EMPLOYEE HANDBOOK
FOR UBT COLLEGE

Prishtina, 05.04.2024

INTRODUCTION

Purpose of This Handbook

The purpose of this handbook is to provide you with a clear understanding of what you can expect from us and what we expect from you. It covers a range of important topics including your rights and responsibilities as a member of our community, our hiring and evaluation processes, promotion criteria, and the numerous support systems we have in place to foster your professional growth.

As a key member of our team, your contribution is invaluable to shaping the future of our students and the larger community.

We encourage you to familiarize yourself with the contents of this handbook. It not only outlines the policies and procedures of our college but also reflects our commitment to creating a supportive, inclusive, and stimulating work environment.

Thank you for choosing to be a part of UBT College. Together, we look forward to achieving new heights of academic and professional excellence.

Warm regards,

Prof. dr. Edmond Hajrizi, President of UBT

STAFF RIGHTS AND RESPONSIBILITIES

STAFF RIGHTS

Article 1

Academic Freedom

Staff members are granted the liberty to pursue and express scholarly ideas in teaching, research, and publication, adhering to professional ethics and institutional standards.

Article 2

Work-Life Balance

The college supports flexible work arrangements to facilitate a balance between professional responsibilities and personal life.

Article 3

Equal Opportunity

The College UBT is committed to providing an equitable work environment where all staff, irrespective of background, are treated fairly and given equal opportunities.

Article 4

Harassment-Free Workplace

The College UBT prohibits any form of harassment, ensuring a safe and respectful work environment for all.

Staff Responsibilities

Article 5

Adherence to College Policies

Staff are expected to be familiar with and follow the institution's policies, ensuring academic integrity and appropriate conduct.

Article 6

Commitment to Student Development

Faculty members of UBT College are responsible for actively engaging in the intellectual and personal growth of students through quality teaching and mentorship.

Article 7

Participation in College Activities

Staff should contribute to the academic community by participating in seminars, workshops, and committees, playing a role in the institution's development.

Article 8

Professional Development

The staff is responsible to seek continuous professional growth in one's field, enhancing the individual's contributions to the college.

Article 9

Collaboration and Teamwork

The staff is responsible to pursue effective and respectful collaboration across departments is crucial for the success of both the individual and the institution.

Article 10

Classroom Discipline Maintenance

Staff is responsible to ensure an orderly and conducive learning environment.

Article 11

Reporting Influence on Grades/Assignments

The staff is responsible to report any undue influence or attempts to compromise academic integrity must be reported.

Article 12

Balancing External Activities (Conflict of interest)

Staff are responsible to engage in external activities that enhance their professional skills, ensuring no conflict of interest with their responsibilities at the college.

HIRING PROCEDURES OF ACADEMIC AND ADMINISTRATIVE STAFF

Article 13

Approval and Initiation

The recruitment process is initiated by the Program Director/Head of Department/Dean that submits a request to Human Resources Department of College UBT.

Article 14

Search Committee Formation

The search committee is further established with the composition of two faculty members from the program, one member from HR, one member from the respective department of College UBT in which programs falls.

Article 15

Job posting

Academic and administrative job positions are advertised widely to attract a diverse pool of applicants. The posting should include clear information about the role, qualifications, and application deadlines. The posting shall be advertised in the website of College UBT or other media.

Article 16

Application Review

The search committee reviews applications, conducts interviews, and assesses candidates based on predefined criteria. The criteria are different for academic staff as opposed to administrative staff.

Article 17

Selection and Offer

After evaluating candidates, the committee recommends a candidate for the position to the Management Board of UBT College. Management Board formally approves the candidate and extends a job offer.

Article 18

Criteria for Internal Staff Transfers

The criteria for recruitment of staff from UBT College Main Campus to UBT College Branches are eligibility, qualifications and experience, performance record, role suitability, voluntary transfer, strategic alignment, and approval and transfer procedure.

18.1. **Eligibility:** All current staff members of UBT College Main Campus are eligible for transfer to UBT College.

18.2. **Qualifications and Experience**: Candidates must possess the necessary qualifications and experience relevant to the position available at the Main Campus and Branches.

18.3. **Performance Record:** A track record of good performance, as demonstrated in recent evaluations.

18.4. **Role Suitability**: Assessment of the candidate's compatibility with the role's requirements, including skills, knowledge, and adaptability.

18.5. **Voluntary Transfer:** Candidates should voluntarily express interest in transferring to the Branches.

18.6. **Strategic Alignment**: The transfer should meet the operational and strategic needs of both the Main Campus and Branches.

18.7. **Approval and Process**: Transfers require approval from Faculty Dean, program director in the branch, Branch Director, and HR, following a standard internal transfer procedure.

SUPERVISION

Article 19

Supervisory Structure and Roles

The Dean oversees all faculty operations, both operational and academic at the academic unit level.

Academic programs that are delivered in branches in terms of overall academic management are under the umbrella of Deans from College UBT.

Academic programs that are delivered in Branches have an Academic director who is responsible to run and manage the program at the branch level and report to the Dean on the overall academic.

Article 20

Roles and Responsibilities of Supervisors

Deans from the central level are responsible for the overall academic program governance, including the programs that are delivered in branches.

The Program directors are responsible for the overall program management at the central level, but also at the Branch level.

The Branch Directors are responsible for the overall branch management and oversight.

Article 21

Expectations from Staff

Both academic and administrative staff must effectively communicate and collaborate with their respective supervisors.

Adherence to the supervisory structure is essential for smooth operation.

Article 22

Support and Development

Program directors, heads of departments, and deans are responsible for fostering the staff professional growth in each academic unit.

Branch supervisors, including Branch director and Branch program director are responsible for fostering the staff professional growth at the Branch level.

The Deans, Heads of departments, program directors, and Branch supervisors are responsible to establish mechanisms for constructive feedback and career advancement opportunities both at central and branch level.

PERFORMANCE EVALUATION

Article 23

Performance Evaluation for Academic Staff

Performance evaluation criteria for academic staff are teaching effectiveness, curriculum development and course management, research and scholarly activities, professional development, and service to the College (including its branches), and community, and participation in international projects.

Article 24

Teaching Effectiveness

The teaching effectiveness is measured by staff's emphasis on quality of teaching and learning facilitation, student engagement and motivation, clarity and organization of lectures or presentations, and use of innovative teaching methods and educational technologies.

Article 25

Curriculum Development and Course Management

Curriculum development and course management is measured by staff's contribution to the curriculum updates and efficient course administration (regular lectures, effective exam administration, effective consultations and tutoring).

Article 26

Student engagement and support

Student engagement and support of staff is assessed through accessibility of academic staff to students for guidance and support, contribution and consultations to student learning outside of formal teaching, student feedback and satisfaction scores.

Article 27

Research and Scholarly Activities

Research and scholarly activities of the academic staff are assessed based on the quantity and quality of the research publications, conference participation (especially in the Annual UBT International Conference), H-index increase within the academic year, and contributions to the field of expertise.

Article 28

Professional Development

Professional development efforts of the staff are measured based on the participation of staff in continuous learning and skill enhancement.

Article 29

Service to College, Community and Internationalization

The service to college and community is measured by staff's active involvement in college committees, community outreach, and collaboration with local and international institutions.

Article 30

Performance Evaluation for Administrative Staff

The performance evaluation criteria for administrative staff ae efficiency in administrative tasks, communication and collaboration, problem-solving and decision-making, student service and support, initiative and innovation.

Article 31

Efficiency in administrative tasks

Efficiency in administrative tasks are measured by the focus of administrative staff on accuracy, timeliness, and effective resource management of the College.

Article 32

Communication and collaboration

Communication and collaboration is measured by the quality of communication with peers, faculty, and students.

Article 33

Problem Solving and Decision Making

The problem-solving capacities of administrative staff are measured by their capability and continued efforts to identify and solve problems effectively.

Article 34

Student services and support

The administrative staff shall be measured by the quality of their work and responsiveness in servicing students and faculty.

Article 35

Initiative and Innovation

The administrative should demonstrate ability to implement new ideas or processes.

Article 36

Evaluation for administrative managerial roles

The administrative staff in managerial administrative positions shall also be evaluation with an additional criterion of effectiveness in leading, motivating, and developing team members.

Feedback and Review Process

Article 37

Performance Review Schedule

The annual End of the Year performance reviews shall be conducted. For Academic Staff in the it is done by the Faculty Dean in cooperation with the Program Director (with respect to branches) and for the administrative staff by the Secretary General of UBT College (for the main campus) and Branch Director for branches.

Article 38

Feedback mechanisms

The process for providing and receiving constructive feedback is as follows:

38.1. Preparation: Before the performance review, both the reviewer (supervisor) and the reviewee (staff member) should prepare.

38.2. Structured Meetings: Feedback is provided during scheduled, structured meetings. These sessions are meant to be interactive, allowing for open dialogue.

38.3. Objective and Constructive Feedback: Feedback should focus on specific, objective criteria outlined in the performance evaluation standards. It should be constructive, aimed at recognizing strengths and identifying areas for improvement.

38.4. Actionable Insights: The feedback should offer actionable insights, suggesting ways for the staff member to improve or build on their strengths.

38.5. Documentation: Key points discussed during the feedback session should be documented, creating a reference for future evaluations and follow-ups.

38.6. Follow-Up: A follow-up plan may be established to monitor progress on discussed areas of improvement. This may include additional training, mentoring, or more frequent check-ins.

Article 39

Improvement Plan

The development of action plans for areas identified as needing improvement in a performance appraisal context is typically a collaborative effort between the supervisor and the staff member. The supervisor plays a key role in guiding and providing feedback on the areas that need improvement, while the staff member is responsible for actively participating in the creation of their own improvement plan. This process ensures that the plan is realistic, achievable, and aligns with the staff member's professional development goals.

PROMOTION

Article 40

Eligibility and Criteria for academic staff

Promotion of academic staff to higher academic titles is regulated by the Regulation on Standards for Election into Higher Academic Titles of College UBT.

Article 41

Application and Review Process

Application and review process for promotion of academic staff to higher academic titles is regulated by the Regulation on Standards for Election into Higher Academic Titles of College UBT.

Article 42

Promotion Eligibility for Administrative Staff

Eligibility for promotion among administrative staff is based on criteria including tenure, performance evaluations, additional qualifications or skills acquired, and contributions to departmental or college goals. For higher positions always the administrative within the academuc unit or branch shall be given priority for promotion.

Article 43

Promotion Criteria and Evaluation Criteria for administrative staff

Promotion include demonstrated excellence in job performance, contribution to departmental efficiency, leadership qualities, and additional professional development relevant to the role.

Article 44

Application Process for Promotion

Administrative staff must submit a formal application for promotion, including a portfolio of their work, performance evaluations, and any other relevant documentation supporting their candidacy.

Article 45

Review and Decision Process

A committee, including HR representatives and senior management of the UBT College central campus or Branch, will review promotion applications. Decisions will be made considering the applicant's performance history, contributions to the college, and the needs of the department or Faculty.

Article 46

Appeal Process

Administrative staff who are not satisfied with the decision on their promotion application may appeal to a higher authority within the college, as specified in the grievance policy.

Article 47

Announcement and Implementation

Promotion decisions will be formally announced to the relevant departments, and necessary adjustments, including salary and role responsibilities, will be implemented as per the college's administrative policies.

SUPPORT PROCESSES

Article 48

Professional Development Opportunities

Professional development opportunities at UBT College include a range of training programs, workshops, and seminars designed to enhance staff skills and knowledge. Participation in these programs is encouraged to facilitate continuous personal and professional growth. The training programs are organized through Institute IDEAA of UBT College.

Article 49

Mentoring and Coaching

UBT College provides mentoring and coaching programs to support staff development. These programs pair staff members with experienced mentors or coaches to guide their career development and enhance their professional skills.

Article 50

Health and Well-being Resources

While the main campus of UBT offers psychological counseling services, UBT College commits to supporting the overall well-being of its staff. This includes access to counseling services and initiatives aimed at promoting a healthy work-life balance and mental health awareness.

Article 51

Access to Training Programs

UBT College offers a variety of training programs through the IDEAA Institute and other platforms. Staff are encouraged to participate in these programs to enhance their skills and knowledge. Information on available training programs and enrollment procedures is provided by the Human Resources department.

Article 52

Career Progression and Guidance

The College provides guidance on career progression paths within the institution. This includes assistance in identifying suitable roles for advancement and understanding the criteria for each career stage.

Article 53

Educational Benefits and Support

UBT College supports the academic advancement of its staff by sponsoring higher studies, including PhD and post-doctoral studies, for eligible junior staff members. Detailed information on eligibility, application procedures, and the extent of support is available through the Human Resources department.

OTHER POLICIES

Article 54

Leave Policies

The College UBT, including its branches observe Kosovo Labor Law for annual and sick leaves. Annual leave is accrued at 1.5 days per month. Information on applying for maternity/paternity, and other types of leaves is provided by Human Resources, in alignment with national labor regulations.

Article 55

Conflict Resolution Procedures

The College UBT, including its branches has established procedures to address workplace conflicts effectively. These procedures aim to resolve issues amicably and professionally, ensuring a harmonious work environment.

At College UBT, we have a structured framework to address and resolve workplace conflicts. This includes the following steps:

55.1. **Identification and Reporting**: Conflicts or potential conflicts should be promptly identified and reported to the respective supervisor or the Human Resources department.

55.2. Mediation and Dialogue: A mediation process involving the concerned parties is initiated to facilitate open dialogue. The goal is to understand different perspectives and find common ground.

55.3. Conflict Resolution Committee: For complex cases, a Conflict Resolution Committee may be convened, comprising impartial members who can offer objective insights.

55.4. Resolution and Follow-Up: The aim is to reach an amicable resolution that respects the interests of all parties involved. Post-resolution, a follow-up is conducted to ensure the conflict has been resolved satisfactorily and to prevent recurrence.

55.5. Confidentiality and Support: Throughout the process, confidentiality is maintained. The College also provides support mechanisms, such as counseling, for those affected by the conflict.

Article 56

Resignation and Termination Guidelines

For resignation, staff members are required to give one month's notice. Termination policies adhere to the Labor Law of Kosovo, with specific guidelines available through Human Resources. Staff members are encouraged to discuss their plans and concerns with their supervisors or the Human Resources department in case of potential resignation or termination scenarios.

FINAL CLAUSES FOR THE EMPLOYMENT HANDBOOK OF UBT COLLEGE

Article 57

Amendments and Updates

This handbook may be amended or updated periodically to reflect changes in policies or procedures. Staff will be notified of any significant changes.

Article 58

Compliance with Local Laws

All provisions in this handbook are subject to local laws and regulations. In case of any conflict, the local laws will take precedence.

Article 59

Acknowledgment of Handbook Receipt

All staff members are required to acknowledge the receipt of this handbook and confirm their understanding and agreement to adhere to the policies and procedures outlined herein.

Prof. Dr. Edmond Hajrizi, 05.04.2024

President of College UBT