



Kosovo Academy for Public Safety

# SELF EVALUATION REPORT

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## 1. MISSION STATEMENT

KAPS mission and vision are formulated through its role and are in accordance with the expectations of all interest groups. KAPS clearly defines its purpose, which includes academic and research objectives, guides its main actions, defines its primary stakeholders and provides the framework within which strategies and core values are formulated.

*The Academy provides high quality training, education, research and development services in the field of public safety.*

KAPS vision statement defines the position and outlook of the Academy in the future, while at the same time being a framework for strategic planning. It determines the direction of the organization, which can be achieved through specific forms of action. KAPS vision also reflects the expected values, basic competencies and basic principles of behavior of its employees..

*In 2022 KAPS will be the Center of Excellence for Public Safety in Kosovo.*

The mission of the Academy is clear, it provides high quality training, education, research and development services in the field of public safety.

KAPS core values describe the beliefs that are shared with all stakeholders of the academy. They provide the framework within which decisions are made and establish the guiding principles which define applicable norms of conduct and action.

KAPS has defined the following basic values:

- *honesty,*
- *transparency,*
- *responsibility,*
- *diversity and*
- *professional ethics.*

The statement of mission, vision and basic values are defined in the Development Strategy and Action Plan of KAPS 2019-2022 (See Annex no. 1). The Development Strategy also defines the internal and external cooperation partners and describes the major actions for KAPS, to fulfill its mission and vision. KAPS is also in the process of drafting a new document, "Development Strategy and Action Plan of KAPS 2023-2026", which is expected to be finalized by the end of 2022. (attachment Decision No. 234 of 01.11.2022 for the establishment of the working group for the drafting of the strategic document)

## 2. WHO WE ARE

The Kosovo Academy for Public Safety (henceforth KAPS) was founded in December 2011 with the entry into force of Law No. 04/L-053 for the Kosovo Academy for Public Safety (See Annex 2) according to which KAPS is an executive agency within the Ministry of Internal Affairs (henceforth - MIA). She is responsible for the provision of training and higher education, the implementation of training and higher education policies and strategies, as well as the development of capacities in the field of public safety. KAPS offers the aforementioned services to all public safety institutions but not limited to: Kosovo Police/KP, Kosovo Correctional Service/KCS, Kosovo Customs/KC, Kosovo Emergency Management Agency/KEMA , the Police Inspectorate of Kosovo / PIK and the Kosovo Probation Service/KPS.

From 1999 to 2006, the institution was called the Kosovo Police Service School (KPSS) and was managed by the OSCE. The Kosovo Center for Public Safety, Education and Development (KCPSSED) was founded in 2008 as an executive agency within the Ministry of Internal Affairs, which is also the predecessor of KAPS.

During the years 2012/2013, within the twinning project "Improving education in the public order and safety sectors", KAPS has designed the Bachelor study program which meets the requirements of European and international standards. Providing higher education in public safety, raise the professionalism, leadership and capacity management of relevant agencies to support the creation of a modern and sustainable safety in Kosovo.

### **Description of campus location**

KAPS has its headquarters in the city of Vushtrri, where its campus is located at the address: Str. "Gjergj Kastrioti Skënderbeu" n.n. 42000 Vushtrri, Republic of Kosovo. KAPS contact information is: Phone +381 (0)28 590 070; [www.aksp-ks.net](http://www.aksp-ks.net)



**AKADEMIA E KOSOVËS PËR SIGURI PUBLIKE**  
**KOSOVSKA AKADEMIJA ZA JAVNU BEZBEDNOST**  
**KOSOVO ACADEMY FOR PUBLIC SAFETY**





### 3. WHAT DO WE PROVIDE

The Kosovo Academy for Public Safety (AKSP) is an institution responsible for providing training and higher education, implementing policies and strategies for training, higher education and developing capacities in the field of public safety..

No.	Training and educational programs	No. of students/ attendee
1	<b>Vocational Trainings</b> - This category of training represents the process of the first steps related to a specific career or professional direction. 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 number of cadets and attendees of training is determined based on the training needs of PSI.
2	<b>Basic trainings</b> - This category of training represents the process of acquiring basic knowledge in theoretical and practical terms for the relevant officials of public safety agencies, who are faced with the relevant duties and responsibilities during the exercise of their profession.	KAPS prepares the annual plan for trainings that are expected to be held in the following year, where all types of trainings and the number of participants are determined according to PSI.
3	<b>Advanced trainings</b> - This category of training, unlike the basic ones, presents the process of acquiring knowledge at an advanced level in theoretical and practical terms for the relevant officials of public safety agencies who in their field will be able to work without supervision or limited supervision.	
4	<b>Specialized Trainings</b> - This category of training, unlike the basic and advanced ones, represents the process of acquiring knowledge at the highest level in theoretical and practical terms for the relevant officials of public safety agencies, who in their field will be able to to work independently providing professional advice and opinions in the field of public safety.	
5	<b>Training for Instructor</b> -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 safety agencies, who will be able to work as instructors..	
6	<b>Bachelor Study Program in Public Safety</b> The BA program in public safety is a three-year study program, which contains 180 ECTS, of which 150 ECTS contains the theoretical part, while 30 ECTS is the practical part of the studies.. The theoretical and practical part of the studies are integrated, while a period of practical work is also planned for each year of study. The graduate is capable of becoming a specialist, professional or manager in Public Safety. From the third semester, students will choose one of the following courses in the field: Police, Customs, Correctional and Probation, Emergency Management. The student quota for years is 65 students, while the current number of students is 102 students, while now we have 132 students graduated from FPS.	

#### Training and educational programs

**Professional Trainings** - they are trainings in the field of profession and they are mandatory trainings to be part of IPS. These trainings are trainings validated by the KD of NQA with the standard of the profession recognized by CTPEA and NQA in full accordance with the NQF and are offered by KAPS as an accredited ITPE. List of professional trainings as follows:

- **Qualification Police officer** - The Kosovo Academy for Public Safety, in cooperation with the KP, has prepared a list of personnel for the provision and evaluation of the qualification (see ANNEX 7). This qualification contains a total of 1081 hours, including elective modules, of which 827 hours are contact and supervision, while 254 hours are self-study. (see ANNEX 5). Out of 827 hours of contact and supervision, 560 hours or 50% will be covered by permanent teaching staff, while the rest will be covered by part-time teaching staff from the Kosovo Police, engaged by KAPS. In order to cover this qualification, KAPS, in accordance with the legislation applicable to KAPS, in cooperation with the Kosovo Police, has prepared a list of training personnel who will be engaged within this qualification.

The total number of training personnel is 92. CVs are attached (see ANNEX 18)

The personnel engaged in the provision and evaluation of the qualification are competent since the vast majority of them have completed higher education and have adequate experience in certain modules within this qualification. Most of the training staff has a BA degree, some of them have an MA, while one training officer has a PhD degree. (see ANNEX 7).

Within the list, there are 22 officials who only have a high school qualification, but they have adequate expertise and many years of operational experience in the field of the relevant activity, although for this purpose the fund of hours that will be covered by them is small. The engagement of personnel will be done according to the institutional plan for the start of training. The training personnel will sign contracts and will be engaged when the training starts (the procedure is determined by decision no. 3/18 of the KAPS Board). Depending on the duration of the training, the training personnel will be engaged part time and permanent (ANNEX 8 and ANNEX 9)

The Board of KAPS, as the highest decision-making body in training policies in the field of public safety, at the 35th meeting held on 23.02.2021, approved the revised curricula based on the work of the working group for the revision of professional training curricula. dated 30.09.2020 issued by the KAPS board.

The training staff of KP will be engaged in training programs in accordance with the Law of KAPS (see ANNEX 2).

Required documents to be attached to the application.

ANNEX 7- List of teaching staff for the Police Officer qualification, approved by the KAPS Board

ANNEX 18- CVs of the teaching staff for the Police Officer qualification

ANNEX 8 - Sample of the permanent contract

ANNEX 9 - Sample of temporary contract

- **Qualification Inspector of the Police Inspectorate of Kosovo** - The Kosovo Academy for Public Safety, in cooperation with the PIK, has prepared the list of personnel for the provision and evaluation of the qualification (see ANNEX 7). This qualification contains a total of 1,700 hours, including the elective modules, of which 1,309 hours are contact and supervision, while 274 hours are self-study and 77 hours evaluation. At least 50% will be covered by permanent teaching staff, while the rest will be covered by part-time teaching staff from PIK, engaged by KAPS.

In order to cover this qualification, KAPS, in accordance with the legislation applicable to KAPS, in cooperation with the Police Inspectorate of Kosovo, has prepared the list of training personnel who will be engaged within this qualification. The total number of training personnel is 32. And all autobiographies in the application (see annex 18)

The personnel engaged in the provision and evaluation of the qualification are competent since the vast majority of them have completed higher education and have adequate experience in certain modules within this qualification. Most of the training staff has a BA degree, some of them have an MA, while one training officer has a PhD degree. (see ANNEX 7).

Within the list, there are 22 officials who only have a high school qualification, but they have adequate expertise and many years of operational experience in the field of the relevant activity, although for this purpose the fund of hours that will be covered by them is small. The engagement of personnel will be done according to the institutional plan for the start of training. The training personnel will sign contracts and will be engaged when the training starts (the procedure is determined by decision no. 3/18 of the KAPS Board). Depending on the duration of the training, the training personnel will be engaged part time and permanent (ANNEX 8 and ANNEX 9)

The Board of KAPS, as the highest decision-making body in training policies in the public domain, at the 18th meeting held on 13.03.2017, decided that the personnel of PIK should be engage in training programs in relation to the Law of KAPS (see ANNEX 2). List of training personnel approved by the KAPS Board with decision no. 8/18 dated 13.03.2017.

Required documents to be attached to the application.

ANNEX 7- The list of teaching staff for the inspector qualification, approved by the KAPS Board

ANNEX 18 - CVs of the teaching staff for the inspector qualification

ANNEX 8 - Sample of the permanent contract

ANNEX 9 - Sample of temporary contract

- **Qualification Customs Official** - This qualification contains a total of 1440 hours, including elective modules, of which 1349 hours are contact and supervision, while 68 hours are self-study. (see ANNEX 5). Out of 1349 hours of contact and supervision,



674 hours or 50% will be covered by permanent teaching staff, while the rest will be covered by part-time teaching staff from the Kosovo Police, engaged by KAPS. In order to cover this qualification, KAPS, in accordance with the legislation applicable to KAPS, in cooperation with the Kosovo Police, has prepared a list of training personnel who will be engaged within this qualification. The total number of training personnel is 23. CVs are attached (see Annex 18). The personnel engaged in the provision and evaluation of the qualification are competent since the vast majority of them have completed higher education and have adequate experience in certain modules within this qualification. Most of the training personnel have the BA degree, some of them have the MA degree. The personnel engagement will be done according to the institutional plan for the start of the training.

The training personnel will sign contracts and will be engaged when the training starts (the procedure is determined by decision no. 4/18 of the KAPS Board). Depending on the duration of the training, the training personnel will be engaged part time and permanently (Annex 8 and Annex 9)

The Board of KAPS, as the highest decision-making body in training policies in the field of public safety, at the 35th meeting held on 23.02.2021, approved the revised curricula based on the work of the working group for the revision of professional training curricula. dated 30.09.2020 issued by the KAPS board. The training staff of the KC will engage in training programs in accordance with the KAPS Law (see ANNEX 2).

Required documents to be attached to the application.

ANNEX 7 - List of teaching staff for the qualification Customs Officer, approved by the KAPS Board

ANNEX 18- CVs of the teaching staff for the qualification Customs Officer

ANNEX 8 - Sample of the permanent contract

ANNEX 9 - Sample of temporary contract

- **Qualification Firefighter** - The Kosovo Academy for Public Safety, in cooperation with the EMA, has prepared a list of personnel for the provision and evaluation of the "Firefighter" qualification. This qualification contains a total of 880 hours including elective modules, of which 810 hours are contact and supervision, while 70 hours are self-study. Out of 810 hours of contact and supervision, 405 hours or 50% will be covered by permanent training staff, while the rest will be covered by part-time training staff from EMA, engaged by KAPS. The total number of training personnel is nine (9). The list of training personnel was approved by the KAPS Board with decision no. 7/18 dated 13.03.2017 (see ANNEX no. 11 and 13 EMA).

The training personnel will sign contracts and will be engaged when the training starts (the procedure is determined by decision no. 4/18 of the KAPS Board). Depending on the duration of the training, the training personnel will be engaged part time and permanent (ANNEX 8 and ANNEX 9)

The Board of KAPS, as the highest decision-making body in training policies in the field of public safety, at the 35th meeting held on 23.02.2021, approved the revised curricula based on the work of the working group for the revision of professional training curricula. dated 30.09.2020 issued by the KAPS board. The training staff of the KC will engage in training programs in accordance with the KAPS Law (see ANNEX 2).

Required documents to be attached to the application.

ANNEX 7- List of teaching staff for the Firefighter qualification, approved by the KAPS Board

ANNEX 18- CVs of the teaching staff for the Firefighter qualification

ANNEX 8 - Sample of the permanent contract

ANNEX 9 - Sample of temporary contract

- **Qualification Correctional Official** - The Kosovo Academy for Public Safety, in cooperation with the KCA, has prepared a list of personnel for the provision and evaluation of the qualification (see ANNEX 7). This qualification contains a total of 1200 hours, including elective modules, of which 1018 hours are contact and supervision, while 69 hours are self-study. (see ANNEX 5). Out of 1018 hours of contact and supervision, 509 hours or 50% will be covered by permanent teaching staff, while the rest will be covered by part-time teaching staff from the Kosovo Police, engaged by KAPS.

In order to cover this qualification, KAPS, in accordance with the legislation applicable in KAPS, in cooperation with the Kosovo Police, has prepared the list of training personnel who will be engaged within this qualification. The total number of training personnel is 26. CVs are attached (see ANNEX 18)

The personnel engaged in the provision and evaluation of the qualification are competent since the vast majority of them have completed higher education and have adequate experience in certain modules within this qualification. Most of the training staff has a BA degree, some of them have an MA, while one training officer has a PhD degree. (see ANNEX 7). Within the list, there are 2 officials who only have a high school qualification, but they have adequate expertise and many years of operational experience in the field of the relevant activity, although for this purpose the fund of hours that will be covered by them is small .

The engagement of personnel will be done according to the institutional plan for the start of training.

The training personnel will sign contracts and will be engaged when the training starts (the procedure is determined by decision no. 4/18 of the KAPS Board). Depending on the duration of the training, the training personnel will be engaged part time and on permanent basis (ANNEX 8 and ANNEX 9)

The Board of KAPS, as the highest decision-making body in training policies in the field of public safety, at the 35th meeting held on 23.02.2021, approved the revised curricula based on the work of the working group for the revision of professional training curricula. dated 30.09.2020 issued by the KAPS board.

The training staff of KCS will be engage in training programs in accordance with the Law of KAPS (see ANNEX 2).

Required documents to be attached to the application.

ANNEX 7- List of teaching staff for the Correctional Officer qualification, approved by the KAPS Board

ANNEX 18- CVs of the teaching staff for the Correctional Officer qualification

ANNEX 8 - Sample of the permanent contract

ANNEX 9 - Sample of temporary contract

- **Qualification Probation official**- The Kosovo Academy for Public Safety, in cooperation with the PSK, has prepared a list of personnel for the provision and evaluation of the qualification (see ANNEX 7). This qualification contains a total of 680 hours including elective modules, of which 533 hours are contact and supervision, while 93 hours are self-study and 54 hours are Evaluation. Of the 533 hours of contact and supervision, at least 50% will be covered by permanent teaching staff, while the rest will be covered by part-time teaching staff from PSK, engaged by KAPS.

In order to cover this qualification, KAPS, in accordance with the legislation applicable to KAPS, in cooperation with the Probation Service of Kosovo, has prepared the list of training personnel who will be engaged within this qualification. The total number of training personnel is 18. CVs are attached (see ANNEX 18)

The personnel engaged in the provision and evaluation of the qualification are competent since the vast majority of them have completed higher education and have adequate experience in certain modules within this qualification. Most of the training personnel have the BA degree, some of them MA, (see ANNEX 7). Within the list, there are two officials who only have a high school qualification, but they have adequate expertise and many years of experience in the operational field from the relevant field of activity, although for this purpose the fund of hours that will be covered by them is small .

The engagement of personnel will be done according to the institutional plan for the start of training. The training personnel will sign contracts and will be engaged upon the start of the training (the procedure is determined by decision no. 5/18 of the KAPS

Board). Depending on the duration of the training, the training personnel will be engaged on a temporary and permanent basis (see the sample contract with permanent/temporary period). (see ANNEX 8 and ANNEX 9)

The Board of KAPS, as the highest decision-making body in training policies in the field of public security, at the 18th meeting held on 13.03.2017, decided that PSK personnel should engage in training programs in accordance with the Law of KAPS (see ANNEX 2). The list of training personnel was approved by the KAPS Board with decision no. 5/18 dated 13.03.2017.

Required documents to be attached to the application.

ANNEX 7- List of teaching staff for the Probation Officer qualification, approved by the KAPA Board

ANNEX 18- CVs of the teaching staff for the Probation Officer qualification,

ANNEX 8 - Sample of the permanent contract

ANNEX 9 - Sample of temporary contract

Table of training categories offered in KAPS for IPS

Institutions of public safety - IPS	Categories of KAPS trainings				
	Professional Trainings	Basic Training	Advanced Training	Specialized Trainings	Training for instructors
Kosovo Police	1	32	37	11	9
Emergency Management Agency	1	20	1	1	1
Kosovo Customs	1	12	8	5	/
Department for Community Safety - MIA	/	1	/	/	/
Kosovo Correctional Service	1	4	2	/	1
Kosovo Academy for Public Safety	/	7	1	/	/
Police Inspectorate of Kosovo	1	/	/	/	/
Kosovo Probation Service	1	/	/	/	/
Agency for Forensics of Kosovo	/	/	/	2	/
<b>Total training by categories</b>	<b>6</b>	<b>76</b>	<b>49</b>	<b>19</b>	<b>11</b>
<b>The total number of trainings</b>	<b>161</b>				

#### 4. WHAT ARE OUR CAPACITIES (Infrastructure/tools/human resources)

##### **Physical infrastructure / Buildings**

The KAPS for the development and implementation of the Professional Education and Training Program, the Bachelor Study Program in Public Safety and the realization of its institutional mission has the following Facilities, halls, cabinets and amphitheater:

4.1 Table / Facilities

<b>FACILITIES</b>	<b>Number</b>	<b>Area in m<sup>2</sup></b>
Classrooms	20	1522.63 m <sup>2</sup>
laboratory	2	140 m <sup>2</sup>
Cabinets	10	150 m <sup>2</sup>
amphitheaters	1	850 m <sup>2</sup>
Sports hall	2	1222.68 m <sup>2</sup>
Dormitories for accommodation	3	7805 m <sup>2</sup>
FPS building	1	7000 m <sup>2</sup>

In the following, a brief description of all the facilities that KAPS possesses within its campus

##### **The main building**

The main building is the main facility and has a total of 20 classrooms which are equipped with projectors, computers and have full Wi-Fi coverage..

The total area of the classrooms in this building is 1522.63, while the total area is 4953.07 m<sup>2</sup>, which shows that the average area of the classrooms is 76.13 m<sup>2</sup>. Each classroom, in this building, has 15 tables and 30 chairs, which means that 30 cadets/students/attendee of

training can attend classes in one class, so the main building has capacity for 600 cadets/students attend the Bachelor Program/attend of various trainings, to follow their activities at the same time.

The classrooms are also equipped with a projector, nine of them are equipped with a smart-board, while all the classrooms are equipped with a white board. Part of the main building is also a significant number of offices which serve for the administration employees who operate within KAPS.

### **Dormitory I**

KAPS offers accommodation for all cadets/students attend the Bachelor Program/attendees of various trainings within KAPS, who wish to reside during the time of attend their respective activities. The dormitory has an area of 2706.35 m<sup>2</sup> and serves to accommodate male students, the housing capacity in this facility is 600 people.

### **Dormitory II**

Dormitory II offers accommodation for female, instructors who wish to live during their respective activities, which has an area of 1293.07 m<sup>2</sup>.

### **Dormitory III of the Higher Category in KAPS**

The Dormitory of the Higher category is located within the KAPS campus and is dedicated for living. The total area of the building is 3,803.95 m<sup>2</sup>

### **FATS firearm simulation training room**

FATS Firearms Simulation Training Hall covers 144 m<sup>2</sup> and has the most advanced simulation equipment system located in the main hall.

### **Sports gym**

The facility of the sports gym has an area of 1222.68 m<sup>2</sup> which enables the development of sports activities for all cadets/students attend the Bachelor Program/attendee of various trainings and once also for holding physical tests for young cadets, also in this facility There is also a gym with fitness equipment.

### **Canteen**

The canteen facility covers an area of 548.75 m<sup>2</sup> and serves to provide food rations for cadets/students attend the Bachelor Program/attendee of various trainings, the capacity of which includes 300 people.



Currently KAPS is in the process of building a new canteen which is expected to be finalized in 2023 with the following specifications:

- 2007 m<sup>2</sup> surface area,
- 400 people to be served at the same time.

### **Ambulance**

The ambulance facility has an area of 131.8 m<sup>2</sup>, so there is enough space to provide primary health care for all cadets/students attend the Bachelor Program/attendee of various trainings at KAPS.

### **The logistics**

The logistics facility has an area of 1111 m<sup>2</sup>, which includes warehouses for organizing various materials used for various services in KAPS.

### **Central heating**

Through the heating facility, central heating is provided for all KAPS facilities. The heating facility has an area of 168.16 m<sup>2</sup> and is equipped with a system of boilers that serve for this heating process..

### **The archive**

The archive facility has an area of 78.84 m<sup>2</sup> and is equipped with the relevant infrastructure through which all documents are archived and stored at the level of KAPS.

### **Building (hall) no. 14**

This facility has an area of 684.85 m<sup>2</sup> and is used for organizing lectures for students of the Faculty of Public Safety and for various other trainings..

### **Learning center "Steve Bennett"**

The Steve Bennet Center has an area of 1753.39 m<sup>2</sup> in which there are two halls that serve for Management meetings, various conferences, KAPS Board meetings and are equipped with all the necessary modern inventory for the realization of these activities.

**The warehouse**

The warehouse facility has an area of 1418.87 m<sup>2</sup> and a sufficient infrastructure used for the storage of various goods that serve the needs of KAPS.

**Gardening building**

Based on the fact that the KAPS campus is a large space, we have a team that maintains the spaces and this facility serves the needs of this team as well as the storage of work tools. This object has an area of 29.50 m<sup>2</sup> .

**Administrative Building**

The Management of KAPS and other employees who deal with the progress running of KAPS affairs are located in the Administration facility. This facility has an area of 621.2 m<sup>2</sup> and has the necessary modern infrastructure which offers employees comfort and well-being during working hours.

**The building of the indoor polygon**

The building of the indoor range, for training with short weapons with an area of 400 m<sup>2</sup>, is used by all the participants of the training who are obliged to attend the training with firearms. This facility incorporates a last technology control system

**Security Building**

The Security Building has an area of 108.7 m<sup>2</sup> and is used by security officers who are responsible for maintaining the premises of KAPS. This facility is equipped with a camera system in all KAPS spaces and is monitored 24/7.

**Pump station**

In the building of the pump system, pumps for the circulation of technical water are installed in all buildings and has an area of 20 m<sup>2</sup>

**Laundry**

The Logistics Sector has a laundry facility with an area of 288.09 m<sup>2</sup>, in which there is a team that takes care of cleaning the uniforms of cadets and other things, which is done through laundry machines that are located in the relevant facility..



146	79	1	66	0	141	3	0	2	0	0	0	0	0	99	47	2	0
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Table 4.2 Number of employees, qualifications, ethnicity, gender structure in KAPS (see ANNEX no. 4)

**The training provided in the country for KAPS staff**

no	Training designation	organized by	date	place	trained official
1	First Aid Training	KAPS	03-05.10.2022	Vushtrri	2
2	Contract Management	KAPS	15-16.11.2022	Vushtrri	50
3	SIMFK Cash Management Module	Dep. Treasury MF	01-01.03.2022	Vushtrri	1
4	Training on Smartphone Videography and Digital Public Relations	OSCE	02-05.06.2022	Vushtrri	1
5	Crisis Communication Training for officers of the security sector	OSCE	03-07.10.2022	Prishtine	1
6	Networking with Windows Server 2016-2022	AUK	23-23.02.2022	Prishtine	1
7	International law enforcement cooperation in fighting organised crime	CEPOL	16-20.05.2022	Prishtine	1

**Training provided abroad for KAPS staff**

nr	Training designation	organized by	date	place	trained official
1	Natherlands Helsinki Committee	NHC	16-20.05.2022	Holand	1
2	Preparation, management and monitoring of contracts through procurement	ELSA	24-27.06.2022	Albania	3
3	Office Work Administration & non-financial asset management	ELSA	24-27.06.2022	Albania	3
4	Estonian Academy of Security Sciences ( EETALLINN10)	ERASMUS+	15-19.06.2022	Estoni	6
5	Digitalization of Policing	INTERPA	03-07.10.2022	Bangladesh	2
6	Modern study process in law staff education	AEPC	27-28.09.2022	Latvia	1

## **The means**

### **The Means of Qualification for Police Officer**

The KAPS has all the equipment that is necessary for the provision, namely the concretization of the curriculum and its modules based on the most modern teaching methods, such as: Classroom, Projector, Computer, Laboratory, Ranges, exercise rooms, Simulator for shooting weapons , Space for first aid, etc.

However, the Academy in order to implement the Curriculum through decision No. 3/18 of the KAPS Board (see ANNEX 6) has achieved cooperation with the KP where both Institutions have agreed to support each other with the necessary resources (equipment) for the implementation of the curriculum.

<b>List of the main equipment for the realization of the KP Curriculum</b>	
<b>Equipment from KAPS</b>	<b>Equipment from KP</b>

<ul style="list-style-type: none"> <li>• Classroom equipment</li> <li>• The projector</li> <li>• Flipchart</li> <li>• Markers</li> <li>• Whiteboard</li> <li>• Cadet uniform</li> <li>• Classroom with computer</li> <li>• Indoor and outdoor shooting ranges,</li> <li>• weapons (Glock 19 pistols) for training,</li> <li>• ammunition,</li> <li>• Driving range</li> <li>• uniform, official belt, bulletproof vest, batteries, ear protectors, protective glasses,</li> <li>• Forensic Laboratory</li> <li>• Vehicle for traffic related trainings</li> <li>• Simulation town</li> <li>• Simulation room</li> <li>• FATS Firearms Simulation Device</li> <li>• Sports halls (with accompanying equipment)</li> </ul>	<ul style="list-style-type: none"> <li>• The KP spaces for conducting professional practice</li> <li>• Equipment of the Kosovo Police as follows: <ul style="list-style-type: none"> <li>- handcuffs,</li> <li>- baton stick,</li> <li>- safety vest,</li> <li>- audio-video equipment</li> <li>- flashlight,</li> <li>- official weapon,</li> <li>- initial report form,</li> <li>- manual,</li> <li>- samples (registers) of documents</li> <li>- Police cars, etc.</li> </ul> </li> </ul>
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### Means of Qualification for Inspector of the Police Inspectorate of Kosovo

The KAPS has all the equipment that is necessary for the provision, namely the concretization of the curriculum and its modules based on the most modern teaching methods such as: Classroom, Projector, Computer, Laboratory, Ranges, exercise rooms, Simulator for gun shooting , Space for first aid, etc. However, the Academy in order to implement the Curriculum through decision No. 8/18 of the KAPS Board (see ANNEX 6) has achieved cooperation with the PIK where both institutions have agreed to support each other with the necessary resources (equipment) for the implementation of the curriculum.

<b>List of the main equipment for the realization of the PIK Curriculum</b>	
<b>Equipment from KAPS</b>	<b>Equipment from PIK</b>
<ul style="list-style-type: none"> <li>• Classroom equipment</li> <li>• The projector</li> <li>• Flipchart</li> </ul>	<ul style="list-style-type: none"> <li>• PIK spaces for conducting professional practice (INTERNSHIP)</li> <li>• Equipment of the Police Inspectorate as follows: <ul style="list-style-type: none"> <li>- handcuffs,</li> </ul> </li> </ul>



<ul style="list-style-type: none"> <li>• Markers</li> <li>• Whiteboard</li> <li>• Cadet uniform</li> <li>• Classroom with computer</li> <li>• Shooting range,</li> <li>• weapons (Glock 19 pistols) for training,</li> <li>• ammunition,</li> <li>• Driving range</li> <li>• uniform, official belt, bulletproof vest, batteries, ear protectors, protective glasses, etc</li> <li>• FATS Firearms Simulation Device</li> <li>• Simulation town</li> <li>• Simulation room</li> <li>• Sports halls (with accompanying equipment)</li> <li>• Computer room</li> <li>• Equipment for various controls (gloves, mask, pincers, screwdrivers, tools, knife-scalper, lamp-battery, reflector, special camera, small and medium equipment for detecting radioactivity, mirrors, equipment for detecting density, different keys for opening different tools, meter, glue, calculator, hammer, ladder</li> <li>• Driving range, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Baton stick,</li> <li>- safety vest,</li> <li>- audio-video equipment</li> <li>- flashlight,</li> <li>- official weapon,</li> <li>- initial report form,</li> <li>- manual,</li> <li>- police inspectorate car,</li> <li>- samples (registers) of documents</li> <li>- Vehicles of the Police Inspectorate, etc.</li> </ul>
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### Qualification Tools for Firefighters

The KAPS has all the equipment that is necessary for the provision, namely the concretization of the curriculum and its modules based on the most modern teaching methods, such as: Classroom, Projector, Computer, Laboratory, Ranges, exercise rooms, Simulator for shooting weapons, Space for first aid, etc.

However, the Academy in order to implement the Curriculum through decision No. 7/18 of the KAPS Board (see ANNEX 6) has achieved cooperation with EMA where both Institutions have agreed to support each other with the necessary resources (equipment) for the implementation of the curriculum as follows: (see Annex 16)

**List of the main equipment for the realization of the EMA Curriculum**

Equipment from KAPS	Equipment from EMA
<ul style="list-style-type: none"> <li><input type="checkbox"/> Classroom equipment</li> <li><input type="checkbox"/> The projector</li> <li><input type="checkbox"/> Flipchart</li> <li><input type="checkbox"/> Markers</li> <li><input type="checkbox"/> Whiteboard</li> <li><input type="checkbox"/> Cadet uniform</li> <li><input type="checkbox"/> Classroom with computer</li> <li><input type="checkbox"/> Prison cell (KAPS) for role playing</li> <li><input type="checkbox"/> Driving range,</li> <li><input type="checkbox"/> weapons (Glock 19 pistols),</li> <li><input type="checkbox"/> ammunition,</li> <li><input type="checkbox"/> uniform, official belt, bulletproof vest, battery,</li> <li><input type="checkbox"/> ear protectors, protective glasses,</li> <li><input type="checkbox"/> ambulance</li> <li><input type="checkbox"/> Simulation town</li> <li><input type="checkbox"/> Simulation room</li> <li><input type="checkbox"/> Sports halls (with accompanying equipment)</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> EMA spaces for conducting professional practice</li> <li><input type="checkbox"/> The polygon</li> <li><input type="checkbox"/> Firefighter's work uniform 25 sets</li> <li><input type="checkbox"/> Firefighting equipment (firefighting truck equipment) <ul style="list-style-type: none"> <li>• Firefighter's Personal Protective Equipment</li> <li>• Firefighting truck (fully equipped according to the document Firefighting tank truck, Firefighting and rescue vehicle ladders (hydraulic ladders) Breathing apparatus Fire extinguishers Hydraulic equipment Pneumatic equipment)</li> <li>• Rollis</li> <li>• First aid equipment: (First aid kit for emergency response complete with equipment Carrying stretcher, Vest stretcher, Vacuum mattress, Device for extracting the victim</li> <li>• Equipment for communication and orientation (GPS, handheld radio, mobile radio) etc.</li> </ul> </li> </ul>

### Means of Qualification for Correctional Officer

The KAPS has all the equipment that is necessary for the provision, namely the concretization of the curriculum and its modules based on the most modern teaching methods, such as: Classroom, Projector, Computer, Laboratory, Ranges, exercise rooms, Simulator for shooting weapons , Space for first aid, etc.

However, the Academy in order to implement the Curriculum through decision No. 4/18 of the Board of KAPS (see ANNEX 6) has achieved cooperation with the KCS where both Institutions have agreed to support each other with the necessary resources (equipment) for the implementation of the curriculum.

<b>List of the main equipment for the realization of the KCS Curriculum</b>	
<b>Equipment from KAPS</b>	<b>Equipment from KCS</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Classroom equipment</li> <li><input type="checkbox"/> The projector</li> <li><input type="checkbox"/> Flipchart</li> <li><input type="checkbox"/> Markers</li> <li><input type="checkbox"/> Whiteboard</li> <li><input type="checkbox"/> Cadet uniform</li> <li><input type="checkbox"/> Classroom with computer</li> <li><input type="checkbox"/> Prison cell (AKSP) for role playing</li> <li><input type="checkbox"/> Shooting range,</li> <li><input type="checkbox"/> weapons (Glock 19 pistols),</li> <li><input type="checkbox"/> ammunition,</li> <li><input type="checkbox"/> uniform, official belt, bulletproof vest, batteries,</li> <li><input type="checkbox"/> ear protectors, protective glasses,</li> <li><input type="checkbox"/> FATS Firearms Simulation Device</li> </ul>	<ul style="list-style-type: none"> <li>• KCS spaces for carrying out professional practice (INTERNSHIP)</li> <li>• Regular work equipment of the correctional officer (handcuffs, baton stick, spray, radios)</li> <li>• Prison cell for training</li> <li>• The building of the intervention unit in Dubrava</li> <li>• First aid equipment (first aid doll, pocket mask, first aid bag)</li> <li>• Training center in Dubrava Prison (intervention unit)</li> <li>• Uniforms</li> <li>• Required keys</li> <li>• Radio connection etc.</li> </ul>

### **Means of Qualification for Probation Officer**

The KAPS has all the equipment that is necessary for the provision, namely the concretization of the curriculum and its modules based on the most modern methods for lectures such as: Classroom, Projector, Computer, Polygons, exercise rooms, Space for first aid, etc.

However, the Academy in order to implement the Curriculum through decision No. 5/18 of the Board of KAPS (see ANNEX 6) has achieved cooperation with KCS where both Institutions have agreed to support each other with the necessary resources (equipment) for the implementation of the curriculum. (see Annex 16)

List of the main equipment for the realization of the KPS Curriculum	
Equipment from KAPS	Equipment from KPS
<ul style="list-style-type: none"> <li>• Class</li> <li>• Individual access to computer/laptop and internet</li> <li>• Flipchart</li> <li>• Markers</li> <li>• Projector</li> </ul>	<ul style="list-style-type: none"> <li>• EMA spaces for conducting professional practice</li> </ul>

### The finance

Financial resources are transparent and planned in accordance with the laws and regulations of Kosovo, which regulate the budget and financial issues:

- Law No. 03/L-048 Management of Public Finances and Responsibilities (ANNEX no.

- Law No. 04/1-165 Budget of the Republic of Kosovo for fiscal year 20 (ANNEX No. 11)
- Financial Rules of the Treasury and Administrative Instructions

The budgeting process is as follows:

1. Preparation of financial statements for the previous fiscal year (deadline: 31.01); (ANNEX No. 12)
2. Processing of all requests for the commitment of funds, execution of payments, replenishment of the petty cash fund;
3. Coordination of all work with the relevant factors related to the management of the Budget and Finances within AKSP and outside it such as: Department for Budgets and Finances in the Ministry of Internal Affairs, Department of Budget and Treasury within the MF, etc.
4. Coordination and harmonization of all sectoral requirements for budget planning 2020-2023 through budget processes (Budget Circular for fiscal year 2022); (ANNEX no. 13)
5. Preparation of the cash flow statement;
6. Planning of capital projects for the period 2022 - 2025 and their presentation in the PIP system (public investment programs);
7. Preparation for the budget review process (end of June 2022)

<b>Kosovo Academy for Public Safety</b>	year <u>2020</u> Budgeted	year <u>2021</u> evaluated	year <u>2022</u> evaluated
Total	<b>3,825,504.00</b>	<b>4,008,702.00</b>	<b>4,008,702.00</b>

The number of employees	161	166	166
Salary and Per diem	1,211,383.00	1,217,440.00	1,217,440.00
Goods and services	1,470,091.00	1,547,232.00	1,547,232.00
Communal expenses	144,030.00	144,030.00	144,030.00
Grants and Transfers	0	0	0
Capital expenditures	1,111,000.00	1,080,000.00	1,080,000.00
Sources of financing	<b>3,825,504.00</b>	<b>4,008,702.00</b>	<b>4,008,702.00</b>
Government guarantors	0	0	0
Own revenues	0	0	0
Financing from borrowings	0	0	0
Guarantees from donors	0	0	0

## **RESULTS AND ACHIEVEMENTS OF THE CANDIDATES**

During the years 2019, 2020 and 2021, 151 trainings were held at the Kosovo Academy for Public Safety, and 3248 participants were trained.



The data presented in tabular form represent the qualitative assessment of the attendees, referred to UA No. 02/2012 for training and Curriculum Development (Annex no. 14), which specifies the 60-69% passing threshold.

In the following, we have presented in tabular form all the trainings carried out by the Public Safety Agencies and International Partners at the Kosovo Academy for Public Safety during the period January-December 2019.

<b>No</b>	<b>Name of Agency/Organization</b>	<b>Number of trainings</b>	<b>Gender - Males</b>	<b>Gender - Female</b>	<b>the number of attendees</b>
1	Kosovo Police	17	480	156	636
2	Kosovo Police, Training Division Prishtina	2	22	0	22
3	The Police of Kosovo in cooperation with the Police of Turkey	5	59	7	66
4	Kosovo Police in cooperation with UNDP	1	31	1	32
5	Kosovo Police in cooperation with the Embassy of France	2	30	4	34
6	Emergency Management Agency	5	90	6	96
7	Kosovo Customs	2	41	0	41
8	Kosovo Correctional Service	1	110	09	119
9	Police Inspectorate of Kosovo	1	14	02	16
10	ICITAP	5	112	16	128
11	OSCE	5	68	15	83
12	European union	1	17	3	20
13	Department of Training and Educational Support – KAPS	4	67	9	76
<b>Number of trainings and participants</b>		<b>51</b>	<b>1141</b>	<b>228</b>	<b>1369</b>

In the following, we have presented in tabular form only the trainings carried out by the Public Safety Agencies according to categorization during the period January-December 2019.

No	Name of Agency/Organization	Number of basic trainings	Number of advanced trainings	Number of specialized trainings	Number of trainings for instructor	Number of professional trainings
1	Kosovo Police	7	4	/	4	1
2	Emergency Management Agency	5	/	/	/	/
3	Police Inspectorate of Kosovo	/	/	/	/	1
4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	/	/	/	/	1
6	Kosovo Customs	2	/	/	/	/
<b>Number of trainings</b>		<b>14</b>	<b>4</b>	<b>/</b>	<b>4</b>	<b>3</b>

In the following, we have presented in tabular form only the number of participants in training according to categorization during the period January-December of 2019.

No	Name of Agency/Organization	Number of basic trainings	Number of advanced trainings	Number of specialized trainings	Number of trainings for instructor	Number of professional trainings
1	Kosovo Police	73	47	/	81	416
2	Emergency Management Agency	96	/	/	/	/
3	Police Inspectorate of Kosovo	/	/	/	/	16

4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	/	/	/	/	119
6	Kosovo Customs	41	/	/	/	/
<b>Number of participants</b>		<b>210</b>	<b>47</b>	<b>/</b>	<b>81</b>	<b>551</b>

In the following, we have presented in tabular form all the trainings carried out by the Public Safety Agencies and International Partners at the Kosovo Academy for Public Safety during the period January-December 2020.

No	Agency / Organization	Number of trainings	Gender - Males	Gender - Female	the number of attendees
1	Kosovo Police	6	524	78	602
2	Kosovo Customs	3	28	4	32
3	Training Division, Department of Training and Educational Support at KAPS	1	21	2	23
<b>Number of trainings and participants</b>		<b>10</b>	<b>573</b>	<b>84</b>	<b>657</b>

In the following, we have presented in tabular form only the trainings carried out by the Public Safety Agencies according to categorization during the period January-December 2020.

No	Name of Agency/Organization	Number of basic trainings	Number of advanced trainings	Number of specialized trainings	Number of trainings for instructor	Number of professional trainings
1	Kosovo Police	1	4	/	/	1

2	Emergency Management Agency	/	/	/	/	/
3	Police Inspectorate of Kosovo	/	/	/	/	/
4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	/	/	/	/	/
6	Kosovo Customs	3	/	/	/	/
<b>Number of trainings</b>		<b>4</b>	<b>4</b>	<b>/</b>	<b>/</b>	<b>1</b>

In the following, we have presented in tabular form only the number of participants in training according to categorization during the period January-December of 2020.

No	Name of Agency/Organization	Number of basic trainings	Number of advanced trainings	Number of specialized trainings	Number of trainings for instructor	Number of professional trainings
1	Kosovo Police	4	167	/	/	431
2	Emergency Management Agency	/	/	/	/	/
3	Police Inspectorate of Kosovo	/	/	/	/	/
4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	/	/	/	/	/
6	Kosovo Customs	32	/	/	/	/
<b>Number of participants</b>		<b>36</b>	<b>167</b>	<b>/</b>	<b>/</b>	<b>431</b>

In the following, we have presented in tabular form all the trainings carried out by the Public Safety Agencies and International Partners at the Kosovo Academy for Public Safety during the period January-December 2021.

No	Agency / Organization	Number of trainings	Gender - Males	Gender - Female	the number of attendees
1	Kosovo Police	68	812	83	895
2	Kosovo Police in cooperation with the Turkish Cooperation and Coordination Agency (TIKA)	1	13	2	15
3	Kosovo Police in cooperation with UNDP	2	51	5	56
4	Kosovo Police in cooperation with the Embassy of France	1	15	0	15
5	Kosovo Correctional Service	5	52	13	65
6	Emergency Management Agency	3	41	0	41
7	Kosovo Customs	3	44	0	44
8	OSCE	2	20	1	21
9	Kosovo Academy for Public Safety	5	56	13	69
<b>Number of trainings and participants</b>		<b>90</b>	<b>1104</b>	<b>117</b>	<b>1221</b>

In the following, we have presented in tabular form only the trainings carried out by the Public Safety Agencies according to categorization during the period January-December 2021.

No	Name of Agency/Organization	Number of basic trainings	Number of advanced trainings	Number of specialized trainings	Number of trainings for instructor	Number of professional trainings
1	Kosovo Police	19	42	1	4	1
2	Emergency Management Agency	3	/	/	/	/

3	Police Inspectorate of Kosovo	/	/	/	/	/
4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	4	1	/	/	/
6	Kosovo Customs	3	/	/	/	/
<b>Number of trainings</b>		<b>29</b>	<b>43</b>	<b>1</b>	<b>4</b>	<b>1</b>

In the following, we have presented in tabular form only the number of participants in training according to categorization during the period January-December of 2021.

No	Name of Agency/Organization	Number of participants in basic training	Number of participants in advanced training	Number of participants in specialized training	Number of participants in training for instructor	The number of participants in professional training
1	Kosovo Police	197	417	19	47	197
2	Emergency Management Agency	41	/	/	/	/
3	Police Inspectorate of Kosovo	/	/	/	/	/
4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	53	12	/	/	/
6	Kosovo Customs	44	/	/	/	/
<b>Number of participants</b>		<b>335</b>	<b>429</b>	<b>19</b>	<b>47</b>	<b>197</b>

In the following, we have presented in tabular form all the trainings carried out by the Public Safety Agencies and International Partners at the Kosovo Academy for Public Safety during the period January-December 2022.

No	Agency/Organization	Number of trainings	Gender - Males	Gender - Female	the number of attendees
1	Kosovo Police	41	416	69	485
2	Kosovo Police in cooperation with UNDP	2	20	9	29
3	Kosovo Police in cooperation with the European Union	3	34	3	37
4	Kosovo Correctional Service	2	12	14	26
5	Emergency Management Agency	9	145	4	149
6	Kosovo Customs	3	43	0	43
7	OSCE	4	59	9	68
8	ICITAP	1	28	7	35
9	The Kosovo Academy for Public Safety (including trainings conducted with the Public Procurement Regulatory Commission and IKAP)	9	128	57	185
<b>Number of trainings and participants</b>		<b>74</b>	<b>885</b>	<b>172</b>	<b>1057</b>

In the following, we have presented in tabular form only the trainings carried out by the Public Safety Agencies according to categorization during the period January-December 2022.

No	Name of Agency/Organization	Number of basic trainings	Number of advanced trainings	Number of specialized trainings	Number of trainings for instructor	Number of professional trainings
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1	Kosovo Police	8	30	/	3	/
2	Emergency Management Agency	9	/	/	/	/
3	Police Inspectorate of Kosovo	/	/	/	/	/
4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	1	1	/	/	/
6	Kosovo Customs	3	/	/	/	/
<b>Number of trainings</b>		<b>21</b>	<b>31</b>	<b>/</b>	<b>3</b>	<b>/</b>

In the following, we have presented in tabular form only the number of participants from Public Safety Agencies according to categorization during the period January-December 2022.

No	Name of Agency/Organization	Number of participants in basic training	Number of participants in advanced training	Number of participants in specialized training	Number of participants in training for instructor	The number of participants in professional training
1	Kosovo Police	159	292	/	34	/
2	Emergency Management Agency	149	/	/	/	/
3	Police Inspectorate of Kosovo	/	/	/	/	/
4	Probation Service of Kosovo	/	/	/	/	/
5	Kosovo Correctional Service	12	14	/	/	/
6	Kosovo Customs	43	/	/	/	/
<b>Number of participants</b>		<b>363</b>	<b>306</b>		<b>34</b>	



AGENCIES OF PUBLIC SAFETY	NUMBER OF TRAININGS				NUMBER OF PARTICIPANTS			
	2019	2020	2021	2022	2019	2020	2021	2022
Kosovo Police (including trainings carried out in cooperation with international organizations)	27	6	72	46	790	602	981	551
Emergency Management Agency	5	/	3	9	96	/	41	149
Police Inspectorate of Kosovo	1	/	/	/	16	/	/	/
Probation Service of Kosovo	/	/	/	/	/	/	/	/
Kosovo Correctional Service	1	/	5	2	119	/	65	26
Kosovo Customs	2	3	3	3	41	32	44	43
<b>TOTAL</b>	<b>36</b>	<b>9</b>	<b>83</b>	<b>60</b>	<b>1062</b>	<b>634</b>	<b>1131</b>	<b>769</b>

AGENCIES OF PUBLIC SAFETY	NUMBER OF TRAININGS			
	2019	2020	2021	2022
Kosovo Police (including trainings carried out in cooperation with international organizations)	27	6	72	46
Emergency Management Agency	5	/	3	9
Police Inspectorate of Kosovo	1	/	/	/
Probation Service of Kosovo	/	/	/	/
Kosovo Correctional Service	1	/	5	2

Kosovo Customs	2	3	3	3
<b>TOTAL</b>	<b>36</b>	<b>9</b>	<b>83</b>	<b>60</b>

**National Quality Assurance Framework for:**

**- - Institutions of Education and Professional Training (ITPE)**

Nme of ITPE	Kosovo Academy for Public Safety		
Adress:	St. "Gjergj Kastrioti Skënderbeu" n.n. 42000 Vushtrri, Republic of Kosovo.		
Emali:	The contact information of KAPS are:		
The phone:	phone +381 (0)28 590 070, www..aksp-ks.net		
	Year: 2022	From month;	January 2022

Self-evaluation period		Until the month:	December 2022			
Self-evaluation cycles developed so far						
Principles of Quality	Management responsibilities	Resource management	Drafting and development	offering, Evaluation and Certification	Self-evaluation process	Process for improvement
Evaluation average (average grade)	<b>3.13</b>	<b>3.00</b>	<b>3.50</b>	<b>3.20</b>	<b>3.00</b>	<b>3.00</b>
Qualifications offered	<ul style="list-style-type: none"> <li>- Police officer,</li> <li>- Customs Officer,</li> <li>- Correctional Officer,</li> <li>- Probation Officer,</li> <li>- Firefighters,</li> <li>- Inspector of PIK,</li> </ul>					
Director's name, surname and signature	Kastriot Jashari acting. General Director of KAPS					
First name, last name of the quality assurance coordinator and signature	Emin Uka Head of DQA					
<b>QUALITY PRINCIPLE 1 – MANAGEMENT RESPONSIBILITIES</b>						
No.	INDICATORS	GRADE EVALUATION			EVALUATION/EVIDENCE	
1	The management develops and implements the mission, vision and strategic objectives of the institution for	3			<i>Processes and activities:</i>	

	<p>increasing efficiency and productivity at work, with all personnel and stakeholders.</p>				<p>KAPS has implemented its mission, vision and values which are reflected in the Development Strategy and Action Plan of KAPS for the years 2019-2022.</p> <p>The Development Strategy of the Academy is based on the principles that originate from the Constitution of the Republic of Kosovo, the legislation in force, as well as international instruments. KAPS strategy is also based on the best practices of accredited institutions in the field of public safety, applying the most advanced international standards.</p> <p>The management has carried out several activities related to the notification of the staff about the mission, vision and values by transmitting them to all the staff through drafted documents, publications placed at key points of the facilities as well as through work meetings..</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Decision 234 on the Establishment of the Working Group for the drafting of the draft development strategy for the Kosovo Academy for Public Safety and the action plan for the year 2023-2026.</li> <li>- Development Strategy and Action Plan of KAPS for the years 2019-2022,</li> <li>- Communication plan of the strategy</li> <li>- The work plan of KAPS for 2022,</li> <li>- The action plan for the year 2022,</li> <li>- Risk list for the year 2022,</li> <li>- MIA monthly reports and plans for 2022</li> <li>- Reporting for PVP KAPS-THM1-ThM4,</li> <li>- Periodic reports of the work for 2022</li> <li>- Draft - Performance plan for 2023</li> </ul>
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						<ul style="list-style-type: none"> <li>- Report from the Monitoring of CU-MF for the Management of financial control of KAPS for the year 2021, September 2022,</li> <li>- Evidence on monitoring legal and strategic changes,</li> <li>- Regulation 05/2014 on internal organization,</li> <li>- Other working groups appointed from outside KAPS,</li> <li>- Notice of changes from the MIA,</li> <li>- Announcement of strategic changes,</li> </ul>
2	The management constantly follows and monitors the achievement of strategic objectives and institutional performance.		3			<p><i>Processes and activities:</i></p> <p>On the basis of monitoring and evaluation, reports with recommendations and plans for improving the quality of educational programs are drawn up. Managerial performance is also evaluated by undertaking these activities as follows: at the beginning of each year, a work plan is drawn up in accordance with the strategic objectives, where in periodic periods the evaluation of the realization of the activities of that plan is done in order to have a real overview about orientation and achievements. KAPS provides periodic reports and monthly plans to the MIA.</p> <p>KAPS has built a quality assurance system which, through DQA, monitors and evaluates the quality of educational and institutional programs.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Development Strategy and Action Plan of KAPS for the years 2019 – 2022,</li> <li>- Strategy communication plan,</li> <li>- MIA monthly reports and plans for 2022</li> <li>- Reporting for PVP KAPS-ThM1-ThM4,</li> <li>- KAPS work plan for 2022,</li> </ul>

						<ul style="list-style-type: none"> <li>- Action plan for 2022,</li> <li>- Risk list for 2022,</li> <li>- MIA monthly reports and plans for 2022</li> <li>- Reporting for PVP KAPS-ThM1-ThM4,</li> <li>- Work report Q1-Q3 2022 January-September</li> <li>- Periodic work reports for 2022</li> <li>- Draft Performance Plan for 2023</li> <li>- The quality handbook</li> <li>- DQA' annual work plan for the year</li> <li>- General annual reports for training and educational environment</li> </ul>
3	Management monitors and supports the achievements of students/candidates and teachers/trainers		3			<p><i>Processes and activities:</i></p> <p>Local experts from IPS and KAPS have been included in the working groups for the design of educational programs..</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- The decision to create working groups for PS,</li> <li>- The decision to create a working group for curricula</li> </ul>

4	The management plans the budget (with priority for the quality provision of relevant qualifications), manages financial obligations and is subject to regular financial controls.		3		<p><i>Processes and activities: FINANCES</i></p> <p>Planning, Management, Organization, Control and Execution of the Budget within KAPS is in full compliance with the Law on the Management of Public Finances and Responsibilities, Regulations and Financial Instructions applicable in the Republic of Kosovo. KAPS uses the SIMFK system for budget data management .</p> <p>The management of the financial control of KAPS has also been subject to control and monitoring by the Central Harmonizing Unit/UJQH-MF</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Report from the Monitoring of NJQH-MF for the management of the financial control of KAPS for the year 2021- September 2022</li> <li>- MFE 2022 financial statements</li> <li>- Financial plans 2022-2025</li> <li>- PCF 2- 2023 -2025,</li> <li>- PCF 3- 2023 – 2025,</li> <li>- Annual financial report December 31, 2021.</li> </ul>
5	Management creates and enhances collaboration and partnership with other VET providers, relevant agencies and other stakeholders.	4			<p><i>Processes and activities:</i></p> <p>The Kosovo Academy for Public Safety (KAPS) has achieved and continues to be supported through various forms or programs and funds at the local and international level.</p> <p>As for those involved in Erasmus+ activities, last year (2021), KAPS managed to send 6 of its members abroad through this program, and that of 2: students, members of the academic and administrative staff.</p> <p>Whereas, unlike the previous year, this year (2022) there were a total of 20 exchange members, of which 8 incoming members (5 of the administrative staff and 5</p>

					<p>of the academic staff) and 12 outgoing members (of which 4 students, 2 of the academic staff and another 6 of the administrative staff).</p> <p><i>The documents:</i>  Informal international cooperation with the following organizations and institutions:</p> <ul style="list-style-type: none"> <li>- Association of European Police Colleges (AEPCC) <a href="https://www.aepc.net">https://www.aepc.net</a></li> <li>- European Union Agency for Law Enforcement Training (CEPOL) <a href="https://www.cepol.europa.eu">https://www.cepol.europa.eu</a>,</li> <li>- European Fire Service Colleges Association (EFSCA) <a href="http://www.efsc.org/SitePages/Home.aspx">http://www.efsc.org/SitePages/Home.aspx</a></li> <li>- International Francophone Police Training Network (FRANCOPOL) <a href="http://www.francopol.org">http://www.francopol.org</a></li> <li>- International Association of Directors of Law Enforcement Standards and Training (IADLEST) <a href="https://www.iadlest.org">https://www.iadlest.org</a></li> <li>- International Association of Police Academies (INTERPA) <a href="http://www.interpa.org">http://www.interpa.org</a></li> <li>- University Police College of Finland <a href="http://www.polamk.fi">http://www.polamk.fi</a></li> <li>- The Estonian Academy of Safety Sciences <a href="http://www.sisekaitse.ee">http://www.sisekaitse.ee</a></li> <li>- Security Academy of Albania <a href="http://www.asp.gov.al">http://www.asp.gov.al</a>,</li> <li>- Training Institute of Correctional and Probation Services <a href="http://www.rskk.fi/fi">http://www.rskk.fi/fi</a></li> </ul>
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					<ul style="list-style-type: none"> <li>- Laurea University of Applied Sciences <a href="https://www.laurea.fi">https://www.laurea.fi</a></li> <li>- Police Academy of Montenegro <a href="http://www.policijskaakademija.me">http://www.policijskaakademija.me</a></li> <li>- Faculty of Security of the University "St. Kliment Ohridski" in North Macedonia <a href="http://www.fb.uklo.edu.mk">http://www.fb.uklo.edu.mk</a></li> <li>- Police Training Center of the Ministry of Internal Affairs of North Macedonia <a href="https://mvr.gov.mk/profilepage/pomoshnik-minister-co">https://mvr.gov.mk/profilepage/pomoshnik-minister-co</a></li> <li>- Geneva Center for Security Sector Governance <a href="https://www.dcaf.ch">https://www.dcaf.ch</a></li> <li>- Police College of Brandenburg <a href="https://hpolbb.de">https://hpolbb.de</a></li> <li>- Main School of the Fire Service of Poland <a href="https://www.sgsp.edu.pl">https://www.sgsp.edu.pl</a></li> <li>- University Police College of Norway <a href="https://www.politihogskolen.no">https://www.politihogskolen.no</a></li> <li>- Police University of Germany <a href="https://www.dhpol.de">https://www.dhpol.de</a></li> <li>- Police Academy of Lower Saxony, Germany <a href="https://www.pa.polizei-nds.de/startseite">https://www.pa.polizei-nds.de/startseite</a></li> <li>- Center for Public Safety of Northwestern University, USA <a href="https://sps.northwestern.edu/center-for-public-safety">https://sps.northwestern.edu/center-for-public-safety</a></li> <li>- Utah Valley University, USA <a href="https://www.uvu.edu">https://www.uvu.edu</a></li> </ul>
6	The management is involved in or develops various projects for the purpose of development, training,	4			<p><i>Processes and activities:</i> The Academy has managed to be beneficial and</p>

	employment, mobility, etc. at local and international level (applies to formal VET providers).				<p>develop projects, collaborations and agreements with partners that have contributed to local, regional and international European development..</p> <p>Formalized national cooperation with the following institutions and organizations:</p> <ul style="list-style-type: none"> <li>- University of Prishtina Hasan Prishtina <a href="https://www.uni-pr.edu">https://www.uni-pr.edu</a></li> <li>- University of Gjilan Kadri Zeka <a href="https://www.uni-gjilan.net">https://www.uni-gjilan.net</a></li> <li>- International Association of Directors of Law Enforcement Standards and Training (IADLEST) <a href="https://www.iadlest.org">https://www.iadlest.org</a></li> <li>- College AAB <a href="https://www.aab-edu.net">https://www.aab-edu.net</a></li> <li>- Academy of Justice <a href="https://www.ad.rks-gov.net">https://www.ad.rks-gov.net</a></li> </ul> <p>National Library of Kosovo “Pjetër Bogdani” <a href="https://www.biblioteka-ks.org">https://www.biblioteka-ks.org</a></p> <ul style="list-style-type: none"> <li>- University of Mitrovica Isa Boletini <a href="https://www.umib.net">https://www.umib.net</a></li> <li>- Advocacy Training And Resource Center – (ATRC) <a href="https://advocacy-center.org-">https://advocacy-center.org-</a></li> <li>- Association of Electronic Libraries of Kosovo</li> </ul>
7	Management examines and analyzes social, economic, demographic, legal and ecological data and uses them for strategic developments.		3		<p><i>Processes and activities:</i></p> <p>KAPS continuously collects information about important changes such as social, ecological, economic, legal and demographic, where it</p>

					<p>incorporates them into its work plan by assigning priorities based on the requests of stakeholders. . Each unit monitors the aforementioned changes according to its scope and at the same time all relevant actors in KAPS are notified.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Decision 234 on the Establishment of the Working Group for the drafting of the draft development strategy for the Kosovo Academy for Public Safety and the action plan for the year 2023-2026</li> <li>- Strategjia Zhvillimore dhe Plani i Veprimit të KAPS-së për vitet 2019 – 2022,</li> <li>- Plani i komunikimit të strategjisë,</li> <li>- Plani i punes per vitin 2022</li> <li>- Plani i performances per vitin 2023</li> <li>- Dëshmi mbi monitorimin e ndryshimeve ligjore-strategjike</li> </ul>
8	Management uses data for strategic developments.		3		<p><i>Processes and activities:</i></p> <p>Based on the development strategy and the Action Plan of KAPS, the data is collected and analyzed, for which a report is drawn up at the end of each year, which reflects the real state of the Institution and the same serves as a mechanism for drawing up the plan for improvement and adaptation of the annual plan of the work of KAPS for the following years.</p> <p>KAPS work plan is also based on other strategic and legal documents where it adapts their requirements and needs to the annual activities and objectives.</p>

					<p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>-The summary report of the trainings,</li> <li>- The summary report of higher education,</li> <li>- The summary report on the educational environment in training and higher education,</li> <li>- The summary report on the satisfaction of the personnel in KAPS,</li> <li>- Annual work report of KAPS,</li> <li>- Annual work report of DQA.</li> </ul>
9	Management supports and monitors the data system regarding their security, accuracy and updating.		3		<p><i>Processes and activities:</i></p> <p>KAPS has its own information system through its website and internal communication. All data are verified, recorded and maintained electronically in the database as well as physically in the archive, for all training activities that take place at KAPS. All data is kept in secure and reliable places, checked and reviewed regularly.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Job Description of DIT,</li> <li>-AI for official electronic accounts,</li> <li>-AI on security and access to databases,</li> <li>-AI for the management and use of the Internet,</li> <li>- Regulations for standards for equipment security systems,</li> <li>- The decision for the cyber security working group.</li> </ul>
10	Management develops and maintains the quality assurance system through various policies, procedures, regulations and instructions.		3		<p><i>Processes and activities:</i></p> <p>Strategic and operational plans, acts and quality guidelines are included in the quality assurance system: Quality Manual, Manual for Professional Practice of Public Safety.</p>

					<p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>-The quality manual,</li> <li>- Logical framework,</li> <li>- Summary report of professional training,</li> <li>- Summary report of basic training,</li> <li>- Summary report of advanced training,</li> <li>- Summary report of specialized training,</li> <li>-Summary report of the training for the instructor,</li> <li>- Summary report of trainings for the Kosovo Police,</li> <li>- The summary report of the trainings for the Correctional Service,</li> <li>-Summary report of training for Probation Service,</li> <li>-Summary report of trainings for KP Inspectorates,</li> <li>-Summary training report for the Kosovo Emergency Agency,</li> <li>-Summary training report for Kosovo Customs,</li> <li>- Summary report for the educational environment in training,</li> <li>- The summary report on the satisfaction of the personnel in KAPS,</li> <li>- Summary report on the identification of challenges with COVID-19,</li> <li>- Annual work report of KAPS,</li> <li>- Annual work report of DQA.</li> </ul>
11	Management determines and appoints the person/persons responsible for quality assurance.		3		<p><i>Processes and activities:</i></p> <p>Based on Article 21 of Regulation (GRK) No. 05/2014 on the internal organization of KAPS, DQA is responsible for quality assurance.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Regulation 05/2014 for internal organization,</li> <li>-Organogram of KAPS,</li> <li>- Description of DQA,</li> </ul>

						-Description of positions within the framework of DQA.
12	Management and all personnel are committed to ensuring that the quality management system is implemented and continuously improved.		3			<p><i>Processes and activities:</i></p> <p>The Kosovo Academy for Public Safety, in accordance with the legal obligation (Article 13 point 1.7 of Law No. 04/L-053) has developed an internal quality management system.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- The quality manual,</li> <li>-Periodic reports from DQA,</li> <li>- Work plan of DQA,</li> <li>- Action plan of DQA.</li> </ul>
13	The implementation of personnel recruitment policies is carried out according to the requirements of relevant qualifications and legislation in force.		3			<p><i>Processes and activities:</i></p> <p>Personnel are employed according to the criteria defined by the provisions of Law 06/L-114 on Public Officials, the Regulation on recruitment procedures, as well as other by-laws derived from the Public Safety Institutions that operate in KAPS, staff recruitment is done according to the law and to the by-laws applicable within the relevant institution, where in addition to equal opportunities for selection, transparency and encouragement of gender equality and respect for the rights of minorities are also offered</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Law on public officials,</li> <li>- Regulations on recruitment procedures</li> <li>- Personnel plan,</li> <li>- Table of trainings conducted in the country,</li> <li>- Table of trainings conducted abroad.</li> </ul>
14	Management develops policies for professional development of teachers/trainers		3			<i>Processes and activities:</i>

					<p>In order to increase the achievements of teachers, the management has drawn up the training plan on the needs of the staff in the framework of kaps and the same is implemented throughout the year.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Personnel development plan,</li> <li>- List of trainings attended by kaps instructors,</li> <li>- Table of trainings conducted in the country</li> <li>- Table of trainings conducted abroad.</li> </ul>
15	The institution implements an efficient process of requests and complaints (students/candidates, teachers and interested parties).		3		<p><i>Processes and activities:</i></p> <p>The working group for opening the boxes of remarks, complaints and suggestions in KAPS. KAPS in the framework of reviewing complaints, remarks and discipline has created review bodies.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- The decision to establish the disciplinary commission in KAPS</li> <li>- - The decision on the establishment of the complaints commission in KAPS</li> <li>- - The decision to establish the commission for opening the boxes of complaints, remarks and suggestions in KAPS</li> <li>- - Periodic reports from the Commission for opening the boxes of complaints, remarks and suggestions</li> <li>- - The annual general report of the Commission for opening the boxes of complaints, remarks and suggestions</li> </ul>
PRINCIPLE OF QUALITY 2 - MANAGEMENT OF RESOURCES					

No.	INDICATORS	EVALUATION			EVALUATION/ EVIDENCE
		GRADE			
1	The qualification is provided in a safe and suitable environment.		3		<p><i>Processes and activities:</i></p> <p>All spaces, equipment and materials in the Academy provide a safe environment for the development of the qualification.</p> <p>The Academy has an emergency response plan including an evacuation plan, which includes incident reporting procedures (see attached document).</p> <p>The entire campus of KAPS is surrounded in order to provide security and the same is managed 24/7 by the Security Division, which through physical presence and observation by the CC-TV system controls the security of the spaces.</p> <p>Academy personnel (Security Division) attend first aid training and training in the use of basic firefighting tools for which they are also certified. In emergency cases, the staff of the security sector becomes the manager of emergency situations, playing a key role in the evacuation and orientation of personnel and attendees following the rules of the Emergency Plan. Regarding the procedures and instructions of emergency cases, they are informed in advance at the beginning of the training through brochures and presentations to all the participants..</p> <p>Within the organizational structure of the Academy, there is also the medical sector (one doctor and two medical technicians), which, in addition to providing medical services to all personnel in the kaps, also supports all trainings. All indoor facilities are equipped with a fire alarm system. The academy has a system of hydrants and fire extinguishers, as well as emergency stairs in high buildings (residential dormitories). We are in the process of upgrading the emergency stairs.</p>



					<p>The Academy has an automatic information system through landline telephones for potential risks (fires, earthquakes, etc.).</p> <p>Also, in addition to the emergency response plan, KAPS also applies the standards and criteria in accordance with the regulation for the minimum requirements for safety and health at work.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Periodic reports from security,</li> <li>- Emergency response plan,</li> <li>- SOP of the medical sector,</li> <li>- Annual report of the medical sector.</li> </ul>
2	The equipment, materials are suitable for the relevant qualification according to the requirements of the labor market.		3		<p><i>Processes and activities:</i></p> <p>Cadets are guaranteed all suitable conditions for learning and accommodation through physical infrastructure (classrooms, male and female residential dormitories), learning equipment (smart board, projector, simulation of firearms training, simulation rooms for on-site exercises), forensic lab, IT office, library, etc.) list of agency equipment.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- General report for the assets of KAPS</li> <li>- List of training equipment.</li> </ul>
3	Working conditions and learning environments and teaching methods are accessible and adequate for all groups of students/candidates.		3		<p><i>Processes and activities:</i></p> <p>KAPS possesses the Master Plan of the Campus and has placed an orientation board at the entrance of the campus as well as orientation boards for all relevant facilities. KAPS also has an emergency response plan, which includes evacuation methods, assembly point, and familiarization with alarm procedures in case of fire or natural disasters, as well as the conditions for access. We are also in the process of concretizing the master plan with orientation signs for access to</p>

					<p>facilities within the campus. During the period of the pandemic, KAPS has applied all the recommendations of MOH and NIPHK regarding measures and distance.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Master plan of KAPS,</li> <li>- Emergency response plan.</li> </ul>
4	The code of conduct indicates the responsibilities and rights of teaching and administrative staff.		3		<p><i>Processes and activities:</i></p> <p>Personnel are employed according to the criteria defined by the provisions of Law No. 03/L-149 on Civil Servants in Kosovo, Regulation No. 02/2010 on recruitment procedures</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Law No. 03/L-149 on Civil Servants in Kosovo,</li> <li>- Regulation No. 02/2010 on recruitment procedures.</li> </ul>
5	The implementation of policies for the professional development of teachers/trainers affects the increase in quality.		3		<p><i>Processes and activities:</i></p> <p>In accordance with the legislation applicable to the Civil Service, the Training (development) Plan for KAPS personnel is prepared every year. Participation the training significantly contributes to work efficiency. In the framework of the training plan, the trainings that are planned for the training personnel are also included, such as: Program for the training of instructors, Training for Trainers (TFT), etc.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- The training plan for KAPS staff,</li> <li>- Table of trainings conducted in the country,</li> <li>-Table of trainings conducted abroad.</li> </ul>
QUALITY PRINCIPLE 3 – DESIGN AND DEVELOPMENT					

No.	INDICATORS	EVALUATION GRADE			EVALUATION /EVIDENCE
1	Learning programs meet the goals and strategic character of the organization.	4			<p><i>Processes and activities</i> The training programs meet the strategic and organizational goals of the agencies and that since the Training is developed from the relevant official's professional standard based on the needs of the agencies.</p> <p><i>The documents:</i> - Standards of the profession approved by CTPEA - Decision on validation and accreditation of KAPS -Decision for international accreditation by IALDEST</p>
2	The qualification fits the needs of individuals, employers and stakeholders.	4			<p><i>Processes and activities:</i> The training programs meet the strategic and organizational goals of the agencies and that since the Training is developed from the relevant official's professional standard based on the needs of the agencies.</p> <p><i>The documents:</i> -The decision for the working groups for PS - The decision of the board on the approval of PS - The decision of the GC of NQA on the approval of PS - The decision for the working group for Curricula - The decision of the board on the approval of the curricula -Decision on Revalidation of PT and KAPS as ITPE -Decision for international accreditation by IADLEST -The decision of the board to revise the curricula,</p>
3	The qualification is developed based on the NQA criteria and includes learning outcomes, performance indicators and evaluation criteria..	4			<p><i>Processes and activities:</i> All performance indicators are included in the Professional Training of the relevant agencies, they</p>

					<p>are measurable (have evaluation criteria) and based on national standards and comparable to European standards. Initially, the process of developing and designing professional Curricula was done in cooperation between KAPS and Experts of the respective PSA</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Decision on working groups for PS</li> <li>- The decision of the board on the approval of PS</li> <li>- CTPEA decision on PS approval</li> <li>- The decision for the Curriculum working group</li> <li>- The board's decision on curriculum approval,</li> <li>- Decision on Revalidation of TP and KAPS as ITPE</li> <li>- Decision on revalidation of professional training 22.02.2022, for Police Officer, PIK Officer, Firefighter, Customs Officer, Correctional Officer, Probation Officer,</li> </ul>
4	The qualification clearly defines the entry criteria		3		<p><i>Processes and activities:</i></p> <p>Professional trainings are designed based on the needs of Public Safety Agencies and in accordance with the standards of the profession, the programs contain:</p> <ol style="list-style-type: none"> <li>1.1. Mandatory Modules</li> <li>1.2. Elective modules</li> <li>1.3. Internship Period</li> </ol> <p>Training Development is divided into four phases:  <b>Phase 1</b> General concepts of curriculum development, including:</p> <ul style="list-style-type: none"> <li>- Basic elements for Curriculum development</li> </ul>

						<ul style="list-style-type: none"> <li>- Collection of the necessary material for the development of the Curriculum</li> <li>- Identification of experts</li> </ul> <p><b>Phase 2.</b> Determination of actors necessary for the development of the Curriculum, which includes:</p> <ul style="list-style-type: none"> <li>- Determination of the working group for Curriculum development</li> <li>- Division of responsibilities</li> <li>- Preparation of the dynamic plan for Curriculum development</li> </ul> <p><b>Phase 3.</b> Crystallization of the Curriculum which includes:</p> <ul style="list-style-type: none"> <li>- Determination of learning outcomes</li> <li>- Designation of training modules</li> <li>- Designation of module content</li> <li>- Calculation of the training load</li> </ul> <p><b>Phase 4.</b> The final draft of the Professional Training which includes:</p> <ul style="list-style-type: none"> <li>- Finalization of the Professional Training Curriculum with all the accompanying elements with the learning outcomes, the evaluation strategy, the necessary literature and the duration of the Training.</li> <li>- Curriculum defense in front of NQA experts</li> </ul> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- The decision for the working group on Curricula,</li> <li>- Training implementation plan,</li> <li>- Catalog of trainings,</li> <li>- Test for sample module,</li> <li>- List of candidates for testing,</li> <li>- Answer sheet with additional clarifications,</li> <li>- Guidelines for protocols and procedures,</li> </ul>
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					<ul style="list-style-type: none"> <li>- Description of testing security,</li> <li>- AI-KAPS for Training and Curriculum Development</li> <li>- Handbook for the development of training programs</li> </ul>
5	The qualification clearly defines the progression routes.		3		<p><i>Processes and activities:</i></p> <p>The transition from one module to another is realized only with clear progress which is a necessary condition that every cadet must pass.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- The decision for the working group on Curricula,</li> <li>- Decision on accreditation and validation,</li> <li>- Handbook for the development of training programs</li> </ul>
6	The qualification is reviewed at least once a year as students/candidates and stakeholders contribute to the review.		3		<p><i>Processes and activities:</i></p> <p>The training programs are reviewed every time at the end of the Training by the DQA through evaluations by the Instructor, the cadet and the mentors. Feedback from actors serves for reviewing the curriculum.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Summary reports of the trainings</li> <li>- Sample evaluation report for professional training modules</li> <li>- Improvement plans</li> </ul>
PRINCIPLE OF QUALITY 4.1 – Provision, Evaluation and Certification					
<b>No.</b>	<b>INDICATORS</b>	<b>EVALUATION</b>		<b>EVALUATION/EVIDENCE</b>	
		<b>GRADE</b>			

1	Guidance on the content and delivery of the qualification is available to learners/candidates.		3		<p><i>Processes and activities:</i></p> <p>Information and instructions for the training programs are presented in the Training Catalog in which the content of the training programs is described..</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Handbook for cadets of professional training,</li> <li>- Training plan,</li> <li>- Catalog of trainings,</li> <li>- Guidelines for protocols and procedures,</li> <li>- AI-KAPS for Training and Curriculum Development</li> <li>- Internship Manual for Professional Training of Public Safety,</li> </ul>
2	Initial evaluation (student/candidate needs; learning support; learning styles, knowledge, experience and prior skills; evaluation requirements) is carried out for the development of the individual learning plan. (If applicable).		3		<p><i>Processes and activities:</i></p> <p>The initial evaluation is done by the relevant APS who does the recruitment, therefore all advice and guidance on finding the appropriate training program about other providers that suit their needs is provided by the recruiting APS.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Handbook for cadets of professional training,</li> <li>- Training implementation plan,</li> <li>- Training plan,</li> <li>- Catalog of trainings,</li> <li>- The test,</li> <li>- Test for sample module,</li> <li>- Instructions for completing the answer sheet,</li> <li>- List of candidates for testing,</li> <li>- Answer sheet with additional clarifications,</li> <li>- Guidelines for protocols and procedures,</li> <li>- Description of the security of the tests,</li> <li>- AI-KAPS for Training and Curriculum Development</li> </ul>

					<ul style="list-style-type: none"> <li>- - Internship manual for Professional Training of Public Safety,</li> <li>- - Plan of implementation of the internship</li> <li>- - Decision on the approval of the 2022 training plan,</li> </ul>
3	The code of conduct indicates the responsibilities and rights of students/candidates.		3		<p><i>Processes and activities:</i></p> <p>The Code of Ethics, the responsibilities and rights of cadets, the house rules are summarized in the cadet handbook which is distributed to everyone in advance.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Description of DSS,</li> <li>- Code of ethics - KAPS</li> <li>- Certificate,</li> <li>- Additional certificate,</li> <li>- Resignation,</li> <li>- Database,</li> <li>- List of cadets with indicated results (sample),</li> <li>- Registration in the database electronically (sample) DSS.</li> </ul>
4	The institution implements formative evaluation.		3		<p><i>Processes and activities:</i></p> <p>The formative evaluation is done through the mechanisms defined in the curriculum.</p> <p>Every evaluation in the curriculum is based on:</p> <ul style="list-style-type: none"> <li>• Learning outcomes</li> <li>• Performance criteria</li> <li>• The range of knowledge and skills required for evaluation as well</li> <li>• Evaluation methods</li> </ul> <p>These criteria fulfill the needs of the learning program.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Testing per module</li> <li>- Summary testing</li> </ul>



					-AI 02/2012 for the development of trainings -DCT
5	Teachers/trainers promote equal opportunities to avoid discrimination so that students reach their potential.		3		<p><i>Processes and activities:</i></p> <p>Instructors use efficient measures for all cadets, not discriminating against any of them regardless of their gender, ethnicity, religion, etc. Also, cadets are offered services / materials in official languages - simultaneous translation in order to realize their potential and respect the law on official languages in Kosovo.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Cadet Rules</li> <li>- Rules of conduct of the instructor</li> <li>-Rules for respecting the official language</li> </ul>
6	Teachers/trainers establish and maintain good working relationships and good communication with students/candidates, other teachers/trainers, other staff and governing bodies.		3		<p><i>Processes and activities:</i></p> <p>Instructors create and have good working and communication relationships respecting the Code of Ethics, the cadet handbook and other guiding principles that regulate this field.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Code of ethics in KAPS</li> <li>-Certificate of training</li> <li>- Criteria for instructor - in KAPS</li> <li>- Rules for the class - KAPS - IADLEST</li> </ul>
7	Students/candidates are offered professional practice in their institution as well as in the company.	4			<p><i>Processes and activities:</i></p> <p>The cadets are introduced to the professional practice from the beginning of the development of the educational program which has incorporated international practices.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>-Appointment of internship coordinator</li> <li>-Implementation of internship modules</li> </ul>

					<p>-Manual for Professional Practice of Public Safety.  - Handbook for professional training cadets,  - Internship implementation plan.</p>
8	Students/candidates are familiarized with different types of formative (during the teaching/training process) and summative (summary) evaluation activities used in their qualification before the final evaluation is carried out.		3		<p><i>Processes and activities:</i></p> <p>Based on the training implementation plan, an initial informative meeting about the evaluation forms offered in the framework of professional training is planned. KAPS officials provide information to the cadets and the same information is also provided in the case of testing and evaluation during the development of the training.</p> <p>Cadets are introduced to different types of activities such as:</p> <ul style="list-style-type: none"> <li>- Content of the module</li> <li>- Its duration and</li> <li>- Evaluation criteria within the module</li> <li>- The format of the online learning application</li> <li>- Access to the online learning platform "Moodle"</li> <li>- E-testing and</li> <li>- E-evaluation</li> </ul> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- AI 02/2012 for the development of trainings</li> <li>- The plan of training implementation</li> </ul>
9	The methods and instruments of formative evaluation are suitable for the relevant qualification.		3		<p><i>Processes and activities:</i></p> <p>The evaluation is within the framework of the criteria described in the curriculum and suitable in accordance with the nature of the module in the framework of the respective training.</p> <p>Every evaluation in the curriculum is based on:</p> <ul style="list-style-type: none"> <li>• Learning outcomes</li> <li>• Performance criteria</li> <li>• The range of knowledge and skills required for evaluation as well</li> </ul>

					<ul style="list-style-type: none"> <li>• Evaluation methods</li> </ul> <p>These criteria fulfill the needs of the learning program</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Evaluation procedures</li> <li>- Testing procedures</li> <li>- AI 02/2012 for the development of trainings</li> </ul>
10	The procedures of internal evaluation verification are defined and transparent.		3		<p><i>Processes and activities:</i></p> <p>The procedures are subject to the security keys that are part of the description of the tasks for the testing and evaluation officials, while the equipment used in the implementation part ensures the independent automatic calculation, preventing the intervention of external factors. The security keys are of the nature of electronic, technical and administrative security</p> <p>Each cadet at the beginning of the Professional Training is registered in the KAPS (database) and his performance is systematically monitored throughout the training. Data is also stored in their file in physical form</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- AI 02/2012 for the development of trainings,</li> <li>- Guidelines for the development of professional trainings</li> <li>-Description of the duties of the relevant official,</li> <li>- Test for sample module,</li> <li>- Answer sheet with additional clarifications,</li> <li>- Security policies in tests,</li> <li>-Evidence in the use of security keys during testing/evaluation,</li> <li>- Electronic and physical cadet file (first page)</li> </ul>
11	The summative evaluation is appropriate, rigorous, fair, accurate, and regularly performed.		3		<p><i>Processes and activities:</i></p>

					<p>The summative evaluation is done only for the relevant Agency. This evaluation is done through the test which is designed to include all the mandatory modules that the cadet passes, this evaluation also has a passing threshold of 70% of correct answers and in case the cadet does not pass the test, he has the right to a retest.</p> <p>The summative evaluation is:</p> <ul style="list-style-type: none"> <li>- <b>Appropriate:</b> contains questions from each elective module</li> <li>- <b>Rigorous:</b> has the minimum criterion of passing</li> <li>- <b>Fair:</b> every cadet is subject to this evaluation</li> <li>- <b>Accurate:</b> has the template with the correct answers at the beginning of it.</li> </ul> <p>The summative evaluation is carried out regularly for the agencies that foresee this in the Professional Training Curriculum.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- AI 02/2012 for the development of trainings</li> <li>- Curriculum for training (overview)</li> </ul>
12	Candidates have the opportunity of summative re-evaluation.	4			<p><i>Processes and activities:</i></p> <p>The formative and summative evaluation is clearly foreseen in the curriculum and it is applied as described in the Professional Training Curriculum, in case the cadet fails the summative evaluation, he is given the opportunity to:</p> <ul style="list-style-type: none"> <li>• Controlling the Test and</li> <li>• Re-test.</li> </ul> <p>The criteria for passing the test and re-test are the same</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Security policies in tests,</li> </ul>

						-Evidence in the use of security keys during testing/evaluation,
13	The institution practices an efficient process of requests and complaints (students/candidates, teachers and interested parties).	4				<p><i>Processes and activities:</i></p> <p>KAPS in the framework of reviewing complaints and requests, in addition to the division for student services, which are generally mandated to deal with student representation, including cadets and other participants in trainings/educational activities in KAPS, the following bodies/commissions have also been established:</p> <ul style="list-style-type: none"> <li>• <i>Disciplinary commission in KAPS</i></li> <li>• <i>The commission for complaints of public service employees and administrative and personal employees in KAPS,</i></li> <li>• <i>The commission for opening the boxes of complaints, objections and suggestions in KAPS</i></li> </ul> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Organizational chart of KAPS - division of student services - description of duties,</li> <li>- DSS reports</li>   <li>- The decision to establish the disciplinary commission in KAPS</li> <li>- Decision No. 67 of the Disciplinary Commission on 28.03.2019,</li> <li>- Decision No. 178 of the Disciplinary Commission on 12.04.2022,</li> <li>- Decision no. 179 of the Disciplinary Commission on 03.08.2022,</li> <li>- Decision no. 180 of the Disciplinary Commission on 03.08.2022.</li> </ul>

					<ul style="list-style-type: none"> <li>- The decision decision to establish the commission for complaints of public service employees and administrative and personal employees in KAPS;</li> <li>- Decision no. 218 of dt. 20.10.2022 and is only valid for the review of complaints against the competition dated 15.09.2022 no. ref. 172;</li> <li>- Decision no. 256. date. 28.11.2022;</li> <li>- The decision to establish the commission for opening the boxes of annexes, remarks and suggestions in KAPS;</li> <li>- Periodic reports from the Commission for opening the complaints, remarks and suggestions boxes;</li> <li>- The annual general report of the Commission for opening the boxes of complaints, remarks and suggestions;</li> </ul>
14	The external assessors involved in the summative evaluation must have the appropriate qualification and experience. (If applicable)		3		<p><i>Processes and activities:</i></p> <p>The summative assessment is carried out through responsible instructors with specific qualifications in the professional field, including the supporting role of DCT.</p> <p><i>The documents:</i></p> <ul style="list-style-type: none"> <li>- Curriculum of professional training - Police officer</li> </ul>
15	The achievements and data of the evaluation and certification results are recorded and stored.		3		<p><i>Processes and activities:</i></p> <p>All achievement results are recorded in electronic form in the database and stored as a physical copy in the archive for each cadet.</p>

					<p>All data on certification and achievements after completing the program are recorded in the database. At the end of the training, the file of each cadet is completed with all achievement results and the same is sent in the form of a physical copy to the KAPS archive, which is stored according to the laws in force.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- List of cadets with indicated results (sample)</li> <li>- Registration in the electronic database (sample)</li> <li>- Protocols of access to the testing office</li> <li>- Security protocols</li> <li>- Scantron - security procedures description</li> </ul>
<b>PRINCIPLE OF QUALITY 4.2 – RPE Assessment and Certification</b> (only applies to providers that implement the RPE)					
<b>INDICATORS</b>		<b>EVALUATION GRADE</b>		<b>EVALUATION/EVIDENCE</b>	
Guidelines for the RPE process are available for students/candidates.			3		<p><i>Processes and activities:</i></p> <p>In support of Article 14 paragraph 1, sub-paragraph 1.2 of Law No. 04/L-053 on the Kosovo Academy for Public Safety, Article 17 of Law no. 03/L-060 for national qualifications as well as Administrative Instruction (MEST) no. 31/2014 for the recognition of the preliminary education, the Academy has issued REGULATION (KAPS) NO. 01/2017 FOR THE RECOGNITION OF PRIOR EDUCATION AT THE KOSOVO ACADEMY FOR PUBLIC SAFETY</p> <p>The purpose of this regulation is to determine the procedures for submitting the application, evaluating and recognizing the prior education - RPE in the case of continuing higher education studies and professional training at the Kosovo Academy for</p>

				<p>Public Safety. Guidelines for the RPE process are available to the student/candidate.</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety</p>
The institution validates the candidate's credentials against the RM of qualification during the mentoring process.		3		<p><i>Processes and activities:</i></p> <p>In accordance with the regulation on RPE, the institution, namely the Department of Training and Educational Support, establishes the commission for RPE in cases where the applicant is a cadet in professional training.</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety</p>
The institution applies the final evaluation of the candidate.		3		<p><i>Processes and activities:</i></p> <p>The institution based on AI for curricula and testing as well as the Regulation for RPE in the academy, implements the final evaluation of the candidate, i.e. this process is monitored and ensured by DSS</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety, Article 7 Evaluation and compilation of the decision</p>
The institution offers the possibility of appealing the evaluation results.		3		<p><i>Processes and activities:</i></p> <p>KAPS in the framework of examining complaints and requests against the division for student services,</p>



				<p>which are generally mandated to deal with student representation, including cadets and other participants in trainings/educational activities in KAPS, has also established these bodies / commissions as follows:</p> <ul style="list-style-type: none"> <li>• <i>Disciplinary commission in KAPS</i></li> <li>• <i>The commission for complaints of public service employees and administrative and personal employees in KAPS</i></li> <li>• <i>The committee for opening the boxes of complaints, remarks and suggestions in KAPS</i></li> <li>• <i>The ad-hoc committee for reviewing complaints against the decision of the commission for RPE</i></li> </ul> <p>Also starting from the Regulation (KAPS) no. 01/2017 for the recognition of prior education at the Kosovo Academy for Public Safety clarifies the part of the dissatisfied party's appeal as follows: The right of appeal is offered to the dissatisfied party against the decisions taken by the RPE commission and has the right to appeal in the complaints committee, within the period of eight (8) days.</p> <p>The complaint is submitted in writing, which is delivered to the responsible unit. The appeal must be submitted within eight (8) days from the moment the student/cadet accepts the decision.</p> <p>The Academy establishes the complaints commission. The Department of Training and Educational Support establishes the ad-hoc commission for reviewing complaints against the decision of the commission for RPE. The complaints committee consists of three (3) members. Members of the complaints committee cannot be members of the RPE committee.</p>
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				<p>The commission examines the evidence provided and based on it, decides whether the complaint is accepted or not. After reviewing the complaint, the commission takes a decision by majority vote. The commission must make a decision within fifteen (15) days from the day of receiving the complaint. Against the decision of the appeals committee, the party can appeal to the National Qualifications Authority in cases where the applicant is a cadet in professional training.</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety, Article 8 Right of appeal</p>
<p>The institution provides guidelines to the evaluation panel for the evaluation process.</p>		<p>3</p>		<p><i>Processes and activities:</i></p> <p>The Department of Training and Educational Support establishes the commission for RPE in cases where the applicant is a cadet in professional training. The commission consists of at least three (3) members. In the composition of this commission are two members from the teaching/training staff and the official for certification and accreditation. The Committee for RPE depending on the needs in certain phases of the work, can invite other members or experts to participate in the committee. The commission's mandate ends after the completion of the RPE decision. The responsible unit serves as the secretary of the commission for RPE and the commission</p> <p><i>The documents</i></p>

				Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety
The institution offers suitable opportunities and access also for candidates with special needs (if applicable).			2	<p><i>Processes and activities:</i></p> <p>The Academy, within the framework of the qualifications it offers and the criteria of the competition for the professional trainings validated in accordance with the mandates of the PSI, does not offer the opportunity for candidates with special needs</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety Competitions from PSI</p>
The institution has adequate space, equipment and materials for the assessment of the relevant qualification.		3		<p><i>Processes and activities:</i></p> <p>The academy has sufficient space for the development of qualification and assessment, since within the framework of the infrastructure it has all the following facilities, polygons, theoretical, practical, e-learning classrooms, laboratories.</p> <p><i>The documents</i></p> <p>Structure of the Academy Master plan Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety</p>
The evaluation panel also included external evaluators.		3		<p><i>Processes and activities:</i></p> <p>The commission consists of at least three (3) members. In the composition of this commission are</p>

				<p>two members from the teaching/training staff and the official for certification and accreditation. The Committee for RPE depending on the needs in certain phases of the work, can invite other members or experts to participate in the committee. The commission's mandate ends after the completion of the RPE decision. The responsible unit serves as the secretary of the RPE committee and the complaints committee throughout the process</p> <p><i>The documents</i> Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety</p>
The evaluators are competent for the evaluation of the relevant qualification/s.		3		<p><i>Processes and activities:</i></p> <p>The commission consists of at least three (3) members. In the composition of this commission are two members from the teaching/training staff and the official for certification and accreditation. The Committee for RPE depending on the needs in certain phases of the work, can invite other members or experts to participate in the committee.</p> <p><i>The documents</i> Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety</p>
Assessment methods and instruments are appropriate for the relevant qualification.		3		<p><i>Processes and activities:</i></p> <p>Recognition of prior education is evaluated using a combination of evaluations such as interviews, demonstrations, observations, etc The Academy forms the commission for RPE, which after review makes the decision and evaluates the application in the form of "pass" or "fail" within</p>

				<p>fifteen (15) days from the date of application. The evaluation is based on the compatibility of the skills acquired by the applicant with the learning outcomes or with the evaluation criteria of the module, internship or course</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety</p>
<p>The procedures of the internal verification of the evaluation are defined and transparent.</p>		3		<p><i>Processes and activities:</i></p> <p>Recognition of prior education is evaluated using a combination of evaluations such as interviews, demonstrations, observations, etc. In the application for RPE, it is not required to re-evaluate learning results, pass the same exam or be evaluated in regular studies.</p> <p>The RPE Committee makes the decision and evaluates the application in the form of "pass" or "fail" within fifteen (15) days from the date of application. The Commission has the right to request additional documents from applicants to verify their competences. In that case, the commission may postpone the application review deadline for an additional fifteen (15) days</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety</p>

<p>The achievements and data of the evaluation and certification results are recorded and stored.</p>		3		<p><i>Processes and activities:</i></p> <p>During the recognition of the prior education, the results of that evaluation that was carried out before are not changed. If during the preliminary education, differentiated evaluation was not implemented for the achievement of learning outcomes, then non-differentiated evaluation is applied. Non-differentiated evaluation applies even if the evaluation occurred in a non-comparable evaluation system. In the case of partial recognition of prior education, the assessment result is recorded in a similar way to regular studies.</p> <p>All trainees at the Academy have their electronic and physical files that are registered in the database and they are saved and updated with new achievements for modules, internships and summative and formative assessment.</p> <p><i>The documents</i></p> <p>Regulation (KAPS) no. 01/2017 for the recognition of the preliminary education at the Kosovo Academy for Public Safety  Duties and Responsibilities of the DSS Database Officer  Database sample  Book sample of data for training</p>
<b>PRINCIPLE OF QUALITY 5– THE PROCESS OF SELFEVALUATION</b>				
<b>No.</b>	<b>INDICATORS</b>	<b>EVALUATION</b>	<b>GRADE</b>	<b>EVALUATION / EVIDENCE</b>

1	The management is engaged and actively involved in the self-evaluation process.		3		<p><i>Processes and activities:</i></p> <p>The management is involved in the self-evaluation process through regular weekly meetings of the management of the KAPS with the representatives of the Agencies, as well as with the representatives of international organizations that act in the KAPS as an advisory body (OSCE, ICITAP).</p> <p>At the end of each year, the Academy establishes a working group, including management, which conducts a self-evaluation and draws up a plan for improvement.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Improvement plan,</li> <li>- Decision for the working group for SER.</li> </ul>
2	The self-evaluation process is systematic, periodic and includes the involvement of relevant parties during the self-evaluation process (professional activities, students/candidates, school council, businesses, etc.)		3		<p><i>Processes and activities:</i></p> <p>The DQA evaluates all the activities of the organization based on the competences issued by the Quality Manual as well as other instructions that regulate this field..</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- The decision for the working group for SER</li> <li>- The plan of activities of DQA for 2022</li> </ul>
3	The self-evaluation process is systematic, carried out annually with all appropriate personnel and is informed by the views of all stakeholders..		3		<p><i>Processes and activities:</i></p> <p>The self-evaluation report is systematic, it is worked on every year by the working groups where all the actors are involved, implementing the changes that derive from the activities. The improvement plan is also drawn up by informing the internal and external actors.</p>

					<p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- The decision for the working group for SER</li> </ul>
4	The quality cycle has a mechanism for the regular collection of feedback from stakeholders (students/candidates, parents, councils, assets, employers, businesses, etc.)		3		<p><i>Processes and activities: DQA</i></p> <p>DQA has mechanisms for regularly collecting feedback from cadets through evaluation forms, interviews, surveys and other forms. Feedback from external stakeholders is also collected through meetings, reports, recommendations, etc.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>-The quality manual,</li> <li>-Questionnaires from the field of training,</li> <li>- Summary report of professional training,</li> <li>- Summary report of basic training,</li> <li>- Summary report of advanced training,</li> <li>- Summary report of specialized training,</li> <li>- The summary report of the training for the instructor,</li> <li>-Summary report of the trainings for the Kosovo Police,</li> <li>- Summary report of the trainings for the Correctional Service,</li> <li>-Summary report of training for Probation Service,</li> <li>-Summary training report for Inspectorates of KP,</li> <li>- Summary report of the trainings for the Kosovo Emergency Agency,</li> <li>-Summary report of trainings for the Kosovo Customs,</li> <li>- Summary report for the educational environment in training,</li> <li>- Summary report on the satisfaction of the personnel in KAPS,</li> <li>- Summary report on the identification of challenges with COVID-19.</li> </ul>



5	The quality cycle has procedures for the review of complaints.		3		<p><i>Processes and activities:</i></p> <p>DQA has a quality management system that has foreseen the procedure for examining identified complaints and the same are forwarded to the responsible actors of the relevant fields.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Evaluation reports</li> <li>- Regular meetings with relevant units</li> <li>- Work plan of DQA</li> <li>- The plan of activities of DQA</li> </ul>
6	The internal quality assurance process is regularly monitored.		3		<p><i>Processes and activities:</i></p> <p>Procedures are regularly monitored, to ensure that systems and processes are maintained and implemented according to procedures and rules, through relevant mechanisms such as regular meetings, reports and recommendations</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Regular meetings with relevant units</li> <li>- Work plan of DQA</li> <li>- The plan of activities of DQA,</li> </ul>
7	The self-evaluation report has been approve and adopt by the competent body.		3		<p><i>Processes and activities: DSC</i></p> <p>In accordance with the decision of the creation of the working group for the drafting of SER, the highest body of KAPS issues the decision for the approval of the document of SER</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Decision for the working group for SER,</li> <li>- The decision of approval of SER,</li> </ul>

**PRINCIPLE OF QUALITY 6 – FEEDBACK AND CHANGES: IMPROVEMENT PROCESS**

<b>No.</b>	<b>INDICATORS</b>	<b>EVALUATION GRADE</b>			<b>EVALUATION / EVIDENCE</b>
1	Staff and all stakeholders receive and respond to feedback on the results of the self-evaluation process and improvement plan.		3		<p><i>Processes and activities:</i></p> <p>After the submission of the Self-Assessment Report, the feedback information is accepted by all the actors where they are analyzed, reviewed and recommendations for improvement are given. The Improvement Plan includes responsible persons, deadlines and actions, in which case time period are also set for reporting on activities based on feedback information.</p> <p><i>Dokumente</i></p> <ul style="list-style-type: none"> <li>- The plan of improvement</li> <li>-Working reports of the working group.</li> </ul>
2	Procedures for dealing with deficiencies are drawn up and measures are taken for improvement according to areas and priorities.		3		<p><i>Processes and activities:</i></p> <p>Deficiencies (areas for improvement) are clearly identified and improvement plans are drawn up.</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- The plan of improvement</li> <li>- Procedures for the treatment of deficiencies</li> </ul>
3	The improvement plan includes clearly defined objectives, priorities, tasks, responsibilities and time period; they have an appropriate cost and appropriate resources; success criteria are specific, measurable and achievable.		3		<p><i>Processes and activities:</i></p> <p>The Improvement Plan at the Academy level clearly includes all goals, priorities, tasks, responsibilities, cost, time period and measuring indicators for success.</p> <p><i>The documents</i></p>

					- The plan of improvement
4	Performance trends show continuous improvement or maintenance of standards over different time periods (if applicable).		3		<p><i>Processes and activities:</i></p> <p>Based on the fact that the procedures in the framework of the needs and strategies of the stakeholders have evolved, the level of performance has been raised in the achievement of the competence which has changed in the standard of the profession and also witnessed in the change/increase of some trainings at different levels. NQF.</p> <p>At the Academy level, the VET program has been developed, which over the years has undergone changes in the content of the program, its duration, the development of instructors, equipment for the realization of the learning process, the interconnection of international practices, local and international experts, which have influenced the improvement of performance and maintenance of standards.</p> <p><i>The documents</i></p> <p>- Decisions on the validation of training and accreditation of KAPS (over the years)</p>
5	The deficiencies that are identified and the recommendations from the internal and external evaluation are distributed to the personnel and the relevant measures are taken.		3		<p><i>Processes and activities:</i></p> <p>Based on the identification of deficiencies and recommendations from external bodies, an improvement plan is drawn up, which is distributed to all relevant units for the purpose of corrective measures.</p> <p><i>The documents</i></p> <p>- The plan of improvement</p>
6	Results on the impact of the self-evaluation process and improvement		3		<i>Processes and activities:</i>

						<p>Conclusion of the SER document and the improvement plan, policies addressed in the strategy document for the year 2023-2026</p> <p><i>The documents</i></p> <ul style="list-style-type: none"> <li>- Draft document of the Strategy for the year 2023-2026</li> </ul>
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## Summary of the report

Period from January 2022 until December 2022 (as in the first page)

Total of evaluation grade				Advantages	Deficiencies
4	3	2	1	<i>Only the Advantages that have been evaluated with grade 4 are marked.</i>	<i>Only Deficiencies that have been graded 1 and 2 are marked.</i>
Management responsibilities				<ul style="list-style-type: none"> <li>- Management creates and increases cooperation and partnership with other PET providers, relevant agencies and other stakeholders.</li> <li>- The management is involved in or develops various projects for the purpose of development, training, employment, mobility, etc. at local and international level.</li> </ul> <p><i>Explanation: As for those involved in Erasmus+ activities, last year (2021), KAPS managed to send</i></p>	
2	13	0	0		

				<p>6 of its members abroad through this program, and that of 2: students, members of the academic and administrative staff. Whereas, unlike the previous year, this year (2022) there were a total of 20 exchange members, of which 8 incoming members (5 of the administrative staff and 5 of the academic staff) and 12 outgoing members (of which 4 students, 2 of the academic staff and another 6 of the administrative staff).</p> <p>While in CEPOL in 2022, a total of 15 officials have participated, of which 5 in residential courses abroad, 3 in online courses and 7 in exchanges.</p>	
Management of resources					
0	5	0	0		
Design and development				<ul style="list-style-type: none"> <li>- The learning programs meet the goals and strategic character of the organization</li> <li>- The qualification is adapted to the needs of individuals, employers and stakeholders.</li> <li>- The qualification is developed based on NQF criteria and includes learning outcomes, performance indicators and evaluation criteria.</li> </ul>	
3	3	0	0		
Delivery, Evaluation & Certification				<ul style="list-style-type: none"> <li>- Students/candidates are provided with professional practice in their institution as well as in the company</li> <li>- Candidates have the possibility of summative re-evaluation (<i>if applied according to the curriculum</i>)</li> <li>- The institution practices an efficient process of requests and complaints (<i>to</i></li> </ul>	
3	12	0	0		

				<i>students/candidates, teachers and stakeholders).</i>	
PROCESS OF SELF-EVALUATION					
0	7	0	0		
Feedback & changes: The improvement process					
0	6	0	0		

### **Improvement Plan of Provider of PET- Complete Self-Evaluation**

FORMULATION OF QUALITY: Effective use of physical and human resources

Deficiencies that need to be addressed: Maintenance of training facilities - lack of emergency stairs in the educational facility							
Objectives	Required actions	Measurable results	Responsibility for action	Priority of actions	Timelines and stages of developments	Monitoring and evaluation	Additional costs and resources
Creation of emergency exit	Drafting of the plan and tendering procedures	Increased safety	Director of DFGS and Manager of Procurement	High	Three-year period	Supervisory committee from the Director of KAPS.	With institutional budget
Renovimi i poligoneve	Drafting of the plan and tendering procedures	Increased safety	Director of DFGS and Manager of Procurement	High	Three-year period	Supervisory committee from the Director of KAPS.	With institutional budget or <b>donation</b>
<p>Comments: <i>The working group with the decision of the Acting General Director of KAPS Mr. Kastriot Jashari, the decision on the creation of the working group for the drafting of the RVV for professional training no: 221, dated 24.10.2022 in the following composition:</i></p> <ol style="list-style-type: none"> <li>1. <i>Emin Uka – Chairman;</i></li> <li>2. <i>Zymryte Kostanica – member:</i></li> <li>3. <i>Abaz Ahmeti - member:</i></li> <li>4. <i>Shaban Bajrami - member:</i></li> <li>5. <i>Mirsad Sholla- member:</i></li> <li>6. <i>Shpend Shabani – member:</i></li> <li>7. <i>Fitim Osmani - member:</i></li> <li>8. <i>Sadat Gashi - member:</i></li> <li>9. <i>Rrahim Rexha – member:</i></li> <li>10. <i>Mustafa Qerkezi – member:</i></li> <li>11. <i>Sami Zeka - membe:</i></li> <li>12. <i>Avdullah Syla – member:</i></li> <li>13. <i>Avni Istrefi – member:</i></li> <li>14. <i>Fidajete Geci – member:</i></li> <li>15. <i>Fatime Salihu – member:</i></li> </ol> <p><i>The process of completing the Self-Evaluation Report has influenced the increasing performance of the institution's employees by eliminating the deficiencies identified during the development of the activities.</i></p>							