

Epoka University
Permanent Commission on Quality Assurance

“Training on Administrative Procedures”

19 February 2018

Epoka University campus, Tirana, Albania

Training Report

Overview

Permanent Commission on Quality Assurance (PQA Commission), in cooperation with Internal Quality Assurance Office at Epoka University organized the Training titled “University Administrative Procedures”, on February 19, 2018. The training targeted administrative staff members of Epoka University.

Rationale

Procedures are important tool that contain a series of consecutive action steps to assist staff and management with carrying out their work effectively. The aims of the Training were to enable staff to write effective procedures that are of a general administrative or operational nature and cover a broad range of issues and to understand the procedure development process, learn key elements of a better practice in operational procedures writing. The training aimed to offer practical tips for administrative staff while they plan to write a new procedures.

Methods used during the training

The training constituted of a series of talks on administrative policies and designation of them, National Legal Framework in Higher Education and Legal Framework of Epoka University. One part was mainly devoted to presentations of the trainers, and the second part was more devoted to practical aspects of the topics concerned. The training included presentations, discussions, and questions and answers. Each session had its speaker/trainer. In the last part of the training the participants were divided into two working groups and discussed about the existing procedures. Every administrative unit made presentation of their procedures and they received feedbacks from moderators to pinpoint areas for improvement.

Results of the training according to the sessions of the training

The event started with the welcoming remarks of Prof. Dr. Teoman Duman, head of PQA Commission, who pointed out the important role of the administrative staff in the University and stated that Epoka University is in search of excellence and this training will further improve the services.

Then, the event followed with the training session of Mr. Arjan Shahini, external member of PQA Commission and Former Director of Private Education at MoES, who focused on the Role and Organization of the Administrative Policy.

In addition, Mr. Shahini stated that the regulation covers the general aspects and should be organized, concise and should contain the responses for the hereunder questions:

- Who – who is covered by the regulation, who is accountable
- What – the subject matter/policy being addressed
- When – time periods or deadlines
- Where – offices, units, departments
- How – applicable procedure to be followed
- Why – the purpose of the regulation

Dr. Niuton Mulleti, Head of Institutional and Legal Affairs Office and Ms. Alba Gërdeci, Head of Rectors Cabinet at Epoka University Office gave to the audience an overview of the National Legal Framework in Higher Education and Legal Framework of Epoka University and their effects on the operational procedures established by administrative units to facilitate the day-to-day operations. Dr. Niuton Mulleti stated that operational procedures of administrative units are derived from legal obligations. Ms. Alba Gërdeci explained the structure of an operational procedure.

During the last session, the administrative units made a presentation of their own procedures and discussed on the problems that were facing with the work procedures.

In the end the results were presented from the two groups, which will be used as an input for the updating of the existing operational procedures and development of new procedures.

All the presentations were interactive and the participants asked questions and discussed about the matters presented about in particular to the organization of regulations and administrative policies and operational procedures.

Evaluation of the training

At the end of the training, the evaluation was sent to the participants in order to evaluate it. The participants evaluated positively the training and its organization. Based on participant's feedbacks the training experience will be useful in their work.

In terms of content, most of the participants evaluated that they were well informed about the purpose of the training, and the training objectives were met.

For speakers, the participants highlighted that they were well prepared and they also suggested to make the trainings more often and frequently.

The participants in the training evaluation form have proposed to conduct more often trainings like this, which includes work procedure.