



Akademia e Kosovës për Siguri Publike
Kosovska Akademija za Javnu Bezbednost/Kosovo Academy for Public Safety

Divizioni për Sigurimin e Cilësisë
Odeljenje za osiguranje kvaliteta/Division for Quality Assurance

KAPS General Annual Training Evaluation Report



March 2023

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List of abbreviations

KAPS: Kosovo Academy for Public Safety

PSA: Public Security Institutions

KP: Kosovo Police

PIK: Police Inspectorate of Kosovo

EMA: Emergency Management Agency

KSC: Kosovo Correctional Service

PSK: Probation Service of Kosovo

KC: Kosovo Customs

OSCE: Organization for Security and Co-operation in Europe

ICITAP: International Criminal Investigation Training Assistance Program

IADLEST: International Association of Law Enforcement Directors, Training and Standards

MEST: Ministry of Education, Science and Technology

NQA: National Qualifications Authority

CVETG: Council for Vocational Education and Training and to Grow

NQF: National Qualifications Framework

EQF: European Qualifications Framework

IVET: Institution of Vocational Education and Training

DTES: Department of Training and Educational Support

TD: Training Division

DSS: Division of Student Services

QAD: Division for Quality Assurance

ECVET: European Credit System for Vocational Training and Education

Introduction

The Academy of Kosovo for Public Safety (hereinafter the Academy) is an institution established by Law no. 04/L-053 for the Academy of Kosovo for Public Safety, responsible for the provision of training and higher education, the implementation of policies and strategies of training, higher education as well as the development of capacities in the field of public safety. Within the organizational structure of the Academy, the Department for Training and Educational Support functions as its main pillar with the constituent divisions whose mission is to provide and coordinate training, develop the curricula of training programs, and provide services for attendees within the framework of training. that are offered at the Academy.

As defined by law, the Academy offers training programs in the field of public safety. The Academy provides training for all public security institutions, but not limited to:

- *Kosovo Police;*
- *Correctional Service;*
- *Probation Service;*
- *Kosovo Customs;*
- *Emergency Management Agency;*
- *Police Inspectorate of Kosovo;*

Academy Trainings- In addition to the approval of the Academy Law in December 2011, the European Commission has approved and financed the Twinning Project entitled: "Further support of public safety education in Kosovo" implemented by Finland and Estonia. Through the twinning project, it became possible to create and approve the standards of the profession in full accordance with the National Qualification Framework - KKK, which paved the way for the institutional accreditation of the Academy as an Institution providing Vocational Education and Training - IVET with professional training validated.

Academy Quality Assurance - it is part of continuous development for all processes and activities in the Academy. The implemented quality system provides an overview of the principles of quality management in the Academy and shows how those principles can form the basis for improved performance and organizational improvement.

The principle of continuous improvement is the main principle and part of the vision of the Academy. In this spirit, questionnaires were created in the quality of measuring and improvement mechanisms in the field of training, placing the participant in the center.

During the year 2022, following the activities to improve the quality within the Academy, the DSC has carried out the evaluation of all trainings with competence within the Academy. The entire process has been transparent, and all questionnaires have been anonymous, thus respecting the dignity of each respondent and preserving the credibility and prestige of the institution.

Quality Assurance Division-QAD

The Division for Quality Assurance is a division which is operationally independent and functions under the Office of the Director General of the Academy and reports directly to the Director General of the Academy. DSC is committed to increasing quality in the Academy by implementing all institutional policies and quality measurement instruments approved in the quality manual which is revised on a regular periodic basis in accordance with new changes and new updates relevant to TNA actors for which DSC provides evaluation reports. The DSC prepares reports containing findings and recommendations for each completed questionnaire, which it sends to the General Director of the Academy, the Director of DTPA and the relevant TNA actors in order to plan the further development of the training field.

Realization of questionnaires

QAD, based on its mandate and strategic and annual documents which clearly define the duties and responsibilities of DSC, has continuously developed measurements and evaluations through evaluation questionnaires-forms and has addressed them to official channels, then holding meetings with the training responsibilities/coordinators for analyzing the data obtained from the feedback received from the training participants throughout the year 2022.

The questionnaires were anonymous and in electronic format addressed through the domain platform dsc.aksp@aksp-ks.org to the e-mail address of the participants, which is also related to the processing of electronic data using the licensed google forms systems.

The attendees answered through the electronic and physical system (in field training) which is part of a questionnaire for the evaluation of the training in question. The questionnaire contains 10 questions from the field of evaluation of learning, teaching material, practical part, evaluation of the trainer/instructor, evaluation of the facilitation tools available during the training as well as the services provided during the training.

General findings

Based on the annual training plan for 2022 in the presentation of the needs of PSAs for staff training, the Academy has presented and approved the training plan and implemented it within the strategic policies of PSAs in accordance with the requirements and needs of raising public security capacities.

DSC has analyzed the annual reports of the trainings carried out and measured and presents these findings as follows for the trainings carried out according to the training plan for 2022.

Training Plan for 2022	Planned		Realized			
	Training	Attendees	Training	Attendees	% training	% attendees
Kosovo Police	41	973	50	1074	121.95%	110.38%
Emergency Management Agency	14	308	9	149	64.29%	48.38%
Police Inspectorate of Kosovo	7	110	0	0	0.00%	0.00%
Correctional Service of Kosovo	25	415	10	167	36.00%	32.53%
Probation Service of Kosovo	6	150	0	0	0.00%	0.00%
Kosovo Customs	12	240	3	43	25.00%	17.92%
ICITAP	4	90	1	35	25.00%	38.89%
OSCE	6	125	4	68	66.67%	54.40%
Kosovo Academy for Public Safety	15	275	9	185	60.00%	67.27%
total	130	2686	86	1721	66.15%	64.07%



The Academy has planned 130 trainings according to the annual training plan for 2022, while it has carried out 86 trainings or 66.15% of the trainings carried out.

Out of the total of 86 trainings carried out from the annual training plan, we have evaluated 76 trainings carried out for the year 2022 in the framework of the evaluation policies for the evaluation of trainings that provide competence. Also, at the same time we have also evaluated two vocational trainings with these data as follows:

- *Vocational training "Police Officer" with a total of 447 cadets, and*
- *Vocational training "Correction Officer" with a total of 48 cadets.*

Therefore, in total we evaluated 76 trainings with a total of 1542 respondents, or we received 15420 responses with 1542 comments in total, with the achieved satisfaction level of 93.81% or an average grade of 4.68.

All the findings that have been provided by the responses of the participants/attendees have been honest data provided in their evaluation, comment and proposals have shown that the participant TNAs in the training are the essential part in their contribution to the continuous improvement within the processes in the Academy. The individual reports for each training are addressed in real time, following up with analytical meetings with the training coordinators for the next steps.

In order to provide more detailed data, below you will find the findings divided in the general training evaluation report for 2022 divided according to the categorization of training in the Academy as well as according to the PSAs for which the training was provided. This report at the same time expresses the general statistics and recommendations that emerge from the totality of feedback information at the training level.

[Findings according to training categorization](#)

The categorization of trainings at the Academy is based on the level of skills and abilities embodied in the competence of professional development. Based on this principle, the Academy has categorized the training as follows:

- *Vocational Trainings*
- *Basic training*
- *Advanced Training*
- *Specialized trainings*
- *Instructor training*

Vocational Trainings

This category of training represents the process of the first steps related to a specific career or profession. Vocational training focuses on practical applications of learned skills and generally achieves the correlation of its application in practice. A large part of education in vocational schools is practical training. The professional training is based on the professional standards approved by the Governing Council of NQA as a prerequisite for development and which as a qualification are systematized within the framework of the National Framework of Qualifications which emerges from the European Framework of Qualifications. Based on its mandate, the Academy has the following professional standards approved by the Governing Council of NQA after the re-examination phase by the CVETG of MEST as follows:

STANDARDS APPROVED BY THE NATIONAL QUALIFICATIONS AUTHORITY							
Vocational	Section	Devel.	NQA	Riverified	Code	NQA Level	Valide until
Inspector of the Police Inspectorate of Kosovo	Public Safety	KAPS	Approved	5/31/2021	3355	5	5/30/2026
Correctional Officer	Public Safety	KAPS	Approved	5/31/2021	5413	5	5/30/2026
Probationary Officer	Public Safety	KAPS	Approved	5/31/2021	2635	5	5/30/2026
Customs Officer	Public Safety	KAPS	Approved	5/31/2021	3351	4	5/30/2026
Police Officer	Public Safety	KAPS	Approved	5/31/2021	5412	5	5/30/2026
Firefighter	Public Safety	KAPS	Approved	6/25/2021	5411	4	6/24/2026

Accredited institution with professional training validated by the governing council of NQA

IVET	Qualification	Level	Credits	Decision	Valid until
Kosovo Academy for Public Safety	Police officer	V	72	7/24/2021	7/23/2024
	Police Insectorate	V	83	7/24/2021	7/23/2024
	Custom Officer	IV	68	7/24/2021	7/23/2024
	Correction Officer	V	60	7/24/2021	7/23/2024
	Probation Officer	V	34	7/24/2021	7/23/2024
	Firefighter	IV	80	7/24/2021	7/23/2024

Vocational trainings					
Name of the training	Realized training	Attendess	Training Duration	Level of satisfaction	Average grade
VET Police officer	1	447	7 months	71.68%	3.59
VET Correction Officer	1	48	7 months	92.73%	4.64

Vocational training "Police Officer"

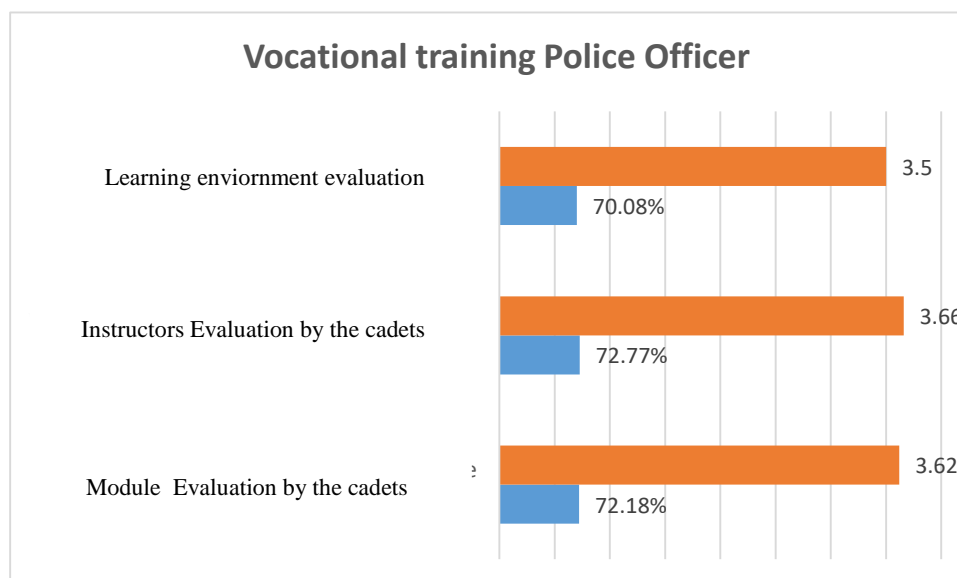
The professional training validated in accordance with the annual training plan after the recruitment steps that are developed by the respective PSA and the preparations that the Academy develops in coordination with KP, on July 12, 2022, the 57th generation of "Police Officer" professional training begins with all 447 declared cadets. The Academy develops the dynamic plan for the implementation of professional training in accordance with the obligations that IVET has towards NQA in the case of the start of the new generation, such as the appointment of the Training Coordinator from the Academy and the respective PSA as well as the Quality Coordinator from the Academy. Also, within the framework of the Academy's obligations, I offer the list of declarations to groups of candidates and staff, as well as the qualification delivery plan (extent of hours according to the day, week, and month).

Professional training was subjected to these evaluation mechanisms during the implementation phase as follows:

- Evaluation of the module by the cadets
- Evaluation of the coach/instructor by the cadets
- Evaluation of the educational environment by the cadets as well
- Evaluation of the modules by the trainers/instructors carrying the module

From the total, we have the following data obtained as follows:

Vocational training Police Officer		
Field of Evaluation	Level of satisfaction	Average grade
Overall evaluation of the modules by the cadets	72.18%	3.62
Evaluation of training staff/instructors by cadets	72.77%	3.66
Evaluation of the educational environment by the cadets	70.08%	3.50



Findings: the training program during the implementation phase has been modified in terms of implementation time, since the high number of participants who started on the same day did not coincide with the capacities of the training staff for the module distributed in 14 classrooms. Therefore, within the framework of human and infrastructural capacities, modifications have been made to the schedule, which has respected the conditions defined by the curriculum of the respective modules, although challenges have always been present in the implementation phase.

Recommendation: We recommend AKSP that in the planning phase of the new professional training, the possibility of starting the generations with a smaller number and distributed throughout the year is arranged, offering the possibility of following the modules continuously. Despite the fact that the NQA decision clearly defines that there can be 2 generations with no more than 500 participants per generation and not at the same time during the calendar year, we estimate that the workload of the training staff and the infrastructural possibilities of the Academy do not coincide with unilateral strategies of KP, despite the participation of the latter in the workshop of presentation and coordination of training needs in the Academy in the annual training plan.

Recommendation: TNA's plan for professional training should be coordinated with the Academy and in the next round of professional training, the program should be revised according to the parts identified as needing change, especially the lack of the internship part, which is a condition for validated training. We appreciate the fact that the field training is 1 year that is offered in KP, but the Academy should be part of the development of the internship part by creating the network of mentors, the internship coordinator and implement the manual of the practical part of the professional trainings. At the same time, we recommend that during the planning of training needs, the distribution of training capacities for training should be balanced with other PSAs that attend training at the Academy, providing space for development, revision and updating of the training curricula of other training categories that are offered at the Academy.

Vocational training "Correction Officer"

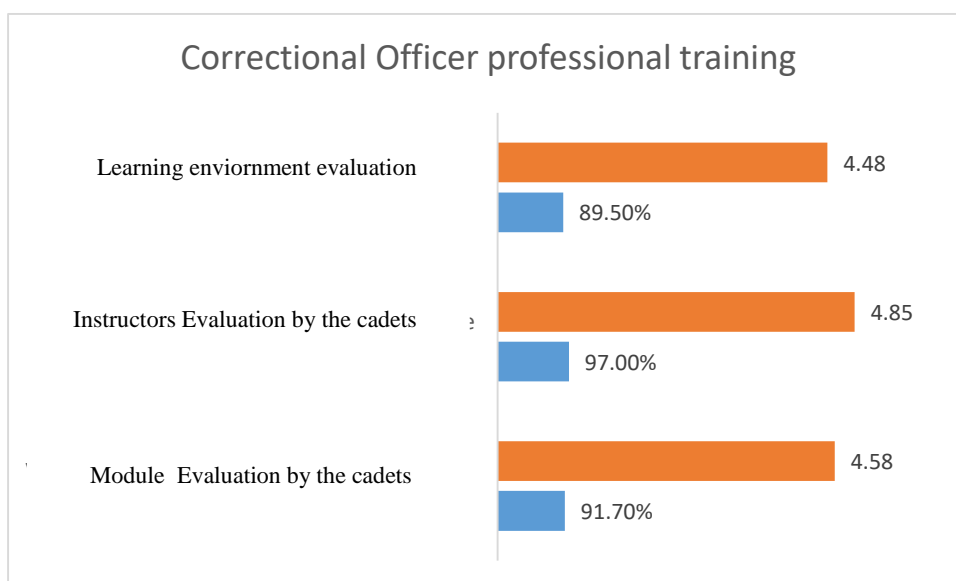
The professional training validated in accordance with the annual training plan after the recruitment steps carried out by the respective PSA itself and the preparations that the Academy develops in coordination with the SCK, on June 27, 2022, the 42nd generation of "Correction Officer" professional training begins with all 48 cadets declared. The Academy develops the dynamic plan for the implementation of professional training in accordance with the obligations that IVET has towards NQA in the case of the start of the new generation, such as the appointment of the Training Coordinator from the Academy and the respective PSA as well as the Quality Coordinator from the Academy. Also, within the framework of the Academy's obligations, I offer the list of declarations for groups of candidates and staff, as well as the plan of providing the qualification (extent of hours according to the day, week and month).

Vocational training was subjected to these evaluation mechanisms during the implementation phase as follows:

- Evaluation of the module by the cadets
- Evaluation of the coach/instructor by the cadets
- Evaluation of the educational environment by the cadets as well
- Evaluation of the modules by the trainers/instructors carrying the module

From the total, we have the following data obtained as follows:

Correctional Officer professional training		
Evaluation field	Satisfaction Level	Average grade
Overall evaluation of the modules by the cadets	91.70%	4.58
Evaluation of training staff/instructors by cadets	97.00%	4.85
Evaluation of the educational environment by the cadets	89.50%	4.48



Të gjeturat: the training program during the implementation phase was developed in complete accordance with the time and scope of professional training since the number of cadets coincided with the number of training staff.

During the implementation phase, the only challenge has been the part of the kitchen, which despite the high number of other trainings, especially the one from KP, has caused the time dedicated to food to be modified, therefore we have recorded cases of modification of some services offered in the academy, but never in absence.

Recommendation: the TNA plan for professional training should be coordinated with the Academy and in the next revalidation of the professional training program, the parts identified as needing change should be reviewed. We also recommend that the system of data and lists in the KCA be digitized, providing the Academy with faster information about the cadets and the fulfillment of obligations to the KCA, such as the declaration of staff and training participants.

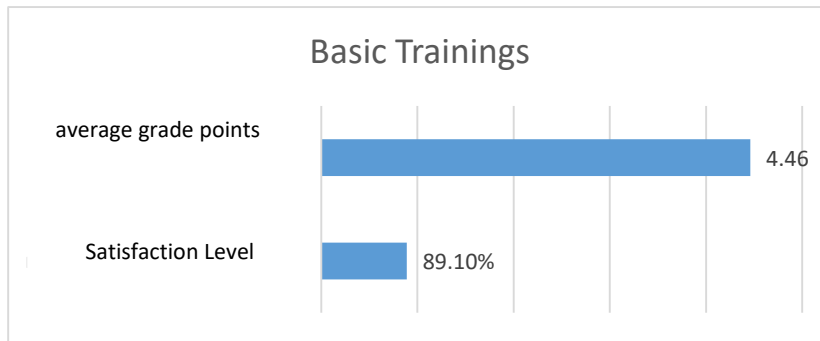
Basic Trainings

This category of training represents the process of obtaining basic knowledge in theoretical and practical aspects for the relevant officials of public security agencies, who are faced with the relevant duties and responsibilities during the exercise of their profession for the professional profile in the various sectors of the PSA respectively.

Basic Trainings					
Trainings	Realized training	Attendess	Training Duration	Level of satisfaction	Average grade
Basic Crime Investigation Training	2	53	19 days	72.18%	3.62
Community Policing Course	1	13	10 days	72.77%	3.66
Heckler and Koch MP-5	1	12	5 days	91.70%	4.58
Training for the Special Intervention Unit	1	15	60 days	97.00%	4.85
Basic Training of the Border Police - Frontex	1	20	19 days	89.50%	4.48
Motivational Interview Training	1	12	3 days	92.86%	4.64
Basic Fire and Rescue Training	3	59	9/10 days	94.47%	4.76
Risk Assessment Course	1	15	3 days	93.56%	4.68
Field and Mountain Fire Extinguishing Training	3	40	3 days	95.31%	4.77
Internal Fire Training and Extinguishing Them	1	15	5 days	98.75%	4.94
Road traffic accidents training	1	20	5 days	98.00%	4.90
Front Line Management	1	20	20 days	98.90%	4.95
English Language Training - Beginner Level	1	11	10 days	97.45%	4.87
Training Basic Elements of Management	2	41	5 days	97.80%	4.89
Basic trainings conducted outside the Academy campus					
Basic Training for the Glock 9x19 Pistol (SHKK)	3	37	5 days	94.05%	4.63
Training Detention Center (PK)	1	19	5 days	70.00%	3.50
Basic Criminal Investigation Training (CP)	2	78	19 days	60.45%	3.09

Breakdown of basic training as follows:

- 26 basic trainings,
- 480 attendees in total,
- 89.10% satisfaction average, or
- 4.46. average grade



From the total of 26 basic trainings evaluated:

- 20 trainings were held on the campus of the Academy, courses
- 6 trainings outside the Academy campus, (but which have been subjected to the testing and evaluation process by the Academy, including the certification of the participants).

Findings training programs in the field of basic-basic training have been developed in accordance with the requirements of the respective PSAs.

- The evaluation of learning has reached an average level of satisfaction of 87.35% or 4.37 average grade recorded in almost all trainings with the exception of the basic training of crime investigations carried out outside the campus of the Academy, with an evaluation of 32.00% level of satisfaction or 1.6 grade average, which within our Recommendations has turned out to be unsuccessful.

- The practical part of the basic trainings from the total trainings realized, only 20 trainings have the practical part according to the curriculum of the training program. From the received evaluations, we recorded 94.10% satisfaction level or 4.27 average grade. It is worth noting that despite the high evaluation, the part of the comments has suggested that the Academy increase the level of auxiliary infrastructure for the development of the practical part despite the fact that the infrastructures of the respective PSAs were also used. The infrastructural part and those accompanying the development of the practical part have been at a satisfactory level despite the fact that some have passed the amortization period; such as those of the physical education hall and the part of the outdoor shooting range, which does not have accompanying infrastructural deficiencies, also underlining the need for the fences of the driving range through which the separation from the part of the campus parking lot would be done.

- The teaching material has been evaluated with an evaluation of 87.79% of the level of satisfaction or 4.30 with an average grade. From the evaluations received and the analysis of the curricular materials - overview of the trainings - DSC has found that not all materials are updated in time and designed in accordance with the requirements for the development of trainings in categories according to Bloom's taxonomy. The distribution of materials in some trainings has been insufficient and not on time, especially the trainings conducted outside the Academy campus, such as the basic training of crime investigations with an

assessment of 44.00% of the satisfaction level or 2.20 grade point average, which once again confirms the need for proper training planning with its accompanying elements within the Academy campus.

- The presentation of the instructor/lecturer is marked as a work and recognition of the commitment of the teaching/instructor staff within the Academy as an achievement that has always exceeded expectations. We have an achievement of 90.00% of the satisfaction level or 4.5 average grade emphasizing and addressing recognition with different names of the instructors engaged in the lecture.

- Facilitating and supporting tools, the overall assessment was 83.96% satisfaction level or 4.19 average grade and this is as a result of the evaluations of trainings outside the Academy campus which were evaluated with an average of 30.00% satisfaction level or 1.5 average grade which also at once are indicative of the immediate need for realism of training on the Academy campus as the facilitation tools it possesses are more appropriate and available for the coach and trained officials.

- The services offered during the training are evaluated as satisfactory or expressed with a satisfaction level of 90.00%, or 4.5 average grade, which shows that the Academy pays attention to the services it offers within the trainings that are carried out on campus and outside it. The services offered have also been evaluated in the comments, and special importance is attached to the observance of the law on official languages, where the Academy has provided translation services in all required trainings and forms, for which a high evaluation has been received.

General Findings, it is worth noting that as a result of the non-rational planning of the PSAs in their training requirements, the neglect and shortening of the widely planned trainings has resulted in the implementation of some trainings outside the Academy campus. The trainings developed within the campus have reached a satisfactory evaluation average with some recommendations for improvement, especially in the field of implementation of Bloom's taxonomy, which requires a review of the trainings. On the other hand, the trainings developed outside the campus of the Academy, according to the evaluation reports, have proven that the PSAs do not meet the conditions for the development of trainings, since, according to the comments of the participants, a lack of preparatory and implementing infrastructure dedicated to training has been identified.

Recommendation: the TNA training plan should be coordinated with the Academy and the rationalization of training implementation should be in accordance with the opportunities that the Academy offers in accordance with the needs of all respective PSAs. The trainings are planned to be held on the campus of the Academy since it is the only institution that meets the conditions for the development of said trainings. We also recommend that a policy be created for the clarification of trainings, namely the process of reviewing trainings based on Bloom's taxonomy according to active verbs within the level of qualifications, which clearly defines which verbs should be used

for the type of basic-basic trainings. To create a systematic policy of reviewing the training materials by updating and harmonizing them in content. What QAD has recorded is that there is no data on the Academy's website about the trainings, which despite an extraordinary commitment that takes place on campus, not even a single piece of information about them is reflected.

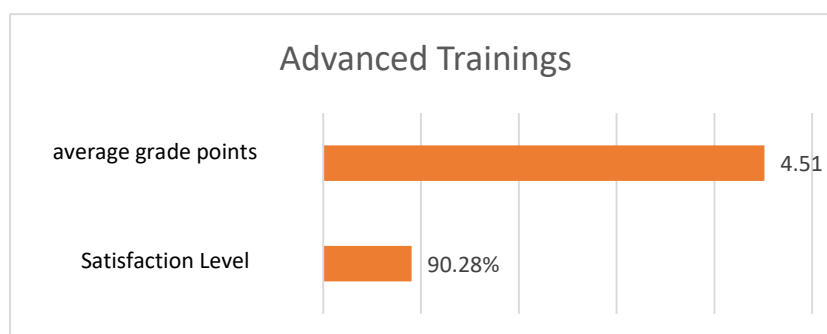
Advanced Trainings

This category of training, unlike the basic-fundamental ones, represents the process of acquiring knowledge at an advanced level in theoretical and practical terms for the relevant officials of public security agencies who in their field will be able to work without supervision or supervision limited.

ADVANCED TRAININGS					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Emergency Driving Training	24	210	3-5 days	89.28%	4.44
Training Emergency Driving with Armored Vehicles	1	04	5 days	99.00%	4.95
Domestic Violence Investigation Training	1	18	4 days	78.56%	3.93
First Aid Training	2	21	10 days	70.08%	3.50
Heckler and Koch MP-5	1	12	5 days	91.70%	4.59
Close Defense Training	1	25	59 days	91.60%	4.58
Team Building and Conflict Management Course	1	14	4 days	92.86%	4.64
Advanced Analytical Techniques Training	1	13	5 days	89.70%	4.49
Management of Associates of Justice - First Level	1	14	4 days	96.29%	4.61
Middle Line Management	1	15	30 days	97.00%	4.85
Advanced trainings conducted outside the Academy campus					
Heckler dhe Koch MP-5 (SHKK)	3	37	5 days	96.96%	4.80

Breakdown of advanced training as follows:

- 37 advanced trainings,
- 383 attendees in total,
- 90.28% satisfaction average, or
- 4.51 grade point average.



Out of a total of 37 advanced trainings:

- 34 trainings were held on the campus of the Academy, courses
- 3 trainings outside the Academy campus, (but which have been subjected to the testing and evaluation process by the Academy, including the certification of the participants).

Findings training programs in the field of advanced training are developed in accordance with the requirements of the respective PSAs.

The learning assessment has reached a high average level of satisfaction of 90.49% or 4.52 average grade recorded in almost all trainings including trainings outside the Academy campus.

- The practical part of advanced trainings from the total of trainings carried out, 31 trainings have the practical part according to the curriculum of the training program. From the received evaluations, we recorded 89.25% satisfaction level or 4.46 average grade. It is worth noting that despite the high evaluation, part of the comments suggested that the Academy increase the level of auxiliary infrastructure, especially the lack of additional equipment in the sports halls and those of the physical exercise gym. The infrastructural part and those accompanying the development of the practical part have been at a satisfactory level despite the fact that some have passed the amortization period; such as those of the physical education hall and the part of the outdoor shooting range, which does not have accompanying infrastructural deficiencies, also underlining the need for the fencing of the driving range through which it would be done from the part of the campus parking lot, as well as the temporary lack of access to the car for sliding in the framework of trainings from the field of traffic.

- The teaching material has been evaluated with an evaluation of 88.75% of the level of satisfaction or 4.22 with an average grade. From the evaluations received and the analysis of the curricular materials - overview of the trainings - DSC has found that not all materials are updated in time and designed in accordance with the requirements for the development of trainings in categories according to Bloom's taxonomy. The distribution of materials in some trainings was on time, while the updating of the material was part of the comments in 50% of the evaluated trainings.

- The presentation of the instructor/lecturer has an achievement of 92.52% of the level of satisfaction or 4.57 average grade, highlighting and addressing the familiarity with different names of the instructors engaged in the lecture. All the comments have been inspiring and grateful for the work of the instructors, who in the evaluation reports have been offered as a Recommendation for recognizing their work and as an additional mechanism for evaluation, except for the "First Aid" training, which was evaluated below the training average.

- Facilitating and supporting tools, the overall assessment was 88.28% satisfaction level or 4.41 average grade which shows the commitment of the academy in providing support in the development and realization of trainings and needs of PSAs. Despite the high evaluation received, part of the comments suggested that the Academy be enriched with facilitating tools in the practical aspect of training development.

- The services offered during the training are evaluated as satisfactory or expressed with a satisfaction level of 93.92%, or 4.70 average grade, which shows that the Academy pays attention to the services it offers within the trainings that are carried out on campus and outside it. The services offered are also evaluated within the comments, especially great importance is given to logistics, which despite the high evaluation received, attention is required in the consumables provided during the training, which in some cases have been commented as insufficient in quantity.

The trainings developed within the campus have reached a satisfactory evaluation average with some recommendations for improvement, especially in the field of implementation of Bloom's taxonomy, which requires a review of the trainings, including the training infrastructure of the Academy campus. Absences in the practical aspect and accompanying conditions for firearms and traffic training.

Recommendation: TNA's plan for advanced training should be coordinated with the Academy, including the identification of those trainings that are mandatory for the professional advancement of PSA officials according to the preliminary plan and the needs identified from the previous year. The planned trainings will be held on the campus of the Academy, provided that the Academy will increase the level of supporting infrastructural parts for the development of practical training such as firearms ranges, driving ranges and other parts such as laboratories, simulation rooms, etc. We also recommend that the training be reviewed based on Bloom's taxonomy, which should also be harmonized with the presentation materials of the instructors/lecturers in the training.

Specialized Trainings

This category of training, unlike those in basic-fundamental and advanced, represents the process of acquiring knowledge at the highest level in theoretical and practical terms for the relevant officials of public security agencies, who in their field will be able to work independently providing professional advice and opinions in the field of public safety. For the year 2022, despite the initial plans, only one training of this category was held in 2022.

SPECIALIZED TRAININGS					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Advanced training in defensive tactics	1	39	20 days	96.77%	4.84

Findings the training program in the field of specialized training is addressed in the accompanying report.

Recommendation: TNA's plan for specialized trainings should be well planned in implementation, creating opportunities for their development, since they are trainings that complement the competence in the required field. We also recommend that the training be reviewed based on Bloom's taxonomy, which should also be harmonized with the presentation materials of the instructors/lecturers in the training.

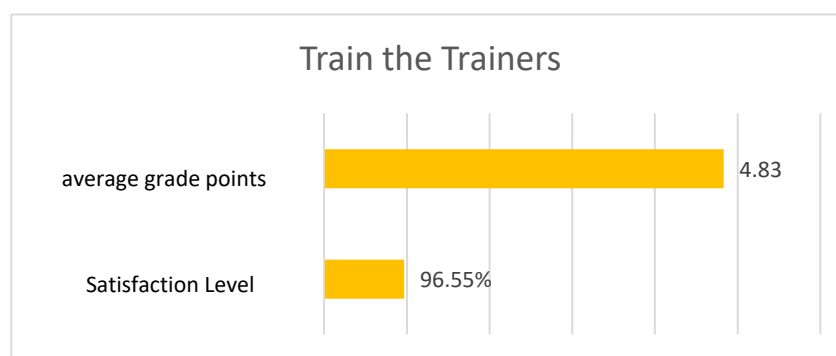
[Instructor trainings/train the trainers](#)

This category of training represents a field of preparation of new cadres of instructors/lecturers in the field of theoretical and practical training for relevant officials of public security agencies, who will be able to work as instructors.

INSTRUCTOR TRAINING/TRAIN THE TRAINERS					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Instructor Training Program	3	39	20 days	96.55%	4.83

Breakdown of the training as follows:

- 3 trainings for the development of instructors,
- 39 attendees in total,
- 96.55% satisfaction average, or
- 4.85 Grade point average.



Findings training programs in the field of advanced training are developed in accordance with the requirements of the respective PSAs.

- The evaluation of learning has reached a high average level of satisfaction of 94.46% or 4.62 average grade recorded in almost all trainings, including trainings outside the Academy's campus.
- The practical part of the instructor training is subject to the evaluation of the instructors dedicated to the evaluation of the presentation of the participants in the training, therefore they are not evaluated by the DSC.
- The teaching material was evaluated with a rating of 92.83% of the level of satisfaction or 4.54 with an average grade. From the evaluations received and the analysis of the curriculum materials - overview of the trainings - DSC has found that the materials require updating with new information. The distribution of materials in some trainings has been on time.
- The presentation of the instructor/lecturer has an achievement of 96.70% of the level of satisfaction

or 4.70 average grade, highlighting and addressing the familiarity with different names of the instructors engaged in the lecture.

- Facilitating and supporting tools, the overall assessment was 91.58% satisfaction level or 4.48 average grade which shows the commitment of the academy in providing support in the development and realization of trainings and needs of PSAs.
- The services offered during the training are evaluated as satisfactory or expressed with a satisfaction level of 93.11%, or 4.55 average grade, which shows that the Academy pays attention to the services it offers within the trainings that are carried out on campus and outside it.

The trainings developed within the campus have reached a satisfactory evaluation average with some recommendations for improvement, especially in the field of implementation of Bloom's taxonomy, which requires a review of the trainings, including the training infrastructure of the Academy campus.

Recommendation: the instructor trainings within the program also include the re-certification of instructors, which are not always implemented within the deadlines set by the instructor program. We recommend increasing the number of trainings for trainers as needed by the respective PSAs from the fields identified according to the TNA. We also recommend that the training be reviewed based on Bloom's taxonomy, which should also be harmonized with the presentation materials of the instructors/lecturers in the training.

Findings for the PSA trainings

In the following, we presented the trainings that were carried out at the Academy for PSAs January - December 2022. Despite the high number of trainings planned for 2022, only 71 trainings for PSAs were carried out, the object of evaluation were the trainings that were of the type of training with a test, which means certification or measurements of the achievement of competence, which are the subject of our assessment. The process of certification of participants within the trainings goes through testing with the minimum standard of 70% of correct answers. Recertification type trainings and those closed despite being carried out at the Academy, are not evaluated by NQA, and based on the requirements of the units in accordance with the training policies at the Academy.

Traioning plan for PSA	Planned		Realized	
	training	attendees	training	attendees
Kosovo Police	41	973	50	1074
Emergency Management Agency	14	308	9	149
Police Inspectorate of Kosovo	7	110	0	0
Kosovo Correctional Service	25	415	10	167
Probation Service of Kosovo	6	150	0	0
Kosovo Customs	12	240	3	43

Kosovo Police

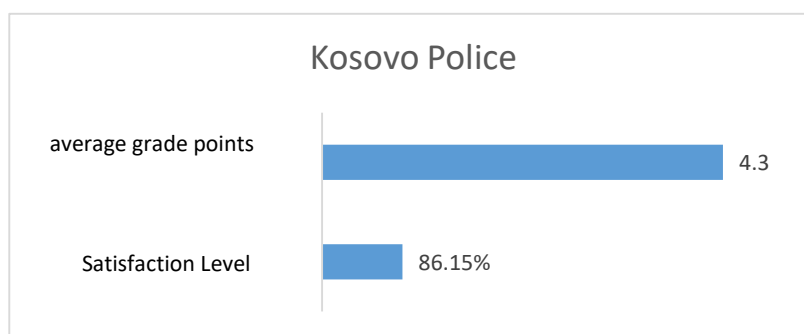
For the year 2022, 41 trainings were planned with a total of 973 participants, while 50 trainings were carried out with 1074 participants or exceeded the planned realization by 21%, with an average rating of 86.15% of the level of satisfaction or with an average grade of 4.30.

KOSOVO POLICE					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Trainings from the field of traffic					
Emergency Driving Training	24	210	3-5 days	89.28%	4.44
Training Emergency Driving with Armored Vehicles	1	4	5 days	99.00%	4.95
Road traffic accidents training	1	20	5 days	98.00%	4.90
Trainings in the field of investigations					
Basic Crime Investigation Training	2	53	19 days	72.18%	3.62
Domestic Violence Investigation Training	1	18	4 days	78.56%	3.93
Trainings from the general field of the police					
First Aid Training	1	9	10 days	70.08%	3.50

Community Policing Course	1	13	10 days	72.77%	3.66
Vocational training "Police Officer"	1	448	165 days	71.68%	3.59
Firearms training					
Heckler and Koch MP-5	1	12	5 days	91.70%	4.58
Firearms Instructor Course Recertification	1	10	1 days	<i>Recertification courses/trainings are not subject to the testing phase and are therefore not evaluated</i>	
Trainings from the field of specialized units					
Training for the Special Intervention Unit	1	15	60 days	97.00%	4.85
Close Defense Training	1	25	59 days	91.60%	4.58
Trainings in the field of standards					
Instructor Training Program	2	23	20 days	96.55%	4.83
Team Building and Conflict Management Course	1	14	4 days	92.86%	4.64
Training in the field of border police					
Basic Training of the Border Police - Frontex	1	20	19 days	89.53%	4.48
Training in the field of defensive tactics and physical skills					
Recertification Course	3	68	3 days	<i>Recertification courses/trainings are not subject to the testing phase and are therefore not evaluated</i>	
Training provided by UNDP					
Training for the Detection of Weapons, Ammunition and Explosives Trafficked Through Express Mail and Postal Shipments	2	29	2 days	<i>Recertification courses/trainings are not subject to the testing phase and are therefore not evaluated</i>	
Training provided by EU					
PDI Presentation Training for Analysts	2	24	5 days	89.70%	4.49
Advanced Analytical Techniques Training	1	13	5 days	89.70%	4.49

Breakdown of the training as follows:

- 50 trainings in total (46 trainings carried out on campus and 4 trainings outside the Academy campus),
- 1008 attendees in total,
- 86.15 % average satisfaction, or
- 4.30 average grade.



Training for the Kosovo Police according to the areas defined in the Training Plan for 2022.

Findings: the training programs for the Kosovo Police have been developed and implemented according to the request of the police, including the support of trainings outside the Academy's campus. From the total evaluations, we have found the following:

Trainings from the field of traffic make up the vast majority of the trainings carried out at the Kosovo Police Academy or 50% of all trainings and if we add the professional training module it turns out that half of the trainings were provided in the field of traffic. The satisfaction average is 94.14%, with an average grade of 4.69 with a total of 214 participants in the traffic training (*if we add the traffic module to the professional training of 447 cadets*), we have a total of 661 participants in the traffic field.

The developed traffic trainings are mainly short trainings and which in themselves mainly contain the practical part. The use of the driving range on campus is essential for the development of training in this field. In the context of the comments, the need for setting up the fences of the driving range, separating it from the part dedicated to parking vehicles on the campus, was recorded. All the assessed areas have an assessment that exceeds expectations, therefore the continuation of the results achieved thanks to the work of the traffic instructors is required.

Recommendation: to make a periodic review of trainings from the field of traffic using Bloom's taxonomy. To plan the physical separation of the driving range from the car park as well as to enrich and maintain the training equipment such as sliding cars. On the other hand, to plan the possibility of advancing the tools used in traffic training by making the simulation town functional on campus.

Trainings in the field of investigations constitute 6% of all trainings for the Kosovo Police that have been developed within the Academy's campus with an achievement level of satisfaction of 75.35% or 3.77 average grade. The evaluations received have shown the need for revision of training materials and teaching material in management and distribution. The highest rating was achieved for the lecture instructors or 79.46% of the satisfaction level or 3.59 grade point average. As for the trainings from the field of inquiry developed outside the Academy campus in the improvisational spaces, the received assessment is very low below the accepted average or 41.28% level of satisfaction with an average grade of 2.13 which also marks the lowest assessment of ever accepted in assessment.

Recommendation: the trainings planned to be held on the campus of the Academy since it is the only institution that meets the conditions for the development of said trainings with all its constituent elements. To review the training according to Bloom's taxonomy. We also recommend that the academy within its campus increase the level of facilitation and support tools for the development of training in the field of investigations by advancing the simulation room for the development of investigation scenarios.

Trainings from the general field of the police constitute 6% of all trainings for the Kosovo Police that have been developed within the Academy's campus with an achievement level of satisfaction of 71.51% or 3.58 average grade. The evaluations received have shown the need for revision of training materials, especially in first aid training as well as teaching material in management and distribution. It is worth noting that within the framework of training from the general field of the police, "Professional Training - Police Officer" is also included with a total of 447 cadets for a period of 7 months according to the decision of the KD of NQA on the accreditation of the Academy as an IVET with training of validated. Therefore, the workload of the staff determined in general training, despite a small percentage in training of 6%, their engagement in duration is 58.3% throughout the year 2022 only with professional training.

Recommendation: to periodically review training from the general area using Bloom's taxonomy. Excluded from this Recommendation is "Professional Training - Police Officer" which has established Bloom's taxonomy in accordance with the learning and level required according to the National Qualifications Framework. To enrich the campus with additional equipment for the development of general trainings, with particular emphasis on logistical support, the support services provided during the development of the training which, in the framework of the received comments, have turned out to be insufficient for the number of participants in the training.

Firearms training constitute 6% of all trainings for the Kosovo Police that have been developed within the Academy's campus with an achievement level of satisfaction of 91.67% or 4.56 average grade. It is also worth noting that the firearms instructors have been intensively engaged in professional training in the firearms module or in the framework of other modules or routines foreseen in the framework of professional training developed on campus during 2022 .

Recommendation: The infrastructural and follow-up parts for the development of the practical part have been the main essence of the comments and suggestions for improvement, especially the part of the outdoor shooting range, which does not have accompanying infrastructural deficiencies and does not meet the standards required for the development of training with firearms.

Trainings from the field of specialized units constitute 6% of all trainings for the Kosovo Police that have been developed within the Academy's campus with an achievement level of satisfaction of 97.30% or 4.71 average grade.

Recommendation: The following infrastructural part has been the key point of suggestions for improvement, especially the dedication of a part related to exercises and the development of the training program.

Trainings in the field of standards constitute 5% of all trainings for the Kosovo Police that have been developed within the Academy's campus with an achievement level of satisfaction of 94.70% or 4.73 average grade.

Recommendation: based on our findings and the review of the overview part of the program, the need for the implementation of Bloom's taxonomy, the harmonization of the training material, the instructors' presentations and the participants' handbook is also expressed.

Training in the field of border police constitute 4% of all trainings for the Kosovo Police that have been developed within the Academy's campus with an achievement level of satisfaction of 89.53% or 4.48 average grade.

Recommendation: this training is not properly categorized and the review period is missing so we recommend an action plan for reviewing the material according to Bloom's taxonomy. Within the comments, we have received recognition for the work of the instructors, the need for support with training materials in the development of the training.

Training in the field of defensive tactics and physical skills make up 7% of all trainings for the Kosovo Police that have been developed within the Academy's campus and which belong to trainings that offer testing and are therefore not subject to evaluation by the Academy. The vast majority of recertifications based on training human capacities developed by the Academy, are already held in certain police regions as they correspond to the training offered during the service.

Recommendation: trainings from the field of defensive tactics are connected with sports halls and accompanying equipment from the field of physical education. From our assessment, the Academy should urgently invest in the maintenance of the equipment in the sports halls and sports gym as soon as possible.

Training provided by UNDP and EU comprise 10% of all trainings for the Kosovo Police that have been developed within the Academy's campus with an achievement level of satisfaction of 89.70% or 4.49 average grade. The trainings offered by UNDP also did not result in testing as they do not offer competence and as such are not subject to the Academy's assessment.

Recommendation: these trainings are also lacking in terms of the classic classification that is offered in the Academy and also the review of trainings according to Bloom's taxonomy for the dedicated level.

For the year 2022, 25 trainings were planned with a total of 415 participants, while 10 trainings were carried out with 167 participants or 40% of the planned trainings were carried out with a high rating of 94.66% of the satisfaction level or with an average grade of 4.68.

KOSOVO CORRECTIONAL SERVICE					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Management of Associates of Justice - First Level	1	14	4 days	96.29%	4.61
"Correction Officer" Professional Training	1	48	165 days	92.73%	4.64
Advanced Training in Defense Tactics for KCS	1	15	5 days	96.78%	4.84
Motivational Interview Training	1	11	3 days	92.86%	4.64
training conducted outside the Academy campus					
Heckler and Koch MP-5	3	37	5 days	96.96%	4.80
Basic Training for the Glock 9x19 Pistol (KCS)	3	37	5 days	94.05%	4.63

Breakdown of the training as follows:

- 10 trainings in total (4 trainings carried out on campus and 6 trainings outside the Academy campus),
- 167 attendees in total,
- 94.95 % satisfaction average, or
- 4.69 average grade.

As part of the training for the Correctional Service of Kosovo, the "correctional official" professional training was also carried out with a total of 48 cadets for a period of 7 months according to the decision of the Council of NQA on the accreditation of the Academy as IVET with validated training. Therefore, the workload of the staff has been concentrated in professional training.

The evaluations received have shown the need for revision of training materials and teaching material in management and distribution.

Findings; QAD has also evaluated the overviews of the trainings and found that Bloom's taxonomy is missing (except for professional training), other trainings should be reviewed in a systematic way.

Recommendation: TNA's plan for professional training should be coordinated with the Academy, and in the next revalidation of professional training, the program should be reviewed in the parts identified as needing change. We also recommend that the system of data and lists in the KCA be

digitized, providing the Academy with faster information about the cadets and the fulfillment of obligations to the KCA, such as the declaration of staff and training participants, which for this generation has been a little late . The other trainings stated in the framework of the annual training plan should be completed trainings and there should be no repetition of non-implementation of the trainings and the TNA plan. The trainings carried out outside the campus of the Academy are trainings with high achievement despite the fact that it is preferable to separate between trainings with competence and those during the service which could be carried out in the respective PSAs.

[Kosovo Probation Service](#)

For the year 2022, 6 trainings with a total of 150 participants have been planned and none of the trainings planned and stated in the annual training plan at the Academy has been carried out.

Findings: lack of training plans and training needs within the framework of the probationary institution

Recommendation: the trainings declared in the framework of the annual training plan should be completed trainings and there should be no repetition of non-implementation of trainings and the TNA plan.

Kosovo Customs

For the year 2022, 12 trainings with a total of 240 participants have been planned and 3 trainings have been carried out with a total of 43 participants (these trainings were recertification trainings - which belong to the trainings offered during healing and are not trainings of professional competence tested there and not subject to evaluation).

KOSOVO CUSTOMS					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Basic Arrest and Detention Course Recertification	3	43	3 days	<i>Recertification courses/trainings are not subject to the testing phase and are therefore not evaluated</i>	

Breakdown of the training as follows:

- 3 trainings in total (carried out on campus),
- 43 attendees in total,

Findings: lack of training plans and training needs within the framework of the customs institution.

Recommendation: the trainings declared in the framework of the annual training plan should be realized trainings, as well as the division of competence trainings and trainings offered during the service which could be developed in the framework of the respective PSAs.

Emergency Management Agency

For the year 2022, 14 trainings were planned with a total of 308 participants, while 9 trainings were carried out with a total of 149 participants, or 64.29% of the planned trainings were carried out with an average of 96.02% of satisfaction or 4.81 average grades.

Emergency Management Agency					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Basic Fire and Rescue Training	3	59	9/10 days	94.47%	4.76
Risk Assessment Course	1	15	3 days	93.56%	4.68
Field and Mountain Fire Extinguishing Training	3	40	3 days	95.31%	4.77
Internal Fire Training and Extinguishing Them	1	15	5 days	98.75%	4.94
Road traffic accidents training	1	20	5 days	98.00%	4.90

Breakdown of the training as follows:

- 9 trainings in total,
- 149 followers in total,
- 96.02 % average satisfaction, or
- 4.81 average grade.

Findings: missing in the systematic review of trainings, missing in Bloom's taxonomy. There is also a delay in the accessibility of training implementation as a result of the development of professional training.

Recommendation: to review the training since the training overview does not correspond to Bloom's level and taxonomy. Harmonization of TNA and training opportunities. The Academy invests in the development of additional training spaces related to firefighting, especially those related to the implementation of professional training, which until now, in the absence of a firefighting range, has been almost impossible to achieve. The spaces are available - in the Studies and in the Bathroom, but there is a lack of auxiliary training infrastructure such as containers and transport facilities in accordance with the standards required for the development of the practical part of firefighting training.

For the year 2022, 7 trainings with a total of 110 are planned to be held, while none of the planned trainings have been carried out.

Findings: lack of training plans and training needs within the framework of the institution.

Recommendation: the trainings declared in the framework of the annual training plan should be completed trainings and there should be no repetition of non-implementation of trainings and the TNA plan.

Findings at the trainings offered by our International Partners

ICITAP					
Trainings	Realized training	Attendees	Training Duration	Level of satisfaction	Average grade
Training Labs Clandestine	1	35	10 days	94.86%	4.74
OSBE					
Advanced Training for Defensive Tactics for SKK	1	15	5 days	96.78%	4.84
Crisis Communication Training for Security Sector Information Officers	1	14	5 days	96.20%	4.71
First Line Supervision Training for SKK Officials	1	28	5 days	81.6%	4.08
Advanced Training for Criminal and Forensic Investigations	1	11	5 days	<i>Kurset/trajnimet te cilat nuk i nënshtrohen fazës testuese nuk janë objekt vlerësimi</i>	

ICITAP

For the year 2022, ICITAP has planned to offer 4 trainings with a total of 90 participants, while it has carried out only 1 training with a total of 35 participants, or it has carried out 25.00% of the trainings planned and declared in the framework of the training plan for the year 2022.

Findings: the trainings that are planned to be offered by ICITAP are trainings to be offered for PSAs and are mainly trainings with experts in the narrow field in accordance with the needs of PSAs.

Recommendation: trainings should be categorized within the Academy's categorizations and be in accordance with Bloom's taxonomy.

OSCE

For the year 2022, the OSCE has planned to offer 6 trainings with a total of 125 participants, while it has carried out 4 trainings with a total of 68 participants, or it has carried out 66.67% of the trainings planned and declared in the framework of the training plan for the year 2022.

Breakdown of the training as follows:

- 4 trainings in total,
- 125 followers in total,
- 91.53 % average satisfaction, or
- 4.54 average grade.

Findings: the trainings offered by OSCE are trainings to be offered for PSA and mainly trainings with experts in the narrow field. Based on the training overviews, DSC has found that Bloom's taxonomy is missing.

Recommendation: the trainings should be categorized in the framework of the categorizations in the Academy and be in accordance with Bloom's taxonomy.

Training by the Academy

For the year 2022, the Academy has planned to offer 15 trainings with a total of 275 participants, while it has carried out 9 trainings with a total of 185 participants, or it has carried out 60.00% of the trainings planned and declared in the framework of the training plan for the year 2022.

ACADEMY					
Trainings	Realized training	Attendes	Training Duration	Level of satisfaction	Average grade
Instructor Training Program	1	16	19 days	96.55%	4.83
Front Line Management	1	20	20 days	98.90%	4.95
English Language Training - Beginner Level	1	11	10 days	97.45%	4.87
Training Basic Elements of Management	2	41	5 days	97.80%	4.89
First Aid Training	1	12	3 days	70.08%	3.50
Contract Management Training (in cooperation with the Public Procurement Regulatory Commission)	1	30	2 days	91.70%	4.58
Middle Line Management	1	15	30 days	97.00%	4.85
Contract Management through	1	40	2 days	94.47%	4.76

Breakdown of the training as follows:

- 9 trainings in total,
- 185 followers in total,
- 92.99 % satisfaction average, or
- 4.65 grade point average.

Findings: contrary to the plans for the year 2022, the Academy has completed 60% of the trainings it has offered for PSAs and Academy staff as part of the requests from the individual training plan for its staff. Contrary to the identified and stated requests, the Academy also has an additional plan for the development of its staff, which is not included in the framework of the annual training plan.

Recommendation: to review the training since the training overview does not correspond to Bloom's level and taxonomy. In the framework of the annual training plan, the training for the

development of its staff, which belongs to the internal policies of the Academy, should not be presented. It is requested that the Academy raise its level of curriculum development according to the needs of the PSAs and move from the technical aspect to the developmental one, since it has a list of exercises which until now has not been used to its full capacity, including of the human resources it possesses, which now is only in the technical aspect. The Academy in the framework of its organizational chart has the Department of training and educational support with its constituent divisions from the field of training such as training, curriculum development, student services and translation, as well as the level of its commitment to curriculum development and maintenance that training remains desirable.

General comments

The participants in the trainings carried out at the Academy and outside the campus in the section dedicated to comments have shown sincerity and offered their proposals which are related to the process and their professional development in certain areas of public safety. In general, we have received positive comments for the entire process of training, exercises and activities at the Academy, and also the participants/cadets have evaluated the entire process of training development from teaching, teaching material, lecturers/teachers and instructors, services, logistics and support services offered in training.

They have encouraged the Academy to invest in the field of training, especially in the systematization of training in terms of reviewing training materials, keeping up with new changes. The participants have stated the dedication of the teachers/instructors in continuing such dedication and motivation for the participants by providing interactivity during and valuing each opinion. In fact, some of the comments are generalized to the recognition and proven professional performance of the teachers/instructors at the Academy.

The Academy's reflection on its investment in the regulation of some training areas such as polygons or even logistical support in some identified cases is still desired.

In total, we received and analyzed **15,400 comments.**

Final Recommendation

The Division for Quality Assurance at the Academy, after having reviewed the responses of the participants in the trainings carried out throughout 2022 and after analyzing all the questions and comments, at this stage of the institution's development, recommends to the Academy's senior management to take steps as below:

- The Academy, in the planning phase of new professional training, arranges the possibility of starting the generations with a smaller number and distributed throughout the year, offering the possibility of following the modules continuously.
- The planned trainings will be held on the campus of the Academy since it is the only institution that meets the conditions for the development of said trainings with all its constituent elements.
- The Academy manages to distribute the training capacities by offering a balanced training plan with other PSAs that attend training at the Academy;
- Digitize the system of data and lists in professional training, providing the Academy with faster information about cadets and the fulfillment of obligations to NQA, such as the declaration of staff and training participants;
- Trainings during the review or even the development of new trainings should be based on the implementation of Bloom's taxonomy according to active verbs within the level of qualifications, which clearly defines which verbs should be used for the type of training in question;
- To create a systematic policy of reviewing the training materials by updating and harmonizing them in content;
- To increase the number of collaborations and agreements with local and international IVET to enable the mobility of cadets;
- To reflect all activities on the website, which is empty in the field of training;
- The Academy should increase the level of supporting infrastructural parts for the development of practical training such as firearms ranges, firefighting, driving range and other parts such as laboratories, simulation rooms, FATS.
- To plan the possibility of advancing the tools used in traffic training by making the simulation town functional on the campus;
- Separation of competency trainings and trainings offered during the service which could be developed within the framework of the respective PSAs;
- To harmonize the TNA and the opportunities in the realization of trainings according to the annual training plan:

□ To live the training mandate within the framework of the Academy with all its components starting from the analysis of training needs, planning and organization of trainings, development of broad curricula to extra-curricular services which are much to be desired;

Annex 1- bloom Taxonomy

Basic active verbs of training development according to Bloom's taxonomy

Njohja		Të kuptuarit		Të zbatuarit		Analiza		Sinteza		Vlerësimi / krijimi	
		Niveli 3		Niveli 4 & 5		Niveli 6					
		Trajnimi Themelor		Trajnimi i Avancuar		Trajnimi i Specializuar		Trajner per trajner			
Define, Identify, Describe, Recognize, Tell, Memorize, Quote, State, Match, Recognize, Select, Examine, Locate, Recall, Enumerate, List, Copy, Tabulate, Duplicate, Discover,	Përcakton, Identifikon, Përshkruan, Njeh, Tregon, Mban mend, Citim, Shteti, Pershtat Njohn, Zgjidh, Ekzaminon, Gjen, Kujtoj, Numëro, Listë, Kopjo, Nderlidh, Dublikon, Zbulon,	Summarize, Interpret, Classify, Compare, Contrast, Infer, Relate, Paraphrase, Cite, Discuss, Distinguish, Extend, Predict, Indicate, Translate, Associate, Explore Convert Express, Differentiate,	Përmbledh, Interpreton, Klasifikon, Krahason, Kontrast, Konkludon, Lidh, Parafrazon, Citon, Diskuton, Dallon, Zgjeron, Parashikon, Tregon, Përkthe, Bashkëpunëtor, Eksploron Konverton Shpreh, Diferencon,	Solve, Change, Relate, Complete, Use, Sketch, Discover, Show, Demonstrate, Dramatize, Produce, Prepare, Manipulate, Apply, Illustrate, Choose, Interpret, Experiment, Modify, Construct,	Zgjidh, Ndryshon, Nderidh, Ploteson, Përdor, Skicon, Zbulon, Shfaq, Demonstron, Të dramatizon, Prodhon, Përgatit, Manipulon, Aplikon, Ilustron, Zgjidhni, Interpreton, Eksperimenton, Modifikon, Ndërton,	Contrast, Connect, Classify, Distinguish, Infer, Order, Separate, Point-out Survey, Subdivide, Appraise, Break Down, Divide, Advertise, Categorize, Prioritize, Differentiate, Select, Explain, Analyze,	Ben kontrast, Lidh, Klasifikon, Të dallojë, Konkludoj, Porosit, Ndan, thekson Anketon, Nënndan, Vlerëson, Ndan, Reklamon, Kategorizon, Prioritetizon, Diferencon, Zgjidh, Shpjegon, Analizon,	Criticize, Defend, Appraise, Evaluate, Judge, Support, Compare, Decide, Recommend, Summarize, Access, Choose, Convince, Defend, Estimate, Find errors, Grade, Measure, Predict, Rank,	Kritikon, Mbron, Vlerëson, Vlerësoni, Gjykon, Mbështet, Krahason, Vendos, Rekomandon, Përmbledh, Qaset Zgjidh, Bind, Mbron, Përafron, Gjen gabime, Gradon, Matë, Parashikon, Rendit,	Design, Modify, Role-Play, Develop, Rewrite, Pivot, Modify, Collaborate, Invent, Write, Re-write, Formulate, Imagine, Generalize, Integrate, Plan, Hypothesize, Substitute, Constructs,	Dizajnon, Ndryshon, Luan rol, Zhvillon, Rishkruan, Pivot, Modifikon, Bashkëpunoni, Shpik, Shkruan, Rishkruan, Formulon, Imagjinon, Përgjithëson, Integron, Planifikon, Hipotetizon Zëvendëson Ndërton