
Dr.sc. Ferdije Zhushi Etemi, President
The Kosovo Accreditation Agency
Agim Ramadani p.n.
Mensa e Studenteve - Kati 2
Pristina 10000 Kosovo

Dublin, 25 September 2014

Subject: External review of KAA and decision on membership – response to letter from KAA on 26 June 2014

Dear Dr.sc. Ferdije Zhushi Etemi,

I am pleased to inform you that, at its meeting of 15 September 2014, the Board of ENQA agreed to grant KAA Full membership of ENQA for five years from that date.

On the basis of its scrutiny of the final review report, the Board agreed that KAA met the necessary requirements for being granted ENQA Membership.

Though the ENQA Board concluded that KAA is in substantial compliance with the European Standards and Guidelines, the Board would like to receive a follow-up report within one year of the decision, i.e. by September 2015. The report should be based on the recommendations in the review report (as outlined in the attached annex) and include an update about the new legislation concerning higher education in Kosovo and its implications on KAA.

I wish to inform you through this letter that ENQA has separately received a letter of complaint in relation to KAA. The Board of ENQA is treating the letter seriously and will further investigate the matter. When ENQA is in a position to inform your agency more fully about this matter and to request a response to the complaint, we will be in further contact with you. I wish to stress that this issue is entirely separate from the review process that has just concluded positively.

Yours sincerely,



Padraig Walsh
President of ENQA

Annex: Areas of development

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1. KAA is recommended to ensure that the international, non-Albanese speaking evaluation experts are able to gain sufficient insight in the effectiveness of the internal quality assurance of student assessment.
2. In view of the rapidly changing needs of Kosovan society and HE, KAA is recommended to involve all relevant stakeholders, including students, teachers and employers, in the process of further developing the QA procedures.
3. Students should take part in panels on the (re-)accreditation of study-programmes.
4. KAA is recommended to be more strict on the coverage and acceptance of the self-evaluation reports as provided by HEIs, in order to facilitate the work of the external evaluators.
5. KAA is recommended to be more critical at the reports produced by the evaluation experts, and compare the standards of report writing with those of established external evaluation agencies.
6. KAA is recommended to further develop the follow-up procedures, in particular the follow-up on improvement plans and the length of re-accreditation cycles, and to become more specific on conditional (re-)accreditations.
7. KAA is recommended to carry out regular in-depth system-wide analyses, eventually also with help of independent outsiders.
8. KAA is recommended to act according its strategic plans and at the same time regularly monitor the workload of its staff in view of the many activities that it intends to carry out.
9. KAA is recommended to revise the composition of the Appeals Committee in the direction of committee members being without links to the KAA Board.