financial competence in business analysis, power to control internal and external to the</p>

	<p>enterprise.</p> <p>To enable students to successfully use their methods and skills in the management of the insurance company, etc..</p>
Teaching methodology and learning methodology	Theoretical topics, concretization of theoretical concepts – their studies and analysis of practical examples. Interactive work during the lectures, group work, case studies, and research.
Evaluation method (criteria to pass exam)	<p>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 15 questions. Each of the questions is certified with 2 points, meaning that the maximum of points will be 30.</p> <p>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.</p> <p>On determining the final grade, the following method of assessment will apply: Regulation of the Examination.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	2:2
Basic literature	<p><i>Rene Doff “Risk Management for Insurer” 2008</i></p> <p><i>Authorized Lectures in Albanian</i></p>
Additional literature	<p>Orfea Dhuci, Basic knowledge about risk and risk management”, Ombra GVG, Tiranë, 2011</p> <p><i>Drago Klobuqar “Principles of Risk Management in Insurance” 2009</i></p> <p><i>MITC Principels of risk management and insurance, Malte 2007</i></p>

Subject name	Internship
<p data-bbox="183 279 420 310">Description</p> <p data-bbox="183 930 420 1014">The aim of the subject:</p>	<p data-bbox="440 279 1427 478">This course comprises of effective work/internship of students in various institutions / SME's where they will spent 120 hours during the semester. Thirty hours comprise of students independent work , or it will be a time of work in the classroom under supervision of the assigned lecturer.</p> <p data-bbox="440 527 1292 611">The student gain knowledge and practical skills to work in various businesses and companies as well as in different institutions.</p> <p data-bbox="440 659 1419 743">Subjects is mandatory and upon the completion of the course students gain 6 credits.</p> <p data-bbox="440 791 1427 1106">AIM of the subject is for students to learn by doing to observe work processes in various companis or institutions and to put their hand and work in practice, along side with other employees as interns working in companies and institutions. (SME/institutions/banks/insurance companies' marketing companies, governmental and non governmental institutions/ organizations/ agencies etc).</p>
<p data-bbox="183 1161 420 1245">Expected results of the learning:</p> <p data-bbox="183 1329 420 1360">(a) knowledge;</p> <p data-bbox="183 1381 420 1413">(b) skills</p> <p data-bbox="183 1434 420 1465">(c)</p> <p data-bbox="183 1486 420 1518">competencies:</p>	<p data-bbox="440 1161 594 1192">Knowledge</p> <ul data-bbox="488 1266 1365 1413" style="list-style-type: none"> - Understand conection between theory and practice in the field of business administration - To identify processes needed for tasks to be carried on <p data-bbox="440 1539 626 1570">Abilisty/skills</p> <ul data-bbox="488 1623 1435 1770" style="list-style-type: none"> - Ability and skills to work in SME 's but also in bigger companies and institutions as well - Skillfull to apply theoretical knowledge in daily work

	<p>Competence</p> <ul style="list-style-type: none"> - To plan, manage and lead, certain groups of employees in an organization or activity related to business administration, -
<p>Teaching /learning methodology</p>	<p>Out of 150 hours , 120 hours students should spent in company while the rest of the time is independent work or work in classroom under the supervision of the lecturer.</p> <p>Internship will be carried on in one of the companies/institution among hundreds of them with which College has signed Memorandum of Cooperation: various businesses marketing and design companies, 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..</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>Students knowledge and skills will be assessed based on two evaluation forms , one filled by company/institution supervisor, and second one filled buy students themselves .</p> <p>After analyzing both forms, lecturer will assess students in verbal or written form.</p> <p>The grade of this course is built differently from other courses.</p> <p>80 percent of the grade is build upon assessment of the student by professor, while twenty percent of the grade are result of the independent work/project /research/analysis accomplished by student during the internship.</p>

Subject name	Corporate Governance
Subject description	The course deals with the description of the corporate-government, as important factors in business development, capital market and the economy as a whole. The law and ethics underlying and governing the structure and operation of the business corporations..
The aim of the subject:	The purpose of this course is to enable students to theories of corporate governance, functioning, organization, staffing and content of corporate governance as well as of legal and ethical frameworks related to corporate governance.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Essential knowledge in corporate governance (CG) - Knowledge of rules and relationships at HQ level. - Demonstration and application of rules and standards in CC. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Proficiency in the use of processes at HQ. - Ability to CC processes and cultures. - Skills in leadership or participation with CC. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent in the application of basic principles CC. - Competence for creating corporate value and reducing costs. - Competent to judge situations that have to do with CC.
Teaching methodology and learning methodology	The course will involve readings, class lectures, class discussion, and projects.
Evaluation method (criteria to pass exam)	<i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.

Theory vs. practice	2:2
Basic literature	<p>Authorized lectures</p> <p>Qeverisja e Korporatave (2012). Shyqyri Llaci</p> <p>Examples of Codes of conducts</p>

Subject name	MARKET AND FINANCE INSTITUTIONS
Subject description	<p>This course comprise of the units related to the the role of financial institutions and markets play in the business environment. Analyzing a series of applications of principles from finance and economics that explore the connection between financial markets, financial institutions and the economy are integral part of the course , alongside with concepts related to structure of interest rates, stocks, principals of derivatives, and currencies. On the institutions side, units are focused on commercial banks, investment banks, insurance companies, mutual funds, the Reserve Systems and their role of in the economy.</p>
The aim of the subject:	<p>To describe each type of financial markets, with a focus on its globalization, its utilization by financial institutions. Each type of financial institution is also described, with a focus on its management, performance, regulatory aspects, use of financial markets, and sources and uses of funds.</p>
Expected results of the learning:	<p>Knowledge:</p> <p>To know about concept of financial markets and institutions</p> <p>To learn about banking operations - banking principles, types and forms of banking operations,</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p> <p>To identify the functions of financial markets and institutions and examine their impact.</p> <p>.</p>

	<p>Ability and skills:</p> <p>Ability to implement knowledge about the domestic and international financial system</p> <p>Skills to use information technology as a tool to do essential business tasks including performing electronic research, and creating documents, presentations and spreadsheets related to finance market and institutions.</p> <p>Competence:</p> <ul style="list-style-type: none"> • Evaluate empirical evidence of market performance, and contrast it with theories of market performance. • Research and analyze specific problems or issues related to financial markets and institutions. • Explore the international integration of international financial markets and analyze the implications for financial managers.
Teaching methodology and 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)	Evaluation criteria are attached at the Regulation for students assessment of the College Pjeter Budi. Otherwise , beside two formal written exams (semi semestrals/ each max. 30 points) or final exam (60 points maximum), student will be evaluated based on activities, seminar work, home work, presentation and attendance.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	Sherif Bundo. : Financat”, Tiranë, 2012.

Additional literature	Ivaniš M.: “Osnovi finansija”, Univerzitet “Singidunum”, Beograd, 2009. Sabahudin Komoni. :“Financat ”,Prishtinë, 2008.
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Subject name	Leadership
Subject description	This course includes knowledge about the theories and practices of leadership. In order to separate the leadership traits on how they evolve with changes in society, economy, business and especially in international business. So what will students receive leadership is clarifying their basic concepts, strengthen leadership skills, leaders and subordinates, their attitude changes. etc..
The aim of the subject:	<ul style="list-style-type: none"> - To present the key concepts of leadership, with which every student shall consist of basic knowledge about what or what is leadership, what differs from management? - To present the changing role of leadership. - Demonstrate leadership styles, leadership according to situations, their attributes and skills etc. <p>These goals help students understand and use the concepts, theories and practices of leadership, to make them more efficient and more effective as a manager or employee in the business customer or beyond.</p>
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Basic knowledge of theories and practices of leadership - To know/ understanding the various leadership practices. - Knowledge about the relationship of leadership with other disciplines and fields. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Proficiency in the use of leadership practices. - Skill in planning, leadership and motivation. - Leadership skills in making decisions. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to be effective in their leadership.

	<ul style="list-style-type: none"> - Competence in leading and working with colleagues and other partners. - Competent to provide change, development and / or new ideas;
Teaching methodology and 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)	<p>First Mid-Term exam – 30%</p> <p>Second Mid-term exam- 30%</p> <p>Coursework- 20%</p> <p>Attendance and Participation/interactivity- 20%</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	<p>Authorized lectures , College “Pjeter Budi”, 2016</p> <p>V.Kume, N.Mustafa, E.Krasniqi : Leadership, theory, conceptc and practices (2011).</p>
Additional literature	<p>http://www.leadership-central.com/leadership-theories.html#axzz4c4guNluS</p> <p>https://www.slideshare.net/kesarinandan96/theories-of-leadership-13415459</p>

Subject 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 is taught basics of academic

	<p>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 official and non official, print and electronic; writing essays and research papers; avoidance of plagiarism; learning to apply critical thinking in research and writing of academic papers.</p>
The aim of the subject:	<p>Academic writing course aims to prepare student to work better and easier in academic world and working carrier. 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.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. to know how to identify research topic and to prepare concept paper, 2. to understand methodology of the chapter division 3. to understand process of choosing and exploring the topic <p>Abilities and skills:</p> <ol style="list-style-type: none"> 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. <p>Competence:</p> <ol style="list-style-type: none"> 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 / learning methodology	<p>Problem-based learning, project work in groups, student-centered approach; using the sources; analyzing case studies; interactive workshops, group presentations; games, role plays; using synthesized materials and deconstructing concepts in them.</p>
Evaluation method (criteria to	<p>The final exam has “multiple choice testing” with 30 questions in total, max 60 points.</p>

pass exam)	<p>To determine the final grade:</p> <p>From 50 – 59 accumulated point take the grade 6 (six).</p> <p>From 60 – 69 accumulated point take the grade 7 (seven)</p> <p>From 70 – 79 accumulated point take the grade 8 (eight)</p> <p>From 80 – 89 accumulated point take the grade 9 (nine)</p> <p>From 90 – 100 accumulated point take the grade 10 (ten)</p> <p>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</p>
teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice ratio	50% theory, 50% practice.
Basic literature	<p>Imer Mushkolaj, Academic writing (authorized lectures, 2010, Prishtinë)</p> <p>http://www.duluth.umn.edu/~hrallis/guides/researching/litreview.html</p> <p><i>College Pjeter Budi guideline for how to prepare scientific paper</i></p>

Subject	Control and Auditing (revision)
Subject description	This course is designed to provide students with a basic understanding of all aspects of audit and control. These include acceptance and planning on audit and inspection, evaluation of internal controls, verifying bank accounts and financial statement assertions, reporting on audited financial statements and audit standards, and legal obligations and ethical professional and personal responsibilities auditors and inspectors.
The aim of the subject:	Internal control and audit have close links between them. The audit reviews the financial condition and activity of the enterprise as this activity is carried out and controlled by internal control. So revision is retroactive. While internal control is carried out during the development of the enterprise and aims to prevent wrongdoing.

	<p>Internal control plan encompasses a whole organization and a company implements measures to safeguard its assets, to check the accuracy and reliability of accounting data, promote increased efficiency and to ensure the correct implementation of enterprise policy management.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge :</p> <ol style="list-style-type: none"> 1. Knowledge of how the methods by which key leaders delegate their authority and define responsibilities for specific functions such as: buying selling, accounting, and production. 2. Also knowledge of the program of preparation , verification and distribution according to different levels of surveillance reports and analyzes, which the executive directors create opportunities to exercise control over various activities and functions in a corporation. 3. It provides an important aid for running effectively, especially in larger economic units. <p>Ability and Skills:</p> <ol style="list-style-type: none"> 1. To prevent errors and irregularities by a system for authorizing transactions, recording transactions accurately and protection of assets. 2. Identify errors and irregularities to level the accounting records kept records independently and physical counting, and checking accounts for possible values or canceled. 3. To assist the operation efficiency by examining the policies and procedures for possible improvements <p>Competence :</p> <ol style="list-style-type: none"> 1. The existence of an effective staff of internal audit, conducted performance evaluations of employees to help guide their work and energy in terms of predicting the effective functioning of an enterprise. 2. Limit the use of funds by unauthorized personnel 3. A defined organizational structure and build good
<p>Teaching methodology and learning</p>	<p>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</p>

methodology	of learning for students to record their educational experience.
Evaluation method (criteria to pass exam)	<i>(Details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50:50
Basic literature	Shefket JAKUPI, Fadil KRASNIQI, "AUDITING" "KGT", Prishtinë, 2012.
Additional literature	Shuli, Ingrid & Perri, Rezarta; ANALYSIS OF FINANCIAL REPORTS, Tiranë, 2008. Halit Xhafa; Financial analysis, Pegi, Tiranë, 2008.

THIRD YEAR

SIXTH SEMESTER

Subject name	LIFE AND NON LIFE INSURANCE
Subject description	The study of health and life insurance and their connection with financial planning; theme covers the need for financial assistance to the survivors as a result of the premature death of a family member; concepts of health and life insurance and annuities, including quantitative basis, the provision of policy, implementation of alternative products, the problem of assessment and taxation.
The aim of the subject:	The purpose of this course is for students to develop theoretical and practical knowledge in the field of health and life insurance
Expected results of the learning:	Knowledge: To know about life and none life insurance concepts and their importance in

<p>(a) knowledge; (b) skills (c) competencies:</p>	<p>daily lives of the people</p> <p>Ability and skills:</p> <p>Skills in the implementation of knowledge about the objectives of the enterprise, to enable the use of general theoretical knowledge in concrete situations faced by business, to demonstrate the skills that moment in time and make the right investment and financing needed for positive business.</p> <p>Competence:</p> <p>Competence in the interpretation of decisions on the objectives of the enterprise, competence management companies, to enable students to successfully use their methods and skills in managing life-insurance system and the system of public and private health insurance etc.</p>
<p>Teaching methodology and learning methodology</p>	<p>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.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p><i>60 points maximum is final exam</i></p> <p><i>Final exam takes place is student fails to pass semi semestrals . There are two semisemestrals during the semester. In each of them student can get maximum 30 points.</i></p> <p><i>40 points are result os interactivity, seminar work and other activities of the student</i></p>
<p>Theory vs. practice</p>	<p>The white board, power point presentation, computer Microsoft Office,etc.</p>
<p>Theory vs.</p>	<p>2:2 per week</p>

practice	
Basic literature	Dr. Ilir Hoti Industria e Sigurimve dhe menaxhimi i Rrezikut (Sigurimi i jetës dhe shëndetit) Tiranë2008
Additional literature	<i>Life insurance CII</i> –Malta International Training Institute

Subject name	ACTUARY MATHEMATICS
Subject description	Implementation of the actuarial mathematics and life insurance; comparison of different calculations compared with non-life insurance; survival models, life tables, life insurance, life annuities, annual benefit premiums...
The aim of the subject:	To prepare students solve problems involving risk and uncertainty. This course is aiming to prepare them for actuarial work in insurance, with pension consulting firms, investment banks and in other areas of the financial sector.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - basics of actuary math with the focus on insurance and it's various fields <p>Ability:</p> <ul style="list-style-type: none"> - To calculate risks in insurance -to prepare tariffs/tax reports regarding the damage/loss To calculate technical reserves in life and none life insurance <p>Competency:</p> <ul style="list-style-type: none"> - to run and manage financial departments in insurance companies and

	other entities related to insurance in general
Theory vs. practice	Problem-based learning, project work in groups, case studies relevant to actuary math in insurance sector .
Evaluation method (criteria to pass exam)	Two semi semestral formal evaluation are mandatory. Evaluation exams are provided in written form. In total through formative assessment student can get maximum 60 points (for each colloquium 30), while the rest are points that he/she will get throughout semester based on problem solving in the classroom and home work. Final exam will be organized for students that doesn't pass semi semestral exams.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	Authorized lectures prepared by lecturer of “Pjeter Budi” Actuarial Mathematics and Life table statistics, Eric V. Shid
Additional literature	Matematika aktuare, prof.dr. Cvetko Andreski

Subject name	SOCIAL AND PENSION INSURANCE
Subject description	<p>Main focus of this course is policies and laws, domestic and international, related to social insurance and retirement.</p> <p>It covers the historical context of social insurance, the notion of social and pension insurances, the models of insurance based on different social models, etc.</p> <p>Functions of pension insurance , the pillars of the insurance systems, consequences that financial crisis can have on pension savings in Kosovo and abroad , are other aspects that will be explained and</p>

	analyzed in this course.
The aim of the subject:	The purpose of this course is for students to develop theoretical and practical knowledge in the field of social and retirement insurance. They will be taught types of insurances, types of contracts related to different types of insurance as well as the rights and responsibilities that such contracts generate for people and companies.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> -To understand the importance of social and pension insurance - to understand the role of insurances in the sustainability of household income - To list the types of social and pension insurance <p>Ability/ Skills</p> <p>To apply the knowledge that student gained during the lectures/exercises and home work</p> <p>Ability to promote in professional manner social and pension insurance</p> <p>Technical skills to manage social and pension insurance products</p> <p>Competence:</p> <ul style="list-style-type: none"> To manage social and pension insurance company To conduct in independent manner comparative research regarding these types of insurance
Teaching methodology and	Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study

learning methodology	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)	See Regulation for student assessment
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	2:2
Basic literature	Authorize lectures, prepared by College “Pjeter Budi’ lecturer, 2016 Dr. Sherif Gashi – “Sistemi pensional ne Kosove”-Dispenca Kolegji Pjeter Budi, prishtine 2012
Additional literature	<ul style="list-style-type: none"> - Ligji mbi pensionet ne Kosove - Ligji i Shqipërisë mbi Sigurimet Shoqëror

Course name:	Management information systems (MIS)
Subject description	Types of information systems, the advantages and their disadvantages; demonstration on how to use the latest technology and apply various information systems. Students will examine how information systems are used to solve problems and make better business decisions and apply these concepts to analyze business cases and to improve business performance.
The aim of the subject:	The aim of this subject is to inform the students regarding the MIS in general and about advantages that one can gain from information systems. Second objective is to taught them apply different MIS, plan, develop , apply and manage various information systems in order to be capable to take informed decisions.

<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies</p> <p>:</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> -To understand terminology and key terms and concepts used in the field of management information systems ; -to list advantages of certain databases/information systems, as well as future challenges of information systems. - To introduce modelling business processes and automated work processes that contribute organization/business working environment. - Fully explain the relationship between information systems and management <p>Abilities and skills:</p> <ul style="list-style-type: none"> - Examine how database processing and components of a database system can be used most efficiently in an organizational setting. - to identify and implement the various MIS and work processes within a business /organization ; - Analyze how technology can be used to synthesize complex data to make sound business decisions <p>Competencies</p> <ul style="list-style-type: none"> - to identify and suggest appropriate responses to various managerial issues arising from the development, implementation and use of information systems. - to synthesize work processes and their automation opportunities through information systems; - Integrate into business situations and analysis, and evaluate both theory and practice relevant to Management information systems
<p>Teaching / learning</p>	<p>Group work, work demonstration with the computer and informative systems, feedback for the home works, involvement in different small</p>

methodology	projects regarding the identification and modelling 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 quizzes that will be organised in class. The grade will reflect the way in which student present and support topics and positions in the various learning activities used in this course. The grades will be based on the quality and quantity of the comments and responses in the various activities. The grades for the course will be based on an accumulation of points throughout the course (40 points) and based on results of two pre-tests or based on the final exam . Final exam is passed in the moment when the student has successfully reached fifty percent of the correct answers of the test. Maximum points of the test is 60.
Concretization means	Programmes and platforms of the different 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; Introduction to Information Systems, Rainer, K. dhe Cegielski, C. (2011);
Additional literature	Authorized lectures: Managing databases , 2014 Information systems , Rainer, K dhe Cegielski, C. 2011 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)
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Subject name	Re insurance
Description	<p>Reinsurance as a subject deals with the benefits that insurer can get from the insurance services/products:</p> <p>Increase of the capacities of re insurer</p> <p>Stability of the results and increase of the sustainability of the insurer</p> <p>This subject comprise of the explanation and analysis of the types of the reinsurance contracts</p> <p>A number of the lesson units are focused on the reinsurance plan , assessments of the reinsurers as well as on the arbitrage clauses</p>
Aim of the subject	The aim of the subject is for students to gain the knowledge and required skills regarding the reinsurance as a sector. They will be capable to understand and carry on the techniques of the reinsurance and arbitrage clauses
Expected results	<p>Knowledge:</p> <p>To know basics about reinsurance and their importance for the insurance companies</p> <p>(a) knowledge;</p> <p>(b) ability/skills</p> <p>to understand importance, functions, policies, programmes, and respective documentation needed for calculation of the primes of reinsurance</p> <p>(c) competencies</p> <p>to gain advanced knowledge about the way market functions in the insurance/reinsurance sector</p> <p>Ability/skills</p> <p>-to apply gained knowledge during the daily tasks in companies</p>

	Competence: -to analyse in a critical manner problems arising in reinsurance sector
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 and assessment methodologies	60 points maximum is final exam Final exam takes place is student fails to pass semi semestrals . There are two semisemestrals during the semester. In each of them student can get maximum 30 points. 40 points are result os interactivity, seminar work and other activities of the student
Convretisation means	Programmes and platforms of the different information systems; The white board, power point presentation, computer Microsoft Office, Projector, etc.
Theory vs. practice	Sevento percent of the time are classic lectures and thirty percent of the suvject is practice
Literature	Authorized lectures prepared by professor Principles and techniques of ri-insurance
	INS016 , INtrioduction to riinsurance, MITC 2010 Literature from internet

Subject name	Insurance sale and distribution channels
Description of the	The course Distribution channels in insurance provides to the students the

course:	<p>basic knowledge on marketing in insurance, respectively on insurance sale channels.</p> <p>The course contains three chapters: the first chapter Marketing in insurance, the second chapter Participants in the insurance market, where will be treated in particular the insurance mediators, agents, brokers and insurance bank, as well as the insurance claims handlers. The third chapter deals with the fair competitiveness in the insurance market, addressing the prohibition of dominant position in the market, the state's role in competition as well as the protection of insurance consumers' rights.</p>
Aim of the course:	<p>The aim of this course is that students be able to gain basic knowledge on insurance sale channels, competitiveness and insurance consumer protection.</p>
<p>Expected learning outcomes:</p> <p>(a) knowledge;</p> <p>(b) abilities/ skills and</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> • Understand the importance and types of the insurance sale channels; • Understand the role of education in insurance and how to offer better insurance products to customers; • Obtain basic knowledge on the way of functioning of the insurance sale channels in countries with developed insurance market and the insurance market situation in Kosovo. <p>Abilities & skills:</p> <ul style="list-style-type: none"> • Basic abilities to work in the insurance sale channels; • Ability to understand and promote the insurance products in developed and emergency markets; • Technical ability to manage the insurance sale channels; <p>Competencies:</p>

	<ul style="list-style-type: none"> • Ability to design and implement with competence the strategy of the sale services in the insurance sector in the country, the region and the world.
Teaching (and learning) methodology	<i>Concretization of theoretical concepts learned by studying and analysis of the practical examples. Working in groups, research case studies.</i>
Evaluation methods (passing criteria)	<p>In one semester will be held two colloquia (tests), whereas at the end of the semester, will be held the exam.</p> <p>The student passes the first colloquium, if the evaluation test of the colloquium has more than half correct answers. After that student is evaluated that has passed the first colloquium, it will be course to the second colloquium.</p> <p>The final evaluation of the student is made in accordance with the Regulation of the College “Pjeter Budi”.</p>
The teaching/learning tools/ IT	Usage table, Internet, wireless, computer, projector, PowerPoint etc.
Theory vs. practice	<p>50% theoretical part,</p> <p>50% practical part</p>
Literature	
Basic literature	<i>Authorized Lecture "Marketing in insurance" the College “Pjeter Budi”, 2015</i>
Additional literature	<p><i>The Chartered Insurance Institute, London, UK, Business and economics, 2009.</i></p> <p>Dr. Hamit Aliu & Dr. Tihomir Cebreganov, Marketingu Praktik, USHT,</p>

	Tetove, 2008
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Subject name	International marketing
Subject description	The course comprise of the unit related to concepts of international marketing; characteristics and challenges of international marketing; marketing of the corporations and multinational business entities; marketing environment; the role of the promotional policies, price, distribution and export policies in foreign market . Part of the subject is the use of the technology and social media for the promotional activities in the international marketing.
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	<p>Knowledge</p> <ul style="list-style-type: none"> • General knowledge in the field of International Marketing • Understanding of best international marketing practices and their influence in change of the business behaviour. • The knowledge and the understanding of the international market supply and demands • To understand basic principles, objectives and problems in development of the international marketing channels <p>Skills:</p> <ul style="list-style-type: none"> • 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

	<p>Marketing.</p> <p>Competences:</p> <ul style="list-style-type: none"> • Competences to take decisions in the International Marketing. • To be competent to conduct research, design and implement strategy regarding international marketing • To undertake activities and select/suggest/ decide best strategic models of international markets in the context of international marketing.
Teaching and learning methods	Throughout 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, conduct surveyes. Demonstration of the usage of technology and social media by building the case studies.
Assessment	Student's engagement is assented, but critical thinking and analytical skills are valued the most. Passing criteria are defined by College Regulation. Student is obliged to conduct a seminar work. They have chance to chose themselves but lecturer can assign the seminar topic as well.
Concretization means	White board, Internet, Wireless, Computer, Projector, and Powerpoint slides etc.
Theory vs. practice	50% with 50% is the ratio of lectures with the exercises within 60 hours in class.
Literature	<p>Prof.dr. Ali Jakupi, International Marketing, Prishtinë 2008</p> <p>Prof.dr. Ilija Kristo, International Marketing 2008,</p> <p>Vern Terpstra, International Marketing , 2012</p>

PROFILE: PUBLIC ADMINISTRATION

Subject	ADMINISTRATIVE LAW
Subject description	<ul style="list-style-type: none"> - Administrative legal forms; - Administrative legal relations; -Administrative Act; - Administrative activity; - Organization of the administration; - The bodies of administration; - Principles of organization and work of administrative bodies; - Public services; computerization - Public authorizations; - Formal control administrative activity; - Political and administrative responsibility;
The aim of the subject:	<p>The purpose of the study of this course is to familiarize students with the norms of administrative law, administrative organization and its way of functioning. With this subject we want to achieve new skilled staff, capable of the necessary legal reforms in the field of administrative law, competent staff to control administrative activity and taking their political responsibility in the administration.</p>
Expected results of the learning:	<p>Knowledge:</p> <p>For main concepts of the Administrative Law,</p>

	<p>For administrative legislation,</p> <p>For different administrative Systems,</p> <p>For the importance of the digitalisation of administration,</p> <p>Abilities and Skills:</p> <ul style="list-style-type: none"> -To implement the knowledge gained to improve further the position of the administration at different levels, - Abilities to apply control on administration -For the interpretation of the main provisions dealing with administrative law, <p>Competencies:</p> <ul style="list-style-type: none"> -Competent to make analysis of various acts issued by the administration and to understand the type and concrete effects of these acts, - Identify and analyze problems currently facing the public administration in Kosovo and other areas of the world -To provide adequate solutions to existing problems as systemic administration of gaps and possible legal gaps.
<p>Teaching methodology and learning methodology</p>	<ul style="list-style-type: none"> - Professor lectures and exercises under his/her mentorship - Classroom discussion moderated by lecturer - Classroom discussion moderated by student leaders of small groups - Presentation of the homework and seminar papers <p>Selection of readings and analysis of the literature on group</p> <p>Students seminar/presentation</p>
<p>Evaluation method</p>	<ul style="list-style-type: none"> - Knowledge, skills and competence of the student in the field of administrative law will be evaluated throughout the semester. Provided its

(criteria to pass exam)	<p>own initiative points, homework, term papers, tests written or orally presented during class work, interactivity, etc. (40 points maximum)</p> <ul style="list-style-type: none"> - Students also will undergo two formal assessment tests (each midterm can have a maximum of 30 points). Part of assessment are two (2) midterm exams which contains many questions with multiple choices and analytical essay. - If the student does not pass one of the midterm exam should take final exam (maximum 60 points).
Report theory/practice	<ul style="list-style-type: none"> - Each week will be held two hours of interactive lectures and two hours of exercises - - The ratio is 50 percent theory and 50 percent practice.
Basic literature:	<ol style="list-style-type: none"> 1. Prof. Esat Stavileci, Prof. Agur Sokoli, Prof. Mirlinda Batalli Administrative Law – Administration, Control of work of Administration and her Political Responsibility, Computerization of Administration, Pristine, 2010. 2. Esat Stavileci, Mirlinda Batalli, Sokol Sadushi: ” Administrative Law – Organization and Administrative Activities”, Pristina, 2012
Additional literature:	<ol style="list-style-type: none"> 1. Prof. Agur Sokoli: “Control of administrative work and its political responsibility” Pristina, 2009 2. Legislation sources : <ul style="list-style-type: none"> -Constitution of the Republic of Kosovo; http://www.kushtetutakosoves.info/repository/docs/Constitution.of.the.Republic.of.Kosovo.pdf - Law on the State Administration of the Republic of Kosovo, No. 03/L-189. http://www.assembly-kosova.org/common/docs/ligjet/2010-189-eng.pdf

Subject name	Constitutional Law
Subject description	<p>This course is focused on theoretical and practical approach to understanding the basic concepts of constitutional law starting from the meaning of the Constitution and the constitutional law whether it is in its positive or comparative terms, and continue to study the constitutional amendments as well analyzing the the most representative constitutional systems,</p> <p>Durin the course the types of constitutional systems will be explained alongside with differences and similarities between them.</p> <p>A large portion of the units is focused on Kosovo constitution.</p>
The aim of the subject:	The purpose of this course is focused on theoretical and practical approach to the recognition of constitutions and constitutional law in general and also the special representative systems. Main focus is Kosovo constitution.
Expected results of the learning:	<p>Knowledge:</p> <ul style="list-style-type: none"> -Understanding of constitutional law as a science and as a branch of the law. -Meaning of the Constitution as the fundamental and highest act in place, -Types of Constitutions and the process of amending them -Equipment with detailed knowledge about constitutional law; -Equipment with knowledge of provisions concerning constitutional practice processes; <p>Ability and skills:</p> <ul style="list-style-type: none"> Acquisition of practical skills in the constitutional drafting process; Profit-depth knowledge in recognizing the constitutional systems of the world; -Ability to interpret the constitutional provisions and norms,

	<ul style="list-style-type: none"> -Analysis of different types of constitutional systems -Transmission of this knowledge in the external environment; -Achieving the degree of perfection of knowledge gained; -Perfection and perfection of knowledge about the functioning of the positive constitutional system <p>Competence:</p> <ul style="list-style-type: none"> -For the interpretation of key provisions dealing with the constitutional right -To implement the knowledge in different ratios and levels.
Teaching methodology and 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)	<p>Two mid semestral exams, each of them 30 points</p> <p>Final exam : Sixty points</p> <p>10 points seminar work/ essay and presentations</p> <p>20 points attendance in the classroom, interactivity, et c</p> <p>10 activities in the classroom</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	<p>Three academic hours of lectures per week</p> <p>One hour excercise/practice per week</p> <p>Lectures are interactive with the student at the center</p>
Basic literature	1.Arsim Bajrami “Sistemi Kushtetues i Republikës së Kosovës, Prishtinë 2011.
Additional literature	<p>Kosovo constitution, 2008</p> <p>The Law for Constitutional Court of Kosovo</p> <p>European Convention for Human Rights</p> <p>Enver Hasani and Ivan Cukalovic: Commentary of the Kosovo Constitution,</p>

	2014 Drafting the constitution, Arsim Bajrami, 2007
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The name of the subject	Local SELF-GOVERNANCE
Subject description	Through this course students will gain knowledge about the concept of local governance /self governance; criterias of territorial organization; decentralisation, competencies of the local government, local finances, the form how local institutions are regulated and challenges faced by them .
The aim of the subject:	The main goal is that students receive appropriate knowledge of local self governance, local institution, their competencies and their budget ..
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> -theoretical overview of the legal concept of local governance. -to study the legislation in force in Kosovo in terms of local governance. -to study the municipality as the basic unit of local government in Kosovo, in organizational, functional and responsibility terms exercised at the local level. -A theoretical overview about the issue of finance from the municipal perspective if going to be offered. <p>Understanding the terminology of Local Self-Government</p> <p>Ability and skills:</p> <ul style="list-style-type: none"> -Analysis of different types of decentralization as a source of local self-government -Transmission of this knowledge in the external environment; -Perfection of knowledge about the functioning of the positive constitutional system

	<p>Competence:</p> <ul style="list-style-type: none"> - -To implement the knowledge gained with the aim of further improving the situation at the local level -To know the laws on municipal governing , boundaries, and municipal finance.
Teaching methodology and learning methodology	<p>When conducting this subject, and in order for students to acquire as much knowledge in this area, method used in most modern universities will be used.</p> <p>Particular attention will be paid to the study and analysis of several municipalities in order to closely understand and compare the different systems of governance</p> <p>Also, students will engage in presentations and seminar papers analyzing the shape of power and systems in different countries (the most representative)</p> <p>Interactivity-method will be used during the course throughout the semester.</p>
Evaluation method (criteria to pass exam)	<ul style="list-style-type: none"> - Knowledge, skills and competence of the student in the field of constitutional law will be evaluated throughout the semester. Provided its own initiative points, homework, term papers, tests written or orally presented during class work, interactivity, etc. (40 points maximum) - Students also will undergo two formal assessment tests (each midterm can have a maximum of 30 points). Part of assessment are two (2) midterm exams which contains many questions with multiple choices and analytical essay. <p>If the student does not pass one of the midterm exam should take final exam (maximum 60 points).</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	70 percent theory: 30 percent practice

Basic literature	Orhan Ceku: Local self governance, authorized lectures, 2016 European Charter of the Local Selfgovernance, Kosovo law for self governance, 2008
Additional literature	Carlos Nunes Silva/ Ian Bucek : Local government and urban governance in Europe, 2016 Carlo Panara, Michell R. Varney: Local government i Europe: The fourth level of EU multilayered system of governance, 2013 Kosovo municipalities statutes

Subject name	Internship
Description	This course comprises of effective work/internship of students in various institutions / SME's where they will spent 120 hours during the semester. Thirty hours comprise of students independent work , or it will be a time of work in the classroom under supervision of the assigned lecturer. The student gain knowledge and practical skills to work in various businesses and companies as well as in different institutions. Subjects is mandatory and upon the completion of the course students gain 6 credits.
The aim of the subject:	AIM of the subject is for students to learn by doing to observe work processes in various companis or institutions and to put their hand and work in practice, along side with other employees as interns working in companies and institutions. (SME/institutions/banks/insurance companies' marketing companies, governmental and non governmental institutions/ organizations/ agencies etc).
Expected results of the learning:	Knowledge

<p>(a) knowledge; (b) skills (c) competencies:</p>	<ul style="list-style-type: none"> - Understand connection between theory and practice in the field of business administration - To identify processes needed for tasks to be carried on <p>Ability/skills</p> <ul style="list-style-type: none"> - Ability and skills to work in SME 's but also in bigger companies and institutions as well - Skillfull to apply theoretical knowledge in daily work <p>Competence</p> <ul style="list-style-type: none"> - To plan, manage and lead, certain groups of employees in an organization or activity related to business administration, -
<p>Teaching /learning methodology</p>	<p>Out of 150 hours , 120 hours students should spent in company while the rest of the time is independent work or work in classroom under the supervision of the lecturer.</p> <p>Internship will be carried on in one of the companies/institution among hundreds of them with which College has signed Memorandum of Cooperation: various businesses marketing and design companies, 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..</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>Students knowledge and skills will be assessed based on two evaluation forms , one filled by company/institution supervisor, and second one filled buy students themselves .</p> <p>After analyzing both forms, lecturer will assess students in verbal or written form.</p> <p>The grade of this course is built differently from other courses.</p>

	80 percent of the grade is build upon assessment of the student by professor, while twenty percent of the grade are result of the independent work/project /research/analysis accomplished by student during the internship.

Subject name	Strategic Management of Human Resources
Subject description	This course analysis contemporary concepts of the human resource management: Recruitment polcies and law; Selection and motivation Planning resources Development and compensation of the employees Also,together with the group of students the strategies for HR development will be designed;
The aim of the subject:	The course aims to give students the necessary knowledge about concepts of strategic management of human resources and about staff development. Consequently, this course is designed to be focused on research and development of concepts and strategies that increase the effectiveness of the student to understand the policies and general management practices that are used to maximize the value of people in the organization.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	Knowledge : 1. Learn the meaning and practical application management and development strategies on human resources. 2. Learn about the concepts and functions of management strategies for human resources. Abilities and skills:

	<p>Ability in the implementation of knowledge concerning the management and development of human resource strategies.</p> <p>Skills for taking initiatives and human resource management in organizations, institutions or companies by applying a strategy that will increase their efficiency and productivity.</p> <p>Competence :</p> <ol style="list-style-type: none"> 1. Competence to create strategies on human resources management in organizations, institutions or companies. 2. Competence in assessing these problems and evaluate their strategies after application. 3. Competence in making decisions on the drafting of strategies dealing with human resources in organizations, institutions or companies.
Teaching methodology and learning methodology	<p>Inclusion of the student in the process of lecturing through the call for him/her to comment, analyze and discuss lesson units</p> <p>Every academic hour there is fifteen minutes classic lectures of professor, while the rest is student engagement, reflection and group analysis. Around fifty percent of the work in classroom is practice.</p>
Evaluation method (criteria to pass exam)	<p>See regulation for student assessment about the minimal/maximal points of two mid term assessments and final exam.</p> <p>Forty points are that student will get by being assessed throughout the semester.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	2:20 *fifty percent theory and fifty percent practice
Basic literature	Authorized lectures, College Pjeter Budi, 2016

Additional literature	Ymer Havolli: Human Resources Management, 2014 <i>Paul Benfield and Rebecca Kay : The introduction to Human Resource Management, Oxford , 2011</i>
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Subject 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 is taught 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 official and non official, print and electronic; writing essays and research papers; avoidance of plagiarism; learning to apply critical 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 academic world and working carrier. 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:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. to know how to identify research topic and to prepare concept paper, 2. to understand methodology of the chapter division 3. to understand process of choosing and exploring the topic <p>Abilities and skills:</p> <ol style="list-style-type: none"> 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. <p>Competence:</p> <ol style="list-style-type: none"> 1. to prepare,write and present research plan 2. to use easily various sources and quotations and to avoid the risks from

	<p>plagiarism</p> <p>3. to understand and apply high professional ethics standards while preparing/writing academic papers</p>
Teaching / learning methodology	<p>Problem-based learning, project work in groups, student-centered approach; using the sources; analyzing case studies; interactive workshops, group presentations; games, role plays; using synthesized materials and deconstructing concepts in them.</p>
Evaluation method (criteria to pass exam)	<p>The final exam has ‘multiple choice testing’ with 30 questions in total, max 60 points.</p> <p>To determine the final grade:</p> <p>From 50 – 59 accumulated point take the grade 6 (six).</p> <p>From 60 – 69 accumulated point take the grade 7 (seven)</p> <p>From 70 – 79 accumulated point take the grade 8 (eight)</p> <p>From 80 – 89 accumulated point take the grade 9 (nine)</p> <p>From 90 – 100 accumulated point take the grade 10 (ten)</p> <p>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</p>
teaching/learning tools/ IT	<p>The white board, power point presentation, computer Microsoft Office, etc.</p>
Theory vs. practice ratio	<p>50% theory, 50% practice.</p>
Basic literature	<p>Imer Mushkolaj, Academic writing (authorized lectures, 2010, Prishtinë)</p> <p>http://www.duluth.umn.edu/~hrallis/guides/researching/litreview.html</p> <p><i>College Pjeter Budi guideline for how to prepare scientific paper</i></p>

PUBLIC PROCUREMENT	
Description of the	<p>PUBLIC PROCUREMENT - Principles, Procedures and Process treats in advanced manner the main principles of public procurement, procedures</p>

<p>course:</p>	<p>by which are conducted the procurement activities, as well as all phases of the procurement process. This course examines the comparability of the procurement principles, procedures and processes in accordance with international legislation on public procurement, based on the EU directives on procurement, Government Procurement Agreement (GPA) within the WTO, UNCITRAL law, etc.</p>
<p>Aim of the course:</p>	<p>The aim of the course Public Procurement - Principles, Procedures and Process is that students acquire advanced knowledge on the importance of the procurement principles, rationale of the use of the procurement procedures, as well as the way of successful implementation of the procurement processes.</p> <p>Be able to properly implement the procurement principles, procedures and processes, in their work in institutions where they work, would contribute to increase transparency in procurement, as well as in achieving budget savings of the public funds.</p>
<p>Expected learning outcomes:</p> <p>(a) knowledge;</p> <p>(b) abilities/ skills and</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> ▪ Advanced knowledge on public procurement principles, procedures and processes; ▪ Advanced knowledge on the importance of the implementation of the public procurement principles; ▪ Advanced knowledge on the implementation of the reasonable procedures in public procurement. <p>Abilities and skills</p> <ul style="list-style-type: none"> ▪ Abilities in assessing of the situations in public procurement processes; ▪ Be able to use the abilities and skills acquired in managing the public funds, to reach the expected outcomes;

	<p>Competencies</p> <ul style="list-style-type: none"> ▪ Be responsible and have knowledge in making of reasonable decisions and rights in the area of procurement; ▪ Be competent in solving problems, evaluating situations and based on updated information, and be able to make reasonable decisions in accordance with the objectives of the institution where they work.
Teaching (and learning) methodology	Concretization of the theoretical concepts learned by studying and analysis of the practical examples. Continuous exercises in the field of the E-procurement; work in groups, research case studies.
Evaluation methods (passing criteria)	<p>In one semester will be held two colloquia (tests), whereas at the end of semester will be held the exam.</p> <p>Tests are of closed type of "multiple choice testing" system, with a total of 15 questions.</p> <p>Each question has 2 points, maximum 30 points. The student passes the first colloquium if in the evaluation test of colloquium has half or more correct answers. After the student is evaluated that has passed the first colloquium, it is entitled to be course to the second colloquium.</p> <p>Exam</p> <p>For conclusion of the final grade of the evaluation test for regular students will apply the following methods of evaluation: maximum 60 points from the written final exam. Forty other points the student may gain from the tasks, exercises, papers and interaction shown in the class during the whole semester.</p>
The teaching/learning	Usage table, Internet, wireless, computer, projector, PowerPoint etc.

tools/ IT	
Theory vs. practice	50% theoretical lectures, 50 practical work, presentations, research papers, seminary papers.
Literature	
Basic literature	The book is about to be completed: Dr. Sc. ILAZ DULI: ""Public Procurement - Principles, Procedures and Process",", 2014 Dr. Sc. Khi V. Thai: “ International Handbook of Public Procurement”; Florida Atlantic University Boca Raton, Florida, U.S.A. 2009
Additional literature	Dr. Sc. ILAZ DULI: “STAGES OF THE PROCUREMENT PROCESS – Procurement cycle” Publisher: “BPC - Palkan Procurement Consultancy”, June 2012; Prishtina

Subject name	Leadership
Subject description	This course includes knowledge about the theories and practices of leadership. In order to separate the leadership traits on how they evolve with changes in society, economy, business and especially in international business. So what will students receive leadership is clarifying their basic concepts, strengthen leadership skills, leaders and subordinates, their attitude changes. etc..
The aim of the subject:	- To present the key concepts of leadership, with which every student shall consist of basic knowledge about what or what is leadership, what differs from management? - To present the changing role of leadership.

	<ul style="list-style-type: none"> - Demonstrate leadership styles, leadership according to situations, their attributes and skills etc. <p>These goals help students understand and use the concepts, theories and practices of leadership, to make them more efficient and more effective as a manager or employee in the business customer or beyond.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> - Basic knowledge of theories and practices of leadership - To know/ understanding the various leadership practices. - Knowledge about the relationship of leadership with other disciplines and fields. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Proficiency in the use of leadership practices. - Skill in planning, leadership and motivation. - Leadership skills in making decisions. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to be effective in their leadership. - Competence in leading and working with colleagues and other partners. - Competent to provide change, development and / or new ideas;
Teaching methodology and 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)	<p>First Mid-Term exam – 30%</p> <p>Second Mid-term exam- 30%</p> <p>Coursework- 20%</p> <p>Attendance and Participation/interactivity- 20%</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.

Theory vs. practice	50:50
Basic literature	Authorized lectures , College “Pjeter Budi”, 2016 V.Kume, N.Mustafa, E.Krasniqi : Leadership, theory, conceptc and practices (2011).
Additional literature	http://www.leadership-central.com/leadership-theories.html#axzz4c4guNluS https://www.slideshare.net/kesarinandan96/theories-of-leadership-13415459

Subject	Control and Auditing (revision)
Subject description	This course is designed to provide students with a basic understanding of all aspects of audit and control. These include acceptance and planning on audit and inspection, evaluation of internal controls, verifying bank accounts and financial statement assertions, reporting on audited financial statements and audit standards, and legal obligations and ethical professional and personal responsibilities auditors and inspectors.
The aim of the subject:	Internal control and audit have close links between them. The audit reviews the financial condition and activity of the enterprise as this activity is carried out and controlled by internal control. So revision is retroactive. While internal control is carried out during the development of the enterprise and aims to prevent wrongdoing. Internal control plan encompasses a whole organization and a company implements measures to safeguard its assets, to check the accuracy and reliability of accounting data, promote increased efficiency and to ensure the correct implementation of enterprise policy management.
Expected results of the learning: (a) knowledge;	Knowledge : 1. Knowledge of how the methods by which key leaders delegate their authority and define responsibilities for specific functions such as: buying selling, accounting, and production.

<p>(b) skills (c) competencies:</p>	<p>2. Also knowledge of the program of preparation , verification and distribution according to different levels of surveillance reports and analyzes, which the executive directors create opportunities to exercise control over various activities and functions in a corporation.</p> <p>3. It provides an important aid for running effectively, especially in larger economic units.</p> <p>Ability and Skills:</p> <p>1. To prevent errors and irregularities by a system for authorizing transactions, recording transactions accurately and protection of assets.</p> <p>2. Identify errors and irregularities to level the accounting records kept records independently and physical counting, and checking accounts for possible values or canceled.</p> <p>3. To assist the operation efficiency by examining the policies and procedures for possible improvements</p> <p>Competence :</p> <p>1. The existence of an effective staff of internal audit, conducted performance evaluations of employees to help guide their work and energy in terms of predicting the effective functioning of an enterprise.</p> <p>2. Limit the use of funds by unauthorized personnel</p> <p>3. A defined organizational structure and build good</p>
<p>Teaching methodology and learning methodology</p>	<p>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.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p><i>(Details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i></p>
<p>The teaching/learning tools/ IT</p>	<p>The white board, power point presentation, computer Microsoft Office,etc.</p>
<p>Theory vs.</p>	<p>50:50</p>

practice	
Basic literature	Shefket JAKUPI, Fadil KRASNIQI, "AUDITING" "KGT", Prishtinë, 2012.
Additional literature	Shuli, Ingrid & Perri, Rezarta; ANALYSIS OF FINANCIAL REPORTS, Tiranë, 2008. Halit Xhafa; Financial analysis, Pegi, Tiranë, 2008.

THIRD YEAR

SIXTH SEMESTER

Subject name	Administrative Procedures
Subject description	The course "Administrative Procedures" includes three separate areas in the administrative procedure, administrative conflict and violations, that make up the fundamental subject of study of the so-called formal (procedural) administrative law.
The aim of the subject:	Elaboration of the "Administrative Procedure" enables students to obtain knowledge, and to better and easier understand, explain and analyze issues related to the notions and institutions of procedural administrative law. At the beginning of each part, the basic concepts and principles of administrative procedure law will be explained.
Expected results of the learning:	<p>Knowledge:</p> <ul style="list-style-type: none"> -to know and describe the basic principles, legal institutions and procedural rules which ensure the legality and fairness of employment and placement in public administration (a) knowledge; (b) skills (c) competencies: <ul style="list-style-type: none"> - To describe and analyze the rules that regulate the manner of exercise of public administration in individual situations - <p>Ability and skills:</p> <p>To be able to make a correct interpretation of legal norms, and legal-</p>

	<p>procedural material, in order to make the right placement of the administrative case</p> <p>- Procedural mechanism to implement administrative and judicial protection of rights and legal interests</p> <p>Competence:</p> <p>-To know how to apply in practice the legal provisions , materials and provisions of the Law on Administrative Procedure,</p> <p>- To be able to make a correct interpretation of legal-material norms, and legal-procedural, in order to make the right placement of the administrative case</p>
Teaching methodology and 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)	<i>See regulation for the students assessment</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	<p>Authorized lectures</p> <p>Esat Stavileci, Mirlinda Batalli dhe Sokol Sadushi, “The administrative law, organization and administrativ activities, Prishtinë 2012</p>
Additional literature	<p>-</p> <p>Law for administrative procedure 02/L-28,</p> <p>-Law for state administration of Kosovo Republic, nr. 03/L-189</p>

Subject name	Employment policies and law
Subject description	<p>The course examines the various employment laws with which businesses must comply and the legal rights and responsibilities of employees and employers. Balancing employer legal compliance and equal employment opportunity imperatives and other governmental regulation with dynamics conducive to a successful enterprise is a significant theme throughout the course. Emphasis is on laws concerning equal employment opportunity with respect to discrimination and harassment because of sex, race, national origin, religion, sexual orientation, age, disability, pregnancy, veterans' status and other characteristics protected by laws; work-related security, safety and privacy including affirmative action; and the legal and regulatory environment regarding immigration, wage and hour, leaves of absence, hiring, the non-employee workforce, labor/management relations and collective bargaining.</p>
The aim of the subject:	<p>This course is based on the principle that knowledge and understanding of employment law facilitate (1) promotion of a workforce with a high degree of commitment to reaching business goals, (2) the development of practical business solutions to problems arising in the workplace, (3) effective human resources policies and procedures that comply with applicable laws. This course aim is to provide the knowledge and skills related to employment policies and labour rules and laws, for the future business owners, entrepreneurs, executives, managers and students intending to enter the workforce .</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> -To know the rights of the employees/employers -To understand rules and procedures of employment - To acknowledge importance of gender balance, affirmative actions and

(c) competencies:	<p>work-related security, safety and privacy</p> <p>Ability and skills:</p> <p>To apply gained knowledge throughout work place</p> <p>To interpret/analyze policy and legal framework related to employment policies and laws,</p> <p>Competence:</p> <p>To provide professional expertise and conduct independent research in a professional and competent manner</p>
Teaching methodology and learning methodology	<p>Over 15 two-hour sessions students will be introduced to the most significant employment statutes, to the international /EU law and to the Kosovo laws covering employment matters. Lectures are interactive with students engaged all the time. They will be asked to find/interpret/analyse legal provisions and policy papers. Over 15 one hour session they will practice finding, interpreting, analysing and presenting case studies individually or in group.</p>
Evaluation method (criteria to pass exam)	<p><i>Forty points of the grade that comprise of maximum 100 points, is build upon student activity, the rest are points gained through two mid semestral exams or final exam.</i></p>
The teaching/learning tools/ IT	<p>Digital resources as well as publications; power point presentation,</p>
The Theory vs. practice	<p>Fifty per sent of the time is related to theory , the rest is practice</p>
Basic literature	<p>Authorized lectures, College Pjeter Budi, 2015</p>
Additional literature	<p>Kosovo employment law</p> <p>Gender equality law</p> <p>European labour policies and laws:</p>

Subject name	Recruitment and HR selection in public administration
Subject description	<p>Subject Recruitment and selection of candidates in public administration studies processes through which the company aims to attract a number of candidates, with whom she will be able to fill its places of employment. The overall goal is to ensure the organization's recruiting a number of qualified candidates. Serve to increase the number of qualified candidates. Indicators to help increase the success of the selection process, contributing to a decrease in the number of qualified applicants with little or greater than necessary.</p>
The aim of the subject:	<p>The aim of the course Recruitment and selection of candidates in public administration organization is to provide a number of qualified candidates. Serve to increase the number of qualified candidates. Indicators to help increase the success of the selection process, contributing to a decrease in the number of qualified applicants with little or greater than necessary. To coordinate the efforts of recruitment and selection programs of formation. To evaluate the effectiveness of the techniques and the various sources of recruitment for all types of applicants. Meet the organization's social responsibility regarding the composition of the labor force</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge :</p> <ol style="list-style-type: none"> 1. To understand and explain the basic elements associated with orientation materials for applicants. 2. Estimates of applicants - instruments that took selective tests, interview questions 3. Appropriate level of payment .□ Work tasks should then is included in marketing positions working. <p>Ability and skills :</p>

	<p>Skills in the implementation of knowledge about.</p> <ol style="list-style-type: none"> 1. Apply basic knowledge of human resource management 2. Identify factors necessary to ensure a staff of motivated and successful ; 3. Ability to assess the performance of staff <p>Competence :</p> <ol style="list-style-type: none"> 1. Providing advice regarding the theoretical optimum utilization of human resources management ; 2. Power to run the business in relation to the diversity of the workforce and customers as well as their influence in business ; 3. Competence in the assessment on the quality of quantitative data and qualitative performance
Teaching methodology and learning methodology	<p>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.</p>
Evaluation method (criteria to pass exam)	<p>There will be three written exams: two midterm exams (MT1 and MT2) and one final one (F). These will be evaluated based on a scale of 100 points. Forty points of the grade student will receive based on activities</p> <p>There will be three written exams: two midterm exams (MT1 and MT2) and one final one (F). These will be evaluated based on a scale of 100 points. Forty points of the grade student will receive based on activities</p> <p>There will be three written exams: two midterm exams (MT1 and MT2) and one final one (F). These will be evaluated based on a scale of 100 points. Forty points of the grade student will receive based on activities</p>
The teaching/learning tools/ IT	<p>The white board, power point presentation, computer Microsoft Office, etc.</p>

Theory vs. practice	Theory and practice fours are distributed evenly, having in mind that even a traditional lectures bring student at the centre, by engaging him or her to participate actively
Basic literature	Imer Mushkolaj, Management and development of Human Resources, authorized lectures, 2013
Additional literature	Gabriela Rakicevic, Management of human resources (2007, Ohrid) Zeljko Sevic, Management of HR, case studies. Kosovo Law on civil servants Kosovo Law on the Council of Civil Staff

Course name:	Management information systems (MIS)
Subject description	Types of information systems, the advantages and their disadvantages; demonstration on how to use the latest technology and apply various information systems. Students will examine how information systems are used to solve problems and make better business decisions and apply these concepts to analyze business cases and to improve business performance.
The aim of the subject:	The aim of this subject is to inform the students regarding the MIS in general and about advantages that one can gain from information systems. Second objective is to taught them apply different MIS, plan, develop , apply and manage various information systems in order to be capable to take informed decisions.
Expected results of the learning: (a) knowledge;	Knowledge: -To understand terminology and key terms and concepts used in the field of management information systems ; -to list advantages of certain databases/information systems, as well as future challenges of information systems. - To introduce modelling business processes and automated work processes

<p>(b) skills</p> <p>(c) competencies</p> <p>:</p>	<p>that contribute organization/business working environment.</p> <p>- Fully explain the relationship between information systems and management</p> <p>Abilities and skills:</p> <ul style="list-style-type: none"> - Examine how database processing and components of a database system can be used most efficiently in an organizational setting. - to identify and implement the various MIS and work processes within a business /organization ; - Analyze how technology can be used to synthesize complex data to make sound business decisions <p>Competencies</p> <ul style="list-style-type: none"> - to identify and suggest appropriate responses to various managerial issues arising from the development, implementation and use of information systems. - to synthesize work processes and their automation opportunities through information systems; - Integrate into business situations and analysis, and evaluate both theory and practice relevant to Management information systems
<p>Teaching / learning methodology</p>	<p>Group work, work demonstration with the computer and informative systems, feedback for the home works, involvement in different small projects regarding the identification and modelling particular processes , etc.Through the lectures 50 % of the time is interactive.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>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 quizzes that will be organised in class. The grade will reflect the way in which student present and support topics and positions in the various learning activities used in this course. The grades will be based on the quality and</p>

	<p>quantity of the comments and responses in the various activities. The grades for the course will be based on an accumulation of points throughout the course (40 points) and based on results of two pre-tests or based on the final exam .</p> <p>Final exam is passed in the moment when the student has successfully reached fifty percent of the correct answers of the test. Maximum points of the test is 60.</p>
Concretization means	Programmes and platforms of the different 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	<p>Managing database systems – Authorized lectures 2014;</p> <p>Introduction to Information Systems, Rainer, K. dhe Cegielski, C. (2011);</p>
Additional literature	<p>Authorized lectures: Managing databases , 2014</p> <p>Information systems , Rainer, K dhe Cegielski, C. 2011</p> <p>Laudon K. C. & Laudon J. P., Essentials of Management Information Systems, 8th edition, Pearson, (2008);</p> <p>O'Brien J. A. and Marakas G. M., Introduction to Information Systems, 14th edition, (2008)</p>

Subject name	Corporate Governance
Subject description	The course deals with the description of the corporate-government, as important factors in business development, capital market and the economy as a whole. The law and ethics underlying and governing the structure and operation of the business corporations..

The aim of the subject:	The purpose of this course is to enable students to theories of corporate governance, functioning, organization, staffing and content of corporate governance as well as of legal and ethical frameworks related to corporate governance.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Essential knowledge in corporate governance (CG) - Knowledge of rules and relationships at HQ level. <p>(a) knowledge;</p> <ul style="list-style-type: none"> - Demonstration and application of rules and standards in CC. <p>(b) skills</p> <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Proficiency in the use of processes at HQ. - Ability to CC processes and cultures. - Skills in leadership or participation with CC. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent in the application of basic principles CC. - Competence for creating corporate value and reducing costs. - Competent to judge situations that have to do with CC.
Teaching methodology and learning methodology	The course will involve readings, class lectures, class discussion, and projects.
Evaluation method (criteria to pass exam)	<i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
Teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	2:2
Basic literature	<p>Authorized lectures</p> <p>Qeverisja e Korporatave (2012). Shyqyri Llaci</p>

	Examples of Codes of conducts
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The name of the subject	E-governance
Subject description	<p>Electronic Governance (e-Governance) introduces developments towards computerization of society in the modern world and the need for continuous reforms of administrative services at each government and non government institution. Course will enable the students - to gain a critical understanding of electronic governance (egov) from a multidisciplinary perspective; to learn the historical evolution & theoretical assumptions of the concept & use of ICTs in the public governance systems; to understand the designing and the evaluation frameworks; and to acquire knowledge on the contemporary trends with a specific focus on Kosovo.</p> <p>This course also introduces the technology of e-government with an in-depth examination of current government development and management challenges in the delivery of services and information, electronically, to their consituences.</p>
The aim of the subject:	Core questions to be addressed by this programme will include inter alia: what government functions and practices are changed by e-Governance initiatives; what are the socio-political implications of e-Governance; how are e-Governance initiatives designed and evaluated; how are public administrators challenged by such initiatives; and what are the consequences for the relationships between public and private institutions as well as citizens
Expected results of the learning: (a) knowledge; (b) skills	<p>Knowledge:</p> <ul style="list-style-type: none"> • Students have basic knowledge of e- governance/ e government ; • Basic knowledge (basic) on e- government - the use of services from home , office work , in a business enterprise , or even in other sectors ;

<p>(c) competencies:</p>	<ul style="list-style-type: none"> • To understand how e services are organized and provided . <p>Ability/skills</p> <ul style="list-style-type: none"> • To manage/use main e services platforms provided by various Kosovo central and local government • To be capable in grasping /following and adjusting to fast evolving trends in e governance <p>To apply inovative forms of e governance in a working place</p> <p>Skilled to find open source platforms that might be of use for small and medium enterprises/ NGOs and other entities</p> <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to analyse entire cicle of communication in e governance and e government services (sending cycle - of - service receivers) and to identify possible gaps or weakneeses - To conduct research and come with suggestion/ answers for better use of e- government portal , e- services , insurance , e- administration , the library , e- customs, e - tax , e- procurement, e - taxes etc. .
<p>Teaching methodology and learning methodology</p>	<p>Throughout 15 weeks of the semester student will be asked to put his/her hands on in practicing/ explaining and analysing various e governance and e government platforms. Entire work will be guided by lecturer, and at least three times by guest expert working or managing one og the govenment services. Teaching and lecturing of this subject implies a lot of internet research and consultation of open data sources as well as of the case studies/ experiences of various commercial and non comercial entities throughout Kosovo, which already have proven record on e governance.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p><i>Student will be evaluated throughout semester. During two mid semester assessments hw/she will be asked to fill the test questionnaires that will bring 15 points, while other 15 points (for each mid term exam) student will be asked to demonstrate knowledge in practice, bu performin the usage of at</i></p>

	<i>least two e governance platforms.</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	More than 70 percent of the time is practice.
Basic literature	Dr. Teja Bogatelj , e-governance, 2007.
Additional literature	Dr. Edmond Beqiri , Informatike biznesi me biznes elektronik , 2013 West, Darell Global E-Government ,2007

Subject name	Decision - Making
Subject description	The course is focused on units about decision-making types and processes, that are treated in integrated and interdisciplinary manner. Which are rational decision making procedures that decisionmakers pursue to ensure good results. The case studies regarding the development of an analytical process of decision-making under conditions of risk and uncertainty will be taught as well.
The aim of the subject:	<ul style="list-style-type: none"> - To present the decision-making process - Handles any provisions in taking decisions and decision-making as psychology, sociology or rationality. - Presents some concepts and analysis for an effective process. <p>These goals help students understand and use the concepts, techniques, theories and practices of decision-making under conditions of uncertainty and risk, in analyzing and solving problems either as a leader or part of any business organization.</p>
Expected results of the learning: (a) knowledge; (b) skills	<p>Knowledge:</p> <ul style="list-style-type: none"> - Knowing the effective processes of decision-making. - Basic knowledge of theories and practices of the decision process. - Demonstration of knowledge and techniques to be effective and efficient decision.

(c) competencies:	<p>Abilities & skills:</p> <ul style="list-style-type: none"> - Ability to use the theories and practices of decision-making. - Ability to analyze problems in organization - Skills in the use of concepts and techniques of decision-making. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to be an active part in making decisions. - Competence in choosing the model for decision making. - Competent to take the risk of making decisions that leaders of businesses.
Theory vs. practice	Interactive lectures, power-point presentations, analysis of the literature, inclass debates, blended-learning (supporting e-learning course).
Evaluation method (criteria to pass exam)	<p>Final grade will be based on the maximum 40 points of cumulative results of individual and group work assignments plus individual written final work.</p> <p>The rest of the points are results of two mid term exams (30+30 max. points) or final exam (max. 60 points).</p> <p>The later are in written form with questions that requires multiple choice answer.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50: 50
Basic literature	Authorized lectures prepared by professor of the College, Vasilika Kume : Marrja e vendimeve menaxherilale, (2010)
Additional literature	Davis & Pecar : Quantitative Methods of Decision making.(2012)

PROFILE HUMAN RESOURCES MANAGEMENT

FIFTH SEMESTER

Subject name	Strategic Management of Human Resources
Subject description	<p>This course analysis contemporary concepts of the human resource management:</p> <p>Recruitment polcies and law;</p> <p>Selection and motivation</p> <p>Planning resources</p> <p>Development and compensation of the employees</p> <p>Also,together with the group of students the strategies for HR development will be designed;</p>
The aim of the subject:	<p>The course aims to give students the necessary knowledge about concepts of strategic management of human resources and about staff development.</p> <p>Consequently, this course is designed to be focused on research and development of concepts and strategies that increase the effectiveness of the student to understand the policies and general management practices that are used to maximize the value of people in the organization.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge :</p> <ol style="list-style-type: none"> 1. Learn the meaning and practical application management and development strategies on human resources. 2. Learn about the concepts and functions of management strategies for human resources. <p>Abilities and skills:</p> <p>Ability in the implementation of knowledge concerning the management and</p>

	<p>development of human resource strategies.</p> <p>Skills for taking initiatives and human resource management in organizations, institutions or companies by applying a strategy that will increase their efficiency and productivity.</p> <p>Competence :</p> <ol style="list-style-type: none"> 1. Competence to create strategies on human resources management in organizations, institutions or companies. 2. Competence in assessing these problems and evaluate their strategies after application. 3. Competence in making decisions on the drafting of strategies dealing with human resources in organizations, institutions or companies.
Teaching methodology and learning methodology	<p>Inclusion of the student in the process of lecturing through the call for him/her to comment, analyze and discuss lesson units</p> <p>Every academic hour there is fifteen minutes classic lectures of professor, while the rest is student engagement, reflection and group analysis. Around fifty percent of the work in classroom is practice.</p>
Evaluation method (criteria to pass exam)	<p>See regulation for student assessment about the minimal/maximal points of two mid term assessments and final exam.</p> <p>Forty points are that student will get by being assessed throughout the semester.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	2:20 *fifty percent theory and fifty percent practice
Basic literature	Authorized lectures, College Pjeter Budi, 2016
Additional	Ymer Havolli: Human Resources Management, 2014

literature	<i>Paul Benfield and Rebecca Kay : The introduction to Human Resource Management, Oxford , 2011</i>
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Subject name	Employment policies and law
Subject description	The course examines the various employment laws with which businesses must comply and the legal rights and responsibilities of employees and employers. Balancing employer legal compliance and equal employment opportunity imperatives and other governmental regulation with dynamics conducive to a successful enterprise is a significant theme throughout the course. Emphasis is on laws concerning equal employment opportunity with respect to discrimination and harassment because of sex, race, national origin, religion, sexual orientation, age, disability, pregnancy, veterans' status and other characteristics protected by laws; work-related security, safety and privacy including affirmative action; and the legal and regulatory environment regarding immigration, wage and hour, leaves of absence, hiring, the non-employee workforce, labor/management relations and collective bargaining.
The aim of the subject:	This course is based on the principle that knowledge and understanding of employment law facilitate (1) promotion of a workforce with a high degree of commitment to reaching business goals, (2) the development of practical business solutions to problems arising in the workplace, (3) effective human resources policies and procedures that comply with applicable laws. This course aim is to provide the knowledge and skills related to employment policies and labour rules and laws, for the future business owners, entrepreneurs, executives, managers and students intending to enter the workforce .
Expected results of the learning:	Knowledge:
(a) knowledge;	-To know the rights of the employees/employers
(b) skills	-To understand rules and procedures of employment - To acknowledge importance of gender balance, affirmative actions and

(c) competencies:	<p>work-related security, safety and privacy</p> <p>Ability and skills:</p> <p>To apply gained knowledge throughout work place</p> <p>To interpret/analyze policy and legal framework related to employment policies and laws,</p> <p>Competence:</p> <p>To provide professional expertise and conduct independent research in a professional and competent manner</p>
Teaching methodology and learning methodology	Over 15 two-hour sessions students will be introduced to the most significant employment statutes, to the international /EU law and to the Kosovo laws covering employment matters. Lectures are interactive with students engaged all the time. They will be asked to find/ interpret/analyse legal provisions and policy papers. Over 15 one hour session they will practice finding.interpreting.analysing and presenting case studies individually or in group.
Evaluation method (criteria to pass exam)	<i>Forty points of the grade that comprise of maximum 100 points, is build upon student activity, the rest are points gained through two mid semestral exams or final exam.</i>
The teaching/learning tools/ IT	Digital resources as well as publications; power point presentation,
The Theory vs. practice	Fifty per sent of the time is related to theory , the rest is practice
Basic literature	Authorized lectures, College Pjeter Budi, 2015
Additional literature	<p>Kosovo employment law</p> <p>Gender equality law</p> <p>European labour policies and laws:</p>

Subject name	Organizational Behavior
Subject description	The program of the course is compiled and will be presented at three levels: Individual, group and organizational. Includes lesson units starting from personality, skills, perception and individual learning, motivation, substantial theories motivation, groups, leadership (term, styles and models), power and conflict, communication, decision making, culture and organizational learning.
The aim of the subject:	Students' introduction and enabling them to manage organizational behavior. Because the Organizational Behavior is among the subjects of fundamental formation of a person to work in leading positions, its purpose is to teach the student how to understand the behavior of workers and how to achieve greater effectiveness in the use of human resources.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. To learn organizational behavior in the organization 2. To learn about the personality and skills 3. To learn about perceptions and individual learning. <p>Abilities and skills:</p> <ol style="list-style-type: none"> 1. Ability to implement personal skills at work 2. Ability to work in group and team. 3. Leadership skills for individual and group projects. <p>Competence:</p> <ol style="list-style-type: none"> 1. Competence to adequately bring to the organization 2. Competence in determining individual and organizational goals. 3. Competence in the assessment of organizational culture
Teaching methodology and 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)	<p>In one semester will be held two colloquia (tests), whereas at the end of semester will be held the exam.</p> <p>Tests are of closed type of "multiple choice testing" system, with a total of 15 questions.</p> <p>Each question has 2 points, maximum 30 points. The student passes the first colloquium if in the evaluation test of colloquium has half or more correct answers. After the student is evaluated that has passed the first colloquium, it is entitled to be course to the second colloquium.</p> <p>Exam</p> <p>For conclusion of the final grade of the evaluation test for regular students will apply the following methods of evaluation: maximum 60 points from the written final exam. Forty other points the student may gain from the tasks, exercises, papers and interaction shown in the class during the whole semester.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	Siellja Organizative. Tefik Halili-Prishtinë, 2012
Additional literature	Organizational Behavior- Judith R. Gordon. Boston. SHBA

Subject name	Internship
Description	<p>This course comprises of effective work/internship of students in various institutions / SME's where they will spent 120 hours during the semester.</p> <p>Thirty hours comprise of students independent work , or it will be a time of</p>

<p>The aim of the subject:</p>	<p>work in the classroom under supervision of the assigned lecturer.</p> <p>The student gain knowledge and practical skills to work in various businesses and companies as well as in different institutions.</p> <p>Subjects is mandatory and upon the completion of the course students gain 6 credits.</p> <p>AIM of the subject is for students to learn by doing to observe work processes in various companis or institutions and to put their hand and work in practice, along side with other employees as interns working in companies and institutions. (SME/institutions/banks/insurance companies' marketing companies, governmental and non governmental institutions/ organizations/ agencies etc).</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge</p> <ul style="list-style-type: none"> - Understand conection between theory and practice in the field of business administration - To identify processes needed for tasks to be carried on <p>Abilisty/skills</p> <ul style="list-style-type: none"> - Ability and skills to work in SME 's but also in bigger companies and institutions as well - Skillfull to apply theoretical knowledge in daily work <p>Competence</p> <ul style="list-style-type: none"> - To plan, manage and lead, certain groups of employees in an organization or activity related to business administration, -

Teaching /learning methodology	<p>Out of 150 hours , 120 hours students should spent in company while the rest of the time is independent work or work in classrooon under the supervision of the lecturer.</p> <p>Internship will be carried on in one of the companies/institution among hundreds of them with which College has signed Memorandum of Cooperation: various businesses marketing and design companies, 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..</p>
Evaluation method (criteria to pass exam)	<p>Students knowledge and skills will be assessed based on two evaluation forms , one filled by company/institution supervisor, and second one filled buy students themselves .</p> <p>After analyzing both forms, lecturer will assess students in verbal or written form.</p> <p>The grade of this course is built differently from other courses.</p> <p>80 percent of the grade is build upon assessment of the student by professor, while twenty percent of the grade are result of the independent work/project /research/analysis accomplished by student during the internship.</p>

Subject name	Leadership
Subject description	This course includes knowledge about the theories and practices of leadership. In order to separate the leadership traits on how they evolve with changes in society, economy, business and especially in international

	business. So what will students receive leadership is clarifying their basic concepts, strengthen leadership skills, leaders and subordinates, their attitude changes. etc..
The aim of the subject:	<ul style="list-style-type: none"> - To present the key concepts of leadership, with which every student shall consist of basic knowledge about what or what is leadership, what differs from management? - To present the changing role of leadership. - Demonstrate leadership styles, leadership according to situations, their attributes and skills etc. <p>These goals help students understand and use the concepts, theories and practices of leadership, to make them more efficient and more effective as a manager or employee in the business customer or beyond.</p>
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Basic knowledge of theories and practices of leadership - To know/ understanding the various leadership practices. - Knowledge about the relationship of leadership with other disciplines and fields. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Proficiency in the use of leadership practices. - Skill in planning, leadership and motivation. - Leadership skills in making decisions. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to be effective in their leadership. - Competence in leading and working with colleagues and other partners. - Competent to provide change, development and / or new ideas;
Teaching methodology and 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)	First Mid-Term exam – 30%

to pass exam)	<p>Second Mid-term exam- 30%</p> <p>Coursework- 20%</p> <p>Attendance and Participation/interactivity- 20%</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	<p>Authorized lectures , College “Pjeter Budi”, 2016</p> <p>V.Kume, N.Mustafa, E.Krasniqi : Leadership, theory, conceptc and practices (2011).</p>
Additional literature	<p>http://www.leadership-central.com/leadership-theories.html#axzz4c4guNluS</p> <p>https://www.slideshare.net/kesarinandan96/theories-of-leadership-13415459</p>

The subject name	Recruitment and performance evaluation
Subject description	<p>This course is intended to provide students with the knowledge, skills and competencies on recruitment, performance evaluation and treatment which focuses on theoretical knowledge and practical issues associated with a wide range of relationships among human. It comprise of units for the types of recruitments, selection procedures, motivation, development and compensation of employees.</p> <p>The units comprise of designing and developing strategies of HR together with the group of students; needs assessment will be tackled as well along side with the planning of human resorces based one such assessment.</p>

The aim of the subject:	The aim of the course to equip students with the required knowledge regarding the concepts of management and development of human resources in more specific ways.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge</p> <p>To learn the concepts of the HR , its functions and roles from the perspective of human resources recruitment and selection</p> <p>To identify and explain legally permissible questions during the interview process.</p> <p>To distinguish between employee disciplinary situations that require progressive discipline or immediate dismissal.</p> <p>Ability/Skills</p> <p>Capable to implement the knowledge in professional manner</p> <p>Capacity to undertake initiatives regarding the recruitment and selection of human resources in business and non business legal entities</p> <p>identify and explain the major laws that impact the management of employees in the organization</p> <p>Competencies:</p> <p>Capable to design, implement and oversee the HR recruitment and selection policies/standards strategies and plans</p> <p>Competent to take decision and delegate work regarding implementation of the recruitment and selection procedures</p>
Teaching methodology and learning methodology	Students will be involved in lecturing process by being asked to comment and provide answers in the subject taught during the lesson units. He/she will be assigned to conduct small research/study paper and then present the same one in classroom. Analysis of the standards and procedures will take place in the group.
Evaluation method (criteria to pass exam)	Students will also undergo two tests of the formal evaluation (each colloquium can have a maximum of 30 points). Part of semi semester

	<p>colloquia is the multiple choice system and analytical essay.</p> <p>If the student does not pass one of the colloquia should undergo the final exam (maximum 60 points)</p> <p>The exam has 100 points. The score of 50 is the threshold of the passing grade.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50: 50
Basic literature	<p>Authorized lectures</p> <p>Manaxhimi i Burimeve Njerzore ; Shyqri Llaci , Zana Koli, 2009.</p>
Additional literature	Menaxhimi i Resurseve Humane, Tekst universitar, Ymer Havolli, Riinvest, Prishtinë, 2003

Subject 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 is taught 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 official and non official, print and electronic; writing essays and research papers; avoidance of plagiarism; learning to apply critical 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 academic world and working carrier. 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:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. to know how to identify research topic and to prepare

<p>(a) knowledge; (b) skills (c) competencies:</p>	<p>concept paper, 2. to understand methodology of the chapter division 3. to understand process of choosing and exploring the topic</p> <p>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.</p> <p>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</p>
<p>Teaching / learning methodology</p>	<p>Problem-based learning, project work in groups, student-centered approach; using the sources; analyzing case studies; interactive workshops, group presentations; games, role plays; using synthesized materials and deconstructing concepts in them.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>The final exam has ‘‘multiple choice testing’’ with 30 questions in total, max 60 points.</p> <p>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)</p> <p>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</p>
<p>teaching/learning tools/ IT</p>	<p>The white board, power point presentation, computer Microsoft Office, etc.</p>
<p>Theory vs.</p>	<p>50% theory, 50% practice.</p>

practice	
Basic literature	<p>Imer Mushkolaj, Academic writing (authorized lectures, 2010, Prishtinë)</p> <p>http://www.duluth.umn.edu/~hrallis/guides/researching/litreview.html</p> <p><i>College Pjeter Budi guideline for how to prepare scientific paper</i></p>

The name of the subject	E-governance
Subject description	<p>Electronic Governance (e-Governance) introduces developments towards computerization of society in the modern world and the need for continuous reforms of administrative services at each government and non government institution. Course will enable the students - to gain a critical understanding of electronic governance (egov) from a multidisciplinary perspective; to learn the historical evolution & theoretical assumptions of the concept & use of ICTs in the public governance systems; to understand the designing and the evaluation frameworks; and to acquire knowledge on the contemporary trends with a specific focus on Kosovo.</p> <p>This course also introduces the technology of e-government with an in-depth examination of current government development and management challenges in the delivery of services and information, electronically, to their consituences.</p>
The aim of the subject:	<p>Core questions to be addressed by this programme will include inter alia: what government functions and practices are changed by e-Governance initiatives; what are the socio-political implications of e-Governance; how are e-Governance initiatives designed and evaluated; how are public administrators challenged by such initiatives; and what are the consequences for the relationships between public and private institutions as well as citizens</p>
Expected results	Knowledge:

<p>of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c)</p> <p>competencies:</p>	<ul style="list-style-type: none"> • Students have basic knowledge of e- governance/ e government ; • Basic knowledge (basic) on e- government - the use of services from home , office work , in a business enterprise , or even in other sectors ; • Tounderstand how e services are organized and provided . <p>Ability/skills</p> <ul style="list-style-type: none"> • To manage/use main e services platforms provided by various Kosovo central and local government • To be capable in grasping /following and adjusting to fast evolving trends in e governance <p>To apply inovative forms of e governance in a working place</p> <p>Skilled to find open source platforms that might be of use for small and medium enterprises/ NGOs and other entities</p> <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to analyse entire cicle of communication in e governance and e government services (sending cycle - of - service receivers) and to identify possible gaps or weakneeses - To conduct research and come with suggestion/ answers for better use of e- government portal , e- services , insurance , e- administration , the library , e- customs, e - tax , e- procurement, e - taxes etc. .
<p>Teaching methodology and learning methodology</p>	<p>Throughout 15 weeks of the semester student will be asked to put his/her hands on in practicing/ explaining and analysing various e governance and e government platforms. Entire work will be guided by lecturer, and at least three times by guest expert working or managing one og the govenment services. Teaching and lecturing of this subject implies a lot of internet research and consultation of open data sources as well as of the case studies/ experiences of various commercial and non comercial entities throughout Kosovo, which already have proven record on e governance.</p>

Evaluation method (criteria to pass exam)	<i>Student will be evaluated throughout semester. During two mid semester assessments hw/she will be asked to fill the test questionnaires that will bring 15 points, while other 15 points (for each mid term exam) student will be asked to demonstrate knowledge in practice, bu performin the usage of at least two e governance platforms.</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	More than 70 percent of the time is practice.
Basic literature	Dr. Teja Bogatelj , e-governance, 2007.
Additional literature	Dr. Edmond Beqiri , Electronic business and business informatics , 2013 West, Darell Global E-Government ,2007

Subject	Control and Auditing (revision)
Subject description	This course is designed to provide students with a basic understanding of all aspects of audit and control. These include acceptance and planning on audit and inspection, evaluation of internal controls, verifying bank accounts and financial statement assertions, reporting on audited financial statements and audit standards, and legal obligations and ethical professional and personal responsibilities auditors and inspectors.
The aim of the subject:	Internal control and audit have close links between them. The audit reviews the financial condition and activity of the enterprise as this activity is carried out and controlled by internal control. So revision is retroactive. While internal control is carried out during the development of the enterprise and aims to prevent wrongdoing. Internal control plan encompasses a whole organization and a company implements measures to safeguard its assets, to check the accuracy and reliability of accounting data, promote increased efficiency and to ensure the correct implementation of enterprise policy management.
Expected results	Knowledge :

<p>of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>1. Knowledge of how the methods by which key leaders delegate their authority and define responsibilities for specific functions such as: buying selling, accounting, and production.</p> <p>2. Also knowledge of the program of preparation , verification and distribution according to different levels of surveillance reports and analyzes, which the executive directors create opportunities to exercise control over various activities and functions in a corporation.</p> <p>3. It provides an important aid for running effectively, especially in larger economic units.</p> <p>Ability and Skills:</p> <p>1. To prevent errors and irregularities by a system for authorizing transactions, recording transactions accurately and protection of assets.</p> <p>2. Identify errors and irregularities to level the accounting records kept records independently and physical counting, and checking accounts for possible values or canceled.</p> <p>3. To assist the operation efficiency by examining the policies and procedures for possible improvements</p> <p>Competence :</p> <p>1. The existence of an effective staff of internal audit, conducted performance evaluations of employees to help guide their work and energy in terms of predicting the effective functioning of an enterprise.</p> <p>2. Limit the use of funds by unauthorized personnel</p> <p>3. A defined organizational structure and build good</p>
<p>Teaching methodology and learning methodology</p>	<p>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.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p><i>(Details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i></p>
<p>teaching/learning</p>	<p>The white board, power point presentation, computer Microsoft Office,etc.</p>

tools/ IT	
Theory vs. practice	50:50
Basic literature	Shefket JAKUPI, Fadil KRASNIQI, "AUDITING" "KGT", Prishtinë, 2012.
Additional literature	Shuli, Ingrid & Perri, Rezarta; ANALYSIS OF FINANCIAL REPORTS, Tiranë, 2008. Halit Xhafa; Financial analysis, Pegi, Tiranë, 2008.

THIRD YEAR SIXTH SEMESTER

Course:	INVESTMENT ANALYSIS AND PORTFOLIO MANAGEMENT
Description of the course:	<p>The course enables to the students to acquire basic knowledge on investment analysis and portfolio management.</p> <p>The course is divided into three chapters; The first chapter explains the theory and practice of portfolio; In the second part is elaborated the contradiction on risk and deployment of capital to risk assets. In the third part are elaborated: optimal portfolios of risky assets.</p>
Aim of the course:	The aim of the course "Investment analysis and portfolio management" is that students gain basic knowledge on investment analysis and be equipped in techniques of portfolio management of the investments based on modern methods of portfolio analysis.
Expected learning outcomes:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Acquire the basic knowledge of investment analysis and portfolio management. 2. Understand the importance, function and policies of investment analysis

<p>(a) knowledge;</p> <p>(b) abilities/ skills and</p> <p>(c) competencies:</p>	<p>3. Obtain advanced knowledge on the way of functioning of the investment portfolio.</p> <p>Abilities/ skills</p> <ul style="list-style-type: none"> - Use of modern techniques of the investment portfolio management; - Demonstration of practical skills in understanding and managing of the investment portfolio. <p>Competence:</p> <ul style="list-style-type: none"> - Proposes, advises and provides adequate solution for advancement of the investment portfolio.
<p>Teaching (and learning) methodology</p>	<p>Concretization of the theoretical concepts learned by studying and analysis of the practical examples. Continuous exercises in the field of the E-procurement; work in groups, research case studies.</p>
<p>Evaluation methods (passing criteria)</p>	<p>In one semester will be held two colloquia (tests), whereas at the end of semester will be held the exam.</p> <p>Tests are of closed type of "multiple choice testing" system, with a total of 15 questions.</p> <p>Each question has 2 points, maximum 30 points. The student passes the first colloquium if in the evaluation test of colloquium has half or more correct answers. After the student is evaluated that has passed the first colloquium, it is entitled to be course to the second colloquium.</p> <p>Exam</p> <p>For conclusion of the final grade of the evaluation test for regular students will apply the following methods of evaluation: maximum 60 points from the written final exam. Forty other points the student may gain from the tasks, exercises, papers and interaction shown in the class during the whole</p>

	semester
teaching/learning tools/ IT	Usage table, Internet, wireless, computer, projector, PowerPoint etc.
Theory /practice	50% theoretical lectures, 50 practical work, presentations, research papers, seminary papers.
Literature	
Basic literature	<i>Prof. dr. Sabah Hilmia and Dr. Fatos Ibrahim</i> “Central bank and monetary policies” , Tirana 2013
Additional literature	Kosovo Central Bank Law

Subject name	Cultural Diversity, Negotiation and Conflict Management
Subject description	This course is intended to provide students with the knowledge, skills and competencies theoretical and practical knowledge about cultural diversity in the workplace. Students will gain knowledge on the development of this discipline and behavior that should have them in a cultural diverse workplace.
The aim of the subject:	The course aims to give students the necessary knowledge of the concepts mainly for communication and human resource management in diverse cultural environments. This issue will be addressed from various aspects, so that students are able to understand the complexity of this discipline.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	Knowledge : 1. Learn the meaning and practical application of communication in multicultural environments . 2. To learn about the concepts and functions of diverse cultural environment 3. To learn about ways of managing and implementing communication in these environments .

	<p>Abilities and skills:</p> <ol style="list-style-type: none"> 1. Aftësi the implementation of knowledge about the behavior and klomunikimin in a diverse cultural environment . 2. Ability to implement plans and policies for better access to such facilities .3. Skills and taking initiatives to manage the human resources in organizations , institutions or companies . <p>Competence:</p> <ol style="list-style-type: none"> 1. Competence to manage communication in organizations , institutions or companies . 2. Competence in assessing communication problems in diverse cultural environments . 3. Competence in decisions dealing with communication and human resources in organizations , institutions or companies
Teaching methodology and 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)	<i>Students' evaluation is done in accordance with the regulation of the College "Pjeter Budi"</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	3:1
Basic literature	<p>Lilana Batkovska, Communication and Public relations, 2007</p> <p>Gabriela Rakicevic, Human resource management (2007, Ohër)</p>
Additional literature	Imer Mushkolaj, Management and development of human resources, dispensë (2016, Prishtinë)

Subject name	Work Psychology
Subject description	The focus of the course is directed at how people behave in organizations and the reasoning behind their behaviour. Fundamentals of individual and organizational behavior, personality and emotions in the process of labor and employment. The concepts of motivation and application of models of motivation in the work process; perception and positive decision making on strategic issues. Offers and demands presented by psychological models.
The aim of the subject:	The purpose of the course is that students gain knowledge, skills, skills and competence to work psychology. Psychology of Work is interaction between individuals and their work, and relationships between people in the work process. As such, this subject is of great importance for the development of human resources in the organization and success of the organization as a whole.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Students will learn the theoretical part of the psychology of work and will know how to apply in practice, - Will be able to set the standards of effectiveness and how to measure and evaluate human performance at work; <p>Abilities and skills:</p> <ul style="list-style-type: none"> - Skill in selecting and analyzing data necessary for conducting applied psychological research. <p>Competence:</p> <ul style="list-style-type: none"> - To design and evaluate tests of hiring, training programs, and organizational interventions.
Teaching methodology and learning	The teaching consists of a combination of lectures and analysis, seminars and group assignments.

methodology	
Evaluation method (criteria to pass exam)	Examination takes place through individual, written examination, and a written group assignment with oral presentation in seminars. The examination of the written assignment is assessed from both written contents and oral presentation. 60 points of the grade students gets through two mid term exams or final exam.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	3 hours of lectures and one hour of exercise on weekly basis for 15 weeks in the row
Basic literature	<i>Authorized lectures, College Pjeter Budi</i>
Additional literature	John Arnold, Carry L. Cooper, Ivan T, Robertson: Work psychology, understanding human behaviour in the work place, Lilana Batkoska : Wirk Psychologym Ohrid 2006

Course name:	Management information systems (MIS)
Subject description	Types of information systems, the advantages and their disadvantages; demonstration on how to use the latest technology and apply various information systems. Students will examine how information systems are used to solve problems and make better business decisions and apply these concepts to analyze business cases and to improve business performance.
The aim of the subject:	The aim of this subject is to inform the students regarding the MIS in general and about advantages that one can gain from information systems. Second objective is to taught them apply different MIS, plan, develop , apply and manage various information systems in order to be capable to take informed decisions.

<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies</p> <p>:</p>	<p>Knowledge:</p> <ul style="list-style-type: none"> -To understand terminology and key terms and concepts used in the field of management information systems ; -to list advantages of certain databases/information systems, as well as future challenges of information systems. - To introduce modelling business processes and automated work processes that contribute organization/business working environment. - Fully explain the relationship between information systems and management <p>Abilities and skills:</p> <ul style="list-style-type: none"> - Examine how database processing and components of a database system can be used most efficiently in an organizational setting. - to identify and implement the various MIS and work processes within a business /organization ; - Analyze how technology can be used to synthesize complex data to make sound business decisions <p>Competencies</p> <ul style="list-style-type: none"> - to identify and suggest appropriate responses to various managerial issues arising from the development, implementation and use of information systems. - to synthesize work processes and their automation opportunities through information systems; - Integrate into business situations and analysis, and evaluate both theory and practice relevant to Management information systems
<p>Teaching / learning</p>	<p>Group work, work demonstration with the computer and informative systems, feedback for the home works, involvement in different small</p>

methodology	projects regarding the identification and modelling 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 quizzes that will be organised in class. The grade will reflect the way in which student present and support topics and positions in the various learning activities used in this course. The grades will be based on the quality and quantity of the comments and responses in the various activities. The grades for the course will be based on an accumulation of points throughout the course (40 points) and based on results of two pre-tests or based on the final exam . Final exam is passed in the moment when the student has successfully reached fifty percent of the correct answers of the test. Maximum points of the test is 60.
Concretization means	Programmes and platforms of the different 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; Introduction to Information Systems, Rainer, K. dhe Cegielski, C. (2011);
Additional literature	Authorized lectures: Managing databases , 2014 Information systems , Rainer, K dhe Cegielski, C. 2011 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)
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The name of the subject	Corporate Governance
Subject description	The course deals with the description of the corporate-government, as important factors in business development, capital market and the economy as a whole. The law and ethics underlying and governing the structure and operation of the business corporations..
The aim of the subject:	The purpose of this course is to enable students to theories of corporate governance, functioning, organization, staffing and content of corporate governance as well as of legal and ethical frameworks related to corporate governance.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <ul style="list-style-type: none"> - Essential knowledge in corporate governance (CG) - Knowledge of rules and relationships at HQ level. <p>Abilities & skills:</p> <ul style="list-style-type: none"> - Demonstration and application of rules and standards in CC. <p>Competencies:</p> <ul style="list-style-type: none"> - Proficiency in the use of processes at HQ. - Ability to CC processes and cultures. - Skills in leadership or participation with CC. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent in the application of basic principles CC. - Competence for creating corporate value and reducing costs. - Competent to judge situations that have to do with CC.
Teaching methodology and learning methodology	The course will involve readings, class lectures, class discussion, and projects.
Evaluation	<i>(Note: all details regarding the grading procedures are incorporated in the</i>

method (criteria to pass exam)	<i>Regulation for midterms and final exam)</i>
teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	2:2
Basic literature	Authorized lectures Qeverisja e Korporatave (2012). Shyqyri Llaci Examples of Codes of conducts

The subject name	Recruitment, performance evaluation
Subject description	This course is intended to provide students with the knowledge, skills and competencies on recruitment, performance evaluation and treatment which focuses on theoretical knowledge and practical issues associated with a wide range of relationships among human. It comprise of units for the types of recruitments, selection procedures, motivation, development and compensation of employees. The units comprise of designing and developing strategies of HR together with the group of students; needs assessment will be tackled as well along side with the planning of human resorces based one such assessment.
The aim of the subject:	The aim of the course to equip students with the reuired knowledge regarding the concepts of management and development of human resources in more specific ways.
Expected results of the learning:	Knowledge To learn the concepts of the HR , its functions and roles from the perspective of human resources recruitment and selection
(a) knowledge;	To identify and explain legally permissible questions during the interview

<p>(b) skills</p> <p>(c) competencies:</p>	<p>process.</p> <p>To distinguish between employee disciplinary situations that require progressive discipline or immediate dismissal.</p> <p>Ability/Skills</p> <p>Capable to implement the knowledge in professional manner</p> <p>Capacity to undertake initiatives regarding the recruitment and selection of human resources in business and non business legal entities</p> <p>identify and explain the major laws that impact the management of employees in the organization</p> <p>Competencies:</p> <p>Capable to design, implement and oversee the HR recruitment and selection policies/standards strategies and plans</p> <p>Competent to take decision and delegate work regarding implementation of the recruitment and selection procedures</p>
<p>Teaching methodology and learning methodology</p>	<p>Students will be involved in lecturing process by being asked to comment and provide answers in the subject taught during the lesson units. He/she will be assigned to conduct small research/study paper and than present the same one in classroom. Analysis of the standards and procedures will take place in the group.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>Students will also undergo two tests of the formal evaluation (each colloquium can have a maximum of 30 points). Part of semi semester colloquia is the multiple choice system and analytical essay.</p> <p>If the student does not pass one of the colloquia should undergo the final exam (maximum 60 points)</p> <p>The exam has 100 points. The score of 50 is the threshold of the passing grade.</p>
<p>The teaching/learning</p>	<p>The white board, power point presentation, computer Microsoft Office,etc.</p>

tools/ IT	
Theory vs. practice	50: 50

The name of the subject	E-governance
Subject description	<p>Electronic Governance (e-Governance) introduces developments towards computerization of society in the modern world and the need for continuous reforms of administrative services at each government and non government institution. Course will enable the students - to gain a critical understanding of electronic governance (egov) from a multidisciplinary perspective; to learn the historical evolution & theoretical assumptions of the concept & use of ICTs in the public governance systems; to understand the designing and the evaluation frameworks; and to acquire knowledge on the contemporary trends with a specific focus on Kosovo.</p> <p>This course also introduces the technology of e-government with an in-depth examination of current government development and management challenges in the delivery of services and information, electronically, to their constituencies.</p>
The aim of the subject:	<p>Core questions to be addressed by this programme will include inter alia: what government functions and practices are changed by e-Governance initiatives; what are the socio-political implications of e-Governance; how are e-Governance initiatives designed and evaluated; how are public administrators challenged by such initiatives; and what are the consequences for the relationships between public and private institutions as well as citizens</p>
Expected results of the learning:	<p>Knowledge:</p> <ul style="list-style-type: none"> • Students have basic knowledge of e- governance/ e government ;

<p>(a) knowledge; (b) skills (c) competencies:</p>	<ul style="list-style-type: none"> • Basic knowledge (basic) on e- government - the use of services from home , office work , in a business enterprise , or even in other sectors ; • Tounderstand how e services are organized and provided . <p>Ability/skills</p> <ul style="list-style-type: none"> • To manage/use main e services platforms provided by various Kosovo central and local government • To be capable in grasping /following and adjusting to fast evolving trends in e governance <p>To apply inovative forms of e governance in a working place</p> <p>Skilled to find open source platforms that might be of use for small and medium enterprises/ NGOs and other entities</p> <p>Competencies:</p> <ul style="list-style-type: none"> - Competent to analyse entire cicle of communication in e governance and e government services (sending cycle - of - service receivers) and to identify possible gaps or weakneeses - To conduct research and come with suggestion/ answers for better use of e- government portal , e- services , insurance , e- administration , the library , e- customs, e - tax , e- procurement, e - taxes etc. .
<p>Teaching methodology and learning methodology</p>	<p>Throughout 15 weeks of the semester student will be asked to put his/her hands on in practicing/ explaining and analysing various e governance and e government platforms. Entire work will be guided by lecturer, and at least three times by guest expert working or managing one og the govenment services. Teaching and lecturing of this subject implies a lot of internet research and consultation of open data sources as well as of the case studies/ experiences of various commercial and non comercial entities throughout Kosovo, which already have proven record on e governance.</p>
<p>Evaluation method (criteria</p>	<p><i>Student will be evaluated throughout semester. During two mid semester assessments hw/she will be asked to fill the test questionnaires that will</i></p>

to pass exam)	<i>bring 15 points, while other 15 points (for each mid term exam) student will be asked to demonstrate knowledge in practice, bu performin the usage of at least two e governance platforms.</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	More than 70 percent of the time is practice.
Basic literature	Dr. Teja Bogatelj , e-governance, 2007.
Additional literature	Dr. Edmond Beqiri , Informatike biznesi me biznes elektronik , 2013 West, Darell Global E-Government ,2007

PROFILE: BANKS AND FINANCIAL SUPERVISION

THE ECONOMICS OF MONEY AND BANKING	
Description of the course:	Students are introduced to the money, banking and financial system of Kosovo. Topics include an overview of the financial markets, interest rates and structure of the interest rates, the efficiency of the financial markets, financial regulation, banks and other financial institutions, risk management of financial institutions, the Central Bank's role, the money supply and monetary policy.
Aim of the course:	The aim of the course will be to use: 1) as solid basis in economic theory; and 2) mathematical and quantitative ability; they have gained in previous courses of economics in analysis of the different tasks of central banking. The course will emphasize the attendance of the program in the following levels of academic and professional outcomes: Ability to apply economic concepts to explain the phenomenon of the real world; understanding the institutions and politics; and potential in contributing of market development as international finance centre.
Expected learning outcomes:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Explain the ways in which the different financial assets are priced in financial markets based on their relative risks. 2. Describe the different types of risks, to which financial markets require a premium. 3. Discuss actors which participate in financial intermediation, including borrowers, creditors, buyers and sellers of assets, as well as various financial

	<p>intermediations made by financial markets.</p> <p>Abilities / skills</p> <ul style="list-style-type: none"> -demonstrate in practice the gained knowledge - identify and apply / adapt by their work the central banking practice in developed economies <p>Competence:</p> <p>Competent to critically analyze phenomena in the sector of the economy and money</p> <p>Competent to project and research the issues in this field</p> <p>Competent to defend with arguments their positions during the comparative scientific researches in the field of money and banking in general.</p>
<p>Teaching and learning methodology:</p>	<p>During the lectures, students are encouraged to participate actively in order to gain interactive character and increase their comprehension. After each lecture students should attend one hour of exercise, when will be repeated the elaborated learning unit and through case studies will be discussed and analyzed the issues relevant to the unit.</p>
<p>Evaluation methods -passing criteria</p>	<p><i>A 2,000 words essay (20%). Students are to be evaluated by the level of their research. Essays must be submitted on the date of exam.</i></p> <p><i>Progress of the written exam (30%): Students are evaluated during lectures taught in the first seven lectures.</i></p> <p><i>The final course exam (50%): Students are evaluated during lectures taught in the last seven lectures.</i></p>

The teaching/learning tools/ IT	Lectures, PPT Presentation, Q & A, Discussion, Simulation, Case Study
The ratio between the theoretical and practical part of the study:	70: 30
Literature	
Basic literature:	<ol style="list-style-type: none"> 1. Mishkin, Frederic, The Economics of Money, Banking, and Financial Markets, 10th Edition, Addison-Wesley 2. S. Xhaferi, B.Berisha, B. Rexhepi, - Money, Bank and Loan, Prishtina, 2015
Additional literature:	1. Stephen Cecchetti , Kermit Schoenholtz , Money, Banking and Financial Markets 4th Edition

BANKING RISK	
Duration:	One semester
Description of the course:	<p>This course deals with contemporary concepts of risk management in banks, as basic functions of banks and risks that they might encounter; corporate governance in banks, financial statements that banks use to communicate their activities, function of asset and liability management in banks, and how banks manage credit losses.</p> <p>Regulations of banks and regulatory process, as well as analysis of credit risk, market risk and operational risk will also be treated.</p>
Aim of the course:	Learn the advanced conceptual basis of banks' risk management and provide examples of their practical

	implementation in the banking industry.
<p>Expected learning outcomes:</p> <p>(a) knowledge;</p> <p>(b) abilities/ skills and</p> <p>(c) competencies:</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Understand concepts and main advanced theories of risk management in banks. 2. Understand the risk theory, as function of risk management, including policies, protocols, documentation and risk data. Including the key role and responsibilities of risk management chief. 3. Learn about the importance of risk assessment and evaluation techniques. Learn about credit, market and operational risk as the main risks at the banks. Learn about the control of losses and business continuity. 4. Get acquainted with the governance models in organization link of the risk management. 5. Learn about risk reporting. Describe the internal audit and its role in risk management. <p>Abilities / Skills</p> <p>Demonstration of abilities for risk management, such as the planning skills, evaluation, control and reporting of risk.</p> <p>Competence:</p> <p>Critical analysis of case studies</p> <p>Competent realization of comparative research in this field.</p> <p>Provide solutions to the problems that arise during the various banking processes that impose the need for rehabilitation/ prevention of potential risks.</p>
Teaching (and learning) methodology	- Professor lectures and exercises under his/her mentorship

	<ul style="list-style-type: none"> - Classroom discussion moderated by lecturer - Classroom discussion moderated by student leaders of small groups - Presentation of the homework and seminar papers <p>Selection of readings and analysis of the literature on group</p> <p>Students seminar/presentation</p>
Evaluation methods (passing criteria)	<p>A 2,000 words essay (20%). Students are to be evaluated by the level of their research. Essays must be submitted on the date of exam.</p> <p>Progress of the written exam (30%): Students are evaluated during lectures taught in the first seven lectures.</p> <p>The final course exam (50%): Students are evaluated during lectures taught in the last seven lectures.</p>
The teaching/learning tools/ IT	Lectures, PPT Presentation, Q & A, Discussion, Simulation, Case Study
The ratio between the theoretical and practical part of the study	<p>70 % theory</p> <p>30% practice</p>
Literature	
Basic literature	<p>Authorized lectures</p> <p>Richard Apostolik, Christopher Donohue: “Foundations of Financial Risk”, Published by John Wiley & Sons, Inc., Hoboken, New Jersey. 2015.</p>
Additional literature	

Description of the course:	This course deals with all matters relating to accounting in banks and financial institutions in general (work on preparation of financial reports, financial reports and their supervision)
Aim of the course:	The aim of the course is to equip the new generations to prepare certain financial reports and to enable the same to be professionally presented and used.
Expected learning outcomes:	<p>Knowledge:</p> <ul style="list-style-type: none"> -about the role of accounting of banks and methods of decision-making regarding this. - be familiar to the activities/ ways and processes of preparing the accounting reports of banks. <p>Abilities / Skills</p> <ul style="list-style-type: none"> -preparation of basic financial reports -interpretation, analysis of the accounting reports <p>Competence:</p> <p>Professional advising in the field of accounting of banks</p>
Teaching (and learning) methodology	Regular lessons, lectures, discussions, independent individual work, work in groups.
Evaluation methods (passing criteria)	<p>Students will also undergo two tests of the formal evaluation (each colloquium can have a maximum of 30 points). Part of semi semester colloquia is the multiple choice system and analytical essay.</p> <p>If the student does not pass one of the colloquia should undergo the final exam (maximum 60 points)</p> <p>The exam has 100 points. The score of 50 is the threshold of the passing grade.</p>

Ratio theory/ practice	50:50
Literature	<p><i>Mandatory literature:</i></p> <ol style="list-style-type: none"> 1. <i>Arben Dërmaku, Arbër Hoti, Accounting of financial institutions</i> 2. <i>Authorized lectures prepared by professor,</i>

Subject name	Internship
Description	<p>This course comprises of effective work/internship of students in various institutions / SME's where they will spent 120 hours during the semester. Thirty hours comprise of students independent work , or it will be a time of work in the classroom under supervision of the assigned lecturer.</p> <p>The student gain knowledge and practical skills to work in various businesses and companies as well as in different institutions.</p> <p>Subjects is mandatory and upon the completion of the course students gain 6 credits.</p> <p>AIM of the subject is for students to learn by doing to observe work processes in various companis or institutions and to put their hand and work in practice, along side with other employees as interns working in companies and institutions. (SME/institutions/banks/insurance companies' marketing companies, governmental and non governmental institutions/ organizations/ agencies etc).</p>
The aim of the subject:	
Expected results of the learning:	Knowledge
(a) knowledge;	- Understand conection between theory and practice in the field of business administration
(b) skills	- To identify processes needed for tasks to be carried on
(c)	

<p>competencies:</p>	<p>Abilisty/skills</p> <ul style="list-style-type: none"> - Ability and skills to work in SME ‘s but also in bigger companies and institutions as well - Skillfull to apply theoretical knowledge in daily work <p>Competence</p> <ul style="list-style-type: none"> - To plan, manage and lead, certain groups of employees in an organization or activity related to business administration, -
<p>Teaching /learning methodology</p>	<p>Out of 150 hours , 120 hours students should spent in company while the rest of the time is independent work or work in classrooon under the supervision of the lecturer.</p> <p>Internship will be carried on in one of the companies/institution among hundreds of them with which College has signed Memorandum of Cooperation: various businesses marketing and design companies, 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..</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>Students knowledge and skills will be assessed based on two evaluation forms , one filled by company/institution supervisor, and second one filled buy students themselves .</p> <p>After analyzing both forms, lecturer will assess students in verbal or written form.</p> <p>The grade of this course is built differently from other courses.</p> <p>80 percent of the grade is build upon assessment of the student by professor,</p>

	while twenty percent of the grade are result of the independent work/project /research/analysis accomplished by student during the internship.
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Subject name	Computer Crime
Subject description	<ul style="list-style-type: none"> - The concepts and types of computer crime, - Legal framework related to computer crime - Kosovo prevention policies and laws related to computer crime
The aim of the subject:	Subject Organized and Computer Crime it is intended to raise public awareness among the students regarding computer crimes and measures envisaged to decrease it in institutions and society overall
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge :</p> <ul style="list-style-type: none"> • Use the integrated knowledge of the principles, characteristics, and terminology regarding computer crime and its various types <ul style="list-style-type: none"> - Intellectual property/copyright law - General knowledge about cyber crime/hacking <p>Abilities & skills:</p> <ul style="list-style-type: none"> - To apply the knowledge within prevention measures of computer crime - Interpretation of the computer crime prevention strategies and policy papers - Interpretation and implementation of the current laws related to computer crime, cyber crime and copyright <p>Competencies:</p> <ul style="list-style-type: none"> • Competence in the interpretation of various forms of cyber attacks, recognition and determination of various types of computer crime. • To enable students to successfully use protective tools and various computer programs
Teaching	Problem-based learning, project work in groups, student-centered active

methodology and learning methodology	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)	<i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	50:50
Basic literature	Prevention of organized computer crime -Mr.sc. Florim Maqani 2012 Veton Vula, Computer crime, Prishtinë 2009

Subject name	Organizational Behavior
Subject description	The program of the course is compiled and will be presented at three levels: Individual, group and organizational. Includes lesson units starting from personality, skills, perception and individual learning, motivation, substantial theories motivation, groups, leadership (term, styles and models), power and conflict, communication, decision making, culture and organizational learning.
The aim of the subject:	Students' introduction and enabling them to manage organizational behavior. Because the Organizational Behavior is among the subjects of fundamental formation of a person to work in leading positions, its purpose is to teach the student how to understand the behavior of workers and how to achieve greater effectiveness in the use of human resources.
Expected results of the learning: (a) knowledge;	Knowledge: 1. To learn organizational behavior in the organization 2. To learn about the personality and skills 3. To learn about perceptions and individual learning.

<p>(b) skills</p> <p>(c) competencies:</p>	<p>Abilities and skills:</p> <ol style="list-style-type: none"> 1. Ability to implement personal skills at work 2. Ability to work in group and team. 3. Leadership skills for individual and group projects. <p>Competence:</p> <ol style="list-style-type: none"> 1. Competence to adequately bring to the organization 2. Competence in determining individual and organizational goals. 3. Competence in the assessment of organizational culture
<p>Teaching methodology and learning methodology</p>	<p>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.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p>In one semester will be held two colloquia (tests), whereas at the end of semester will be held the exam.</p> <p>Tests are of closed type of "multiple choice testing" system, with a total of 15 questions.</p> <p>Each question has 2 points, maximum 30 points. The student passes the first colloquium if in the evaluation test of colloquium has half or more correct answers. After the student is evaluated that has passed the first colloquium, it is entitled to be course to the second colloquium.</p> <p>Exam</p> <p>For conclusion of the final grade of the evaluation test for regular students will apply the following methods of evaluation: maximum 60 points from the written final exam. Forty other points the student may gain from the tasks, exercises, papers and interaction shown in the class during the whole semester.</p>
<p>The teaching/learning</p>	<p>The white board, power point presentation, computer Microsoft</p>

tools/ IT	Office,etc.
Theory vs. practice	50:50
Basic literature	Organizational behavior,. Tefik Halili-Prishtinë, 2012
Additional literature	Organizational Behavior- Judith R. Gordon. Boston. SHBA

Subject 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 is taught 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 official and non official, print and electronic; writing essays and research papers; avoidance of plagiarism; learning to apply critical 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 academic world and working carrier. 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:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. to know how to identify research topic and to prepare concept paper, 2. to understand methodology of the chapter division 3. to understand process of chosing and exploring the topic <p>Abilities and skills:</p> <ol style="list-style-type: none"> 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. <p>Competence:</p> <ol style="list-style-type: none"> 1. to prepare,write and present research plan 2. to use easily various sources and quotations and to avoid the risks from

	<p>plagiarism</p> <p>3. to understand and apply high professional ethics standards while preparing/writing academic papers</p>
Teaching / learning methodology	<p>Problem-based learning, project work in groups, student-centered approach; using the sources; analyzing case studies; interactive workshops, group presentations; games, role plays; using synthesized materials and deconstructing concepts in them.</p>
Evaluation method (criteria to pass exam)	<p>The final exam has ‘multiple choice testing’ with 30 questions in total, max 60 points.</p> <p>To determine the final grade:</p> <p>From 50 – 59 accumulated point take the grade 6 (six).</p> <p>From 60 – 69 accumulated point take the grade 7 (seven)</p> <p>From 70 – 79 accumulated point take the grade 8 (eight)</p> <p>From 80 – 89 accumulated point take the grade 9 (nine)</p> <p>From 90 – 100 accumulated point take the grade 10 (ten)</p> <p>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</p>
teaching/learning tools/ IT	<p>The white board, power point presentation, computer Microsoft Office, etc.</p>
Theory vs. practice ratio	<p>50% theory, 50% practice.</p>
Basic literature	<p>Imer Mushkolaj, Academic writing (authorized lectures, 2010, Prishtinë)</p> <p>http://www.duluth.umn.edu/~hrallis/guides/researching/litreview.html</p> <p><i>College Pjeter Budi guideline for how to prepare scientific paper</i></p>

Subject	Control and Auditing (revision)
Subject description	This course is designed to provide students with a basic understanding of all aspects of audit and control. These include acceptance and planning on audit

	<p>and inspection, evaluation of internal controls, verifying bank accounts and financial statement assertions, reporting on audited financial statements and audit standards, and legal obligations and ethical professional and personal responsibilities auditors and inspectors.</p>
<p>The aim of the subject:</p>	<p>Internal control and audit have close links between them. The audit reviews the financial condition and activity of the enterprise as this activity is carried out and controlled by internal control. So revision is retroactive. While internal control is carried out during the development of the enterprise and aims to prevent wrongdoing.</p> <p>Internal control plan encompasses a whole organization and a company implements measures to safeguard its assets, to check the accuracy and reliability of accounting data, promote increased efficiency and to ensure the correct implementation of enterprise policy management.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Knowledge :</p> <ol style="list-style-type: none"> 1. Knowledge of how the methods by which key leaders delegate their authority and define responsibilities for specific functions such as: buying selling, accounting, and production. 2. Also knowledge of the program of preparation , verification and distribution according to different levels of surveillance reports and analyzes, which the executive directors create opportunities to exercise control over various activities and functions in a corporation. 3. It provides an important aid for running effectively, especially in larger economic units. <p>Ability and Skills:</p> <ol style="list-style-type: none"> 1. To prevent errors and irregularities by a system for authorizing transactions, recording transactions accurately and protection of assets. 2. Identify errors and irregularities to level the accounting records kept records independently and physical counting, and checking accounts for possible values or canceled. 3. To assist the operation efficiency by examining the policies and procedures for possible improvements

	<p>Competence :</p> <ol style="list-style-type: none"> 1. The existence of an effective staff of internal audit, conducted performance evaluations of employees to help guide their work and energy in terms of predicting the effective functioning of an enterprise. 2. Limit the use of funds by unauthorized personnel 3. A defined organizational structure and build good
Teaching methodology and 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)	<i>(Details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	Shefket JAKUPI., Fadil KRASNIQI, “AUDITING” ”KGT”, Prishtinë, 2012.
Additional literature	Shuli, Ingrid & Perri, Rezarta; ANALYSIS OF FINANCIAL REPORTS, Tiranë, 2008. Halit Xhafa; Financial analysis, Pegi, Tiranë, 2008.

THIRD YEAR

SIXTH SEMESTER

Subject name	Bank Management
Subject description	This course enables students to understand the role and responsibilities of executives at banks and other financial institutions. There will be reviewed

	<p>practices, traditional procedures and state of the art techniques and tools to manage a commercial bank. Special attention is paid to the current and future trends in banking, but analysis of existing forces and changes in current banking will be examined along with recent changes in financial markets legislation in different countries. Emphasis will be on the bank performance analysis, assets management, liabilities and cost of funds, evaluation and credit analysis of commercial and consumer loans.</p>
<p>The aim of the subject:</p>	<p>The purpose of this course is to provide students with basic knowledge of banking and banking business in modern conditions, to facilitate the application of knowledge gained in the current circumstances of the banking business, help students dealing with practical problems and facilitate the resolution of these problemve.</p>
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Upon completion of this course students are expected to gain:</p> <p>Knowledge:</p> <ol style="list-style-type: none"> 1. Regarding new trends in the development of the banking industry in the world and locally; 2. On measurement and management of credit and market risks, management of capital in banks 3. Governance with operational risks other non-financial risks in banks, banking supervision, <p>Ability and skills:</p> <ol style="list-style-type: none"> 1. Qualifications for candidates to work in various positions in the bank, in the field of commercial and investment banking; 2. In the non-bank financial institutions that manage the various risks faced by the market; 3. In institutions that are responsible for establishing regulation of banks supervision and institutions responsible for the supervision of non-bank financial institutions operating in the capital market. <p>Competence:</p> <ol style="list-style-type: none"> 1. Effective leadership, in cooperation with other qualified colleagues;

	<p>2. Exercise autonomy and initiative during professional banking activities and taking of main responsibility for work of others and a row of resources;</p> <p>3. Cooperation with others to provide changes, and developing new ideas;</p> <p>4. Dealing with ethical and professional issues in accordance with existing professional codes and practices</p>
Teaching methodology and 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)	<i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	During the exercises will be developed teaching material by analyzing a research project, case study, etc..
Basic literature	Authoprized lectures, College Pjeter Budi' Gazmend Luboteni., " Bank management" ., In Collection, Prishtinë., 2008.

Course:	<u>CENTRAL BANK AND MONETARY POLICIES</u>
Description of the course:	The course deals with central banks and monetary policies; functions of central banks and monetary policies, such as; money issuance, the exchange function, function as the state bank, the administration and public services. In particular, it addresses the importance of central bank independence and its regulatory function. The course elaborates in particular the organization

	<p>and management of central bank;</p> <p>Will be treated the Eurosystem and the European system of central banks; whereas will be separately treated organization and functioning of the Central Bank of the Republic of Kosovo; Bank of Albania and the European Central Bank.</p> <p>The course will elaborate in a chapter the instruments which rule and are adopted by central banks to implement the monetary policies, as an important part of economic policies of the country.</p>
<p>Aim of the course:</p>	<p>The main aim of the course is that students attain basic knowledge in understanding of notion and importance that Central Bank and monetary policies in maintaining of the financial stability and inflation in certain country.</p>
<p>Expected learning outcomes:</p> <p>(a) knowledge;</p> <p>(b) abilities/ skills and</p> <p>(c) competencies:</p>	<p>Upon completion of the program, students will obtain the following knowledge:</p> <ul style="list-style-type: none"> • Understand conceptually the role, the importance of Central Bank and monetary policies; • Be able to distinguish the functions and importance of Central Bank in development of the financial system and supervision of banks of the second rank; • Understand the role of Central Bank in the development of monetary policies; • Understand the functioning of the Eurosystem and the role of the European Central Bank; <p>Abilities & Skills:</p> <ul style="list-style-type: none"> • High proficiency in understanding of the financial system and the role of Central Bank; • Basic skills in understanding the role and the importance of Central Bank in the banking system of the country.

	<ul style="list-style-type: none"> •Managerial and operational skills in terms of central bank operations. <p>Competence:</p> <ul style="list-style-type: none"> • Analysis of the applicability of the Basel agreements regarding the operation and management of banks as well as its analysis.
Teaching (and 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 methods (passing criteria)	<p>In one semester will be held two colloquia (tests), whereas at the end of semester will be held the exam.</p> <p>Tests are of closed type of "multiple choice testing" system, with a total of 15 questions.</p> <p>Each question has 2 points, maximum 30 points. The student passes the first colloquium if in the evaluation test of colloquium has half or more correct answers. After the student is evaluated that has passed the first colloquium, it is entitled to be course to the second colloquium.</p>
The teaching/learning tools/ IT	Usage table, Internet, wireless, computer, projector, PowerPoint etc.
Theory vs. practice	<p>70% theoretical part</p> <p>30% practical part in exercises and internship in the insurance companies.</p>
Literature	
Basic literature	<i>Prof. dr. Sabah Hilmia and Dr. Fatos Ibrahim</i> "Central bank and monetary policies" , Tirana 2013

Additional literature	Kosovo Central Bank Law
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Course:	CORPORATE FINANCE
Description of the course:	The course enables to students to acquire basic knowledge on corporate finance. The course is divided into three chapters; The first chapter explains the modern corporate organization, corporate governance and organization of corporate financial function; In the second part will be elaborated the current value, the objectives of the company and corporate management, calculation of the current value, the value of bonds and the common stock, why the criterion of net current value is better than the investment decisions; In the third part will be elaborated: taking decisions on investments in accordance with the current value, introduction to risk, return and opportunity cost of the capital, capital budgeting and dividend risk and policy.
Aim of the course:	The aim of the course Corporate Finance is that students acquire the basic knowledge on corporate importance, their modern organization, as well as corporate finance management.
Expected learning outcomes: (a) knowledge; (b) abilities/ skills and (c) competencies:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Acquire the basic knowledge on corporations and their importance to the economy and society. 2. Understand the functions and policies of the corporate financial management; 3. Obtain advanced knowledge on the method of the corporate finance operation. <p>Abilities / skills</p> <ul style="list-style-type: none"> - Demonstration of the practical skills in understanding and implementation of the corporate finance program. - Skills in use of the investment techniques of fair value, investments,

	<p>budgeting and distribution of the profits in corporations.</p> <p>Competence:</p> <p>1. Critical analysis of study cases of the Independent realization of the comparative scientific researches in the field of the corporate finance.</p>
Teaching (and learning) methodology	<p>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.</p>
Evaluation methods (passing criteria)	<p>30 points maximum – first mid term assessment</p> <p>30 point maximum – second mid term assessment</p> <p>If student fails in mid terms, he/she will undergo final exam</p> <p>Final exam is always in written form and student can gain maximum 60 points of the grade</p> <p>10 points students research paper/seminar</p> <p>20 points interactivity, attendance</p> <p>10 points selfinitiative activities</p>
The teaching/learning tools/ IT	<p>Usage table, Internet, wireless, computer, projector, PowerPoint etc.</p>
Theory vs vs. practice	<p>70 % theoretical part</p> <p>30% practical part</p>
Basic literature	<p>James C. Van Horne & John M. Wachowicz Jr. “Fundamentals of Financial Management”, 12th Edition, Pearson – FT Prentice Hall, London – New</p>

	York, 2009
Additional literature	<i>Literature from Internet</i> <i>Gazmend Luboteni, Corporate Finance, Prishtina, 2012</i>

Course name:	Management information systems (MIS)
Subject description	Types of information systems, the advantages and their disadvantages; demonstration on how to use the latest technology and apply various information systems. Students will examine how information systems are used to solve problems and make better business decisions and apply these concepts to analyze business cases and to improve business performance.
The aim of the subject:	The aim of this subject is to inform the students regarding the MIS in general and about advantages that one can gain from information systems. Second objective is to taught them apply different MIS, plan, develop , apply and manage various information systems in order to be capable to take informed decisions.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies :	<p>Knowledge:</p> <ul style="list-style-type: none"> -To understand terminology and key terms and concepts used in the field of management information systems ; -to list advantages of certain databases/information systems, as well as future challenges of information systems. - To introduce modelling business processes and automated work processes that contribute organization/business working environment. - Fully explain the relationship between information systems and management <p>Abilities and skills:</p>

	<ul style="list-style-type: none"> - Examine how database processing and components of a database system can be used most efficiently in an organizational setting. - to identify and implement the various MIS and work processes within a business /organization ; - Analyze how technology can be used to synthesize complex data to make sound business decisions <p>Competencies</p> <ul style="list-style-type: none"> - to identify and suggest appropriate responses to various managerial issues arising from the development, implementation and use of information systems. - to synthesize work processes and their automation opportunities through information systems; - Integrate into business situations and analysis, and evaluate both theory and practice relevant to Management information systems
Teaching / learning methodology	Group work, work demonstration with the computer and informative systems, feedback for the home works, involvement in different small projects regarding the identification and modelling particular processes , etc.Through the lectures 50 % of the time is interactive.
Evaluation method (criteria to pass exam)	<p>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 quizzes that will be organised in class. The grade will reflect the way in which student present and support topics and positions in the various learning activities used in this course. The grades will be based on the quality and quantity of the comments and responses in the various activities. The grades for the course will be based on an accumulation of points throughout the course (40 points) and based on results of two pre-tests or based on the final exam .</p> <p>Final exam is passed in the moment when the student has successfully</p>

	reached fifty percent of the correct answers of the test. Maximum points of the test is 60.
Concretization means	Programmes and platforms of the different 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; Introduction to Information Systems, Rainer, K. dhe Cegielski, C. (2011);
Additional literature	Authorized lectures: Managing databases , 2014 Information systems , Rainer, K dhe Cegielski, C. 2011 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)

Subject name	MARKET AND FINANCE INSTITUTIONS
Subject description	This course comprise of the units related to the the role of financial institutions and markets play in the business environment. Analyzing a series of applications of principles from finance and economics that explore the connection between financial markets, financial institutions and the economy are integral part of the course , alongside with concepts related to structure of interest rates, stocks, principals of derivatives, and currencies. On the institutions side, units are focused on commercial banks, investment banks, insurance companies, mutual funds, the Reserve Systems and their role of in the economy.

The aim of the subject:	To describe each type of financial markets, with a focus on its globalization, its utilization by financial institutions. Each type of financial institution is also described, with a focus on its management, performance, regulatory aspects, use of financial markets, and sources and uses of funds.
Expected results of the learning: (a) knowledge; (b) skills (c) competencies:	<p>Knowledge:</p> <p>To know about concept of financial markets and institutions</p> <p>To learn about banking operations - banking principles, types and forms of banking operations,</p> <p>To identify the functions of financial markets and institutions and examine their impact.</p> <p>.</p> <p>Ability and skills:</p> <p>Ability to implement knowledge about the domestic and international financial system</p> <p>Skills to use information technology as a tool to do essential business tasks including performing electronic research, and creating documents, presentations and spreadsheets related to finance market and institutions.</p> <p>Competence:</p> <ul style="list-style-type: none"> • Evaluate empirical evidence of market performance, and contrast it with theories of market performance. • Research and analyze specific problems or issues related to financial markets and institutions. • Explore the international integration of international financial markets and analyze the implications for financial managers.
Teaching methodology and learning	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

methodology	of learning for students to record their educational experience.
Evaluation method (criteria to pass exam)	Evaluation criteria are attached at the Regulation for students assessment of the College Pjeter Budi. Otherwise , beside two formal written exams (semi semestrals/ each max. 30 points) or final exam (60 points maximum), student will be evaluated based on activities, seminar work, home work, presentation and attendance.
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office,etc.
Theory vs. practice	50:50
Basic literature	Sherif Bundo. : "Financat", Tiranë, 2012.
Additional literature	Ivaniš M.: "Osnovi finansija", Univerzitet "Singidunum", Beograd, 2009. Sabahudin Komoni. : "Financat ", Prishtinë, 2008.

The name of the subject	Corporate Governance
Subject description	The course deals with the description of the corporate-government, as important factors in business development, capital market and the economy as a whole. The law and ethics underlying and governing the structure and operation of the business corporations..
The aim of the subject:	The purpose of this course is to enable students to theories of corporate governance, functioning, organization, staffing and content of corporate governance as well as of legal and ethical frameworks related to corporate governance.
Expected results of the learning: (a) knowledge; (b) skills	<p>Knowledge:</p> <ul style="list-style-type: none"> - Essential knowledge in corporate governance (CG) - Knowledge of rules and relationships at HQ level. - Demonstration and application of rules and standards in CC. <p>Abilities & skills:</p>

(c) competencies:	<ul style="list-style-type: none"> - Proficiency in the use of processes at HQ. - Ability to CC processes and cultures. - Skills in leadership or participation with CC. <p>Competencies:</p> <ul style="list-style-type: none"> - Competent in the application of basic principles CC. - Competence for creating corporate value and reducing costs. - Competent to judge situations that have to do with CC.
Teaching methodology and learning methodology	The course will involve readings, class lectures, class discussion, and projects.
Evaluation method (criteria to pass exam)	<i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	2:2
Basic literature	<p>Authorized lectures</p> <p>Qeverisja e Korporatave (2012). Shyqyri Llaci</p> <p>Examples of Codes of conducts</p>

INVESTMENT MANAGEMENT	
Description of the course:	<p>Investment Management as course will be focused on securities and financial investment analysis.</p> <p>The course covers three parts:</p> <p>In the first part are discussed the environment and key stakeholders of the financial markets, as well as the description of the types of securities and is</p>

	<p>explained where they are traded.</p> <p>The second part contains the essence of modern portfolio theory, which among other covers the portfolio return, risk and optimizing and its implementation via use of the index models.</p> <p>In the third part are treated the capital pricing models (eng. CAPM) and multi-factorial risk models, as well as the price theory by arbitration.</p> <p>The course is concluded with treatment of the empirical evidence of the securities evaluation.</p>
Aim of the course:	Preparing students and their familiarity with key concepts of the investment management, but also their ability to successfully operate in the investment market.
Expected learning outcomes:	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Understand the role and importance of investment management. 2. Explain the basic concepts, principles and practices related to investment management. <p>Abilities / skills</p> <p>Integrate and apply the knowledge gained in the basic courses for formulation and implementation of the investment policies.</p> <p>Competence:</p> <p>Analyze and critically assess the real situation of investment management.</p> <p>Perform an acceptable and reliable analysis of investment management in the financial institutions.</p>
Teaching (and learning) methodology	Activities in classroom will include lectures and exercises such as cases, team discussions and support of student reports and presentations of students' projects. The first half of each meeting will usually follow a conventional approach based on lectures covering materials of the chapters that deal with learning in every week, in the second half will normally

	include group exercises, case study or other forms of experimental learning.
Evaluation methods (passing criteria)	<p>Students are expected to be present and active in class. Failing to do so students will be penalized accordingly. In addition, two mid-term exams will be held during one semester, while the format of questions is based on essay type questions where critical thinking and analysis are expected to be carried out through the use of the literature (references).</p> <p>Structure of the grade is build upon the scale from 50 to 100. The course is passed when student reaches 50 points.</p>
The teaching/learning tools/ IT	Quizzes, ppt presentation, case studies,
Theory vs. practice	<p>50% theoretical part</p> <p>50% practical art</p>
Literature	
Basic literature	1. Zvi Bodie, Alex Kane and Alan J. Marcus, Investment 1, MediaPrint, Tirana 2012,

The name of the subject which you lecture	E-Banking
Subject description	This course contains learning units on basic concepts of development, implementation and launch of the work of financial banking system in electronic form, respectively modern new technology called E-banking.

The aim of the subject:	The aim of the course is to empower students for understanding the basic definition of E-banking, use and operation of its various financial systems, different business areas in the future.
<p>Expected results of the learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>At the end of this module, students should gain:</p> <p>Knowledge:</p> <p>For:</p> <p>-Function, understanding and management of the work, through usement of E-banking.</p> <p>Abilities and Skills:</p> <p>- To gain skills for work and to know how to use E-banking in their future and in their professional life.</p> <p>Competence:</p> <p>- To be known as students with basic knowledge to work in E-banking and as efficient and flexible people to save time by using E-banking system.</p>
Teaching methodology and learning methodology	Learning based on knowledge of Internet software and virtual network VPN created specifically for the needs of the operation of E-banking, work projects in groups, active and student-centered learning, learning-based sources, the use of the method case study, role play, classroom workshops, presentations to groups, use of summaries of learning for students to record their educational experience.
Evaluation method (criteria to pass exam)	During the semester two probation tests will be organized (midterms). The first test is organized upon completion of the first cycle of lectures and exercises (50% of the curriculum). The second test is organized at the end of the semester in the last week of

	<p>lectures provided.</p> <p>Tests will have the alternative question (student chooses one or several correct answers); logical question to answer "yes" or "no" and "correct" or "incorrect". Total points possible in tests are 30. Student passes the test if has won 50% of points or 15 points. Those who pass the first test, can take a second test.</p> <p>Exam</p> <p>Final exam will be organized for students that haven't pass the midterm tests during semester and those which aim to get higher grades.</p>
The teaching/learning tools/ IT	The white board, power point presentation, computer Microsoft Office, etc.
Theory vs. practice	During the exercises will be developed teaching material by analyzing a research project, case study, etc..
Basic literature	
Additional literature	Željko Panian., Izazovi elektroničkog poslovanja, , Narodne novine, Zagreb, 2009.

Subject name	Methodology of Research of Financial Crime
Subject description	This course is intended to provide students with the knowledge, skills and competence about methodologies on prevention and financial crime investigation. Students will have the opportunity to acquire advanced theoretical knowledge on individual offences, organized and individual offences of this type of crime, and fighting them.
The aim of the subject:	The purpose of this course is that students gain knowledge, skills and competencies in the fight against financial crime as a phenomenon, which in the modern time is quite present.
Expected results of the	Knowledge:

<p>learning:</p> <p>(a) knowledge;</p> <p>(b) skills</p> <p>(c) competencies:</p>	<p>Understand connection of financial crime impact in development</p> <p>To know types of financial crime and its traits;</p> <p>Knowledge about types of investigation</p> <p>Ability and skills:</p> <p>Skills in the application of knowledge in protection from financial crime and different forms of this crime,</p> <p>To implement legislation regarding safeguards from financial crime</p> <p>To apply basic investigative methodologies of financial crime</p> <p>Competence:</p> <p>Competent to conduct research and comparative studies about financial crime</p>
<p>Teaching methodology and learning methodology</p>	<p>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.</p>
<p>Evaluation method (criteria to pass exam)</p>	<p><i>(Note: all details regarding the grading procedures are incorporated in the Regulation for midterms and final exam)</i></p>
<p>The teaching/learning tools/ IT</p>	<p>The white board, power point presentation, computer Microsoft Office, etc.</p>
<p>Theory vs. practice</p>	<p>50:50</p>
<p>Basic literature</p>	<p>Authorized lectures, College 'Pjeter Budi'</p> <p>Iliasa Saliju; Economic crime; 2012</p> <p>Qashif Bakiu; Investigative methodologies of financial crimes</p>
<p>Additional literature</p>	<p>Finance market, Fadil Govori.</p>

3.2.15. Agreements with at least two Higher Education Institutions²⁵ are added in Annex documents

3.2.16. The dossier of this programme is attached as annex outside of SER.

²⁵ Both these agreement are attached in the annex, under folder 7. Other relevant documents.

3. 3.1. (IV) Programme for Accreditation: Computer Sciences (BSc)

3. 3.1. 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 according 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 <i>Erasmus Subject Area Codes</i> (ESAC)	11
Profile of the academic programme (specialisation)	Program is dedicated to software industry
Target group	Candidates that have accomplished secondary school and that fulfill 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

<p>Modules / Subjects (titles)</p>	<p>First Year</p> <p>First semester: Introduction to Computer Science; Internet Technologies; Mathematics I; English Language I;</p> <p>Elective: Communication Skills and Social Platforms ;Sociology of Information Technology; Computer Graphics;</p> <p>Second semester: Programming Essentials C#; Computer Architecture;, Mathematics II; English Language II;</p> <p>Elective: Management Operations; Design Multimedia; Introduction to Internet Research;</p>
	<p>Second Year:</p> <p>Third semester: Algorithms and Data Structures; Object-Oriented Programming; Computer Networking;, Distributed Computing Systems;</p> <p>Elective: e-Business; Project Management; IT Law;</p> <p>Fourth semester: Operating System; Databases; Internship; Programming Languages</p> <p>Elective: Data mining; Discrete Structures; Probability and statistics;</p>
	<p>Third Year:</p> <p>Fifth semester: Web Programming; Software Engineering; Management Information System ; Project in Information Technology (practicum);</p> <p>Elective: Software Testing and Maintenance; Data Security; Academic Writing;</p> <p>Sixth semester: Java Programming; Object Oriented Concepts in C++; Modeling and process analyses; Bachelor Theses.</p>

Number of study places	70
Person in charge for the study programme	Prof. Ass. Dr. Hashim Rexhepi
Permanent scientific/artistic personnel (number per staff category)	3 PhD
Tuition fees	1200 euro per year

3. 3. 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 domestic²⁶/international organizations²⁷ 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 European 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 in place but it is in the pre mature phase, 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

²⁶ Skills Gap Analysis for Information and Communication Technology, STIKK, March 2011

²⁷http://www.rciproject.com/itprofiles_files/ICT_Country_Profile_Kosovo_2013_1.1.pdf

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.

3.3.3. 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 academic year) that provide the possibility for their mobility and transfer to other similar academic institution in Kosovo and Abroad.

Other aspects of comparability with similar academic institutions consist on similar subjects/modules taught in Pjeter Budi as well as in our strong emphasis 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 similar academic programmes.

3.3.4. 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.

3.3.5. 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 overarching fields.

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, starting 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 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”²⁸. 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”²⁹.

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 program³⁰. Besides the eLearning³¹ 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.

SITOS, E-learning programme is already in the place and 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.

3.3.6.. 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:

²⁸ Previous report of the evaluators has been published in Kosovo Accreditation Agency web site

²⁹ Ibid

³⁰ See Annex: List of software’s of the College Pjeter Budi

³¹ See Annex: Distance learning concept paper of the College Pjeter Budi

- 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.

3.3.7. 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

3.3.8. 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

3.3.9. 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

3.3.10 Internship

The purpose of this subject is to help student to become familiar with working conditions , organisational procedures and development processes within IT/software industry.

The purpose of this course is also to develop skills/competencies of the student directly in one of the software or IT specialized companies in Kosovo or abroad.

He she will attend 120 hours (three weeks) internship in company to see the development/production process and adjust to reality his/her expectation for their future profession.

3.3.11. 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.

For the budget regarding three already envisaged researches within a Computer Science BSc , College designated 30 thousand euros. This decision has been taken in the second week of the Marche therefore they are included in Research Strategy and in Institutional Financial plan as Annex.

3.3.12. 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	
2	C	Internet Technologies	45	30	7	
3	C	Mathematics I	30	30	6	
4	C	English Language I	30	30	5	
5	E	Communication Skills and Social Platforms	30	30	5	
6	E	Sociology of Information Technology	45	15	5	
7	E	Computer Graphics	30	30	5	
Year I						
Semester II			Hours/week			
Nr.	C/E	Subject	L	U	ECTS	Lecturer
1.	C	Programming Essentials C#	45	30	7	
2.	C	Computer Architecture	45	30	7	
3.	C	Mathematics II	30	30	5	
4.	C	English Language II	45	15	6	
5.	E	Management	45	15	5	

		Operations				
6.	E	Design Multimedia	30	30	5	
7	E	Introduction to Internet Research	30	30	5	

Year II						
Semester III			Hours/week			
Nr.	C/E	Subject	L	U	ECTS	Lecturer
1.	C	Algorithms and Data Structures	30	30	6	
2.	C	Object-Oriented Programming	30	30	6	
3.	C	Computer Networking	30	30	6	
4.	C	Distributed Computing Systems	30	30	6	
5.	E	e-Business	30	30	6	
6.	E	Project Management	30	30	6	
7	E	IT Law	45	15	6	
Year II						
Semester IV			Hours/week			
Nr.	C/E	Subject	L	U	ECTS	Lecturer
1.	C	Operating System	30	30	6	
2.	C	Databases	30	30	6	

3.	C	Intership	30	30	6	
4.	C	Programming Languages	30	30	6	
5.	E	Data mining	30	30	6	
6.	E	Discrete Structure	30	30	6	
7.	E	Probability and statistics	30	30	6	

Year III						
Semester V			Hours/week			
Nr.	C/E	Subject	L	U	ECTS	Lecturer
1.	C	Web Programming	30	30	6	
2.	C	Software Engineering	30	30	6	
3.	C	Management Information System	30	30	6	
4.	C	Project in Information Technology (Practicum)	30	30	6	
5.	E	Software Testing and Maintenance	30	30	6	
6.	E	Data Security	30	30	6	
7.	E	Academic Writing	30	30	6	
Year III						
Semester VI			Hours/week			

Nr.	C/E	Subject	L	U	ECTS	Lecturer
1.	C	Java Programming	30	30	6	
2.	C	Object Oriented Concepts in C++	30	30	6	
3.	C	Modeling and process analyses	30	30	6	
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), Aug 26, 2014, by Joseph B. Miller, 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:

Essential readings:

Introduction to Sociology Giddens Anthony

The Logic of Scientific Discovery / Popper Karl

Lean In / 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 name suggests, designers working in the field of multimedia use imagery, typography, video, sound and computer-based interactivity to communicate. The field includes basic digital animation, computer graphics, storyboarding and digital interfaces 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 (Author), ISBN-10: 089134716X, ISBN-13: 978-089134716

An Introduction to Digital Multimedia, Jan 22, 2013, by T.M. Savage and K.E. Vogel

Reference literature: Flash, Dreemweaver, Adobe Illustrator.

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 Networking

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 Millennium 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, Micheline Kamber, “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 and integrate data 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

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 necessary 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, Katalin Hangos: "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						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						Remarks

Independence						
Pace of work						
Handling suggestions						
Contact with supervisor						
Other elements considered:						

3.3.15. Agreements with two accredited HEIs - provided in CD

3.3.16. The dossier of the study programme - provided in CD

3.4.1 Study Program: Custom and Freight Forwarding, MA

3.3.1 Information about the Academic Programme Customs and Freight Forwarding, Master

Description (name) of the study programme	Customs and Freight Forwarding
Level of qualification according to NQF (with abbreviations BA, MA, PhD, doctorate programme, university course, certificate or professional diploma)	MA
Academic degree or name of the diploma, spelled out in full and in abbreviated form	Master of Arts, MA
Area of study according to the <i>Erasmus Subject Area Codes</i> (ESAC)	04
Profile of the academic programme (specialisation)	Customs and freight forwarding academic programme is focused on preparing future generation of the skilled and competent youngsters in the field of custom services and procedures, fiscal system and policies, logistics and international trade.
Target group	Every person that have finished Bachelor degree
Minimum duration of studies	2 years
Form of studies (full time, part time, distance learning etc.)	Full time
Number of ECTS credits (total and per year)	60 ECTS for academic year, 120 ECTS for the two year study program
Modules / Subjects (titles)	First year: Research methodology,

	<p>Business and Transport Law, World Trade Organization, International Customs, Elective: International conventions and institutions; Customs Management, Freight Forwarding Management,</p> <p>Second semester:European Union Customs System, Transport systems and logistics, Duty free zones, E-Business,</p> <p>Elective: Contracts in the international movement, Sales and distribution channels.</p> <p>Second year: Global Logistics Management, International Marketing Strategies, International Freight forward Management, Customs Crime</p> <p>Elective: Work Psychology, Financial statements and Auditing</p> <p>Fourth semester: Internship, MA Thesis</p>
Number of study places	50
Person in charge for the study programme	Mahije Mustafi
Permanent scientific/artistic personnel (number per staff category)	5 PhD

Tuition fees	1500 euro per year
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3.4.2. Rationale of Study Programme MA in Customs and Freight Forwarding

The MA Customs and Freightforward offers an advanced study of the topics related to the customs, logistics, international trade, chain supply and of fiscal system and policies. The programme emphasises the personal nature of effective management and leadership in above mentioned fields and its aim is in developing experts and academicsthat can become catalysts for change in both public and private sector in Kosovo.

Programme is provided since the first year of existence of the College and it proved to be successfull one in terms of positive change in Kosovo institutions and society overall. It is a big number of our former students that are already working in Kosovo Customs, in Tax Administration in Kosovo, in various freightforwarding companies as well as in other business and non business entities across Kosovo. Their contribution is valued and many indications points out that their professional expertise and competencies that they gained during the studies, where of a signifficant help for the positive changes within institutions they work nowadays.

Howewer, there is still a signifficant number of the custom officers as well as of tax officers that are not adequatly equipped with required knowledge, skills and competencies, creating thus a signifficant space for new and well educated youngsters. Since MA Customs and Freightforward equips students with management, leadership and other skills, after finishing MA degree our students can work , as many others already are working, in other Kosovo central and local government institutions as well. Beside this , such profiles are needed in business community, in Kosovo and abroad.

As European Commission stated in its latest Progress Report for Kosovo (2016) "Kosovo is at an early stage in developing a functioning market economy". It suggests in order to support long term growth, in the coming years Kosovo should pay particular attention to: ensuring fiscal sustainability, especially by establishing an independent fiscal body and strengthening independent forecasting; strengthening institutional capacity to enforce the law,

and mechanisms to tackle wide spread corruption and organized crime; According to same report Kosovo is moderately prepared in the area of customs and is at an early stage of preparation on taxation. It is obvious how huge 'playing field' exists for experts and qualified professionals in these fields. Our students are taught exactly things and issues that are already identified as bottle -necks in many fields by EU.

Kosovo has already in the place new Law, which will merge two institutions, customs and tax administration in one. This is the reason why College revised syllabuses and adjusted lesson units to new needs. At the same time it added a number of the courses of importance for expanding tax and fiscal system and policies field.

So the College "Pjetër Budi" is institution that fills this gap with its program- Master in Customs and Freight Forward.

In the Republic of Kosovo are operating approximately 1.000 businesses in the field of customs and freight forwarding services, which are generally focused on the local freight forward. This area is very important to become advanced and gain international dimension, as Kosovo is determined to become part of the European Union, and we prepare staff capable to survive extremely competitive market.

Throughout the years, our lecturers and students conducted labour market researches and majority of them pointed out the need of qualified staff in sectors such as customs, freightforward, logistics, international trade, management, fiscal policies and taxes.

"Studies on Customs Agencies (freight forward companies)", during this research was revealed that employees in these companies are with very low qualification and is immediate need to be educated in the customs and freight forwarding domain. These companies mainly deal with domestic freight forward and customs tips for customs clearance procedures on the spot. Therefore, they have very limited activity because of the lack of the knowledge on international trade and logistics developments.

"Transport systems and logistics", this research conducted by the College "Pjetër Budi" has highlighted that this area in spite of the importance and profitability that brings, in Kosovo is

not developed due to the fact that there is a lack of educated professional staff. In order to develop this activity and to suit the needs of the market at the time when the state of Kosovo is preparing for the European Union integration, these companies need to have qualified staff of the relevant profile, and this is the conclusion of the conducted research.

Kosovo Customs as the only competent institution to perform customs operations in Kosovo (Article 9 of the Customs and Excise Code of the Republic of Kosovo), has approximately 700 employees, 90 % of them do not have adequate training in customs. In circumstances where our country is becoming part of the EU integration mechanisms, a need arises for the profiled staff on performing the customs duties that EU set out for this institution.

No other academic institution in Kosovo provides MA degree in Customs and Freightforward. College PB is a single one.

3.4.3. International Comparability of the Program

Study Program Master in Customs and Freight Forward is in line with the contemporary standards of European Space for Higher Education (Bologna Process). Kosovo fully applies Bologna System for Higher Education.

In this program for two academic years, students earn 120 ECTS credits, 60 ECTS credits per academic year. Students have mobility opportunity – i.e. transfer from College "Pjetër Budi" to other institutions of higher education in the country and vice versa.

Upon completion of this study program, students obtain scientific degree of Master of Arts in Customs and Freight Forward (MA).

The program is in line with the sectoral framework developed by FRONTEX developed for MA programmes regarding border guarding.

It is comparable to the similar programs offered by the European institutions of Higher Education, such as programmes Münster University in Republic of Germany, and other institutions that are part of the International Network of Universities for Customs, part of which is the College "Pjetër Budi" (In following link you may see that the College "Pjetër Budi" is member of this international institution: <http://incu.org/cgi-bin/allegro.pl?directory>).

The College "Pjetër Budi" has cooperation agreement with the Faculty of Tourism and Organizational Sciences "St.Clement of Ohrid" in Ohrid, Macedonia, on staff and curricula

exchange, which is the only one and the leader in the area of Customs and Forwarding in Southeast Europe.

3.4.4. Intended target group for this Program

This program is intended to the private and public sector in Republic of Kosovo. Following are briefly presented relevant institutions where graduates of this Study Program can work:

- I. Senior managerial levels employees in the customs administration;
 - II. Managers in the freight forward agencies,
 - III. Intermediation business in the area of customs,
 - IV. Employee in the Ministry of Commerce and Industry of the Republic of Kosovo (as expert for membership in the World Trade Organisation),
 - V. Founder of private businesses involved in the international movement of goods and services,
 - VI. Employee in the Ministry of Finance, in the field of customs system and policy,
 - VII. Government adviser,
 - VIII. Participants in the preparation of draft laws on trade, transport and international freight forward,
 - IX. Representative of Kosovo in the International Forums on Trade and International Business,
 - X. Kosovo Tax Administration
 - XI. In institutions of local government
- ...etc.

3.4.5. The orientation of study program in accordance with the guiding principles of the institution

In line with the College PB mission, program Master in Customs and Freight Forward is presented as an initiative to educate young academic leaders in the area of science in Customs, Freight Forwarding, Tax administration, international trade, logistics, warehouses, and as team leaders/managers in any micro, small and medium enterprise.

This program is intended for candidates who have completed the first cycle of studies (Bachelor - 180 or 240 ECTS credits respectively) and want to be prepared for a higher career in important areas such as customs and freight forward.

Graduates from this program will reach an advanced level of knowledge in their chosen fields and will receive the original academic and scientific skills and competencies.

3.4.6. Study Program purpose and profile: CUSTOMS AND FREIGHT FORWARDING, MA

The purpose of Customs and Freight Forwarding Study Program is to educate professionals and competent ones in the field of customs and forwarding, international business and trade, international transport, who until the end of the second cycle will become experts, equipped with knowledge and skills that can lead freight forward companies, international trade companies, international transport, tax administration departments, logistics processes, warehouse entities, but also can fulfill the challenges of management positions in the big corporations and customs administration and other central and local institutions in Kosovo and the region.

The purpose of the programme is to provide an advanced level of knowledge in the aforementioned areas, and to dominate the scientific dimension and approach to the processing of specific thematic areas which will result in the development of Kosovo society overall.

Within this cycle students will be taught in scientific researches and guidance about their future occupation in science, customs administration, customs operations, freight forward operations, investigation and intelligence activities, anti corruption procedures, financial crime legislation, tax evasion policies and so on.

Program Objectives:

- ❖ To prepare future experts/practitioners capable to link theoretical knowledge with required skills and competencies needed in various segments of labour market in Kosovo and abroad.
- ❖ To produce specialists in the fields of customs, freight forward, tax administration, logistics, chain supply, finance auditing, management, marketing, leadership, etc.

- ❖ To produce future leaders and managers capable to undertake responsibilities in their working place in order to contribute to Kosovo development overall.

3.4.7. Learning outcomes – knowledge, skills and competences of this Study Program

By graduating in this program, students are expected to gain:

a.) Knowledge to:

- ❖ To understand research theories and methodologies
- ❖ To understand fully area of customs and forwarding; logistics, international trade, finance, management and tax administration
- ❖ To recognize challenges and opportunities that can be used as a space to advance their professional/academic life or initiate reforms in their work place
- ❖ Demonstrate knowledge to systematically solve complex problems in area of customs and freight forwarding;
- ❖ Complete theoretical understanding of various disciplines in the area of customs and freight forwarding.

b.) Skills and ability

- ❖ Ability to synthesize and integrate knowledge in the customs, international trade and freight forward matters; in tax administration and in business companies, regardless of the service they provide
- ❖ Organisational skills, time management and ability to meet deadlines.
- ❖ Ability to communicate professionally, prepare proposals , carry other managerial tasks
- ❖ Skills to undertake research initiatives and present findings in scientific manner
- ❖ Ability to adapt quickly to changes (flexibility);

c.) Competence:

- ❖ Competency to analyse , conduct empirical research and to synthesize findings
- ❖ To lead high managing levels in customs administration and other central and local government institutions.

- ❖ Competency to manage freight forwarding and international transport corporations - businesses; tax administration departments, micro, small and medium enterprises.
- ❖ Competency to draft laws in the field of customs, international trade and freight forwarding, tax administration, trade, etc.

3.4.8. The ratio between practical and theoretical/experimental parts of study

Study Programme MA in Customs and Freight Forwarding, is designed as such that it pays attention to all three dimensions: scientific research , theory and practice.

The majority of the courses comprise of theory and practice units and most of them pay attention to research activities of the students.

In a significant number of the courses students are acquired to conduct small research studies.

In the last semester they have mandatory course internship, meaning that by being placed in one of the Kosovo institutions, business company or think tank, all of them will undergo process of 'learning by doing' .

On the other hand the Master Thesis is purely of scientific nature.

3.4.9. ECTS Calculation

The program is provided in 120 ECTS credits for two academic years, or each year 60 ECTS.

In accordance with the Law on Higher Education in the Republic of Kosovo - Official Gazette of the Republic of Kosovo/no. 14/ 9th of September 2011, Prishtina. Academic workload for (1) ECTS credit is 25 hours.

Every course comprise of six credits totalling 150 hours of academic workload for students per course. Exemption of this rule is Master Thesis which has 18ECTS.

Time allocation of the student per course is presented below.

Course weekly workload of student time in classroom . Throughout semester 60 hours student spent in direct contact with the lecturer (lectures/excercises (practice)	Hours	Weeks	Total classes for one subject within 15 weeks (one semester) (3x1).
Lectures	3	15	45
Exercises	1	15	15
OTHER TYPES OF STUDENTS WORKLOAD /INDEPENDENT WORK			
	Hours	Weeks	
Fieldwork	5	1	5
Individual /group Consultation with teacher	1	2	2
Seminary paper	5	2	10
Research assignments in library	2	3	6
Individual study/ Homework	2	15	30
Projects, elaborates	2.5	2	5
Preparation for exam /learning	2	15	30
Estimation duration (tests, quiz, final exam)	2	1	2
Total			150

3.4.10. Practical Work - Internship

This course is mandatory and is carried in last semester, i.e. fourth semester respectively. Student is involved 150 hours as in every other subject, but time allocation differs significantly.

Out of 150 hours of student engagement, he/she will spent 120 hours (three weeks) in one of the Kosovo institutions or companies. Fifteen hours are his/her independent work at home, while fifteen others are consultations with lecturer assigned for this course. Consultations might take place individually or in group. Lecturer will decide depending on the nature of internship that students will undergo.

At the end of the internship, lecturer will assess the knowledge, skills and competencies that student gained during the Internship.

Assessment will be conducted based on:

- a) the Self assessment Report provided by student himself,
- b) Assessment report provided by institution/company where Internship was carried on
- c) Question and Answer session or written test, carried by professor

Internship will help student in implementation of empirical side during Master Thesis drafting.

Subject	INTERNSHIP
Objective	The purpose of this subject is to help student develop skills/competencies through direct contact with the work place, either in institution or company. He she will attend 120 hours (three weeks) internship in one of the institution or companies with which College 'Pjeter Budi'signed Memorandum of Cooperation.
Learning outcomes	<p>Upon completion of this subject, students is expected to gain:</p> <p>Knowledge on</p> <ul style="list-style-type: none"> - to know how institution/company is organized and which are its functions - to understand cross sectoral operational procedures (finance department/human resources department/management/ core product/service provider department/ sales, etc - To recognize achievements of institution/company and its needs

	<p>Ability/skills</p> <ul style="list-style-type: none"> - ability to translate knowledge into practice and to perform basic tasks accros major sectors of the institution/companies - skills to prepare and present cross sectoral reports / to prepare and present proposals based on sectoral needs assessment - Skills to easily conduct research and find required data in a professional and unbiased manner - skills to communicate professional and adjus easily in various multicultural environments. <p>Competencies:</p> <ul style="list-style-type: none"> - To carry analytical work / conduct empirical research - To designm carry and oversee various sectoral reform strategies - To delegate, manage and lead team work
Assessment	<p>Assessment will be conducted by lecturer based on:</p> <ol style="list-style-type: none"> a) the Self assessment Report provided by student himself, b) Assessment report provided by institution/company where Internship was carried on c) Question and Answer session or written test, carried by professor

Below are some of the cooperation agreements that College has signed with other institutions for student's internship. List of agreements is attached to the Self-Assessment Report.

1. Cooperation Agreement between Pjeter Budi College, Customs and Freight Forwarding study program with MA-Tax Consulting GmbH, BEO LLC, 1030/2013, December 17, 2013³²
2. Coperation agreement – Pjeter Budi College with Customs Service of UNMIK, 01/425, date: 01.09.2005

³² Annex, Agreement between, Pjeter Budi College and MA-Tax Consulting, GmbH, Geramny (2013).

3. Cooperation Agreement – Pjeter Budi College with Ministry of Trade and Industry, 388/2012, date: 16.05.2012
4. Cooperation Agreement – Pjeter Budi College for using the Custom Information System with Customs of Kosovo, 5.08, date: 21.05.2008.
5. Cooperation Agreement - Pjetër Budi vs. Faculty of Tourism and Organizational Sciences "St. Clement" Ohrid - 333, date: 05.05.2005,
6. Memorandum of Agreement and Cooperation - Pjetër Budi vs. NTSH. "DACI-SHPED" Elez Han, 45/2336, date: 22.01.2010,
7. Memorandum of Understanding - Pjetër Budi vs Bournville College, Bristol Road South, Northfield, Birmingham, B31 2AJ - 45/1533, date: 03.12.2008,
8. Memorandum of Understanding - Pjetër Budi vs Malta International Training Centre - MITC - 45/723, date: 25.10.2007,
9. Memorandum of Agreement - Pjetër Budi vs. International Freight Forwarding Company "Inter Europe" - 45/1406, date: 27.10.2008,

3.5.11 For Research planed as part of this programme please refer te the chapter Research Plan

3.5.12. Enrolment conditions for MA studies in Customs and Freight Forwarding

Entitled to enrol this Study Program are all candidates that fullfill legal criterias for MA studies according to Kosovo Law on Higher Education in the Republic of Kosovo, as well as internal bylaws of the College "Pjetër Budi" (Regulation for Master Studies).

3.5.13. Overview of Study Program Master in Customs and Freight Forward

I year						
I semester			Classes/week			
No.	C/O	Subject	L	E	ECTS	Professor
1.	C	Research methodology	3	1	6	Isuf Ahmeti
2.	C	Business and Transport Law	3	1	6	Orhan Çeku
3.	C	World Trade Organization	3	1	6	Seadin Xhaferi
4.	C	International Customs Covenants and Institutions	3	1	6	Naser Raimi
5.	O	Customs Management	3	1	6	Ibish Mazreku
6.	O	Freight Forwarding Management	3	1	6	Ismajl Mehmeti
I year						
II semester			Classes/week			
No.	C/O	Subject	L	E	ECTS	Professor
1.	C	European Union Customs System	3	1	6	Seadin Xhaferi
2.	C	Transport systems and logistics	3	1	6	Selbije Karemani
3.	C	Duty free zones	3	1	6	Naser Raimi
4.	C	E-Business	3	1	6	Ramdan Mazrekaj
5.	O	Contracts in the international	3	1	6	Orhan Çeku

		movement				
6.	O	Sales and distribution channels	3	1	6	Ali Ismajli

II year						
III semester			Classess /week			
No.		Subject	L	E	ECTS	Professor
1.	C	Global Logistics Management	3	1	6	Prof. Dr. Hashim Rexhepi
2.	C	International Marketing Strategies	3	1	6	
3.	C	International Freight forward Management	3	1	6	Ismajl Memeti
4.	C	Customs Crime	3	1	6	Orhan Çeku
5.	O	Business Psychology	3	1	6	Sejdulla Mahmuti
6.	O	Financial and Audit Reports	3		6	Sherif Gashi
II year						
IV Semester						
No.	C/O	Subject			ECTS	Professor
1.	C	Master Thesis			24	
2.	C	Internship			6	

Description of Short Modules

FIRST YEAR -I- FIRST SEMESTER -I-

Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	Methodology of Scientific Research
Course description	The object of the methodology, the main forms of scientific research: specific scientific methods; research process phases, difference between Bachelor thesis vs. Master thesis vs. Doctorate thesis, etc. The application of scientific methods, the result of scientific research, the outcome of research, recommendations.
Aim of the course:	The aim of the course is for students from the Master level to acquire knowledge, skills and competencies of methodological research approach, and be able to independently make scientific research, using different methods applied in modern science. Through the use of scientific methodology, they will be able to solve various specific or general problems in the specific scientific discipline. In addition the student is trained to carry out research and propitiously compile the Master thesis.
Expected results from students:	Upon completion of the course the student must demonstrate: <ul style="list-style-type: none">- That is able to synthesize theoretical and practical knowledge acquired during the course;- Demonstrate ability to research;- Demonstrate ability to work independently;- To acquire and develop an appropriate methodology for research studies;

	<ul style="list-style-type: none"> - Possess the ability to study the scientific literature, practical observation, reflection of personal experience; - Possess the ability to search, summarize, and reflect rationally about the read materials, etc..
Teaching methodology:	Method of interactive discussions, writing various texts in the classroom, work group projects, active learning and student-centered, using the case study method, classroom workshops, assignments in class.
Evaluation methodology:	<p>Exams are organized in the following forms: written, oral and combined written and oral.</p> <p>Evaluation test consists of 10 questions in the form of essays.</p> <p>Total scores on the exam 60.</p> <p>20 points tasks during the learning process;</p> <p>10 points seminar or research work;</p> <p>10 attendance points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	Bob Matthews dhe Liz Ross: “Methodology of Research” – practical guide for social and human sciences”, botuar në shqip nga Qendra për arsim demokratik, botim i parë 2010
Additional literature:	Bardhyl Ceku, Forcim Kola: “Methodology of Research”,

	<p>Tiranë, 2011</p> <p>Elona Boce: “How to write a research paper” Si të shkruajmë një punim kërkimor, Tiranë, 2008.</p> <p>Ali Jakupi: “The methodology of scientific research, Lectures authorized for professional studies – Master Prishtina, 2005.</p>
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Basic course information:	
Academic unit:	Customs and Forwarding MA
Subject title:	Business and Transportation Law
Course description:	<p>This course is intended to provide students with the knowledge, skills and competencies, on the business law which focuses on the treatment of theoretical knowledge and scientific-theoretical issues associated with a wide range of legal relations that arise, develop and excel in the economic life in general. In modern world this scientific discipline involves a very wide theoretical field on the law and state, torts, contractual law, statutory law and transport and forwarding law. Students will have the opportunity to familiarize themselves with this critical area in order to analyze and compare the legal and economic developments in the country and beyond, and will also learn about some theoretical issues and problems researchers confront in this field.</p>
Aim of the course:	The aim of this course is that students gain knowledge,

	<p>skills and competencies in the legal business activity in a market economy and simultaneously reach to distinguish between legal and physical persons and their legal status and to gain knowledge on local contracts in the movement of goods and indication of services. The purpose of this course is for students to become familiar with the legal rules of local and international transport opening of businesses in the area of international transport and forwarding.</p>
<p>Expected results from students:</p>	<p>Upon completion of this course students will gain:</p> <p>Knowledge:</p> <p>On the state and law - their interconnections, companies, the legal status of companies, bankruptcy, liquidation and reorganization of companies, arbitration as an alternative form of trade disputes, foreign direct investment, competition in the market, law on domestic and international transport and forwarding, etc..</p> <p>Ability and Skills:</p> <p>Skills in the implementation of knowledge about business legislation in place, registration of companies, to enable the use of general theoretical knowledge in concrete situations faced by the business, to demonstrate the relation of legal institutions.</p> <p>Competency:</p> <p>Competency in the interpretation of legal provisions of transportation companies, competency in managing companies, competency in opening of business, competency in signing commercial contracts, contracts for transport and forwarding. To enable students to successfully use legal means to protect the business when facing the public administration or in encounters with the</p>

	settlement of disputes with business partners, etc..
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:	<p>The written examination held at the end of the semester. The exam can be arranged in the form of oral questions by the students' demands and in agreement with the students.</p> <p>Evaluation test exam is closed type with a total of 10 questions, maximum 70 points.</p> <p>Questions will be developed under this methodology:</p> <ul style="list-style-type: none"> - Question 3 in the form of duties - within the student basic question should be answered in five other questions - correct answers the student earns 15 points for each question; - 2 mini essays - to correctly answer the student earns 5 points for each question; - optional 5 questions - correct answers the student earns 3 points for each question. <p>The necessary quorum for passing is 35 points. If the student gets 35 points on the exam and other activities such as seminar paper; class attendance, other activities during class wins at least 15 points, the student receives a grade six.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p>

	<p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	<p>Orhan Çeku: “Commercial Law”, College “Pjetër Budi”, Prishtina, 2013</p> <p>Vilem Gorenc: “Fundamentals of Commercial Statutory and Contractual Law”, Prishtina, 2006;</p>
Additional literature:	<p>Robert W. Emerson: “Business Law”, 325 Notes edition, 2009;</p> <p>Ec Transport Law, <i>European Law Series European law series: Longman</i>, Rosa Greaves, Publisher Addison-Wesley Longman, 2000;</p>

Basic course information:	
Academic unit:	Customs and Forwarding MA
Subject title:	World Trade Organization
Course description:	The establishment of the WTO, the WTO principles, functions of the WTO, agreements which constitute it: GATT, GATS, TRIPS, WTO membership, conflict resolution within the WTO;
Aim of the course:	The aim of this course is that students gain knowledge, skills and competencies regarding the World Trade Organization as a global trade organization, which is the main bearer of liberalism and establishing international rules for trade in the global economy.
Expected results form students:	<p>Upon completion of this course students will gain knowledge of:</p> <p>Knowledge of the results of the Uruguay Round</p>

	<p>negotiations of which the WTO was established, knowledge of the functions, principles, conflict resolution within the WTO.</p> <p>Skills:</p> <p>To demonstrate acquired knowledge in practical work, to work in the Ministry of Trade in Kosovo, to interpret the establishing provisions of the Agreement on WTO's formation, to prepare documents necessary for WTO membership, etc..</p> <p>Competence:</p> <p>To participate as experts in drafting the legislation necessary to join the WTO, the power to participate in the signing of free trade agreements and WTO accession agreement, etc.. To lead working groups in preparing the text of the agreement to join the WTO, etc. ..</p>
Teaching methodology:	The method of case study, classroom workshops, group presentations, discussion and assignments to class.
Evaluation methodology:	<p>The exam will be organized in this way:</p> <p>20% of points accumulated during the lectures through class assignments and case studies;</p> <p>20% seminar paper;</p> <p>60% final test which will have 10 questions in the form of mini essays.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p>

	From 90-100 points will gain grade 10 (ten).
Literature	
Core literature:	Peter Van den Bossche: “ The Law and Policy of the World Trade Organization: Text, Cases and Materials” Published August 1 st 2008 by Cambridge University Press, www.wto.org
Additional literature:	Patrick F. J. Macrory, Arthur Edmond Appleton, Arthur F. Appleton, Michael G. Plumme: “The World Trade Organization: Legal, Economic and Political Analysis” Gráinne De Búrca & Joanne Scott: The EU and the WTO: Legal and Constitutional Aspects, Sanford E. Gaines, Birgitte Egelund Olsen, Karsten Engsig Sørensen: Liberalising Trade in the EU and the WTO: A Legal Comparison.

Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	Customs Conventions and International Institutions
Course description	Customs Conventions (TIR, ATA, Kyoto Convention, the Vienna Convention for the immunities, privileges and integrity in the field of customs for diplomatic representatives, Convention on the agreement on international transport of goods across highways (CMR), the Convention for the tax reduction in tourism, international Convention on the harmonization of border controls (medical and sanitary, veterinary, phytosanitary, technical control standards, quality control of goods, etc.,

	international institutions (World Customs Organization, etc.), the International Network of Customs, etc..
Aim of the course:	The aim of this course is that students gain knowledge, skills and competencies on international conventions that regulate the functioning of independently functioning customs and respective international customs institutions such as the World Customs Organization
Expected results from students:	<p>Upon completion of this course students will gain:</p> <p>Knowledge: for many international conventions which regulate the field of customs, forwarding and international trade, will gain knowledge of international institutions with a focus on the World Customs Organization, etc..</p> <p>Skills:</p> <p>Students will be provided with professional skills to support Kosovo institutions and local and foreign businesses to implement international conventions, skills to participate in conferences and meetings organized by the WCO, as a representative of the State concerned,</p> <p>Competence:</p> <p>In drafting the text of laws that should be changed to fit the conventions signed by specific state, the authority to represent the State in the WCO, the authority to inform the business community about the advantages that the international conventions offer to facilitate international trade and business, assistance to Kosovo Customs and freight forwarding businesses to adapt to the rules of WCO, etc..</p>
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:	<p>Exam organized in this form: written, oral and combined written and oral.</p> <p>Students will be able to choose the manner of evaluation - asking oral or evaluation test. If you choose the test then the teacher will prepare the test in this way:</p> <p>5 tasks through which students will have to solve various problems for the functioning of international conventions and the role of international customs organizations in member states' customs. In test students can earn a maximum of 100 points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	<p>Bernard M. Hoekman: "Trade Laws and Institutions": Good Practices and the World, World Bank discussions papers,</p> <p>www.wto.org</p> <p>www.wco.org</p>
Additional literature:	<p>United Nations Documents Index: No.4, January - March 2007,</p> <p>International Organization and Integration: Annotated ..., Volume 1, Part 2</p>

	Krstanoski M., (2005) Me unarodni konvencii
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Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	Customs Management
Course description	Content and importance of management, principles of management, skills, role and duty of the customs service managers, management and surroundings, ethics and social responsibility of managers in the customs service; nature of leadership, process management-planning, organization of the customs work; managers and decision-making.
Aim of the course:	The aim of the course is for students to acquire scientific and professional knowledge, skills and competencies in managing customs and customs system in general.
Expected results from students:	After finishing this course Students will be able to : <ul style="list-style-type: none"> - Understand the concepts of menagment and leadership. - To understand and practice the knoledge about the custom's menaging. - To have practical skills about high-level menagment of custom's administration. - To demonstrate their knoledge of custom's menagment - They will be able to take the responsibilities of personel menagment of custom's administration
Teaching methodology:	The lecture will focus on project work in groups, learning the basic problem. The method of the case study will be fundamental methods along with playing roles lecture by stimulating managerial positions.
Evaluation methodology:	Will be organised writing exams.

	<p>Evaluation test exam will be done in a way that students are able to build custom management structure, define the mission, vision and strategic objectives of Customs.</p> <p>In the exam students will receive the maximum 70 points.</p> <p>15 points will be able to earn through classroom tasks and activities during the lecture;</p> <p>15 points for seminar or research work.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	<p>Ibish Mazreku: “Managing Customs”, Authorised Lectures, K. “Pjetër Budi”, Prishtinë, 2015</p> <p>Customs and Excise Code</p> <p>Administrative Instruction on Customs Organizational Structure, Nr. 22/ 2016</p> <p>Strategic Plan 2016-2018 Customs of Kosovo</p>
Additional literature:	<p>Robins/Dekenzo, Fundamentals of Management, Basic Concepts and Applications, UET 2011.</p> <p>Berim Ramosaj: “Fundamentals of Management”, Pristina 2007</p>

Basic course information	
Academic unit:	Customs and Forwarding

Subject title:	Forwarding Management
Course description	Content and importance of management, principles of management; skills, the role and obligation of managers in the forwarding service, Management and surroundings, ethics and social responsibility of managers in the forwarding service; nature of leadership; management-planning process, organization of forwarding work; managers and decision-making.
Aim of the course:	The aim of the course is for students to acquire scientific and professional knowledge, skills and competencies to manage domestic and international forwarding businesses as an area which has advanced a lot in terms of market economy and globalization.
Expected results from students:	<p>After finishing this course Students will be able to :</p> <ul style="list-style-type: none"> - Understand the concepts of management and leadership. - To understand and practice the knowledge about the managing freight Forwarders companies. - To have practical skills about high-level management in corporate that deal with freight Forwarders, - To demonstrate the high level of knowledge for freight Forwarders management. - They will be able to take the responsibilities of personnel management of custom's administration
Teaching methodology:	Problem-based learning, project work in groups, student-centered active learning, based on sources learning, usage of the case study method, classroom workshops, group presentations.
Evaluation methodology:	Evaluation test exam will be done in a way that students

	<p>will be able to build the organizational structure of a business company which deals with Freight Forwarders, define the mission, vision and strategic objectives of the company.</p> <p>In the exam students will receive the maximum 70 points.</p> <p>15 points will be able to earn through classroom tasks and activities during the lecture;</p> <p>15 points for seminar or research work.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature:	
Core literature:	<p>Naser Raimi: "The Freight Forwarding Management" College "Peter Budi", Prishtina, 2014</p> <p>Administrative Instruction on Licensing of Customs Agencies</p>
Additional literature:	<p>Customs and Excise Code of Kosovo</p> <p>Administrative Instruction for the implementation of the Customs and Excise Code</p> <p>Prof. Dr. Izet Zeqiri, Management: concepts, practices, skills development from theory to practice.</p>

FIRST YEAR -I-, SECOND SEMESTER -II-

Academic unit:	Customs and Forwarding MA
Subject title:	Customs System of European Union
Course description	EU customs system; customs protection of the European Union, the European Union's trade policy, the common external tariffs, customs procedures, customs legislation, etc..
Aim of the course:	The aim of the course is for students to acquire knowledge, skills and competencies on the European Union customs system as a unique system which is one of the greatest successes of the European Union as a whole. In this context our country but also other countries in the region are aspiring to join the European Union and as such should be prepared and harmonize customs legislation and instruments of the European Union.
Expected results from students:	<p>Upon completion of this course students will gain:</p> <p>Knowledge:</p> <p>To understand and demonstrate knowledge on the functioning of customs in the European Union, to interpret gained knowledge on the customs system of the European Union, to communicate to others the knowledge gained, etc..</p> <p>Abilities and skills:</p> <p>to make the interconnection of instruments and institutions of the European Union Customs System, to make analytical and comparative assessment of the operation of instruments and institutions of the European Union Customs System,</p> <p>Competence:</p> <p>to assess the activity and functioning of the European Union Customs System, to assess the distinctive and approaching points of the Customs System of the</p>

	<p>European Union with the domestic one, to communicate to relevant subjects the instruments, institutions and European Union legislation in the field of customs system for further achievement of compliance aiming the integration in the European Union.</p>
<p>Teaching methodology:</p>	<p>The lecture will be organized in the form of inter active debate. An important part of the lecture will be projects in groups, such as preparing a document that will explain the legislative and executive measures for the approximation of Kosovo's legislation with the EU.</p>
<p>Evaluation methodology:</p>	<p>Exams are organized in the following forms: written, oral and combined written and oral.</p> <p>The presence of students in classes evaluated with 10 points;</p> <p>seminar work or research 15 points;</p> <p>Activity during the lectures 10 points;</p> <p>final examination 65 points.</p> <p>Evaluation test exam consists of 15 questions, maximum 100 points.</p> <p>10 questions under the "multiple choice testing", the student chooses the correct option.</p> <p>5 questions in the form of short essays.</p> <p>The student passes the exam if he gains during final exam over 50 points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>

Literature	
Core literature:	Massimo Fabio: “Customs Law of the European Union”, Verona 2012.
Additional literature:	Dominik Lasok: “The Trade and Customs Law of the European Union”, Биљаноска Јованка: Трговска политика на Европската унија, УКЛО, FTU, 2009 www.europa.eu.int

Basic course information	
Academic unit:	Customs and Forwarding
Subject title:	Transportation Systems and Logistics
Course description	Scientific problem formulation, content and scope of the research, establishment of scientific base hypotheses with auxiliary hypotheses, the goal and target thought to be achieved, the methods used and the structure of the material. Creation and development of transportation systems; forwarding activity and the advancement of this activity into logistics activity, the most important phenomena of modern logistics consists of: logistics term etymology, the meaning of the term, logistics in scientific classification, the ratio between logistics and distribution, the notion structure and logistics systems, the mission of transportation networks in logistics systems, modern logistics industry, the importance of transport systems in logistics systems, etc..
Aim of the course:	The aim of the course is that students gain knowledge, skills and competencies on transportation and logistics systems as two very important components in international trade and that affect in the liberalization of

	<p>the economy in general. Further aim of this course is to explore all the features and phenomena of a transporting system and logistic system, the importance of transport systems, important functions of a logistics company in foreign trade systems, circulatory systems, the logistics operator as an activity within the framework of a complicated but much more dynamic, stochastic system, which is incorporated in the heart of the supply chain (producer-consumer).</p>
<p>Expected results from students:</p>	<p>Upon completion of this course students will gain:</p> <p>Knowledge:</p> <p>students will be equipped with advanced knowledge of basic concepts of transport and logistics systems, interpretation of their knowledge acquired in the labor and employment process;</p> <p>Skills:</p> <p>based on basic scientific knowledge on the most important phenomena of transport and logistic systems and examples of practice in our country provided that the student can be qualitatively trained to work efficiently and effectively in a transport company, logistics or in external trade activities, having an impact on safety, speed and rationality of the process of manufacturing of transportation of logistics products;</p> <p>competence:</p> <p>Students will be provided with competency in transport companies and in mediating between different companies to sign contracts for circulation of goods and provision of services, especially in trade and international business.</p>
<p>Teaching methodology:</p>	<p>The lecture will be based on verbal discussions with</p>

	students by analyzing the basic concepts of the subject and going together into the field to see the work in practice.
Evaluation methodology:	<p>Exams are organized in the following forms: written and oral.</p> <p>.</p> <p>Evaluation test exam is confined under the "multiple choice testing", with a total of 30 questions, maximum 50 points. Students earn 25 points to earn the right to be asked orally. Questions orally student can earn up to 50 points.</p> <p>The student passes the exam if the assessment has won at least 50 points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	Michael Savy "Freight Transport and the Modern Economy", June Burnham 2013
Additional literature:	<p>Michael Savy "Freight Transport and the Modern Economy", June Burnham 2013</p> <p>Gian Paolo Ghiani, Gilbert Laporter, Roberto Musmanno: "Introductions to Logistics systems planning and control", 2004</p>

Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	Duty Free Zones
Course description	Definition, types and effects of the duty free zones. Creating customs free zones; Specifics of the customs procedure; activities that can be performed in DFZ and special conditions for their performance, conditions and procedures for the implementation of exemptions and lower tax on DFZ.
Aim of the course:	The aim of the course is that students gain knowledge, skills and competencies on the way of establishment, operation, and management of duty free zones. Creating Duty Free Zone in conjunction with Economic Zones, according to the OECD is one of the factors that influence economic growth and sustainable economic development.
Expected results from students:	<p>Upon completion of this course students will gain:</p> <p>Knowledge:</p> <p>Excellent for creating legal duty free zones, to stop the work duty free zone, to end the work of the user of duty free zone, records, standards, regulations, norms for quality and prices, the entrance and exit of goods to and from a free zone, activities carried out in the free zone, conditions and procedures for the implementation of exemptions and tax relief, spatial conditions for the establishment of a free zone, the request for the establishment of a free zone, consent to the establishment of a free zone, the procedure to fulfill the conditions for monitoring customs etc..</p> <p>Skills:</p> <p>To manage, lead and check (DFZ) and professional skills</p>

	<p>to report to eg (the government) on DFZ., on the conditions and procedures for the implementation of exemptions and tax incentives, the introduction and put under observation of custom goods, the customs value and customs debt account etc.</p> <p>Competence:</p> <p>If manages the Governing Council, organizes, evaluates, schedules and oversees all the work of the Authority, approves and monitors the annual budget of the Office, assessing its economic activity, makes recommendations regarding the organizational structure of the Institute, which is presented by the Institute to the Council of Ministers, examines the licensing procedure of developers and users of free zones and through the Office passes to the Council of Ministers for approval, assesses requirements of developers and users to conduct business in free zones, approves the issuance of licenses for users, examines the regulation of the free zone and through the Office submits to the Council of Ministers, oversees the implementation of license conditions and contract requirements by developers and users.</p>
<p>Teaching methodology:</p>	<p>The lecture will focus on the students work in groups, active learning and student-centered, then pay attention to the method of case study, classroom workshops and presentations in groups.</p>
<p>Evaluation methodology:</p>	<p>Exams are organized in the following forms: written, oral and combined written and oral.</p> <p>The presence of students in classes evaluated with 10 points;</p> <p>seminar work or research 15 points;</p>

	<p>Activity during the lectures 10 points; final examination 65 points.</p> <p>Evaluation test exam consists of 15 questions, maximum 100 points.</p> <p>10 questions under the "multiple choice testing", the student chooses the correct option.</p> <p>5 questions in the form of short essays.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six) From 60-69 points will gain grade 7 (seven) From 70-79 points will gain grade (eight) From 80-89 points will gain grade 9 (nine) From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	<p>Naser Raimi: "Customs Free Zones", lectures Authorized College "Peter Budi", Prishtina, 2015</p> <p>Ivan Milos, Dusan Rudic "<i>Slobodne zone-znacajne tocke prometnog i gospodarskog sustava Republike Hrvatske</i>", 2004</p>
Additional literature:	<p>J.Biljanoska, <i>Carinski sistemi i carinsko raboteëe</i>, FTU Ohrid, 2003,</p> <p>Kodi Doganor dhe i Akcizave i Kosovës, Ligji për ZLD i Republikës së Shqipërisë Nr. 8636/2001</p> <p>Udhëzimi Administrativ për Implementimin e Kodit Doganor dhe të Akcizave, www.dogana.rks-gov.net</p>

Basic course information	
Academic unit:	Customs and Forwarding MA

Subject title:	E-Business
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 finish of this course the students will gain : <ul style="list-style-type: none"> - 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.
Teaching methodology:	The lecture will be held in the computer room. It is preferable that students have laptops with them their own ball. In a few weeks the students will be trained how to do business through mobile phones or tablets and applications for purchase online.
Evaluation methodology:	Examinations will be held before the electronic device, computer and smart phones (furniture and tablet). Students must have its own smart phonics or tablet during the exam. At the exam the student will demonstrate skills

	<p>and skills gained during lectures and arrive to buy or sell any product online. Depending on the performance of showing the student will be assessed.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	e-Business Essential: Successful e-Business Practices: 1/e 2000 ISBN: 078972474
Additional literature:	<p>Gary P. Schneider: "E-Business", ninth edition, Course Technology, Cengage Learning, 2011, ISBN-13: 978-0-538-46925-8</p> <p>e-Business Marketing 1/e Terri Albert William Sanders 2003 ISBN: 0130352918</p> <p>M.Sekuloska, Mocev, <i>E-biznis</i>, FTU Ohrdi, 2005</p>

Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	Contracts in International Circulation
Course description	The term and characteristics of the contracts law in international traffic; contract subjects, principles and rules of private international law which apply to contracts, types of contracts in international traffic, international legislation fro making contracts with international element, etc..

Aim of the course:	The aim of the course is for students to acquire knowledge, skills and competencies for the many contracts used in the international movement of goods and provision of services, the drafting of contracts, the essential conditions for the existence of contracts, contracting entities, the arbitration clause included in the main contract, ADR for commercial, etc..
Expected results from students:	<p>Upon completion of this course students will gain:</p> <p>Knowledge:</p> <p>Students will gain knowledge about the types of contracts and international legislation that works in the field of signing contracts with international elements. They will gain knowledge of international contract for the sale of goods CISG, international leasing contracts, franchise contracts, know-how contracts, factoring, and other important contracts in the international movement of goods and provision of services;</p> <p>Abilities and Skills:</p> <p>students will gain skills on understanding, implementation and interpretation of contracts and international legislation governing the field of signing contracts in the international movement of goods and provision of services;</p> <p>Competence:</p> <p>Students will gain competence for submission of bids Bid- drafting and signing of contracts in the sphere of international movement of goods and provision of services.</p>
Teaching methodology:	During the lecture the focus will be directed to the drafting of contracts in a practical way. In this regard,

	<p>students will have the opportunity to familiarize themselves with the entire process of submitting the bid until the signing of the contract. Students will be involved in the drafting of all documents to the signing of the contract.</p>
Evaluation methodology:	<p>The examination is organised in writing.</p> <p>Evaluation test exam consists of 5 questions under this methodology:</p> <p>The student must score in the whole procedure of signing the relevant contract has to test. So the offer of signing up. At the exam the student can gain maximum 60 points.</p> <p>25 points student can win them in the presence of lectures and conducting class assignments.</p> <p>15 points for seminar paper or research.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	<p>Don Mayer, Michael B. Bixby: "International Business Law", Text, Cases, and Readings, Ray August, , Pearson Education, Limited, Sep 1, 2012</p> <p>USAID, "Manual Training Convention of the United Nations Convention on Contracts for the International Sale of Goods (CISG)", Prishtina, 2014</p>
Additional literature:	<p>Armand Krasniqi: "Internation Bussiness Right" Pejë, 2015</p>

	Miladin Krstanoski: “Law of Contracts in International Traffic”, Kolegji “Pjetër Budi”, Prishtinë, 2010
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Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	Sales Channels and Distribution
Course description	In this course students learn about: the importance of supply, supply duties, supply process, recognizing the needs, selecting suppliers, supervision and management of the delivery of supplies, types of supply, just in time-supply (in time), etc..
Aim of the course:	The purpose of this course is that students gain knowledge, skills and competence in a field that deals with sales and distribution channels. Suppliers, manufacturers, retailers and consumers support each other as they buy and consume products and services.
Expected results from students:	After finishing this course students will gain: <ul style="list-style-type: none"> - Benefiting contemporary knowledge on marketing and service selling models - Getting familiar with concepts of service selling models , and the (right) ways for their usage. - Building capacities for analyzing the concrete situations in business. - Qualifying to build a concrete plan on orientation of selling services ; - Understanding the importance of distribution policy in a contemporary context.
Teaching methodology:	The lecture will be organized in the form of scientific debate. In the first lecture students will be allocated tasks that will be present during the lectures.

Evaluation methodology:	<p>The examination will be arranged in writing. The exam will consist of 20 questions under the "multiple choice testing." Total points that can be earned 60.</p> <p>For the presentation of duty shared by Professor student can earn up to 20 points.</p> <p>For regular and ongoing activity to 10 points.</p> <p>For seminar paper up to 10 points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	<p>Nail Reshidi: "Kanalet e Shitjes dhe Distribucioni", Prishtinë, 2012</p> <p>Julian Dent: "Distribution Channels – Understanding&managing Channels to market", Kogan page limited, second edition, 2011, ISBN-13: 978-0749462697,</p>
Additional literature:	<p>Bardhyl Ceku dhe Nail Reshidi, "Marketingu " , Prishtinë, 2006</p>

SECOND YEAR -II-, THIRD SEMESTER -III-

Basic course information	
Academic unit:	Customs and Forwarding MA

Subject title:	Global Logistics Management
Course description	Management of international transportation, import / export, Cargo Insurance, Customs clearance Packaging, Packaging and Storage. This module teaches and trains students in connection with the procurement, production, distribution, material handling, personnel, equipment and facilities vital to modern international business-in daily basis.
Aim of the course:	The aim of the course is for students to acquire knowledge, skills and competence to manage the logistics as part of international shipping. In recent decades, trade has grown faster than the world economy because of business and production processes are becoming increasingly global. The need to manage supply chains, production and transportation a facility more efficiently has intensified the demand for educated professionals in global logistics management.
Expected results from students:	<p>Knowledge:</p> <p>The course aims for graduates to gain and demonstrate knowledge on global logistics management, for those who want to develop a successful business career in this field,</p> <p>Abilities and skills:</p> <p>To work in international logistics organizations, to communicate with international entities associated with managing logistics in international trade,</p> <p>Competence:</p> <p>To open international logistics businesses to manage large businesses or logistics corporations</p>
Teaching methodology:	Teaching in the form of scientific debate, project work in groups, student-centered active learning, based on

	sources learning, usage of the case study method, classroom workshops, group presentations.
Evaluation methodology:	<p>The examination will be arranged in writing and orally.</p> <p>Evaluation test exam will have five questions in the form of essays. In the test the student can gain maximum 50 points. Those who receive at least 25 have the right to ask oral. Duringt oral evaluation students can earn up to 30 points.</p> <p>For consistency and student activity can gain up to 10 points.</p> <p>For seminar paper up to 10 points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	Wolfgang Kersten u.a., Thorsten Blecker, Heike Flämig: Global Logistics Management: Sustainability, Quality, Risks,. Erich Schmidt Verlag GmbH&company, Berlin 2008,
Additional literature:	<p>David J. Bloomberg, Stephen LeMay, Joe B. Hanna: “Logjistika”, Instituti i Hulumtimeve Shkencore VICTORY, Prishtinë, 2009</p> <p>Kent Gourdin: Global Logistics Management: A Competitive Advantage for the 21st Century, , Wiley, Feb 10, 2006</p>

Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	International Marketing Strategies
Course description	Factors affecting international marketing; process of international marketing strategy, global marketing strategy, strategies for entry into foreign markets, business strategies for foreign markets.
Aim of the course:	The aim of the course is for students to acquire knowledge, skills and competencies for the various strategies used by businesses to international marketing development in terms of European and global integration. To be able to lead its business towards achieving its goals, the company needs to develop a strategy that enables it to adapt its business to ongoing market changes. The speed of adjustment of the enterprise to the new market conditions depends on the level of preparation of the enterprise for these changes. Visionary entrepreneurs anticipate challenges and opportunities that can bring development of any particular situation in the market. They align business goals and determine the resources needed to achieve these goals. Defining the goals of the enterprise and resources for their realization is what is called Strategic Marketing Planning.
Expected results from students:	After finishing this course, student will be able to: <ul style="list-style-type: none"> - Gain in depth knowledge about the strategies that are used for marketing in international area. - Will be able to demonstrate sufficient knowledge for international marketing strategies. - Will be able to transmit those knowledge to the others.

	- Will be able to formulate clear ideas about marketing strategies and product delivery globally.
Teaching methodology:	
Teaching methodology:	The lecture will focus on the analysis of marketing strategies which use large companies and popular in the world such as Coca Cola Company, Pepsi, etc. as well as several large local companies.
Evaluation methodology:	<p>The examination will be arranged in writing. Students must write a marketing strategy for a company and what results it expects strategy. In the exam students can earn up to 70 points.</p> <p>20 points evaluated seminar paper.</p> <p>10 points in lectures and participation in class activities.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	Douglas S., and Craig S., (1997), <i>International Management Strategy</i>
Additional literature:	<p>Doole I., and Lowe R., (1999), <i>International Marketing Strategy</i></p> <p>Kotler P., (2003), <i>Marketing Management</i></p>

Basic course information	
Academic unit:	Customs and Forwarding MA
Subject title:	International Forwarding Management
Course description	The basic concepts of international management, international forwarding, management of international shipping companies, international contracting in international transportation and logistics, etc..
Aim of the course:	The aim of the course is for students to acquire knowledge, skills and competencies for advanced management of international forwarding. Successful completion of this course will enable students prepare to run international freight forwarding company.
Expected results from students:	<p>Students gain:</p> <p>Knowledge: on the management of international companies, the interpretation of the acquired knowledge, communicating knowledge to customers and other forwarding companies;</p> <p>Abilities and skills: to negotiate with other companies entering into contracts for the circulation of goods and provision of services to international forwarding companies and international transport;</p> <p>Competence: to start international freight forwarding businesses to manage large corporations of international forwarding, in time of globalization of the world economy.</p>
Teaching methodology:	The course will be explained in an interactive way students involved in the debate. It is foreseen a visit to local companies that deal with International Freight Forwarders.
Evaluation methodology:	The examination in writing.

	<p>Evaluation test exam is combined which includes 15 questions under the "multiple choice testing", with a maximum 30 points, five questions in the short essay form with a total of 30 points.</p> <p>To participate in lectures students receive 10 points;</p> <p>To work seminar 20 points;</p> <p>For activity during the discussion and preparation of class assignments 10 points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade 8 (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	Freight Management International, Wilkinson Publishing Group Volume 30, Issues 319-326,
Additional literature:	<p>Hans-Joachim Schramm: Freight Forwarder's Intermediary Role in Multimodal Transport Chains: Springer – Verlag, Berlin Heidelberg, 2012</p> <p>Eun Sup Lee: Management of International Trade, Springer – Verlag, Berlin Heidelberg, 2012</p>

Basic course information	
Academic unit:	Customs and Freight Forwarding MA
Subject title:	Customs Criminality
Course description	Introduction: Criminology - science for crime; historical dimension of crime, criminal etiology; criminal Phe; Customs Crime, crime detection at customs, the customs

	administration powers to combat customs offenses and other illegal acts, the role of customs in fighting organized crime and transnational crime, etc..
Aim of the course:	The purpose of this course is that students acquire the necessary theoretical knowledge, skills and competences in the field of customs crime or customs typical sentences (under customs law and the Penal Code), customs offenses. Customs Crime expressed through acts of crime, illegal smuggling, customs fraud offenses, concealment of goods, customs fraud and smuggling, customs crime analysis, intelligence analysis and detection of customs offenses, then the offense procedure for determining responsibility and the imposition of fines and other sanctions against the perpetrators and the role of the customs authorities in criminal proceedings.
Expected results from students:	<p>Upon completion of this course, the students will gain:</p> <p>Knowledge:</p> <p>Students gain knowledge about legal violations in the field of customs which are regulated by the Customs Code and Excise, the types of legal violations, the way of performing illegal acts customs, customs administration functions to combat these illegal acts, leadership competencies in misdemeanor of criminal procedure and customs duties, etc..</p> <p>Skills:</p> <p>students acquire skills to work in the investigation sector of customs administration and to participate in investigative actions and detecting illegal customs - customs offenses and administrative offenses;</p> <p>Competence:</p> <p>Students receive work competency in leadership of</p>

	<p>customs intelligence unit for investigation, detection and arrest of persons who commit a breach of certain provisions of customs law.</p>
<p>Teaching methodology:</p>	<p>During teaching methods will be used the case study. During the case study, students will be divided into groups and analyze specific cases. During the lectures will be applied in the video preview with different cases, of which students will analyze and explain the features of these cases.</p>
<p>Evaluation methodology:</p>	<p>The written examination held at the end of the semester. The exam will be held in two forms:</p> <ol style="list-style-type: none"> 1. Evaluation test exam is closed type with a total of 10 questions, maximum 70 points. <p>Questions will be developed under this methodology:</p> <ul style="list-style-type: none"> - Question 3 in the form of duties - within the student basic question should be answered in five other questions - correct answers the student earns 15 points for each question; - 2 mini essays - to correctly answer the student earns 5 points for each question; - optional 5 questions - correct answers the student earns 3 points for each question. <p>The necessary quorum for passing is 35 points. If the student gets 35 points on the exam and other activities such as seminar paper; class attendance, other activities during class wins at least 15 points, the student receives a grade six.</p> <p>The student passes the exam if the evaluation test exam has won at least 50 points.</p> <p>Determination of the final grade evaluation exam test is</p>

	<p>done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p> <p>In the form of a scientific paper. Student under the supervision of Professor conducts a scientific paper in accordance with the syllabus of the subject. The research paper must have the capacity for publication in a scientific journal. From level student paper graded.</p>
Literature	
Core literature:	<p>Orhan M. Çeku: “Customs crime” Lectures Authorized, “Pjetër Budi”, Prishtinë, 2014.</p> <p>Customs and Excise Code of Kosovo</p> <p>Criminal Code of Kosovo</p> <p>International Convention on mutual assistance in the investigation, prevention and combating of customs offenses, the Nairobi Convention.</p>
Additional literature:	<p>Marijan Kos: “ Pojavni oblici međunarodnoga gospodarskoga kriminaliteta kao čimbenik nacionalne ekonomije”, Primljeno: 20.srpnja.2012.</p> <p>Krstanoski M., (2005) <i>Kriminalitet i detekcija</i>, FTU, <i>Ohrid</i></p>

Basic course information	
Academic unit:	Customs and Freight Forwarding MA
Subject title:	Financial Reporting and Audit
Course description	Financial information, elements of financial reporting,

	<p>presentation of financial information; understanding of international accounting standards related to financial reporting, auditing concepts, the role of audit and financial reporting for a market economy, state and commercial audits, etc..</p>
Aim of the course:	<p>The aim of the course is for students to acquire knowledge, skills and competence for financial reporting system and revision as more important component of the financial system and the development of legitimate businesses in the country.</p>
Expected results from students:	<p>On completion of the course the student will:</p> <ul style="list-style-type: none"> - Demonstrate in-depth knowledge of financial reporting and control - auditing; - Demonstrate a deep understanding of knowledge in financial reports, financial accounting, and auditing; - Be able to interpret the acquired knowledge on the subject; - Competence to formulate their own ideas about the role, the importance of financial reporting and auditing for a market economy; - Knowledge and skills to prepare financial reports.
Teaching methodology:	<p>Lectures will be held focusing on practical work. During the lectures will prepare reports and financial statements will be visited institutions such as the General Auditor, the finance office of the central bank and commercial banks.</p>
Evaluation methodology:	<p>Will be organised written exam.</p> <p>Evaluation test exam consists of five tasks. Students must prepare financial reports and then be able to audit the financial statements. In the exam students earn up to 80</p>

	<p>points.</p> <p>For consistency and student activity can gain up to 10 points.</p> <p>For seminary work student can earn up to 10 points.</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	Shefki Jakupi, Hidajet Shehu: “Revizioni Financiar dhe Kontrolli i Proceseve afariste në Ndërmarrje”, Prishtinë, tetor, 2011.
Additional literature:	Shefki Jakupi, Fadil Krasniqi: “Auditim”, Prishtinë, 2012 “Elez Osmani, Shefket Jakupi: “Kontabiliteti Financiar”, Ulqin, 2012

Basic course information	
Academic unit:	Customs and Freight Forwarding MA
Subject title:	Work Psychology
Course description	Fundamentals of organizational and individual behavior, values, attitudes, satisfaction, personality of a businessman, economic risk, supply and demand presented by psychological models. Business Psychology is an applied science that investigates how people and organizations to become effective in the development of business activity. It uses social science research methods to study people, workplaces and organizations in order to

	<p>better adapt to their multiple needs. Its aim is to create healthy and productive relationships between people and organizations for mutual benefit. As an applied science, Psychology Business organizations will dictate what constitutes effective organizational practices. It has a reciprocal relationship with business and entice them with knowledge from experience of what works at work. This allows to apply psychological research pragmatism in a way that is appropriate to the situation.</p>
Aim of the course:	<p>The aim of the course is for students to acquire knowledge, training, skills and competence for business psychology, which means to study and practice to improve the business work. It combines scientific understanding of human behavior with work experience, to achieve effective and sustainable performance of individuals and organizations.</p>
Expected results from students:	<p>After finishing this course students will :</p> <ul style="list-style-type: none"> - Know the main functions of business psychology - Recognize role and the importance of motivation in working; - To know the process of personnel selection - To recognize the importance of diversity in the working places. - Know the importance of innovations inside the working place
Teaching methodology:	<p>Using the case study method, role-playing, classroom workshops, presentations to groups.</p>
Evaluation methodology:	<p>Will be organised the written exam. Evaluation test exam is closed type under the "multiple choice testing", with a total of 40 questions, maximum</p>

	<p>100 points. Except in specific cases, which have:</p> <p>Determination of the final grade evaluation exam test is done as follows:</p> <p>From 50-59 points will gain grade 6 (six)</p> <p>From 60-69 points will gain grade 7 (seven)</p> <p>From 70-79 points will gain grade (eight)</p> <p>From 80-89 points will gain grade 9 (nine)</p> <p>From 90-100 points will gain grade 10 (ten).</p>
Literature	
Core literature:	Sejulla Mahmuti, Business Psychology, Pjeter Budi College, 2015
Additional literature:	<p>Pauline Grant: Business Psychology in Practice, Whurr Publishers Ltd, 2005</p> <p>Hugo Münsterberg: Business Psychology, BiblioBazaar, 2011</p>

SECOND YEAR -II-, FOURTH SEMESTER -IV-

	Customs and Freight Forwarding MA
The name of the subject	THE MASTER THESIS
The aim of the subject	<p>The purpose of the Master Thesis is that students acquire skills and competencies in scientific researches. The purpose of the Master Thesis is enriching the existing literature of the field that is to be researched, as well as contribute to the businesses and economy development in general. The Master Thesis must be of level that could be applicable as fast as possible to the labor market and improve the scientific and professional side of the field covered. The student must justify models, theories, project researches/process, methodology and technique used; analyze</p>

	outcomes and bring specific recommendations for the area in which the research is conducted.
Methodology/ Process	<p>The research program is conducted in cooperation with the candidate's mentor and approved by the Collegiums of Master Studies. The topic must be recent and has direct correlation with scientific developments and free market economy.</p> <p>The Master Thesis paper is elaborated individually by the student proving that theoretical skills acquired during the studies, can be successfully applied to solve research complex problems in the scientific field for which the student is oriented.</p> <p>The Master Thesis in its methodology must incorporate two main elements:</p> <ul style="list-style-type: none"> a) The analysis of the secondary data b) The primary research based on empirical data. <p>The student must use various forms of research, ranging from the desk review, survey, questionnaires, focus groups, interviews and observation methodology in order to collect data.</p> <p>The topic condition is that the scores/ empirical outcomes be presented through use of various statistical software packages (SPSS, E- Views, Google survey, Stata, etc.</p> <p style="text-align: center;"><u>Essential parts of the Master Thesis are:</u></p> <ul style="list-style-type: none"> a.) The cover, containing the following notes: <ul style="list-style-type: none"> 1. College “Pjetër Budi”, the relevant study program, 2. The Master Thesis paper, 3. The title of the Master Thesis 4. Name and surname of the candidate, 5. The title and the scientific degree together with name and surname of the mentor, 6. Prishtina, year.

- b.) The second page contains the following notes:
 - 1. Notes from the item a).
- c.) Other parts of the paper:
 - 1. Content, 2. Introduction, 3. Justification of Thesis and methodology of work, 4. Elaboration of Thesis, 5. Conclusion, 6. List of acronyms and abbreviations, and 7. Bibliography.

Students must demonstrate ability to take initiative in planning and execution of works on the elaboration of the Master Thesis and in turn, when necessary, require guidance and support from the supervisor to elaborate the thesis.

The process:

The candidate proposed for the Master Thesis consults with the mentor and submits a request to the Collegiums of Master Studies for approval. Upon approval of the proposal, he/she continues to conduct research in close consultation with mentor of the Thesis, who is appointed by the Collegiums.

Once the Mentor positively assesses the Master Thesis, the candidate submits a request to the Collegiums of Master Studies, which proposes to the Scientific and Teaching Council of College "Pjeter Budi", to establish the commission for final evaluation and defense of the Master Thesis.

The Commission for evaluation of the Master Thesis reports to the Scientific and Teaching Council about meeting the scientific-methodology requirements, for defense of the candidate's Master Thesis.

The Thesis is to be publicly defended so date and time of the defense is to be set upon consent between the Commission and the candidate. Upon

	<p>ending the defense, the Commission withdraws in order to take a decision. The decision is to be taken unanimously or by majority of votes.</p>
Learning outcomes	<p>Upon completing this course the students are expected to acquire the following:</p> <p>Skills:</p> <ul style="list-style-type: none"> - Plan, implement and realize the independent research project, - Wording the research questions and breaking down the goal - Identify research stops/ limitations - Perform other advanced tasks within specified time limits. <p>Competencies:</p> <ul style="list-style-type: none"> - Present clearly (verbally or in writing) the research findings and be able to defend them by scientific argument - Critically and independently analyze the phenomena - Competently use the statistical software applications - Provide/ recommend based on the research findings, the answers for existing problems - Test existing economic/business theories and support or oppose them by empirical facts
Evaluation forms and passing criteria	<p>Technical aspects comprise 15% of the grade:</p> <p>d.) The cover, containing the following notes:</p> <ol style="list-style-type: none"> 7. College “Pjetër Budi”, the relevant study program, 8. The Master Thesis paper, 9. The title of the Master Thesis 10. Name and surname of the candidate, 11. The title and the scientific degree together with name and surname of the mentor, 12. Prishtina, year.

	<p>e.) The second page contains the following notes:</p> <ol style="list-style-type: none"> 2. Notes from the item a). <p>f.) Other parts of the paper:</p> <ol style="list-style-type: none"> 1. Content, 2. Introduction, 3. Justification of Thesis and methodology of work, 4. Elaboration of Thesis, 5. Conclusion, 6. List of acronyms and abbreviations, and 7. Bibliography- at least 25 references. <p>Analytical aspects and style of writing 70% of the grade:</p> <ul style="list-style-type: none"> - Wording the research questions and breaking down the goal - Identify research stops/ limitations - Presentation of the research purpose. - Impact of research - Critically elaboration and analyzing the literature - Presentation of empirical research findings and their protection with scientific argument - Conclusion / recommendation of research findings <p>Presentation / Defense of the Thesis (15%):</p> <ul style="list-style-type: none"> - Presentation flow - Mastery over the Thesis during presentation - Body language <p>Students who successfully defended Master Thesis obtain scientific degree "Master of Science", according to the relevant study program.</p>
Concretization tools/ IT	Literature, various files, electronic resources, questionnaires, surveys,

	interviews, computer, internet, SPSS software package etc.
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3.4.15 Agreement with two higher education institutions are provided as annex.

3.4.16. Dossier/ANNEXES

4. Personnel

4.1. Academic staff - full time

Nr.	Name and surname	Degrees	Field of study	Academic title	Contract
1.	Hashim Rexhepi	PhD	Economy/ Insurance	Assistant professor	3 years
2.	Lule Beqa	PhD	Chemistry	Assistant professor	3 years
3.	Muhamed Çitaku	PhD	Philology	Assistant professor	3 years
4.	Sabri Hajdini	PhD	Food Science	Assistant professor	3 years
5.	Sami Behrami	PhD	Geography	Assistant professor	3 years
6.	Naser Raimi	PhD	Management	Professor	3 years
7.	Seadin Xhaferi	PhD	Economy	Professor	3 years
8.	Elez Osmanoviq	PhD	Economy	Associate Professor	3 years
9.	Pece Nikolovski	PhD	Economy	Associate Professor	3 years
10.	Mahije Mustafa	PhD	Economy	Assistant professor	3 years
11	Seljije Karemani	PhD	Economy	Assistant professor	3 years

12.	Isuf Ahmeti	PhD	History	Assistant professor	3 years
13.	Konstantin Çomu	PhD	Electrical science	Lecturer	3 years
14.	Orhan Çeku	PhD	Law	Assistant professor	3 years
15.	Sejdulla Mahmuti	PhD	Psychology	Lecturer	3 years
16.	Sherif Gashi	PhD	Economy	Lecturer	3 years
17.	Naser Gjinovci	MA	Law / Management Human Resources	Lecturer	3 years
18.	Imer Mushkolaj	MA	Journalism / Management Human Resources	Lecturer	3 years
19.	Naim Huruglica	MA	Business Administration	Lecturer	3 years
20.	Evliana Berani	MA	Law / European Studies	Lecturer	3 years
21.	Sevdije Ajeti	MA	Directing	Lecturer	3 years
22.	Mirlinde Billali	MA	Psychology	Lecturer	3 years
23.	Gresa Shabani	MA	Actuarial Mathematics	Lecturer	3 year s

4.2. [Academic Staff - part time](#)

Nr.	Name and surname	Degrees	Field of study	Academic title	Contract
1.	Ibish Mazreku	PhD	Economy/	Associate Professor	1 year

			Insurance		
2.	Ismail Mehmeti	PhD	Economy	Assistant professor	1 year
3..	Jeton Vokshi	MA	Customs and Freight Forwarding	Lecturer	1 year
4.	Hysen Sogojeva	MA	Tourism and hospitality	Lecturer	1 year
5.	Nuhi Bllaca	MA	English language	Lecturer	1 year
6.	Adem Hasani	BA	Customs and Freight Forwarding	Assistant	1 year

4.3. Full time academic staff on study program for accreditation and reaccreditation

Study Program Business Administration **BA**

Nr.	Name and surname	Degrees	Field of study
1.	Seadin Xhaferi	PhD	Economy
2.	Elez Osmanoviq	PhD	Economy
3.	Lule Beqa	PhD	Chemistry
4.	Sejdulla Mahmuti	PhD	Psychology
5.	Naser Gjinovci	MA	Law / Management

			Human Resources
6.	Evliana Berani	MA	Law / European Studies
7.	Imer Mushkolaj	MA	Journalism / Management Human Resources

Study program Customs and Freight Forwarding **MA**

Nr.	Name and surname	Degrees	Field of study
1.	Mahije Mustafi	PhD	Economy
2.	Selbije Karemani	PhD	Economy
3.	Muhamed Çitaku	PhD	Philology
4.	Orhan Çeku	PhD	Law

Study program on accreditation Computer Science **BSc**

Nr.	Name and surname	Degrees	Field of study
1.	Hashim Rexhepi	PhD	Economy / Insurance
2.	Isuf Ahmeti	PhD	History
3.	Sami Behrami	PhD	Geografy

4.3.The visitingprofessor(VP) academic/ artisticstaff – institutional level

Prof.dr. Norma Rayan, Cork University, Ireland conducted a set of lectures/training sessions for the students on Communication and Presentation skills back in 2015. Among visitin professors

was prof.dr. Mariana Mocanu from the University Politehnica of Buchurest, Romania. She conducted the training for the officials of the Carrier Office and lecture/training for the students on building professional skills.

We had a number of special lectures of the PhD holders that do not work at universities but are outstanding practitioners in respective fields relevant for College study programmes. Member of the EU Parliament, formerly head of Auditors Court of Slovenia, PhD, Igor Soltes was one of many guests who provided two hours lecture and answered many questions of the students.

In most of the courses professor is obliged to bring once during the semester a special guest that will provide lecture related to the course taught. Among the guests so far were many visitin professors from other high education entities and dozen of the oustanding practiotioners.

4.7.CV of the academicpersonnel

Staff CV's will be attached to this report electronically along with the other relevant documentation.

4.8.The developmentofthe academic staff for 3year

College 'Pjeter Budi'aims the continous development of academic staff along with the procedures of increase in academic calls of "Pjetër Budi" College, Private carrier of Higher Education in the Republic of Kosovo.

"Pjetër Budi" College is also engaged in a wider process of empirical research of local and international staff with whom we cooperate.

Strategic plan for Development of Academic Staff will mainly be focused in a 3 to 5 years period of time and will mostly be focused at these goals:

- Staff employed in the "Pjetër Budi" college to further advance in academic titles and academic calls;
- To finance internal education, eventually external too,
- To finance research projects for the science curriculum framework,

- To finance the participation in conferences and scientific symposiums of the scientific staff,
- To help the staff exchange to obtain international experience in the field of teaching, learning and scientific research,

Strategy of staff improvement will be realized in a 3 years period and it includes the measures below:

- Staff employment with academic titles obtained outside the country,
- Staff employment with teaching and researching experience,
- Staff employment with a relatively young age,
- Advancement in internal staff academic calls in accordance with the modern standards for Higher Education, for academic calls,
- Employment of assistants,
- Employment of assistants who finish their studies in "Pjetër Budi" College in the relevant fields,
- Staff engagement for international lecturing for short periods of time, e.g. one semester,
- Continuation of cooperation with the University for Tourism and Organizational Sciences "Shën Klementi i Ohrid" in Ohrid, Republic of Macedonia,
- Expansion of cooperation with other Higher Education institutions abroad, especially with various universities from Europe and USA.
- Creation of a didactic training program of the academic staff, especially the young lecturers
- Organization of different conferences, symposiums, seminars, different debates from the College with the main purpose of creating different spaces for the promotion of research projects from the staff of the College etc.

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

Institutional level 76.31% of the academic staffs are full time and 23.69% part time.

Nr.	Study Program	Full time	/Part Time
1.	Customs and Freight Forwarding, BA	54.54%	45.45 %
2.	Managing Tourism and Hospitality, BA	62.5 %	37.5 %
3.	Business Administration, BA	66.66 %	33.34 %
4.	Insurances	66.66 %	33.34 %
5.	Customs and Freight Forwarding, MA	66.66 %	33.34 %
6.	Management, MA	66.66 %	33.34 %

4.10. Staff dossier

Physical file of the academic personnel has been sent to Kosovo Accreditation Agency on 07.04.2016.

5. Students

5.1.1.Current/foreseen studentsinthe institution/ programme

Currently College 'Pjeter Budi' has 750 students. See table of the number of current students segregated by study programmes and gender ratio. Programmes under evaluation are market with R.

Academic programme	Current number of students	Male	Female
Customs and Freight Forwarding , BA	310	264	46
Tourism and Hospitality Management. BA	92	81	11
Business Administration BA	130	75	55
Insurance - BA	39	30	9
Customs and Freight Forwarding , MA	33	30	3
R- Management - MA	146	97	49
TOTAL - institutional level)	750	577	173

Number of students planned to register studies in next five academic years.

Academic programme	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
Customs and Freight Forwarding, BA	310	257	276	300	300
Tourism and Hospitality Management, BA	92	116	134	150	150
R-Business Administration BA	170	163	162	170	185
R-Customs and Freight Forwarding, MA	33	83	75	75	55
Computer Science	50	100	150	150	150
Management - MA	103	133	170	170	170
TOTAL - institutional level: 3802					

5.1.2 Number of students registered during last three years

In last three years (2014-2015, 2015-2016, 2016-2017) 750 students has been registered .

Table of newcomers segregated by study programmes and gender

Academic programme	2014-2015	2015-2016	2016-2017
Customs and Freight Forwarding , BA	153	81	76
Tourism and Hospitality Management. BA	26	32	34

R-Business Administration BA	57	32	41
Insurance - BA	0	39	0
R-Customs and Freight Forwarding , MA	20	13	0
Management - MA	56	38	52
TOTAL - institutional level	312	235	203

Gender ratio of the students registered during last three academic years

Academic programme	2014-2015	2015-2016	2016-2017
Customs and Freight Forwarding , BA	Total - 153 Female - 10 Male - 143	Total - 81 Female - 14 Male - 67	Total - 76 Female - 22 Male - 54
Tourism and Hospitality Management. BA	Total - 26 Female - 0 Male - 26	Total - 32 Female - 5 Male - 27	Total - 34 Female - 6 Male - 28
R-Business Administration BA	Total Female - 27 Male - 30	Total Female - 12 Male - 20	Total Female - 16 Male - 25
Insurance - BA	Total - 0 Female - 0 Male - 0	Total - 39 Female - 9 Male - 30	Total - 0 Female - 0 Male - 0
R-Customs and Freight Forwarding ,	Total - 20 Female - 0	Total - 13 Female - 3	Total - 0 Female - 0

MA	Male - 20	Male - 10	Male - 0
Management - MA	Total - 56 Female - 23 Male - 33	Total - 38 Female - 9 Male - 29	Total - 52 Female - 17 Male - 35
TOTAL - institutional level)	Total - 312 Female - 60 Male 252	Total - 235 Female - 52 Male - 183	Total - 203 Female - 61 Male - 142

5.1.3. Number of graduates in the last three years within the institution segregated by study programme and gender

Over three last academic 367 students graduated at BA and MA level at “Pjetër Budi”. Out of them 287 graduates are males, 80 females . Overall number of graduates since the establishment of the College is 743. Table presenting total nr. of graduates segregated by study programme and gender of graduates in last three years.

Academic programme	2013-2014	2014-2015	2015-2016	2016-2017 (February 27, 2017)
Customs and Freight Forwarding , BA	Total - 62 Female - 11 Male - 51	Total - 68 Female 6 Male 62	Total -34 Female -5 Male -29	Total -35 Female -5 Male -30
Tourism and Hospitality Management. BA	Total - 16 Female 2 Male 14	Total 8 Female 0 Male - 8	Total - 4 Female 1 Male - 3	Total - 10 Female 3 Male - 7
R-Business Administration BA	Total - 9 Female 3 Male 6	Total -23 Female -7 Male -16	Total - 11 Female -3 Male -8	Total - 18 Female -10 Male -8

Insurance - BA	Total 5 Female 2 Male 3	Total -9 Female 4 Male -5	Total -10 Female -4 Male -6	Total -3 Female -1 Male -2
R-Customs and Freight Forwarding , MA	Total 1 Female 0 Male 1	Total -8 Female 2 Male -6	Total -10 Female -4 Male -6	Total -1 Female -0 Male -1
Management - MA	Total 0 Female 0 Male 0	Total -10 Female 1 Male 9	Total -8 Female -4 Male -4	Total -4 Female -2 Male -2
TOTAL - institutional level)	Total 93	Total -126	Total 77	Total 71

5.2.1. Passing rate of students in exams for the last three years in the institution and programme separately (in percentage)

Academic programme	2013-2014	2014-2015	2015-2016
Customs and Freight Forwarding , BA	81	80	71
Tourism and Hospitality Management. BA	75	74	72
R-Business Administration BA	82	81	72
Insurance - BA	83	82	76
R-Customs and	69	72	71

Freight Forwarding , MA			
Management - MA	70	61	74

5.2.2. Students drop out rate

During last three years 40 students abandoned College 'Pjeter Budi'. 13 of them use to study Customs and Freight Forwarding at Bachelor degree level; eight of them were students of Tourism and Hospitality Management BA, eight were at Business Administration BA, six were at Insurance BA, 3 were at Management MA whilst one was part of Customs and Freight Forwarding programme, MA degree.

5.2.3 Employment of the graduates in the last three years

From the general number of graduates since the college's establishment, which is 743, 572 have been employed or with percentage 77%. 171 graduates or 23% of them are not working.

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

From the beginning of the academic 2014/2015, 2015/2016 up to 2016/2017 the ratio of the full time academic staff per student was: 1 professor in every 33 students.

Program in evaluation	Full Time academic staff per number of students
R-Business Administration BA	1 staff per 18 students
R-Customs and Freight Forwarding,	1 staff for 7 students

MA	
TOTAL - institutional level)	1 staff per 33 students

5.4. Allocation, respectively negotiation of scholarships by the educational institution

For the last three academic years College ‘Pjeter Budi’ provided 20 full scholarships in the value of around 88 thousand euros.

Besides full scholarships College on regular basis stimulates excellent students with discounts. Discounts or partial scholarships are provided to certain categories of the students as well. The detailed financial report on full and partial scholarships can be provided upon the request.

5.5. Organization of students within the institution/ representation in organizational and managerial structures

Besides promoting team work and team learning , ‘Pjetër Budi’ College stimulates students continuously to gather, socialize and organize various activities . College regards highly every student initiative, regardless if it is coming from formal or non -formal setting.

Informal groups/entities of students are common since College exists. Sport and cultural events, participation in various research projects, surveys, activities to serve community ,volunteer tasks are some of a broad range of activities that are part of the daily life at the College.

Formal entities of the students and their independence is guaranteed by the Statut of the College (article 86-90).

The statut implies the principles for equal opportunities and no-discrimination for all members of the Student Organizations. Students interests are represented within the college in the following bodies:

1. Parliament of students within college

2. Counsel of Students, within Academic Unit

Student's parliament takes care to protect and advance the student's rights and life overall. Student's parliament work closely with Vice Dean's office for Non-Academic Issues. Requests and Complaints of the students are also processed through this office. When needed, the same Office helps students' entities for organising/hosting different entertainment and learning activities etc.

The office helps with the concretization of the projects which benefit the students and the institution itself, and it also helps ease the studies for the students who have financial constraints.

Students are represented in all managerial bodies of the College and have the same rights as other members. They are part of decision making and have the right to vote. They have a representative in Teaching and Scientific Council that is highest body for academic issues of the 'Pjeter Budi'.

5.6 Student service (hours in the office, tutors, consultations, personal counseling etc)

Students are main focus of the College, therefore every department is obliged to serve and guide them in best possible manner.

The Student Service Office works 6 days a week from 9 a.m. to 7: 30 p.m. During this time at least 2 admin staff are 'stand by' to answer questions and process to other responsible people the student requests or concerns. Through this office ad hoc consultations with tutor/mentor/lecturer are arranged.

Beside ad hoc meetings, it is well established practice for the regular weekly meetings of the students with their lecturers . During the weekly meetings lecturers are at disposal of students for various consultations regarding the courses they lecture, regarding essays, seminars, home work or other initiatives regarding learning.

Vice Dean for Academic Issues, QA Officer and Vice Dean for non academic issues are three other persons that are required to be at disposal of the students whenever it is needed throughout the working hours, the whole week.

5.7 Career guidance service for the completion of internship for students

Vice dean for non Academic Issues handle all issues regarding the future career of the students. He/she is in charge to conduct training and facilitate activities that are important for the future wellbeing of the students.

The Office informs them about job openings, provide moral and professional support for CV writing, interview, cover letter, for completion of the forms for job vacancies or project proposals. It guide them towards the best solutions for all issues of importance for their career.

Within the Career Guidance Office different activities are organized, such as: the publication of the student magazine with their own scientific work, several visits in various institutions, trainings, different research etc – as a part of the practical work throughout their studies etc

During the last few years, ‘‘Pjetër Budi’’ College has signed an agreement with various Higher Education Institutions abroad. The main purpose of these agreements is the deepening of cooperation between different Higher Educational Institutions from other countries., exchange of the experiences, study programs, staff and mobility of the students. For this purpose, lately (01.04.2016) a student tour has been organised in Podgorica, Montenegro, respectively in the Mediteran University.

College Pjeter Budi seems to be a single Kosovo academic institution where Internship is a mandatory course across all academic programmes. We have more than hundred agreements with various businesses and institutions, as well as with education institutions that help us place students to conduct internship. For Internship please see narratives of each study programme where College's approach toward internship and practical part of the study is elaborated in details.

Career office help other College entities for Internships to be accomplished and is involved throughout every stage, from the beginning. Through this office two years ago 35 students conducted three months paid internship at the airport of Prishtina. Four of them have been employed. Similar cases are continuous and could be proved any time.

Last year College signed Memorandum of cooperation with the Kosovo Ministry of Finance³³ based on which a number of our students can do Internship on three monthly basis. So far our students finished Internship in hundreds of various companies/institutions. In Kosovo Customs, insurance companies, hotels and travel agencies internship is well established practice.

In recent years we also use our ALUMNI network, many members of which are already a successful businessman, to engage our students for Internship.

5.8 Other educational offers of the institution (if they exist)

Through training center, students are offered on regular basis additional courses for math, information technology, foreign language, communication and presentation skills.

Due to the fact that we respect self initiative and team work, we do organize other types of training whenever there is a group of at least 10 students with a particular request.

From 2015 College provides ECDL (European Computer Driving License modules) for the students that want to be certified.

Study visits are also part of additional activities organized time by time by College.

Also, "Pjetër Budi" is offering students and staff the possibility of online learning, through SITOS platform, which was made possible following an agreement reached with the bit Kosovo (Member of bits Media) that includes services, maintenance and support platform for Online Learning SITOS. All products and contents offered by this platform are available for students

³³ Agreement can be shown during on site visit

and college staff. On the platform of online learning are integrated nine modules for online learning in the field of information technology, based on the international standard ECDL. Also, the platform contains four electronic modules for patent ESC entrepreneurship (Entrepreneurship Skills Certificate).

5.9 Service for the graduated and employed students (Alumni)

ALUMNI members are active in supporting PB activities but at the same time our institution helps them. They are our greatest assets for feedback needed regarding the quality of our study programmes, the quality of education that we provide and the quality of knowledge, skills and competencies that our students are getting.

The Dean and other academic staff meet ALUMNI members in smaller groups to discuss all pressing issues with them, whilst QA officer is in regular contact to get their feedback regarding quality of teaching and learning.

6. Quality Management

8.1. Description of the internal quality assurance system

Bologna Declaration, Diploma supplement and ECTS guidelines were integral part of the quality control activities at College Pjeter Budi in last ten years. The 'blueprint' for quality control activities at the College 'Pjeter Budi' are now enriched with gradual intergration of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) 2015', which are becoming part of vivid discussion among management and academic staff at the College on daily basis.

Within the efforts to improve overall quality of the services we provide, "Pjetër Budi" College continue to pay significant attention to the appraisal activities aiming to improve and advance the quality in study programme and institutional level overall.

CPB has a Regulation for the Quality Assurance³⁴ which set up the standards for quality assurance, instruments to be carried out and mechanisms in charge to carry activities, to oversee them and undertake corrective measures when it is needed for the sake of quality.

Main player in evaluation processes are Quality Assurance Office and Quality Assurance Commission. The second one is policymaking body while the QA office/officer is executive and completely independent entity.

Both entities serve to the same purpose : overall improvement of quality, across all academic programmes, across all education dimensions such as teaching and learning process, assessment of the students, course design, etc. It includes teaching and the scientific research as well as the governing and administration, responsibilities towards the student's needs.

The inherent quality is viewed by CPB as a necessity, which should be demonstrated and ensured in order to bring together students, partners and the society. The quality is the elementary condition for the building the confidence, relevance, mobility, compatibility and attraction in the

³⁴Please see the ANNEX Regulation for the Quality Assurance

European zone of high education and so CPB views quality as driving force toward overall enhancement.

Systems for quality assurance, its policies and regulations are communicated to staff of the college and students in transparent manner, via web site, e mail and on the hand when each of them establish contractual arrangements with institution.

8.2. Regulations of the institution's quality assurance procedures of the program

College Pjeter Budi in the context of quality assurance pays attention of the following standards and guidelines:

- Policies for Quality Assurance
- Evaluation/Design approval of programmes
- Teaching and assessment
- Student admission criteria
- Development of Teaching staff
- Study resources and student support
- Periodic and Consistent monitor/review of study programmes

For more detailed information please see the regulation for Quality assurance of College Pjeter Budi provided in the annex.

Activities of the Office for Quality Assurance

College “Pjetër Budi” based on its Stature and Regulations for the procedures of quality assurance established established the Office for Quality Assurance almost ten years ago.

This office is competent to monitor and asses the scientific work of the institution, teaching quality assurance, defining of the quality assurance procedures and quality assessment of the lecturer’s work.

The mission of the office is the achievement of the perfection, equality, transparency and efficiency.

“Pjetër Budi” strives for the higher quality in any course and department, asserting that the quality is individual and collective responsibility. Since the quality is in the center of any process that institution is undertaking, the QAO are developing quality culture, working together for quality assurance and management.

Quality assurance concentrates into the academic, teaching and learning issues, and is closely connected with the services, which directly support students. “Pjetër Budi” and Regulation for the quality assurance procedures, according to this Institution, in order to maintain the quality and achievement of the objectives of educational activity and scientific research, office for quality assurance, develops its own system of quality assurance. The assessment of the lecturer’s performance, is made through the own internal system of quality assurance. Lecturer’s performance appraisal, is made through the own self-appraisal and from the students, as well as from the former students through the anonymous appraisal questionnaires. College “Pjetër Budi” uses and implements during the quality appraisal the mechanism for realization of the measures for quality assurance means the procedures of quality assurance.

The subject of the quality assurance and appraisal in College “Pjetër Budi” is all academic and non-academic staff of the College means professors, experts-lecturers, demonstrators, professional cooperators, students, administrative services etc. Policies for quality assurance Mechanisms for implementation of the measures for quality assurance are appraisals through the anonymous questionnaires, compiled in accordance to the international standards of appraisal. Appraisals for quality assurance have effects into:

- Motivation and public assessment in case of positive outcome;
- Application of the appropriate measures in order to improve the performance in case of negative outcome.
- Self-appraisal, as a first step in the quality assurance process, has some main objectives:
Presents a brief and essential overview of the learning process of the institution and the study programs;

-analyses the link of the learning-educational process and scientific-research activity of the institution;

-analyses the structure, quality and the progress of the academic staff;

-Analyzes the good and bad sides of the high education institution, which performs the high --
+education activities, by application of SWOT analysis;

-provides the ground which will be used for the performance appraisal that College is conducting.

-provides the ground which will be used for the performance of external appraisal;

-Self-appraisal mission is the College's determination of what staff will educate, for what needs and the field of the society, for the high educated personnel market in the country and abroad, as well as defines the directions of the scientific and research activity.

Whereas the subject of quality assurance of the College "Pjetër Budi", that are the subjects of the quality assurance, according to the Bologna Declaration are as follows:

- Academic staff;
- Non-academic staff;
- Curricula;
- Library;
- Institutional organization and institution management, respectively the decision making processes.
- Compatibility of the College's legislation with European standards

Based on the Regulation on quality assurance procedures, assessments are performed to achieve the objectives, adapt the performance and economization of the undertaken measures.

Appraisals are performed on these directions:

Appraisal of management measures in all organizational levels;

Appraisal of the study programs and study organization;

Appraisal of the teaching quality;

- Performance appraisal of the teachers by students;
- Appraisal of colloquium results;
- Appraisal of exam results;
- Commitments, presentations and activities;
- Practical work;
- Presentation of the final marks;
- Outline of the students with general results.

Appraisal of the research, and scientific activities (seminars);

Appraisal of the student's attendance;

6.3. Procedures for reviewing study programs

Quality Assurance Office (QAO) in close coordination with the Quality Commission are part of the process of review of study programmes. They work closely together with the heads of departments to review study programmes at least twice a year, or eventually to propose new ones.

The Commission for quality assurance is the competent body for the continuous and systematic follow up as well as the collection of information on the quality, through the periodic research in all fields that quality is required.

The Quality Commission (QC) of Pjetër Budi college is comprised of: professors, administration staff, students, and external experts. By process of the assurance and self-appraisal of the quality,

we understand implementation of the regular and special appraisal, or ad hoc, organized in the particular periods.

The Commission for the quality assurance prepares the plans for implementation of all appraisal aspects, including research, commitment of the subjects and working plan while reporting to the Dean and the Managing Board for the outcomes of the self-appraisal, with the concrete proposals to take preventive measures, if necessary.

The self-appraisal process is made based on the analysis of the important documents and information, comparison of the acting plan and collection of the attitudes and information of the subjects in the quality assurance system and the quality through the questionnaire.

Regular appraisal is conducted at least twice a year during the academic year and includes the main fields:

- Study programs;
- Learning Process;
- Educational and scientific- research work;
- Human resources (academic and non-academic staff);
- Students;
- Textbooks, literature, library and informatics cabinet rooms
- Management and organization and non-educational support;
- Environment (educational space) and equipment;
- Financing;
- Inclusion of the students into the process of work quality assurance and enhancement.

In the context of quality assurance in the course level pay close attention to organization and preparation techniques of the learning process including definition before the commencement of the semester (lectures and exercises) work plan for each subject that is included in that semester as well as the organization plan for exams. Such plans will be given to the students to see it, latest the first day of the semester, except the organization plan for exams, which can be prepared latest 8 days before the exam period.

The plan for the learning process as well as the plan for the organizing of exams (exams week) in general is prepared by the Dean, having in consideration the student's opportunities and requirements, subject's load, efficient utilization of the institution's space and other factors. The Student's Service has to update the plan for the learning process and the lecture's and exam's schedule as well as the Institution's web page.

Composition, mandate and the selection mode of the Board for quality assurance

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

Under the article 92 of the Statute of the Pjetër Budi-College and the Regulation on the quality assurance procedures, the evaluation of the course is mandatory to be conducted during an academic year. The quality assurance office is in charge of conducting the evaluation of the course quality and instructors performance each semester for the purpose of promoting continuous improvements. The standard form of evaluating course quality and instructors performance is based on questionnaires through surveys as well as focus groups. The questionnaire is a standard form and it is handed out to students as well as ad hoc meetings with academic and non-academic staff in order to get the best possible picture of the overall performance.

The survey is designed in a manner that covers in specifics of the general aspects of course such as:

-promotion of learning objectives by lecturers

- instructors lecturing methodology of the course matter
- lecturers' style of communication with students
- students' knowledge assessment by the instructor
- reading materials for the course
- assessment of the course.

Questionnaires are designed through the application of the 5 liker scale (i.e. 1-Highly disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Highly Agree) as well as the possibility to give a comment. After generating results from the questionnaires feedback, the findings are handed to the Quality Commission and discusses the generated results while providing alternatives in case issues are identified.

In addition focus groups and surveys are conducted with alumni, business community, staff (academic and non-academic staff), partner institutions of higher education etc. The purpose of these investigations is to promote higher standards of quality through 'first hand' feedback on knowledge, skills and competency gained during studies, and potentially shape study programs based on the market preferences with the purpose of promoting higher employability chances for students that have graduated in Pjeter Budi.

6.5. Mechanisms for implementing quality assurance measures

Mechanisms for implementing quality measures is delegated through a chain of executive, advisory, and policy making process. Quality assurance measures are driven through independent and unbiased process through an operational activity that incorporates: Quality Assurance Office, Quality Commission, Dean and Managing Board. By having set up clear competencies within the hierarchy College Pjetër Budi has been successful in setting up a framework for continuous improvements.

Quality Assurance Office - is an inspective/executive/audit body that is in charge of generating quality feedback through questionnaires, surveys and focus groups and present these findings to the Quality Commission.

Quality Commission/Board – is an advisory body that is elected every 4 years and is accountable of generating policies for the quality assurance office by preparing questionnaires, surveys, focus groups while identifying means for improvement. In addition, they advise the Dean and Managing Board for measures to be undertaken depending on the circumstances.

Dean – is a decision making body based on the feedback generated from the Quality assurance office in cooperation with Quality Commission as well as policymaking.

Managing Board – the role of the Managing Board is policy and decision making body in case of complains from parties that measures have been taken upon.

6.6. Follow up procedures for improvement and use of the outcomes from previous evaluations

After the evaluation of the overall performance of the college and the identification for potential improvements, analyses are followed with the proposals and correction plan of the activities for elimination of the deficiencies that come from the Commission for quality assurance. After having implemented measures through the quality assurance office in cooperation with the sector where these issues have arisen, the Commission for quality assurance evaluates these measures in order to prove and assure the effectiveness of these measures to combat issues, hence prevent future obstacles of similar nature. Conclusions and recommendations that result from the general institutional appraisal serve as the identification of Institution's deficiencies and weaknesses and are taken into the consideration for creation of development policies (Dean/Managing Board) to overpass these obstacles towards general improvement of our further work in all aspects of the College.

7. Space and Equipment

7.1. Spaces, teaching rooms, laboratories, cabinets, amphitheatres

Classrooms	600 m ²
Labs (IT, Customs Software)	300 m ²
Cabinets	200 m ²
Amphitheatre	120 m ²
Offices and halls	480 m ²
Total	1700 m ²

7.2. Equipment (projectors, concretization means, laboratory tools)

Projectors	10
Tables	10
Graphical curtains	10

7.3. Physical/electronic record of books

Customs and Freight Forwarding BA	500
Tourism and Hospitality Management, BA	300
Management , MA	700 Titles

7.4. IT infrastructure, internet, WIFI, PC S

Computers	100 for students, 22 for academic staff
INTERNET	LAN connection for each computer
WIFI	For everybody

8. Research and International Cooperation

Research Plan for the next five years 2017 - 2022

As part of the TEMPUS project³⁵ “Encouraging the process of curriculum development based on learning outcomes and research guided teaching”, our institution participated actively in the session envisaged to develop Guidelines with key indicators to monitor and benchmark future Research and Development activities³⁶.

Based on this Guideline for both evaluation and benchmarking the following indicators have been developed by the Project and adopted by College 'Pjeter Budi' with the aim to be launched as official ones by next academic year.

- Publications in regional, national and international journals per staff per year
- Membership in international academic networks and societies
- Research projects per staff per year
- Volume of funding per year
- Ratio of internal versus external funding
- Number of agreements with internationally accredited institutions
- Student staff ratio
- Local staff versus International staff
- Fulltime staff versus part-time staff
- Employment statistics
- Research activities workload of students
- Number of international students and number of international visiting professors
- International accreditation
- Pass rates of students
- Duration for completion of studies

³⁵530399-TEMPUS-1-2012-AT-TEMPUS-JPHES

³⁶http://lo-hei.net/wp-content/uploads/2013/10/RESEARCH-AND-RESEARCH-GUIDED-TEACHING_Final.pdf

Majority of these descriptors were already in the place but in the future they will be under responsibility of one single person that will be in charge for research only. College decided to appoint Vice Dean for Scientific Research, a portfolio that was part of the office for academic issues and international relations. The Vice Dean for Scientific Research will be in charge to enhance research policies and mainstream research based teaching across all study programmes/staff.

Starting from the academic year 2016 - 2017 contracts of the academic staff has been revised and article that oblige lecturers to spent at least 30 per cent of their time in research activities, has been added.

During 2017 efficiency of such decision will be measured and reported before October 1st.

College is aware that it is entering a new phase where attention to research activities needs to be increased significantly. Therefore, one of three key objectives of the College “Pjetër Budi” Strategic Plan 2017-2022 is 'Excellence in education, research and innovation'.

As envisaged in the latest Strategy of CPB, during the next five academic years, the scientific research is expected to be at the epicentre of every study programme.

At the institutional level every year the College management and the academic staff will organize meetings with representatives of various segments of the labour market (institutions/companies) to identify topics/researches that should be performed by the academic staff and students of the College. Research topics are expected to be in line with market demand.

In addition to topics arising from the consultation meetings with the labour market, lecturers are required to come with their proposals for fields to be explored alongside with the students. The research papers will be presented in workshops, round tables and scientific conferences/symposia organized by the College Peter Budi or other academic and non academic institutions.

On annual basis CPB will continue its well established practice to publish scientific magazine Logos, summarizing scientific work presented in traditional Conference organized by the College every year.

Our primary focus will be the engagement of the academic staff and of the students in joint scientific activities, alone or with academics of other Kosovan, regional or world universities. Secondly, institution and its staff must focus on involvement in joint domestic or international publications. It will continue to organize and coorganize conferences/seminars or round tables as well as to participate in similar scientific events in the region or worldwide. International expert will be invited to conduct a number of lectures and trainings on research. These are part of the set of activities planned to be conducted on regular basis by our academic institution.

Below is the chart that reveals the College plan for investment for topics relevant to research and advancement of academic issues during 2017 -2022.

	2017	2018	2019	2020	2021	2022
Library	7,000	7,000	7,000	7,000	7,000	7,000
Research	10,000	10,000	10,000	10,000	10,000	10,000
Publications/Logos	6,000	6,000	6,000	6,000	6,000	6,000
Conferences/ Round tables /Debates Club	12,000	12,000	12,000	12,000	12,000	12,000
Student research and other activities	9,000	9,000	9,000	9,000	9,000	9,000

Research plan for the study programme Customs and Freight Forwarding BA

Research	Implementation	Year
Management and its influence in developing business companies in Kosovo.	Students/professor lecturing subject Principles of Management”	2017

The role of customs in economic development: Kosovo case.	Students/professor lecturing subject Custom systems	2018
Freight forwarding, tax policies and trade trends	Students/professor lecturing subject “International freight forwarding”	2019
Stabilisation and Association Agreement between Kosovo and EU within the contexts of the Customs and Freight forwarding.	Leading researcher, professor of the subject International Trade	2020
Business climate in Kosovo from the perspective of the transport and logistics	Leading researcher of the course International Transport and Logistics.	2021
Functionality of the merge of Kosovo Customs with Kosovo Tax Department	Leading researcher lecturers of the course Custom Systems	2022
Conferences/ Round tables	Implementation	Year
Topic: Marking International Day of Customs: Success and failures	Regional conference to be organized by ‘Pjeter Budi’ College; Participants: customs and freight forwarding officials, policy makers, business community representatives and academic/researchers from Kosovo and region.	2017

“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’.	2018
“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	2019
Effects of the unification of the Kosovo Customs and Tax Administration	Joint Conference organized by College and newly established Agency	2020
Satisfaction of the Customs and freight forwarding customers	Round table organized by College in cooperation with civil society representatives	2021
Technology and Customs: Kosovo case study	Joint Conference organized by College and newly established Agency along side with Kosovo Association of IT’s	2022

Research plan for the study Tourism and Hospitality Management BA

Research	Implementation	Year/Semester
Measuring the quality of hospitality services and hospitality industry in Kosovo	Students with help of Professor	2017
The food security (meat) from cutting the cattle to the client servings	Students with help of Professor	2018
Labour Market needs assessment in the field of tourism and hospitality in Kosovo	Students with help of Professor and students	2019
Most frequented tourism destinations in Balkans countries (online survey)	Professor and students Course: Tourism destinations	2020
Qualitative analysis of Kosovo legal framework regarding tourism and hospitality	Students with help of Professor	2021
Comparative study on environment and health	Students with help of Professor	2022
Conferences/round tables	Implementation	Year/Semester
The role of civil society in promoting tourism and hospitality within a context of environment protection	College and representatives of civil society	2017
The impact of the macro economy policies in tourism	College 'Pjeter Budi' , departments of both:	2018

and hospitality	Bachelor and Master Level	
Cultural tourism in Kosovo: Its impact and potential for future development	College 'Pjeter Budi' , departments of both: Bachelor and Master Level and representatives of cultural and sport events	2019
Agreement between Kosovo and EU within the context of the Tourism and Hospitality Management.	College Pjeter Budi , Ministry of Trade and EU office in Kosovo	2020
Market needs assessment in tourism and hospitality	College Pjeter Budi, Civil Society, Ministry of Economy and Ministry of Education	2021
Regional scientific conference: Environment Improvement measures and its impact in the health of people and business community	College Pjeter Budi, Civil Society, Ministry of Environment, Business Community Association, Ministry of Health	2022

Research plan for the study Programme Management (MA)

Research	Realisation	Year/Semester
Fraud in insurance: Are they present and to which level in Kosovo insurance companies	Students / profesor of the course Risk Management in insurance	2017
Management of small and medium enterprises in Kosovo. (Quantitative	Group work, professor with the students.	2018

research, survey involving 1200 people)		
The situation with the human resources in Kosovo central institutions, (2008-2018)	Group work, professor with the students.	2019
Satisfaction with the bank services	Survey, Group work , professor with the students	2020
The role of municipalities in tourism and hospitality development	Topic that students will research individually as part of their master thesis work	2021
Loans for SME's , their impact in small and medium enterprises development	Group of the student /seminar work	2022

Conferences/ round tables:	Realisation	Year/Semester
New Insurance Law , challenges regarding implementation of the framework Solvency II	Scientific regional conference; Organize: College Pjeter Budi;	2017
Human capital in Tourism and Hospitality sector	College Pjeter Budi;	2018
Banks and economic development; Case studies across Balkan countries	International scientific conference	2019
The role of managers in development of the small and medium enterprises	College Pjeter Budi	2020
The role of managers/management in improving the performance of	College Pjeter Budi	2021

central and local state institutions		
Technology and Management, the way forward	College Pjeter Budi	2022

Business Administration study program BA

Research	Realization	Year/Semester
Total Quality Management in medium and small businesses	Students/professor of the subject “Management”	2017
The impact of a political and socioeconomic environment in the development of business.	Students/professor of the subject “Economy”	2018
Management of human resources in the sector of industry of services.	Students/professor of the subject “Management of Human Resources”	2019
The impact of political environment in the performance of public administration	Students/professor of the subject “Management of Human Resources”	2020
The role of Central Bank in the management of Banking sector.	Students/professor of the subject” “Banking Management”	2021
Practices of risk management in Kosovo insurance companies	Students/profesor of the course Risk management and insurance	2022
Conference	Realization	Year/Semester
“The impact of technological development in the productive	Regional Scientific Conference - Hosted by: “Pjetër Budi”, with	2017

sector.”	various participants from the business community.	
“Informal economy as a barrier for economical development”	Round table hosted by “Pjetër Budi” with officials from Community Business, Tax Administration of Kosovo and officials from various NGO’s, etc.	2018
“Budget policies and the development of business environment”	Regional Scientific Conference – Hosted by: “Pjetër Budi”, with various participants from the Ministry of Finances, Chamber of Commerce, UNDP, USAID etc.	2019
“The impact of medium and small businesses in softening unemployment”	Round table hosted by “Pjetër Budi” with various officials from Chamber of Commerce, Ministry of Trade Economy.	2020
“Management of Human Resources in an International context”	Debate table hosted by “Pjetër Budi” with various representatives from; Commercial Kosovar Banks, and foreign investors.	2021
Professional treatment of damages and Compensation for the damages as a challenge for insurance companies	Round table organized by College in cooperation with the Kosovo Central Bank , Kosovo Insurance Bureau; Kosovo Police and representatives of the civil society	2022

Planned scientific research for the five upcoming years in the Customs and Freight

Customs and Forwarding study program MA

Research	Realization	Year/Semester
Membership of Kosovo in World Trade Organization – Political and economical benefits	Students/professor of the subject “WTO”	2017
Free economic zones as an opportunity for Kosovo’s economic development	Students/professor of the subject “Free Customs Zones”	2018
International Freight Forwarding and Logistics as an important business in the development of international trade.	Students/professor of the subject “International Frieight Forwarding”	2019
The agreement of Stabilisation and Association with EU as an opportunity for preferential markets.	Program council with the students	2020
The role of Customs in fighting crime	Students/professor of the subject “Customs Criminality”	2021
The role of the Customs in economic development: Case studies from the various countries in the region	Individual research of the students under the guidance of the mentor	2022
Conference	Realization	Year/Semester
“Role change of Customs in the time of Globalisation”	Regional Scientific Conference – Hosted by: “Pjetër Budi” College with participants from Kosovo Customs, Community Business and various people of the field.	2017

<p>“Fighting Crime, Corruption and informal Economy in Kosovo”</p>	<p>Round table hosted by “Pjetër Budi” College with officials from Customs of Kosovo, Tax Administration of Kosovo, Kosovo Police, members of various NGO’s etc.</p>	<p>2018</p>
<p>“Trading facilities throughout export and import”</p>	<p>Regional Scientific Conference hosted by: “Pjetër Budi” College with various participants from the Ministry of Finances, Kosovo Customs, representatives from Customs of Macedonia, Albania and Montenegro.</p>	<p>2019</p>
<p>“The cooperation with the Customs of Kosovo and Tax Administration of Kosovo with the community business”</p>	<p>Round table hosted by “Pjetër Budi” College with various representatives from Customs of Kosovo, Tax Administration of Kosovo, Community Business within the country.</p>	<p>2020</p>
<p>“Professional assistance from the European Union in forming fiscal policies in Kosovo”</p>	<p>Debate table hosted by “Pjetër Budi” College with representatives from the office of European Union in Kosovo and various experts from Kosovo.</p>	<p>2021</p>
<p>International scientific conference on the role of customs in generating revenues</p>	<p>College “Pjeter Budi”</p>	<p>2022</p>

For Research Activities for Computer science BSc, please see chapter Research in the programme itself. Three first research projects are envisaged and College designated 30 thousand euros for them. Other research activities will be planned by a group of experts upon the approval/accreditation of the Programme.

8.2. Publications/conference participation of the full time academic staff and students (last three years)³⁷

8.3. Research conducted by the students of MA level (last three years)³⁸

8.4. Projects for international cooperation

College 'Pjeter Budi' see as a huge opportunity for international cooperation, the latest political developments between Kosovo and EU. New momentum, the signature of the Stabilisation and Association Agreement between Kosovo and the EU, along side with the new developments signaling visa regime liberalisation, will expand opportunities for international cooperation and for increase of students/ teaching staff mobility.

Regionally, CPB signed and implemented actively a number of agreements, such as one with public University of Ohrid in Macedonia, cooperation that was established since 2005. Staff and students were encouraged for regional mobility and cooperation, not just with Macedonia but with other countries in the region as well.

In recent years Cooperation agreements has been signed with the: International Institute for Private, Commercial and Competition Law, Tirana; Cooperation agreement with the University of Bucharest/ Faculty Politechnica; Memorandum of cooperation with the public University of Podgorica/ Economic Faculty, Montenegro; the University 'Mediterran', Podgorica; Institute for Development and Research, Ulcinj, Montenegro.

CPB also signed agreement of cooperation with ECDL Kosova in order to give a chance to students and the College staff to become certified with the European Computer Driving Licence

³⁷Please see Annex: List of lecturers/students publications and conference participation

³⁸Please see Annex: List of lecturers/students publications and conference participation

Currently we are in contact with the College BHMS in Luzern, Swiss and we do hope that we will establish close cooperation with this institution soon.

In the table below are represented three projects financed by EU funds through TEMPUS programme in which College 'Pjeter Budi' participated. In first two projects College was beneficiary while in third and ongoing one our institution is partner. The College Vice Dean for Academic Issues is member of the Project Quality Assurance Board.

Nr.	Title	Duration	Description	Links
1.	“Supporting and Developing the Structures for QA at the Private Higher Education Institutions in Kosovo”	2010-2012	Main purpose of the Project was to strengthen QA office.	http://www.wus-austria.org/
2.	“Encouraging the process of curriculum development based on learning outcomes and research guided teaching in the private HE institutions in Kosovo”	2012-2014	Main project goals: To define a set of descriptors indicating the learning outcomes relevant to qualifications at the levels 6th and 7th, that a learner of the business field can gain during the studies, according to the National Qualification Framework (NQF) and European	http://www.wuskosova.org/services/projects/current-projects/project-title-encouraging-the-process-of-curriculum-development-based-on-learning-outcomes-and-research-guided-teaching-in-the/

			<p>Qualification Framework (EQF) (based on the NQF and EQF matrix knowledge, skills and competence);</p> <p>To enhance the teaching based on learning outcomes;</p> <p>To promote research guided teaching</p> <p>To develop key indicators to monitor and benchmark R&D activities;</p> <p>To promote the review of curricula based on the demands of labor market;</p> <p>Strengthening the cooperation of the private higher education institutions with the enterprises;</p> <p>To improve the services of career guidance for students</p>	
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3.	Strategic Support on Strengthening the Quality Assurance Structures at the Private Higher Education Institutions in Albania no.561510 (QAinAL)	15/10/2015 – 14/10/2018	The Project aims to support the private higher education institutions in Albania to achieve the priorities of the two key documents: “Increasing the impact of EU Development: an Agenda for Change” and “European Higher Education in the World”.	http://www.wuskosova.org/services/projects/current-projects/strategic-support-on-strengthening-the-quality-assurance-structures-at-the-private-higher-education-institutions-in-albania/

8.5. Relation of research with teaching

Institutional strategies to link teaching and research are a huge challenge and a process with no end . Sych linkages are a systematic effort of the institution. CPB is aware that relationship between these two important pillars needs active management, therefore the decision has been taken to advertise a vacant position for the Vice Dean for Research Policies.

According to CPB plan this position will become functional by the beggining of the next academic year, while the contracts of the academic staff has already been reviewed and the paragrapg obliging lecturers to spent on research 30 per cent of the work time is already in the place.

So far CPB applied research activities in both levels, Bachelor and Master study programmes.

Lecturers were advised to combine teaching and research in the aspect of inclusion of research activities and projects within their syllabis. Inclusion of students in research activities were part of the approach applied in majority of the courses in both levels of study.

In the programmes of Bachelor degree, research activities were focused around broadening of the knowledge of the students in the respective course (desk reviews/readings), but at the same time such activities have been oriented to strengthen communication/presentation skills (by conducting the surveyes in the field/or by presenting in public their research papers such as essays or seminar work).

In the programmes of Master level, students are required to use scientific methodologies in much stricter way that students of BA degree.

In both levels throughout research work lecturer works closely with the student, by facilitating the process when needed and by providing clear guidance to them.

Dozens of research papers , focus groups and surveyes took place in last three years, from measuring perception of the business community regarding business climate in Kosovo (survey); up to small surveyes about preferences for ecosystem in Kosovo or one about preferences of cars vs. bikes.

Most of the research projects are part of exams of the students and are closely related to course they taught, but many surveyes/interviews or focus groups are outside the course and are connected to the overarching community problems (survey on migration or one on visa regime liberalisation).

For research conducted for BA and MA thesis elaboration is given in the narrative part of the programmes under evaluation or at the beggining of the chapter 'Research. There are also described standards adopted that will be followed as a point of reference for instituions future work.

When it comes to academic staff they are encouraged to conduct research. Every research paper written by academic staff of the College "Pjeter Budi" is distributed to students when relevant to the subject they study.

Lecturers are obliged to 'refresh' their curricula with the new findings of the research in order to provide to the students the most updated material relevant for their study and work.

10. Financing

1. The budget plan and funding at the level of unit

The main sources of revenues College "PJETËR Budi" are:

- 1.Revenue from tuition fees,
2. Revenue from various institutions in the country and abroad,
3. Revenues from presenting exams out of deadline,
- 4.The owner of undistributed profits etc.

Statement of income and expenditure at the level of the institution

	2017	2018	2019	2020	2021	2022
Revenue	1,083,700.00	1,201,740.00	1,360,550.00	1,440,610.00	1,441,350.00	1,447,050.00
Gross Profit						
Salaries / academic staff per diems + administration	351,963.00	375,612.80	438,649.50	455,787.50	426,557.50	426,557.50
Contracts	17,598.15	18,780.64	21,932.48	22,789.38	21,327.88	21,327.88
Ministry Costs	23,785.00	22,226.80	24,427.00	26,655.00	26,555.00	26,555.00
Rent	166,980.00	149,600.00	145,997.50	137,927.50	121,383.50	121,383.50
Office Costs	14,749.85	12,103.55	17,313.43	18,672.63	18,207.63	18,207.63
Communication costs	9,487.00	10,013.40	11,133.50	12,007.50	11,707.50	11,707.50
Representation-Advertising	55,436.80	73,323.80	73,115.50	80,624.70	79,030.70	79,030.70
Energy consumption	8,092.40	7,650.00	9,158.75	10,090.75	11,147.15	11,147.15
Insurance Expenses	7,030.20	2,222.68	2,462.70	2,665.50	2,705.50	2,705.50
Fuel Consumption	6,766.88	1,892.88	1,871.75	2,078.15	2,369.43	2,369.43
Maintenance costs	11,966.90	11,801.05	12,758.56	14,576.96	17,238.08	17,238.08
Expenses per library	7,000.00	7,000.00	7,000.00	7,000.00	7,000.00	7,000.00
Research	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00
Expenses -debate conferences	12,000.00	12,000.00	12,000.00	12,000.00	12,000.00	7,000.00
Publications - Llogosi	6,000.00	6,000.00	6,000.00	6,000.00	6,000.00	6,000.00
Round Table- open discussions/ lectures	9,860.00	8,834.40	8,648.75	9,540.75	10,647.15	10,647.15
Student activities	9,000.00	9,000.00	9,000.00	9,000.00	9,000.00	9,000.00
Expenses of Self-Assessment Report	4,693.50	4,357.70	5,481.75	5,913.75	5,763.75	5,763.75
Other Expenses	13,520.00	13,096.80	4,624.38	11,941.30	13,367.10	13,367.10

Paid interes	7,722.40	8,814.40	8,608.75	9,490.75	10,447.15	10,447.15
Amortization	7,722.40	9,963.40	8,608.75	9,490.75	10,447.15	10,447.15
Total expenses	761,374.48	774,294.30	838,793.04	874,252.86	832,902.16	827,902.16
Profit before tax	322,325.52	427,445.70	521,756.96	566,357.14	608,447.84	619,147.84
Tax 10%	32,232.55	42,744.57	52,175.70	56,635.71	60,844.78	61,914.78
Net profit	290,092.97	384,701.13	469,581.26	509,721.43	547,603.06	557,233.06
% Of net profit	26.77	32.01	34.51	35.38	37.99	38.51

2. Budget and financing plan under existing programs

1. Revenue from tuition fees,

	2017			2018			2019		
Study programs	The planned number of students	Price per academic year	Revenues for the academic year 2016/2017	The planned number of students	Price per academic year	Revenues for the academic year 2017/2018	The planned number of students	Price per academic year	Revenues for the academic year 2018/2019
Customs & Freight Forwarders BA	310	1620	502,200.00	257	1620	416,340.00	276	1620	447,120.00
Tourism & Hospitality Management BA	92	1200	110,400.00	116	1200	139,200.00	134	1395	186,930.00
Business Administration Ba & Insurance	170	900	153,000.00	163	900	146,700.00	162	900	145,800.00
Customs & Freight Forwarders MA	33	1500	49,500.00	83	1500	124,500.00	75	1500	112,500.00
Management MA	103	1200	123,600.00	133	1200	159,600.00	170	1200	204,000.00
Computer Science BA	50	1200	60,000.00	100	1200	120,000.00	150	1050	157,500.00
total:	758		998,700.00	852		1,106,340.00	967		1,253,850.00

2020			2021			2022		
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The planned number of students	Price per academic year	Revenues for the academic year 2019/2020	The planned number of students	Price per academic year	Revenues for the academic year 2020/2021	The planned number of students	Price per academic year	Revenues for the academic year 2021/2022
300	1620	486,000.00	300	1620	486,000.00	300	1620	486,000.00
150	1395	209,250.00	150	1395	209,250.00	150	1395	209,250.00
170	900	153,000.00	185	900	166,500.00	190	900	171,000.00
75	1500	112,500.00	55	1500	82,500.00	55	1500	82,500.00
170	1200	204,000.00	170	1200	204,000.00	170	1200	204,000.00
150	1050	157,500.00	150	1050	157,500.00	150	1050	157,500.00
1015		1,322,250.00	1010		1,305,750.00	1015		1,310,250.00

Statement of revenue and expenditure by academic units

Revenues	502,200.00	110,400.00	153,000.00	49,500.00	123,600.00	60,000.00	998,700.00
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Tables of expenditure for 2017

COSTS FOR THE ACADEMIC YEAR 2017/2018	Customs & Freight Forwarders BA	Tourism & Hospitality Management BA	Business Administration Ba & Insurance	Customs & Freight Forwarders MA	Management MA	Computer Science BA	Total
Salaries / academic staff per diems + administration	165,726.00	38,640.00	53,550.00	18,315.00	45,732.00	30,000.00	351,963.00
Contracts	8,286.30	1,932.00	2,677.50	915.75	2,286.60	1,500.00	17,598.15
Expenses for Ministry & Accreditation Agency	12,555.00	2,208.00	3,060.00	990.00	2,472.00	2,500.00	23,785.00
Rent	107,890.00	19,720.00	22,060.00	4,950.00	12,360.00	-	166,980.00
Office Costs	7,784.10	1,711.20	2,371.50	767.25	1,915.80	200.00	14,749.85
Communication costs	5,022.00	1,104.00	1,530.00	495.00	1,236.00	100.00	9,487.00
Representation-Advertising	29,056.80	9,720.00	12,060.00	1,020.00	2,580.00	1,000.00	55,436.80
Energy consumption	5,054.40	972.00	1,206.00	102.00	258.00	500.00	8,092.40
Insurance Expenses	6,004.40	220.80	306.00	99.00	200.00	200.00	7,030.20
Fuel Consumption	6,010.88	194.40	241.20	20.40	200.00	100.00	6,766.88
Maintenance costs	7,533.00	1,506.60	1,869.30	158.10	399.90	500.00	11,966.90
Expenses per library	3,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	7,000.00

Research	5,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	10,000.00
Expenses -debate conferences	7,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	12,000.00
Publications -Llogosi	2,000.00	500.00	500.00	1,000.00	500.00	1,500.00	6,000.00
Round Table- open discussions/ lectures	6,000.00	1,400.00	2,000.00	102.00	258.00	100.00	9,860.00
Student activities	5,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	9,000.00
Expenses of Self-Assessment Report	2,511.00	552.00	765.00	247.50	618.00		4,693.50
Other Expenses	8,000.00	2,000.00	2,500.00	204.00	516.00	300.00	13,520.00
Paid interes	5,054.40	1,000.00	1,206.00	102.00	260.00	100.00	7,722.40
Amortization	5,054.40	1,000.00	1,206.00	102.00	260.00	100.00	7,722.40
Total expenses	409,542.68	87,381.00	112,108.50	33,590.00	76,052.30	42,700.00	761,374.48

Profit before tax	92,657.32	23,019.00	40,891.50	15,910.00	47,547.70	17,300.00	237,325.52
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Statement of revenue and expenditure by academic units

Revenues	416,340.00	139,200.00	146,700.00	124,500.00	159,600.00	120,000.00	1,106,340.00
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Tables of expenditure for year 2018

COSTS FOR THE ACADEMIC YEAR 2018/2019	Customs & Freight Forwarders BA	Tourism & Hospitality Management BA	Business Administration Ba & Insurance	Customs & Freight Forwarders MA	Management MA	Computer Science BA	Total
Salaries / academic staff per diems + administration	154,045.80	45,936.00	49,878.00	41,085.00	52,668.00	32,000.00	375,612.80
Contracts	7,702.29	2,296.80	2,493.90	2,054.25	2,633.40	1,600.00	18,780.64
Expenses for Ministry & Accreditation Agency	8,326.80	2,784.00	2,934.00	2,490.00	3,192.00	2,500.00	22,226.80
Rent	92,600.00	13,920.00	14,670.00	12,450.00	15,960.00		149,600.00
Office Costs	5,000.00	1,200.00	1,200.00	1,929.75	2,473.80	300.00	12,103.55
Communication costs	4,163.40	1,392.00	1,467.00	1,245.00	1,596.00	150.00	10,013.40
Representation-Advertising	34,813.80	10,560.00	10,350.00	4,500.00	12,000.00	1,100.00	73,323.80
Energy consumption	4,000.00	700.00	700.00	450.00	1,200.00	600.00	7,650.00
Insurance Expenses	832.68	278.40	293.40	249.00	319.20	250.00	2,222.68
Fuel Consumption	994.68	211.20	207.00	90.00	240.00	150.00	1,892.88
Maintenance costs	7,000.00	1,636.80	1,604.25	200.00	860.00	500.00	11,801.05

Expenses per library	3,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	7,000.00
Research	5,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	10,000.00
Expenses -debate conferences	7,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	12,000.00
Publications -Llogosi	2,000.00	500.00	500.00	1,000.00	500.00	1,500.00	6,000.00
Round Table- open disscussions/ lectures	4,973.40	1,056.00	1,035.00	450.00	1,200.00	120.00	8,834.40
Student activities	5,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	9,000.00
Expenses of Self-Assessment Report	2,486.70	528.00	518.00	225.00	600.00		4,357.70
Other Expenses	9,946.80	696.00	733.50	622.50	798.00	300.00	13,096.80
Paid interes	4,973.40	1,056.00	1,035.00	450.00	1,200.00	100.00	8,814.40
Amortization	4,163.40	1,392.00	1,467.00	1,245.00	1,596.00	100.00	9,963.40
Total expenses	368,023.15	89,143.20	94,086.05	74,735.50	103,036.40	45,270.00	774,294.30

Profit before tax	48,316.85	50,056.80	52,613.95	49,764.50	56,563.60	74,730.00	332,045.70
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Statement of revenue and expenditure by academic units

Revenue	447,120.00	186,930.00	145,800.00	112,500.00	204,000.00	157,500.00	1,253,850.00
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Tables of expenditure for year 2019

COSTS FOR THE ACADEMIC YEAR 2019/2020	Customs & Freight Forwarders BA	Tourism & Hospitality Management BA	Business Administration Ba & Insurance	Customs & Freight Forwarders MA	Management MA	Computer Science BA	Total
Salaries / academic staff per diems + administration	165,434.40	69,164.10	53,946.00	41,625.00	75,480.00	33,000.00	438,649.50
Contracts	8,271.72	3,458.21	2,697.30	2,081.25	3,774.00	1,650.00	21,932.48
Expenses for Ministry & Accreditation Agency	8,942.40	3,738.60	2,916.00	2,250.00	4,080.00	2,500.00	24,427.00
Rent	81,074.50	18,693.00	14,580.00	11,250.00	20,400.00		145,997.50
Office Costs	6,930.36	2,897.42	2,259.90	1,743.75	3,162.00	320.00	17,313.43
Communication costs	4,471.20	1,869.30	1,458.00	1,125.00	2,040.00	170.00	11,133.50
Representation-Advertising	30,618.00	14,647.50	8,640.00	4,860.00	13,200.00	1,150.00	73,115.50
Energy consumption	4,374.00	1,464.75	864.00	486.00	1,320.00	650.00	9,158.75

Insurance Expenses	894.24	373.86	291.60	225.00	408.00	270.00	2,462.70
Fuel Consumption	874.80	292.95	172.80	97.20	264.00	170.00	1,871.75
Maintenance costs	5,779.70	2,270.36	1,339.20	753.30	2,046.00	570.00	12,758.56
Expenses per library	3,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	7,000.00
Research	5,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	10,000.00
Expenses -debate conferences	7,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	12,000.00
Publications -Llogosi	2,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	6,000.00
Round Table- open disscussions/ lectures	4,374.00	1,464.75	864.00	486.00	1,320.00	140.00	8,648.75
Student activities	5,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	9,000.00
Expenses of Self-Assessment Report	2,235.60	934.65	729.00	562.50	1,020.00		5,481.75
Other Expenses	2,187.00	732.38	432.00	243.00	660.00	370.00	4,624.38
Paid interes	4,374.00	1,464.75	864.00	486.00	1,320.00	100.00	8,608.75
Amortization	4,374.00	1,464.75	864.00	486.00	1,320.00	100.00	8,608.75
Total expenses	357,209.92	128,431.32	96,417.80	73,760.00	136,814.00	46,160.00	838,793.04

Profit before tax	89,910.08	58,498.68	49,382.20	38,740.00	67,186.00	111,340.00	415,056.96
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Statement of revenue and expenditure by academic units

Revenue	486,000.00	209,250.00	171,000.00	112,500.00	204,000.00	157,500.00	1,340,250.00
	Tables of expenditure for year 2020						
COSTS FOR THE ACADEMIC YEAR 2020/2021	Customs & Freight Forwarders BA	Tourism & Hospitality Management BA	Business Administration Ba & Insurance	Customs & Freight Forwarders MA	Management MA	Computer Science BA	Total
Salaries / academic staff per diems + administration	165,240.00	77,422.50	63,270.00	39,375.00	75,480.00	35,000.00	455,787.50
Contracts	8,262.00	3,871.13	3,163.50	1,968.75	3,774.00	1,750.00	22,789.38
Expenses for Ministry & Accreditation Agency	9,720.00	4,185.00	3,420.00	2,250.00	4,080.00	3,000.00	26,655.00
Rent	68,252.50	20,925.00	17,100.00	11,250.00	20,400.00		137,927.50
Office Costs	7,533.00	3,243.38	2,650.50	1,743.75	3,162.00	340.00	18,672.63
Communication costs	4,860.00	2,092.50	1,710.00	1,125.00	2,040.00	180.00	12,007.50

Representation-Advertising	33,793.20	16,321.50	9,540.00	5,220.00	14,550.00	1,200.00	80,624.70
Energy consumption	4,827.60	1,632.15	954.00	522.00	1,455.00	700.00	10,090.75
Insurance Expenses	972.00	418.50	342.00	225.00	408.00	300.00	2,665.50
Fuel Consumption	965.52	326.43	190.80	104.40	291.00	200.00	2,078.15
Maintenance costs	7,482.78	2,529.83	500.00	809.10	2,255.25	1,000.00	14,576.96
Expenses per library	3,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	7,000.00
Research	5,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	10,000.00
Expenses -debate conferences	7,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	12,000.00
Publications -Llogosi	2,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	6,000.00
Round Table- open disscussions/ lectures	4,827.60	1,632.15	954.00	522.00	1,455.00	150.00	9,540.75
Student activities	5,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	9,000.00
Expenses of Self-Assessment Report	2,430.00	1,046.25	855.00	562.50	1,020.00	-	5,913.75
Other Expenses	2,415.00	3,264.30	1,908.00	1,044.00	2,910.00	400.00	11,941.30
Paid interes	4,827.60	1,632.15	954.00	522.00	1,455.00	100.00	9,490.75
Amortization	4,827.60	1,632.15	954.00	522.00	1,455.00	100.00	9,490.75
Total expenses	353,236.40	145,674.91	111,965.80	72,765.50	141,190.25	49,420.00	874,252.86

Profit before tax	132,763.60	63,575.09	59,034.20	39,734.50	62,809.75	108,080.00	465,997.14
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Statement of revenue and expenditure by academic units

Revenue	486,000.00	209,250.00	171,000.00	82,500.00	204,000.00	157,500.00	1,310,250.00
	Tables of expenditure for year 2021						
COSTS FOR THE ACADEMIC YEAR 2021/2022	Customs & Freight Forwarders BA	Tourism & Hospitality Management BA	Business Administration Ba & Insurance	Customs & Freight Forwarders MA	Management MA	Computer Science BA	Total
Salaries / academic staff per diems + administration	160,380.00	69,052.50	59,850.00	28,875.00	71,400.00	37,000.00	426,557.50
Contracts	8,019.00	3,452.63	2,992.50	1,443.75	3,570.00	1,850.00	21,327.88
Expenses for Ministry & Accreditation Agency	9,720.00	4,185.00	3,420.00	1,650.00	4,080.00	3,500.00	26,555.00
Rent	54,708.50	20,925.00	17,100.00	8,250.00	20,400.00		121,383.50
Office Costs		3,243.38					18,207.63

	7,533.00		2,650.50	1,278.75	3,162.00	340.00	
Communication costs	4,860.00	2,092.50	1,710.00	825.00	2,040.00	180.00	11,707.50
Representation-Advertising	27,195.20	17,995.50	10,530.00	5,760.00	16,050.00	1,500.00	79,030.70
Energy consumption	5,313.60	1,799.55	1,053.00	576.00	1,605.00	800.00	11,147.15
Insurance Expenses	972.00	418.50	342.00	165.00	408.00	400.00	2,705.50
Fuel Consumption	1,062.72	359.91	210.60	115.20	321.00	300.00	2,369.43
Maintenance costs	8,236.08	2,789.30	1,632.15	892.80	2,487.75	1,200.00	17,238.08
Expenses per library	3,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	7,000.00
Research	5,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	10,000.00
Expenses -debate conferences	7,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	12,000.00
Publications -Llogosi	2,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	6,000.00
Round Table- open discussions/ lectures	5,313.60	1,799.55	1,053.00	576.00	1,605.00	300.00	10,647.15
Student activities	5,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	9,000.00
Expenses of Self-Assessment Report	2,430.00	1,046.25	855.00	412.50	1,020.00	-	5,763.75
Other Expenses	2,700.00	3,599.10	2,106.00	1,152.00	3,210.00	600.00	13,367.10
Paid interes	5,313.60	1,799.55	1,053.00	576.00	1,605.00	100.00	10,447.15
Amortization	5,313.60	1,799.55	1,053.00	576.00	1,605.00	100.00	10,447.15
Total expenses	331,070.90	139,857.76	111,110.75	58,124.00	139,568.75	53,170.00	832,902.16

Profit before tax	154,929.10	69,392.24	59,889.25	24,376.00	64,431.25	104,330.00	477,347.84
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Statement of revenue and expenditure by academic units

Revenue	486,000.00	209,250.00	171,000.00	82,500.00	204,000.00	157,500.00	1,310,250.00
	Tables of expenditure for year 2022						
COSTS FOR THE ACADEMIC YEAR 2022/2023	Customs & Freight Forwarders BA	Tourism & Hospitality Management BA	Business Administration Ba & Insurance	Customs & Freight Forwarders MA	Management MA	Computer Science BA	Total
Salaries / academic staff per diems + administration	160,380.00	69,052.50	59,850.00	28,875.00	71,400.00	37,000.00	426,557.50
Contracts	8,019.00	3,452.63	2,992.50	1,443.75	3,570.00	1,850.00	21,327.88
Expenses for Ministry & Accreditation Agency	9,720.00	4,185.00	3,420.00	1,650.00	4,080.00	3,500.00	26,555.00
Rent		20,925.00					

	54,708.50		17,100.00	8,250.00	20,400.00		121,383.50
Office Costs	7,533.00	3,243.38	2,650.50	1,278.75	3,162.00	340.00	18,207.63
Communication costs	4,860.00	2,092.50	1,710.00	825.00	2,040.00	180.00	11,707.50
Representation-Advertising	27,195.20	17,995.50	10,530.00	5,760.00	16,050.00	1,500.00	79,030.70
Energy consumption	5,313.60	1,799.55	1,053.00	576.00	1,605.00	800.00	11,147.15
Insurance Expenses	972.00	418.50	342.00	165.00	408.00	400.00	2,705.50
Fuel Consumption	1,062.72	359.91	210.60	115.20	321.00	300.00	2,369.43
Maintenance costs	8,236.08	2,789.30	1,632.15	892.80	2,487.75	1,200.00	17,238.08
Expenses per library	3,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	7,000.00
Research	5,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	10,000.00
Expenses -debate conferences	3,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	7,000.00
Publications -Llogosi	2,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	6,000.00
Round Table- open discussions/ lectures	5,313.60	1,799.55	1,053.00	576.00	1,605.00	300.00	10,647.15
Student activities	5,000.00	500.00	500.00	1,000.00	1,000.00	1,000.00	9,000.00
Expenses of Self-Assessment Report	2,430.00	1,046.25	855.00	412.50	1,020.00	-	5,763.75
Other Expenses	2,700.00	3,599.10	2,106.00	1,152.00	3,210.00	600.00	13,367.10
Paid interes	5,313.60	1,799.55	1,053.00	576.00	1,605.00	100.00	10,447.15
Amortization	5,313.60	1,799.55	1,053.00	576.00	1,605.00	100.00	10,447.15
Total expenses	327,070.90	139,357.76	110,610.75	58,124.00	139,568.75	53,170.00	827,902.16

Profit before tax	158,929.10	69,892.24	60,389.25	24,376.00	64,431.25	104,330.00	482,347.84
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Calculation of revenues

1.Revenue from tuition fees

* Number of students planned by multiplying the price directions for study by bachelor courses as well as for master studies.

2. Revenues from domestic institutions and abroad.

**???????to give explanation

3. Revenue from training

*** For the base year are planned five training from 2000 euro.Per the coming years planning is done by increasing revenues close to 10%.

4.Revenue from research projects

5.Revenues from exams

**** The planned number of examinations submission of multiplying the price of paraqur exam.

6.Revenue from payments for thesis master

****The planned number of master thesis multiplying the thesis defense award

2. Revenues from different Institutions in the country and abroad,

Year	2017	2018	2019	2020	2021	2022
Revenues from different Institutions in the country and abroad,	15,000.00	16,000.00	17,600.00	19,000.00	20,000.00	21,000.00
Revenue-Other training	10,000.00	11,000.00	12,100.00	13,300.00	14,600.00	14,800.00
Revenue from research projects	20,000.00	22,000.00	24,200.00	26,660.00	29,000.00	29,000.00
Revenues from exams	4,000.00	4,400.00	4,800.00	5,400.00	6,000.00	6,000.00
Revenues from the master thesis	36,000.00	42,000.00	48,000.00	54,000.00	66,000.00	66,000.00
Total other income	85,000.00	95,400.00	106,700.00	118,360.00	135,600.00	136,800.00

9.3.The financing plan of research at institutional level

	2016	2017	2018	2019	2020
Library	12,191.37	14,397.02	16,286.24	16,009.56	17,687.28
Research	34,363.40	29,273.40	35,895.75	38,417.85	40,698.60
Publications/Logos	13,881.65	11,793.75	12,254.44	13,225.16	14,159.85
Conferences/ Round tables /Debates Club	10,033.00	9,288.40	9,411.75	10,328.75	11,411.15
Student research and other activities	14,919.80	12,261.80	14,881.25	15,156.35	16,724.75
TOTAL	85,389.22	77,014.37	88,729.43	93,137.67	100,681.63

<u>12.1. Implementation of the institutional recommendations</u>	Implementation plan/process
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10.1. Plan for the implementation of the ET from the last accreditation at the institutional level

<p>R-1:</p> <ol style="list-style-type: none"> 1. Revise its' mission and vision statements through a complex consultation process involving external and internal stakeholders; 2. Adjust the format of the mission so that it is brief, distinguishable, measurable, realistic and aware of the context, and includes all three main pillars of a higher education institution: teaching, research and community service; 3. Ensure the proper consistency between mission, vision, objectives and strategic plan so that they all guide the institution in its' decision making and administration; 4. Properly disseminate the institutional mission and vision across the academic community. 	<p>Mission and vision statement of the College has been revised and incorporated in the latest Strategic plan that will be in force until 2020. Part of the process were: representatives of business community. ALUMNI, current students and academic staff of the College.</p> <p>Revisions are ongoing issues.</p>
<p>R-2</p> <ol style="list-style-type: none"> 1. Adjust the organisation chart so that the quality assurance structures move under the supervision of an individual; 2. Revise the organisation chart in a way that will incorporate again the Council of Ethics; 3. Expend the remit of the Code of Ethics so that it applies to students as well; 	<p>Reorganization will be accomplished by the end of the June 2017</p>
<p>R - 3</p> <ol style="list-style-type: none"> 1. Ensure that the suggestions collected form the community and representatives of the labour market feed back into the quality assurance system and serve for future improvement of institutional operations; 2. Draft and formally adopt a student handbook; 3. Organise a formal induction day for all newly 	<p>-Community and labour market representatives feedback has been taken into consideration</p> <p>- Student Handbook has been drafted and adopted</p> <p>-Induction day for newly registered students is well established practice</p>

<p>registered students to get introduced to the institutional facilities and the student handbook;</p> <p>4. Increase the level of publicly available information on the institutional website: academic and administrative fees, scholarships, infrastructure, accommodation and decision making process;</p> <p>5. Revise the Regulation on criteria for partial and full scholarships, as detailed above;</p> <p>6. Promote and encourage the possibility of students to submit a written appeal/complaint in case of a grading disagreement.</p>	<p>at the College, since 2005</p> <ul style="list-style-type: none"> - The volume of the information publicized in web site, Sitos, and students admin software has been increased significantly -Regulation on criteria for partial and full scholarship are under revision and will be completed by the end of the June 2017
<p>R 4</p> <ol style="list-style-type: none"> 1. Set a clear orientation of areas the college wishes their research to focus on, specific direction for research, with clear objectives in terms of both areas and level of results; 2. Establish and formalise clear incentives for the academic staff to carry out research; 3. Determine measurable research performance targets for promotion purposes; 4. Formally adopt and integrate in the institutional practices the key indicators to monitor and benchmark future research and development activities; 5. Reorganize the publishing process of the Logos magazine so that all manuscripts are properly peer-reviewed. 	<p>Research strategy 2017-2022 has been designed but it is subject to the further revisions</p> <p>The key indicators to monitor and banchmark future research has been developped</p> <p>Peer review process will start from the academic year 2018-2019</p> <p>Beside research plan and policies, College also has Regulation for scientific research</p>
<p>R 5</p> <ol style="list-style-type: none"> 1. Adopt a proper internationalization strategy/policy 	<p>Resources has been allocated</p>

<p>that would guide the institutional decisions and resource allocation in this area;</p> <ol style="list-style-type: none"> 2. Assign a clear portfolio for internationalisation (e.g. to one of the vice-deans) that would be directly mandated and accountable for the initiatives and results in internationalization; 3. Prioritise all the instruments that would increase the number of staff and students (especially outgoing) that take part in international mobility; 4. Increase international cooperation of all types not only in the region, but on a larger geographical scale; 5. Raise the level of mandatory English courses and encourage intensive English courses for the teaching staff. 	<p>Vice Dean for Academic Issues and International Relations , is one in charge for internationalization</p> <p>Within the house academic staff is offered courses of English language.</p>
<p>R-6</p> <ol style="list-style-type: none"> 1. Draft and formally adopt an employment handbook/manual/catalogue for academic and non-academic staff, as detailed above; 2. Organise a formal induction session for each staff member to get introduced to the institutional facilities and the employment handbook; 3. Organise/facilitate the access of the academic staff to classes, workshops and seminars that would increase their teaching effectiveness; 4. Revise the Regulation on employment rules and procedures for the college staff so that to avoid interpretations and recruitment is done through a clear, transparent, objective and consistent process; 5. Revise the strategy of the College “Pjetër Budi” on 	<p>Employment handbook/manual has been adopted</p> <p>Induction procedures for new academic staff are well established procedures at the College ‘Pjeter Budi’</p> <p>Regulation on employment rules is in line with Kosovo employment law. Procedures are transparent. Vacant positions are widely publicized.</p> <p>In the overall staff performance</p>

<p>enhancement and renewal of the academic staff so that it provides more clear and measurable objectives for staff development;</p> <p>6. Allocate, according to the Strategy for Staff Development, the necessary funds for staff development;</p> <p>7. Include in the overall staff performance appraisal indicators related to community service;</p> <p>8. Implement a procedure so that the feedback provided by the students' survey in relation to teaching activity is always discussed between the teacher and line manager, and improvements are always sought;</p> <p>9. Make publicly available on the website information about the staff members, as detailed above.</p>	<p>appraisal indicators related to community service will be developed and included before the beginning of the academic year 2017-2018.</p> <p>Results of the students survey regarding the lecturers are always discussed between teacher and the Dean. That has been envisaged in the QA regulation yeras ago.</p>
<p>R-7</p> <p>1. Substantially increase the volume of publicly available information by providing more transparent information on organization, management and planning;</p> <p>2. Adopt a formal regulation for the election of the decision making bodies and decision makers that would include every single aspect of the election process, including the administrative steps;</p> <p>3. Regularly revise all institutional regulations so that they constantly reflect the institutional realities and challenges;</p> <p>4. Identify (based on clear criteria) similar higher</p>	<p>This is a continuous task towards which College 'Pjeter Budi' pays significant attention.</p> <p>Regulation for elections doesn't exists. This is an issue to be handled during 2018.</p> <p>Institutional regulations are updated on regular basis.</p> <p>Evaluation of procedures and effectiveness of institutional level are never ending task.</p>

<p>education institutions abroad to benchmark their processes against, including processes on management and planning;</p> <p>5. Establish a clear and systematic procedure to evaluate the effectiveness and functionality of the institutional structures;</p> <p>6. Increase, improve and formalise student representation at all institutional levels, as detailed above.</p>	<p>Since 2009 students are represented in every decision making body of the College. That is envisaged with the highest legal document of the College, and is implemented accordingly.</p>
<p>R - 8</p> <p>1. Adjust the number of students in a group to the number of seats in teaching rooms;</p> <p>2. Increase the number of hard-copy materials available in the library, especially the ones available in English language;</p> <p>3. Implement a self-service system in the library;</p> <p>4. Purchase and install a security system to prevent the loss of hard-copy material;</p> <p>5. Periodically conduct the evaluation of services and facilities by the entire academic community, as detailed above;</p> <p>6. Adapt the building (and library instruments) for the integration of individuals with different disabilities: wheel chair, different reading and hearing needs, visual and hearing impairment.</p>	<p>Since we don't have a big number of the students, we continuously work with the small groups of the students. Therefore the space and teaching rooms are not an issue for our College.</p> <p>College is turning more and more to other existing libraries in Kosovo as well as to electronic libraries.</p>
<p>R- 9</p> <p>1. Revise the roles of the Quality Assurance Commission and the Quality Assurance Office so that</p>	<p>The roles of the QAC and QAO are under revision. Changes will be accomplished before the beginning</p>

they better coordinate with each other and avoid overlaps;

2. Provide/facilitate access to proper training in the field of internal quality management systems for the members of QAC and QAO;
3. Revise the Regulation on procedures for quality assurance (include clear task division, reporting, data collection, timeframes, quality cycle, evaluation of the internal quality assurance system itself etc.);
4. Bring the Regulation on procedures for the quality assurance in line with the revised edition of the European Standards and Guidelines for Quality Assurance in Higher Education;
5. Expand the internal quality assurance system so that it covers the whole range of institutional activities, as detailed above;
6. Ensure that the surveys themselves, as data collection instruments, are being constantly revised;
7. Increase the involvement of staff and students in the internal quality assurance system;
8. Formalise all initiatives, meetings and processes related to internal quality assurance;
9. Establish an integrated information management system that would centralise all collected data on the same platform;
10. Increase the efforts to ensure that the feedback loop is closed and that all the collected data is used for continuous improvements of quality.

of the academic year 2017/2018.
As changes happen they will be reflected in the Regulation for QA.

Integrated management system for centralized data collection will be in place in next five years.

The data are used for continuous improvement of the quality.

10.2. To be presented the current status of ET recommendations from the accreditation procedure of the programme under evaluation

In regard to recommendations for accreditation of the study programmes, College PB adopted all of them before the beginning of the academic year 2013 - 2014.

Based on the rules and regulations of the Kosovo Accreditation Agency , higher education institutions are obliged to implement all suggestion of the evaluation experts before the programme is launched.

So, College Pjeter Budi started to work with the updated academic programme and worked based on it during last three academic years.