



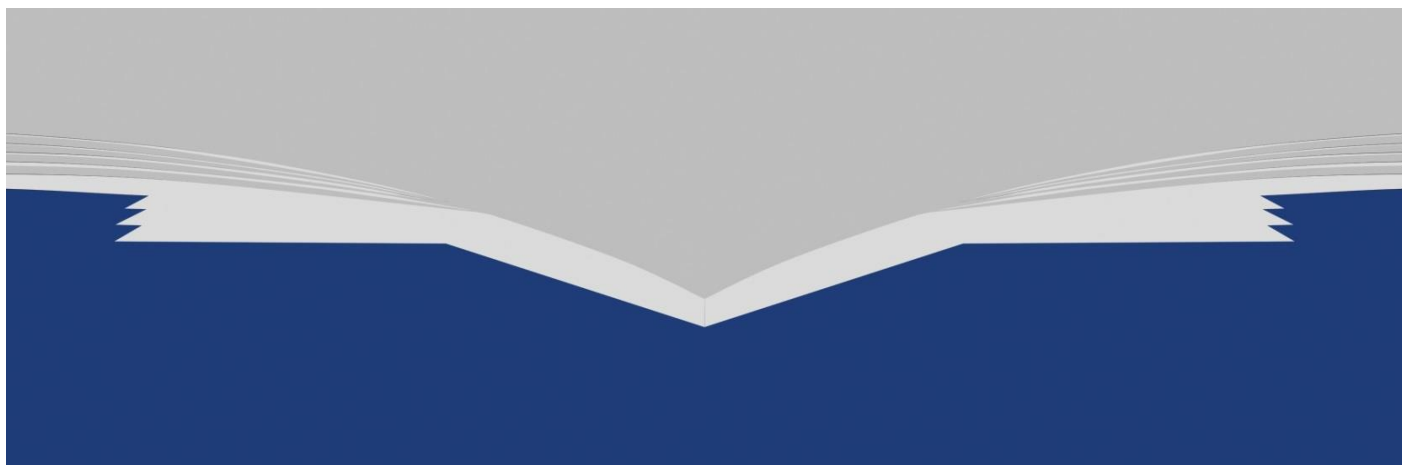
AKADEMIA E KOSOVËS PËR SIGURI PUBLIKE

Kosovo Academy For Public Safety/ Kosovska Akademija za Javnu Bezbednost

Faculty of Public Safety

Program: BA – Public Safety

HANDBOOK OF PROFESSIONAL PRACTICE



Vushtri, 2025

TABLE OF CONTENTS

Acronyms.....	2
I.	
Introduction.....	3
• Basic and Introductory Studies in the Field of Public Security.....	5
• Studies for the Advancement and Deepening of Knowledge in the Field of Public Security.....	6
Specialized Studies in the Field of Public Security.....	6
II. Practical Training Period - INTERSHIP	7
• Initial Phase of the Internship.....	8
• Main Participants in the Internship.....	8
• Internship Coordinator... ..	9
• Creation of a Mentorship Network.....	10
III. Internship Implementation Phase	11
• “Implementation of the Internship”	11
• Supervision of the Student.....	12
IV Internship Evaluation Phase.....	13
• Evaluation of the Internship.....	13
• Preparing Documentation for the Internship Evaluation Committee.....	14
V Quality Assurance Mechanisms for Professional Practice.....	15
• Review of the Document.....	16
Appendices.....	16
Forms.....	26

Acronyms

KAPS	Kosovo Academy for Public Safety
FPS	Faculty of Public Safety
PSA	Public Security Agencies (the Agencies)
Coordinator of Practical Training	he Administrative Officer at the Kosovo Academy for Public Safety (KAPS), responsible for coordinating the practical training period of the Bachelor's program in Public Safety, in collaboration with the Faculty of Public Safety (FPS) and the Academy of Public Safety (APS)
Mentor	Officer from the Public Security Agencies responsible for supervising students during the practical training phase
Coordinator of Mentors	The Public Security Agency Officer responsible for coordinating mentors within the respective agency. The Mentors' Coordinator additionally fulfills the role of a mentor.
Professor Responsible for the Practical Training Period	Dean-Appointed Lecturer for the Practical Training Period
Committee for Evaluation	Dean-Appointed Committee for the Final Assessment of the Practical Training Period
Form of the Student's Final Evaluation	Primary Evaluation Form for the Practical Training Period, through which the mentor evaluates whether the student has fulfilled the objectives of the internship
Student Self-Assessment Form	Student's Self-Evaluation of Achieved Results
Committee's Student Assessment Form	Final Assessment of the Practical Training Period, through which it is confirmed that the student has met the objectives of the evaluated period
The Internship Program	Tasks Assigned to Students for Completion during the Practical Training, Extracted from the Bachelor's Curriculum of the Faculty of Public Safety
Form for Evaluating the Quality of the Internship	Overall Assessment of the Practical Training Period carried out by the Quality Assurance Office
Weekly Report of the Student	Student's Daily Outcomes According to the Tasks Assigned in Advance by the Mentor
Weekly Report of the Mentor	Student's Weekly Results Based on Tasks Assigned by the Mentor
Practical Training Implementation Form	Form Completed by the Student and the Practical Training Coordinator
Student Project	End-of-Internship Paper through which the Student is Assessed by the Evaluation Committee

Introduction

The Bachelor's Degree Program in "Public Safety" is designed for officers employed in the public security agencies of the Republic of Kosovo, including, but not limited to, the Police, Customs, Correctional Service, Probation Service, Police Inspectorate, and the Emergency Management Agency. The program aims to provide high-quality, integrated higher education in the field of public safety, combining academic preparation with the development of practical and research skills.

The mission of the program is grounded in the applicable strategic and legal documents within the mandate of the Kosovo Academy for Public Safety, namely the Law 04/L-053 on the Kosovo Academy for Public Safety, the Government Regulation No. 05/2019 on Higher Education at KAPS, as well as the Development Strategy and Action Plan of the Kosovo Academy for Public Safety (2023–2026).

The program's mission is to contribute to strengthening the professional capacities of public security institutions by preparing professionals capable of maintaining public order, enforcing the law, and protecting human rights with integrity, professionalism, and accountability. This mission is directly aligned with the legal scope of the Academy as defined in Law No. 04/L-053, which stipulates that the Academy is responsible for providing higher education and training, implementing policies and strategies for education and training, and developing capacities in the field of public safety (Article 1, Paragraph 1). Within this framework, the mission of the program naturally derives from the institution's legal mandate.

In addition to the legal framework, the program's mission is reinforced and further specified through the strategic objectives outlined in the Development Strategy and Action Plan of KAPS (2023–2026), which emphasizes that the Academy's mission is to provide high-quality education, training, and research in the field of public safety, with the aim of creating a safe environment for all citizens of the Republic of Kosovo.

Thus, the mission of the degree program reflects not only KAPS's legal obligations but also its strategic commitment to academic and scientific development in the field of public safety, ensuring an organic connection between higher education, professional practice, and scientific research.

The "Public Safety" program is a three-year (3) degree program, divided into six (6) semesters, in which students are required to accumulate 180 ECTS credits for successful completion. The program is structured to provide a balanced approach between theoretical content and professional practical training.

Students follow an integrated study program with a common curriculum that includes: 135 ECTS from theoretical courses (both compulsory and elective); 30 ECTS from practical training, completed through three phases of professional internship, each worth 10 ECTS, scheduled at the end of each academic year; and a Bachelor's Thesis, accounting for 15 ECTS.

Category of Subjects	Total ECTS Credits
Mandatory Courses	111 ECTS
Elective Courses	24 ECTS
Internship (3 Levels)	30 ECTS
Bachelor's Thesis Topic	15 ECTS
Total of the Program	180 ECTS

Table 1 – Distribution of ECTS by Subject Categories

Basic and Introductory Studies in the Field of Public Safety

The first year of studies comprises the first and second semesters, each including 25 ECTS for theoretical courses. In each semester of the first year, the theoretical courses consist of five (5) compulsory courses and three (3) elective courses, from which students select one (1) course to attend per semester. This year aims to provide students with the theoretical foundations and introductory knowledge necessary to understand the legal, institutional, organizational, and social concepts related to public safety.

Through a combination of law, security, security policy, and supporting multidisciplinary disciplines, students build a solid foundation for understanding the functioning of the public safety system as well as the legal framework governing it. During this year, students are also trained in managerial, ethical, and psychological aspects, which are essential for understanding leadership, decision-making, and collaboration in professional contexts.

Additionally, this phase prepares students to develop language skills in English as a second language, as well as academic writing, communication, and conflict resolution abilities. Content with a social and psychological focus helps students understand the human dimensions and challenges of public safety environments.

Studies for the Development and Deepening of Knowledge in the Field of Public Safety

The second year of studies comprises the third and fourth semesters, each including 25 ECTS for theoretical courses. In each semester of the second year, the theoretical courses consist of five (5) compulsory courses and three (3) elective courses, from which students select one (1) course to attend per semester. This year aims to deepen and expand the knowledge acquired in the first year, moving from basic concepts to advanced analyses and the development of professional skills.

The program covers areas of law and public safety, enabling a deeper understanding of the legal framework governing public safety activities, as well as skills in crisis management, security policy, and crime prevention. Students acquire knowledge on the prevention, investigation, and management of criminal phenomena, integrating legal, security, and operational policy aspects. The multidisciplinary dimension and supporting skills are strengthened through the development of competencies in intelligence, psychology, organizational behavior, and professional communication, linking theory with practice and preparing students for the third year.

Specialized Studies in the Field of Public Safety

The third year of studies comprises the fifth and sixth semesters, with a structure tailored for specialization and preparation for the completion of the degree program. In the fifth semester, students take five compulsory courses and select one course from four elective options, whereas in the sixth semester, they are required to take one compulsory course and choose one of two elective courses.

This year focuses on the development of advanced and specialized knowledge, preparing students to analyze and manage the complex challenges of public safety. The program addresses aspects of national security, including elements of international security, contemporary threats, crisis management, and the use of advanced technologies in security.

Additionally, students develop practical, managerial, and international cooperation competencies, equipping them to implement operational policies and address globally interconnected challenges. This phase serves as a foundation for the integration of knowledge into professional practice and research work, culminating in the Bachelor's Thesis.

Professional Internship Period

The professional internship period constitutes 1/6 of the study program, accounting for a total of 30 ECTS credits. In the summer semester of each academic year, students are required to undertake the professional internship and earn 10 ECTS per year. Overall, the professional internship period is allocated 750 contact hours, of which 600 hours are conducted directly within public security agencies, while 150 hours consist of individual student work, related to achieving the objectives of each professional internship.

The purpose of the practical training periods (Internship I, II, and III) is to establish a direct link between the theoretical knowledge acquired during studies and its application in real work environments within the public safety system, reflecting on the institutional, legal, and social complexity of the field.

Year I	First Practical Training Period (Internship I) – 10 ECTS
Year II	Second Practical Training Period (Internship II) – 10 ECTS
Year III	Third Practical Training Period (Internship III) – 10 ECTS

Table 3 – Structure of the Professional Internship Program

The three periods of practical training are:

- 1) Internship I – Introduction to Public Safety and Security Organizations;
 - 2) Internship II – Methods of Work and Operational Practices in Public Security Services;
- Internship III – Advanced Task Management and Enhancement of Institutional Practices in Public Security

Internship I (Introduction to Public Security Organizations): This module aims to provide students with direct experience in the work environment of public security agencies in Kosovo, offering an in-depth understanding of their functioning, structure, and role. Through engagement in specific activities, students have the opportunity to connect and apply the concepts acquired during theoretical courses, thereby developing a more comprehensive and practical understanding of the public security system.

Internship II (Work Methods and Operations in Public Security Services): This module is conducted within the unit or sector where the student is employed as a law enforcement officer and aims to deepen professional skills through engagement in advanced tasks and practical rotations across various positions or activities within the unit. Students analyze and apply both operational and administrative procedures, collaborate with other units, and participate in planning and implementation activities, thereby linking practical experience with knowledge gained during their studies and advancing their professional profile

Internship III (Management of Advanced Tasks and Development of Institutional Practices in Public Security): This module aims to fully integrate the knowledge and skills acquired during studies through engagement in complex tasks at both operational and administrative levels. Students participate in the analysis of work processes, assist in planning and coordinating activities, collaborate with different levels of the organizational structure and external partners, and provide data-driven recommendations for the improvement of institutional practices.

Through these activities, students develop professional competencies, analytical skills, and an integrated approach to managing public security challenges.

INTERSHIP OBJECTIVES

GENERAL OBJECTIVES

- To enable students to acquire basic knowledge of the functions, structure, and procedures of security agencies, as well as to reflect on their role within the overall public security system.
- To equip students with the ability to analytically understand the internal functioning of units within security agencies through active engagement in specific tasks and collaboration with staff.
- To develop students' advanced skills in integrating theoretical and practical knowledge into operational and administrative tasks, as well as contributing to the improvement of processes within security agencies.

SPECIFIC OBJECTIVES

Through the specific objectives of the study program, the BA program in “Public Security” aims to provide:

- To describe and compare the functions, structure, and processes of security agencies and their respective units.
- To analyze the legal framework, procedures, and processes in relation to the institutional mandate of the agency.
- To identify best practices and strengths that can be transferred between security agencies and units.
- To reflect on the role of each agency and unit within the overall public security system.
- To identify areas for improvement in the functioning of the unit and propose practical solutions.
- To actively collaborate with other units within the agency and with external institutional actors.

- To apply acquired knowledge and skills in an integrated manner to specific operational and administrative tasks.
- To assist in the planning, coordination, and execution of unit activities under professional supervision.
- To prepare structured reports (summary, analytical, and comprehensive) on experiences, findings, and recommendations for optimizing work.

Internship I

Learning Outcomes	Content
Upon completion of the subject, the student will be able to : - Describe and compare the functions and processes of each security agency; - Analyze the legal framework and standard operating procedures of various security agencies; - Evaluate best practices that can be transferred between security agencies; - Reflect on the role of each agency within the overall public security system; - Prepare a comprehensive report on the experience gained in each security agency.	- The legal and regulatory framework of the agency; - Organizational structure and hierarchy (chain of command); - Core operational functions and processes; - Organizational environment and culture; - Administrative and operational procedures; - Human resource and logistics management; - Inter-institutional communication and collaboration; - Ethical issues and professional standards.

Internship II

Learning Outcomes	Content
Upon completion of the subject, the student will be able to : - Describe the functions, structure, and organizational culture of the unit in which they serve;	- Organizational structure and hierarchy of the unit/sector; - Core operational and administrative functions and processes; - Standard work procedures and their implementation;

- Analyze procedures and processes in relation to the agency's legal mandate; - Identify strengths and areas for improvement in the unit's work; - Collaborate with other units within the agency as part of practical tasks; - Prepare an analytical report on experiences and key findings during the internship.	- Management of human and logistical resources within the respective unit/sector; - Use of technology and work tools; - Relationships and collaboration between internal units; - Ethical issues and professional standards in task execution.
--	---

Internship III

Learning Outcomes	Content
Upon completion of the subject, the student will be able to : - Apply knowledge and skills in an integrated manner to advanced tasks at both operational and administrative levels; - Analyze and evaluate unit processes and procedures, proposing concrete improvements; - Assist in planning and coordinating unit activities under the guidance of a supervisor; - Collaborate with different levels of the internal structure and with external institutional actors; - Prepare a comprehensive report on experiences, findings, and recommendations for work optimization.	- Engagement in advanced tasks within the unit; - Analysis of data and work processes to identify challenges and opportunities; - Assistance in the preparation of operational and administrative plans; - Coordination of activities with other units and institutional partners; - Use of data and information for decision-making; - Development of recommendations for improving unit performance; - Ethics and professionalism in the execution of advanced tasks.

Year	Practical Period	APS	ECTS	Duration
I	Introduction to Public Security Organizations	Police	10 ECTS	5 week (200 hours of professional internship 50 hours of individual work)
		Customs		
		Emergency Management		
		Correctional and Probation Services		
II	Work Methods and Operations in Public Security Services	Police	10 ECTS	5 week (200 hours of professional internship 50 hours of individual work)
		Customs		
		Emergency Management		
		Correctional and Probation Services		
III	Management of Advanced Tasks and Development of Institutional Practices in Public Security	Police	10 ECTS	5 week (200 hours of professional internship 50 hours of individual work)
		Customs		
		Emergency Management		
		Correctional and Probation Services		

The practical period is divided into the following phases:

- Initial Phase of the Internship;
- Implementation Phase of the Internship;
- Monitoring Phase of the Internship;
- Evaluation Phase of the Internship.

I. INITIAL PHASE OF THE INTERNSHIP

The Initial Phase defines the key actors of the internship program, providing a description of their tasks and responsibilities in accordance with the program and the curriculum of the practical/Internship component for the relevant public security agency.

This phase also establishes the network of mentors. In Internship I, students will spend at least eight hours working in an additional agency aside from their primary place of employment. In Internships II and III, students will complete the internship at the agency where they are employed, unless otherwise specified based on the requirements set by the internship instructor.

Key Actors in the Internship

The Kosovo Academy for Public Safety is an institution accredited at the institutional level for higher education in the Republic of Kosovo by the KSHC. The Faculty of Public Security is responsible for developing the academic study program, while the Public Security Agencies implement the practical component – the internship – in coordination between the KAPS and the APS respective agencies, according to the agreement dated 05.11.2013.

Based on the tasks and responsibilities, the following are the key positions during the practical period/internship:

- Practical Training Coordinator from KAPS
- Practical Training Coordinator from the Public Security Agency (PSA)
- Internship Instructor
- Practical Training/Internship Mentor
- Student

Internship Coordinator from KAPS

Tasks and Responsibilities within the Practical Period:

- Responsible for planning, developing, monitoring, and coordinating the students' practical period within the Public Security Agencies.
- Manages necessary materials, prepares the database, updates data and documents related to the practical period, and, in coordination with the Head of the DSHS, maintains contact with relevant parties to coordinate activities at KAPS.
- Collaborates with internship coordinators, supervises, and communicates with relevant stakeholders in the higher education process, and provides regular reports on the implementation of the practical work.
- Participates in the evaluation committee without the authority to grade students.
- In collaboration with the faculty dean, prepares the report for the committee and schedules the evaluation period.
- Evaluates the practical period by preparing reports on findings, informs the Dean and internship coordinators, while presenting developmental policies.

- Proposes the list of new mentors based on internship needs, always in coordination with the Division Head, Department Director, Dean, and the respective PSA of the Faculty of Public Security.
- Respects deadlines in fulfilling DSHS tasks related to the internship, carries out additional tasks linked to FPS activities, and reports to the Head of DSHS and the Director of DTPA.
- At the conclusion of each field visit, the Practical Training Coordinator prepares an informational report for the Dean.

Internship Coordinator from the Public Security Agency (PSA)

Tasks and Responsibilities within the Practical Period:

- Preparation for the start of the internship;
- Supervision of students' practical period;
- Monitoring of action plans provided by mentors within the PSA;
- Coordination of student activities based on specific objectives and tasks outlined in the practical internship handbook.

The Internship Instructor plays a central role in organizing, guiding, and evaluating the students' practical period. Their responsibilities include:

1. Planning and Orientation of Students

- Guides students in formulating clear and measurable learning objectives for the internship period, which will serve as a basis for assessment.
- Ensures that the internship objectives align with the study program's learning outcomes and the requirements of the host institution.
- Provides instructions on maintaining the internship journal, preparing reports, and delivering the final presentation.

2. Continuous Support and Monitoring

- Maintains regular contact with students and field mentors to ensure sustained development of practical competencies.

- Conducts field visits to monitor and evaluate student progress and provide additional guidance when necessary.
- Offers advice and support in addressing challenges encountered during the internship..

3. Assessment of Student Performance

- Evaluates the quality of the student's engagement during the internship, taking into account the internship journal, individual reports, and active participation.
- Reviews and considers the mentor's reports and evaluation of the student's performance in the field.
- Assesses the student's final presentation related to practical experience.
- Participates as a member of the evaluation committee for the final assessment of the professional internship.

Internship Mentor

Tasks and Responsibilities within the Practical Period:

- Meeting with students at the agency;
- Preparing the internship plan and submitting it to the Practical Training Coordinator;
- Advising and assisting students in achieving the objectives of the practical period;
- Providing regular supervision and guidance to students;
- Communicating and submitting weekly reports on student progress to the Practical Training Coordinator at KAPS;
- Evaluating the student's practical period.

Student

Tasks and Responsibilities within the Practical Period:

- Attending the practical period according to the scheduled time;
- Completing assigned tasks related to the practical period;
- Finishing activities and assessment components related to the learning objectives specified in the internship plan;
- Adhering to all rules and regulations, including internal procedures for information access;
- Reporting weekly to the mentor on weekly activities.

Establishment of the Mentor Network

On 05.11.2013, the Kosovo Academy for Public Safety and the Public Security Agencies signed a cooperation agreement aimed at establishing a network of mentors for the workplace practical period. The description of the key actors' tasks and the modalities for creating the mentor network are defined through the cooperation agreement between KAPS and the PSAs.

Each institution will establish a mentor network to implement the practical workplace period (internship) for students enrolled in the Bachelor's program at the Faculty of Public Security at the Academy. Based on the bachelor program curriculum, mentors are assigned by the respective agency according to the number of students in the Public Security Bachelor program, with the following mentor-to-student ratio:

One (1) mentor for every five (5) students of the Faculty of Public Security (FPS)

The Practical Training Coordinator, in collaboration with the Faculty of Public Security (FSP) and the Public Security Agencies, determines the number of mentors. The number of mentors is established in coordination between KAPS and the respective PSAs.

Criteria for Selecting Mentors within the Agencies are:

- Higher education (mandatory) – minimum Bachelor's degree;
- Work experience – at least five (5) years in the respective agency;
- Currently employed at the location where the student is completing the practical period;
- Holds a rank/position higher than the student.

Commencement of the Internship

The internship program begins with a meeting with the FSP students, which serves to provide information and allocate tasks for the practical component of the program. This meeting is held at the start of each practical period, during which students are informed about:

- The practical period program;
- The mentor assigned for the practical period;
- The timelines of the internship program;
- Their responsibilities in relation to the internship program and the key actors.

Within the framework of the internship program, a dynamic implementation plan is developed through the review of the program and its accompanying phases, in coordination with the Mentors Network. During this preparatory phase, students are introduced to the responsible stakeholders, including the supervising mentor assigned for the practical work. Students will be placed in the appropriate site or institution for the practical component in order to achieve the outcomes outlined in the syllabus.

The schedule for the professional internship is determined by the FPS Council, no later than October 31st. The Dean, in coordination with the Internship Coordinator, establishes functional committees for the academic year. These committees are organized according to the years of study (first, second, and third year), in accordance with the needs of the study program and based on the curriculum of the FSP Bachelor's program.

The internship is divided into 3 periods:

- Internship I (June - July, 5 weeks);
- Internship II (June-July, 5 weeks);
- Internship III (April-May, 5 weeks);

II. IMPLEMENTATION PHASE OF THE INTERNSHIP

The implementation phase of the internship outlines the procedures for execution, coordination, communication, field visits, and task planning that can be applied and carried out at the designated workplace.

The internship is conducted through the mentoring network, which consists of:

- The Practical Training Coordinator;
- The Internship Professor (appointed by the Dean's Office);
- The Mentors/Coordinators of the internship from the Agencies.

In this phase of the practical period, based on the task implementation schedule derived from the internship syllabus, students carry out their responsibilities under the guidance, supervision, and assistance of the assigned mentors, who, in addition to overseeing the process, also evaluate the students' achievements.

Implementation of the Internship

This period is required to be monitored by the Coordinators in collaboration with the professor assigned to the internship, based on the evaluations received from the mentors. During the internship period, the coordinator collects the students' performance assessments, plans, and conducts visits to oversee the progress of the students' practical work.

Coordinators are required to hold at least three meetings with the FSP students;

- Before the start of the internship (one meeting to discuss the schedule and student responsibilities);
- During the internship period (at the agencies); and
- At the conclusion of the internship.

Coordinators prepare the schedule for field visits based on the mentor's plan for the implementation of the practical period. Coordinators conduct two types of field visits—ad hoc and regular—depending on the student's mentor report.

Students are required to attend the practical period/internship regularly. If a student fails to achieve the objectives outlined in the action plan established by the Coordinator, or is absent without a valid reason, they will not pass the internship and will lose the academic year. Decisions regarding justified absences are made by the Mentor and Coordinator, who notify the professor assigned to the internship in advance.

The preparation of the internship implementation process is conducted through meetings and consultations with key stakeholders to achieve the learning objectives and outcomes. During this phase, mentors propose tasks that can be applied at the students' workplaces and prepare schedules for task implementation in accordance with the evaluation forms based on the internship syllabus approved by the academic staff of the FPS.

During the internship, the mentor is obligated to inform the student about the tasks expected throughout the practical period, including meetings for the evaluation of learning outcomes. Regarding the student's performance in completing these tasks, the mentor prepares an informative report for the coordinators and the professor assigned to the internship, detailing the completion of each specific outcome. The practical period is carried out under the supervision of mentors from public security agencies, who are responsible for guiding the student in practical aspects, monitoring their progress, and evaluating their work.

Student Supervision

Based on the internship program, the mentor assigns tasks and advises the student in achieving the learning outcomes outlined in the internship syllabus. At the end of each one-week period, the mentor and student review the completion of tasks, providing feedback and guidance regarding the tasks ahead in the internship. The mentor also reviews the student's portfolio to ensure that the key elements are properly documented in the student's logbook.

III. MONITORING PHASE OF THE INTERNSHIP

The monitoring phase of the internship reflects the overall progress of the student by highlighting achievements and challenges, which are addressed in the mentor's reports. During this phase, further recommendations are provided for the practical period, and meetings are held between the student, the module coordinator, the mentor, and the coordinators. These meetings are based on the practical implementation plan and include ad hoc consultations. Additionally, this phase involves the compilation of evidence regarding the student's performance.

Monitoring of the Action Plan

At the beginning of the practical period, each mentor prepares and submits the implementation plan for the practical period to the coordinators of KAPS and APS, based on the professional internship program. This plan is monitored through meetings and consultations between the Coordinators, the Mentor, and the Professor responsible for the practical period, together with the student, addressing any obstacles, challenges, and needs for continuous improvement. At the end of each meeting, the Coordinators of KAPS and APS compile a report containing recommendations to achieve the required outcomes according to the professional internship program. This recommendations report is then forwarded to the Dean of the FPS.

IV. EVALUATION PHASE OF THE INTERNSHIP

The evaluation phase of the practical period is the summary phase of assessments, evidence, and reports submitted by the mentor to the coordinators of KAPS and APS for the practical period.

Evaluation of the Internship

Evaluation is an integral part of the learning process that measures the student's progress toward achieving the learning outcomes and provides a reasonable and independent judgment regarding the level of learning attained, based on predefined assessment criteria..

Evaluation of the Internship :

Non-Differentiated Evaluation: Non-differentiated evaluation is applied in internships where numerical grades are not assigned; instead, the assessment is based solely on whether the predefined requirements have been met. In this case, the grading system used is Pass/Fail. To receive a **Pass** the student must fulfill the specified requirements for the respective activity, with the criteria and the percentage of completion detailed in the course syllabus. If these conditions are not met, the student receives a **Fail**, and the corresponding credits (ECTS) are not recognized.

At the end of the practical period, the student will present to the evaluation committee..

The mentor evaluates the student's progress throughout the internship process and reports on the evaluation of each learning outcome to the coordinator of AKSP, the coordinator of ASP, and the professor assigned to the internship.

The mentor's evaluation reflects the student's progress toward achieving the learning outcomes defined in their practical work plan.

A positive evaluation from the mentor is a prerequisite for the student to be assessed by the Evaluation Committee.

In cases where the student does not pass the mentor's evaluation, the student fails the practical period and consequently loses the academic year.

Evaluation Committee

After preparing the necessary documents for the student's evaluation, the coordinator, in collaboration with the Dean of FPS, schedules the student's evaluation. On this occasion, the evaluation committee for the practical period is notified, consisting of the following members:

A professor;

The Practical Training Coordinator; and

The student's assigned mentor.

Preparation of Documentation for the Evaluation Committee

At the conclusion of the practical period, the Practical Training Coordinator compiles all necessary documentation for the student's evaluation as follows:

- The student's assignment;
- The student's self-assessment report;
- The mentor's final evaluation report.

The evaluation of the practical period is conducted by the Quality Office. After the practical period, students are required to complete the practical period evaluation form.

Student File Management

The coordinator from KAPS is responsible for submitting the internship program file, which includes all evaluation phases approved by the APS coordinator, to the administrative services of FPS in both physical and electronic formats upon the completion of the internship. After the practical period ends, each student must submit their self-assessment report to the APS coordinator and the KAPS coordinator no later than 5 working days after the internship concludes.

MECHANISMS FOR ENSURING THE QUALITY OF THE INTERNSHIP

Quality is one of the key objectives that provides the institution with continuous improvement; therefore, it is essential to establish measures and procedures that ensure quality within the academy. The internal quality assurance system focuses on teaching, learning, and practical work to support students, mentors, and support staff. The implemented quality system offers an overview of principles aimed at enhancing performance and ensuring the institution's sustainability. The following mechanisms are used to ensure quality:

- Standards and guidelines for quality assurance from ENQA (European Network for Quality Assurance);
- The development strategy of KAPS;
- The Quality Handbook;
- Forms, interviews, and focus groups.

The evaluation of the internship quality is conducted at the conclusion of the activities through a quality assessment form for practical work. Feedback is collected from students, who provide comments on five key points of the form, including:

- Evaluation of the internship;
- Activities of AKSP in organizing the practical work;
- Activities of the respective institution in arranging the internship;
- Assessment of the achievement of practical outcomes;
- Feedback regarding the mentor, coordinator, and professor assigned to the internship.

Based on the feedback, a report summarizing the recommendations is prepared and subsequently shared with the responsible stakeholders of the internship. The evaluation format is provided both in physical and electronic forms. Access to the electronic version is also available through the designated section for Quality Assurance in Higher Education on the KAPS website.

The DSC regularly produces reports that are compiled and published on the website.

Document Review

Based on developments in both the academic and professional aspects of the internship implementation, the document is reviewed periodically at predetermined intervals.

Number of Revisions	Date of Revision	Revised Section	Summary	Authorized Person	Document Approved
		Content Section	According to Recommendations from the Quality Assurance Council (QAC)		

APPENDIX 1 Syllabus

Internship I

Introduction to Public Security Organizations

Volume:	10 ECTS
Total Hours in Internship:	200

Individual Hours:	50
Period:	Semester II
Course Status:	Mandatory
Type of Evaluation:	Non-differentiated
Introduction to the Lesson Subject The first internship aims to provide students with direct experience across all security agencies, particularly public security agencies. Through participation in practical activities within each public security agency (including, but not limited to, the Kosovo Police, Kosovo Customs, Kosovo Correctional Service, Kosovo Probation Service, Kosovo Police Inspectorate, and the Emergency Management Agency), students will become familiar with the functioning, procedures, organizational structure, and legal framework of each agency. The concept of this internship seeks to encourage and strengthen practical cooperation among public security agencies. The goal is to consolidate knowledge, develop professional skills and competencies through active participation in real work environments, linking the theoretical concepts acquired in coursework with the processes, functions, and activities they perform in practice.	
Learning Outcomes	Content
Upon completion of the subject, the student will be able to : - Describe and compare the functions and processes of each security agency; - Analyze the legal framework and standard operating procedures of various security agencies; - Evaluate best practices that can be transferred between security agencies; - Reflect on the role of each agency within the overall security and public safety system; - Prepare a comprehensive report on the experience gained in each security agency.	- Legal and regulatory framework of the agency; - Organizational structure and hierarchy (chain of command); - Key functions and main operational processes; - Organizational environment and culture; - Administrative and operational procedures; - Management of human resources and logistics; - Communication and inter-institutional cooperation; - Ethical issues and professional standards.

Teaching Methods:	Assessment Methods:
- Practical assignments; - Portfolio; - Guidance from the mentor.	- Practical work portfolio; - Practical work report; - Self-assessment report; - Presentation of the practical work report in a seminar.

APPENDIX 2 Syllabus

Internship II

Work Methods and Operations in Public Security Services

Volume:	10 ECTS
Total Internship Hours:	200
Individual Hours:	50
Period:	Semester IV
Subject Status:	Mandatory
Type of Evaluation:	Non-differentiated

Introduction to the subject lesson

The second internship aims to provide the student with advanced practical professional experience within the unit or sector where they serve as a law enforcement officer within the respective security agency, deepening their knowledge of the internal functioning and work processes. Through internal rotations across all units, adherence to operational procedures, and collaboration with other units, the student develops the ability to analyze existing practices and contribute to their improvement.

This module seeks to consolidate professional competencies by engaging the student in complex tasks involving the planning and execution of operational activities, as well as applying theoretical knowledge in real-life situations. Upon completion, the student should be able to prepare evidence-based analyses, reflect on the experience gained, and offer recommendations for enhancing unit performance and strengthening institutional cooperation.

Learning Outcomes	Content
Upon completion of the course, the student will be able to : - Describe the functions, structure, and organizational culture of the unit in which they serve; - Analyze procedures and processes in relation to the agency's legal mandate; - Identify strengths and areas for improvement in the unit's operations; - Collaborate with other units within the agency as part of the internship tasks; - Prepare an analytical report on the experience and key findings during the internship.	- Describe the organizational structure and hierarchy of the unit/sector where the internship was conducted; - Understand the core operational and administrative functions and processes within the relevant unit/sector; - Apply standard operating procedures and comprehend their importance in daily activities; - Comprehend and implement human resource and logistics management within the respective unit/sector; - Utilize technology and tools that support the unit's operations effectively; - Establish effective relationships and collaboration between internal units to achieve organizational goals; - Adhere to ethical standards and professional norms during the execution of operational duties.
Teaching Methods:	Assessment Methods
- Practical assignments; - Portfolio; - Guidance from the mentor.	- Practical work portfolio; - Practical work report; - Self-assessment report; - Presentation of the practical work report in a seminar.

APPENDIX 3 Syllabus

Internship III

Management of Advanced Tasks and Development of Institutional Practices in Public Security

Volume:	10 ECTS
Total Internship Hours:	200
Individual Hours:	50
Duration:	Semester VI
Course Status:	Mandatory
Type of Assessment:	Non-differentiated
Introduction to the subject lesson	
Internship III represents a culminating practical phase conducted within the unit or sector where the student is employed as a law enforcement officer. Its purpose is to facilitate the integrated application of knowledge and skills acquired throughout the academic program by engaging the student in advanced operational and administrative tasks. Students participate in process analyses, activity planning, situation management, and inter-institutional cooperation, contributing concretely to the improvement of practices and the provision of evidence-based solutions. The primary objective is to advance professional competencies at a specialist or expert level, develop analytical and managerial skills, and strengthen the connection between theoretical knowledge and practical implementation. This ensures the student's readiness to offer innovative solutions in the interest of the institution and public security.	
Learning Outcomes	Content
Upon completion of the subject, the student will be able to : - Apply knowledge and skills in an integrated manner to advanced tasks within both operational and administrative levels; - Analyze and evaluate unit processes and procedures, proposing concrete improvements;	- Engagement in advanced tasks within the unit; - Analysis of data and work processes to identify challenges and opportunities; - Assistance in drafting operational and administrative plans; - Coordination of activities with other units and institutional partners; - Utilization of data and information for decision-making;

- Assist in planning and coordinating unit activities under the supervision of a manager; - Collaborate with different levels of internal structure as well as external institutional actors; - Prepare a comprehensive report on experiences, findings, and recommendations for work optimization	- Development of recommendations for improving unit performance; - Ethics and professionalism in the execution of advanced tasks.
Teaching Methods:	Assessment Methods:
- Practical learning assignments - Portfolio - Mentor's guidance	- Practical work portfolio - Practical work report - Self-assessment report - Presentation of the practical work report in a seminar

Form 1



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria –Vlada-Government

Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

Akademia e Kosovës për Siguri Publike/Kosovska Akademija za Javnu Bezbednost

Bezbednost/Kosovo Academy for Public Safety

Form for the Completion of Practical Training

Student's Personal Information					
Name		Parent's Name		Last Name	
Field of Study				File No.	
Internship Title					
Responsibilities of the Student within Their Agency					

Students must choose their own agency and are subsequently informed by the Practical Training Coordinator about the designated site for their internship.

FSPS Agencies	">	Place of Residence
1. Kosovo Police;	☐	
2. Kosovo Correctional Service;	☐	
3. Kosovo Probation Service;	☐	
4. Kosovo Customs;	☐	
5. Emergency Management Agency;	☐	
6. Kosovo Police Inspectorate.	☐	

Part to be filled out by the Coordinator for Practical Training

Place of Internship			
Student's Mentor			
Implementation of the Practical Training (Internship) Period			
Date of Commencement		Date of Completion	

Date: ____ / ____ / ____

Signature

((Head of the Assessment Committee))

Form 2



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria – Vlada-Government

Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

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

Weekly Report of the Student during the Practical Training Period

Student's First and Last Name	
Student's Agency	
File No.	
Mentor's Name	
INTERNSHIP	
Date	

Weekly Assignments	Activities for the Fulfillment of Assignments
1.	
2.	
3.	
Remarks on the Tasks Completed (Difficulties Faced and Actions Taken, max. 500 characters)	

Form 3



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria –Vlada-Government

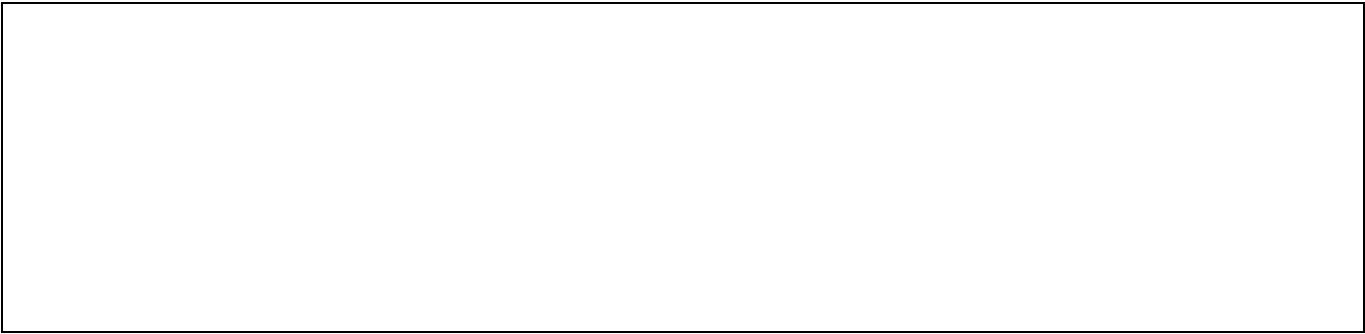
Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

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

Weekly Report of the Mentor during the Practical Training Period

Mentor's First and Last Name	
Student's Name / Agency	
Student's File Number	
Name of the INTERNSHIP	
Date	

Weekly Assignments of the Student	Performance of the Student	
	Pass	Fail
1.	☐	☐
2.	☐	☐
3.	☐	☐
4.	☐	☐
5.	☐	☐
General Remarks on the Assignments Completed by the Student (difficulties faced and actions implemented, max. 500 characters)		



Form 4



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria – Vlada-Government

Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

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

Mentor's Method for the Final Assessment of the Student

Student's Name:	
Internship Title:	
Internship Location:	
Internship Period:	
Mentor's Name, Contact Information, and Position:	
Other Officials Involved in Mentoring Activities:	

FEATURES

1. Accuracy and Correctness	Very Good Level	Good Level	Satisfactory Level	Development Required	Substantial Development Required	Not Applicable for
1.1. Adherence to Working Hours						

1.2.Adherence to Deadlines						
1.3.Adherence to Commitments and Agreements						
1.4.Proper Wearing and Presentation of the Uniform						
1.5.Appropriate Approach to Property and Equipment						
Illustrative Comments, Observations, and Conduct of the Student						
2. Student's Motivation and Conduct	Very Good Level	Good Level	Satisfactory Level	Development Required	Substantial Development	Not Applicable for evaluation
2.1 Student's Interest and Readiness to Work						
2.2 Reliability of the Student						
Illustrative Comments, Observations, and Conduct of the Student						
Comprehensive Assessment (Assessment of Suitability for the Correctional Service and Recommendations for the Student and the Institution Concerning Future Internships and the Academic Period)						

Student Evaluation in the Internship (Learning Process)

Outcomes of the Internship	Assessment Criteria		
		Pass	Fail
Derived from the Internship Program	Derived from the Internship Program		
Comments and Arguments: The mentor is required to provide examples. Justifications are mandatory when the mentor evaluates the internship as a fail.			
		Pass	Fail

Derived from the Internship Program	Derived from the Internship Program		
	Derived from the Internship Program		
Comments and Arguments: The mentor is required to provide examples. Justifications are mandatory when the mentor evaluates the internship as a fail.			
		Pass	Fail
Derived from the Internship Program	Derived from the Internship Program		
	Derived from the Internship Program		
Remarks and Rationale: (The mentor must provide illustrative examples. Providing rationale is compulsory if the internship is evaluated as – not passed.)			
Overview: (The mentor assesses the attainment of outcomes, and if one or more outcomes are rated as – fail, the mentor determines the final decision on whether the entire internship should be considered – fail.)			

Mentor

Form 5



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria - Vlada-Government

Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

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

Form for the Student's Self-Evaluation

REPORT ON THE STUDENT'S SELF-EVALUATION			
OVERALL REMARKS			
Student's Name			
Student Identification Number		Reporting Year	
E-mail			
MENTOR			
	First and Last Name	Institution, Country:	
First Mentor			
KAPS Coordinator			
Faculty Members (Academic Staff)			

Report of the Student		
Is the Practical Training Plan Developed, and Is Progress Being Achieved Accordingly? (Please Tick the Box.)	Development of the Plan	Progress Has Been Made in Accordance with the Plan
	☐ Yes ☐ No	☐ Yes ☐ No
If “No” was selected, provide justification and propose measures for improvement		
Provide a Description of Your Progress Throughout the Internship (maximum 500 words)		
Provide a Description of Your Expectations for the Next Internship Period (maximum 500 words)		
Describe the challenges that are impacting or may impact the course of your practical work.		
Please rate the quality of your research work on a scale from 1 to 5.	1-Insufficient; 2-Sufficient; 3-Good; 4- Very Good; 5-Excellent	
If you marked 1 or 2 in the preceding question, provide your justification.		

Provide a description of your experiences in the other departments of the agency.	
Please evaluate your familiarization with the organizational culture within public security institutions.	
Provide a List of the Legal Provisions Learned During the Practical Work.	
Place, Date, and Signature	
In Vushtrri, __ , __ , _____ Signature_____ <i>(Full Name of the Student)</i>	

Akademia e Kosovës për Siguri Publike
Fakulteti i Sigurisë Publike

Field of Study: _____



Student's Paper

INTERNSHIP no. X- (Internship Title)

Group Number

[First Name and Last Name]

[Name of the Mentor]

[His/Her Position]

Vushtrri, 2025

CONTENTS OF THE STUDENT'S PAPER

1. Introduction	3
2. Institutional/Agency Management System	4
3. Core Functions and Clientele of the Organization	5
4. Legal Framework	6
5. Table of Differences Between Theory and Practice	7
6. Summary	8
7. List of References	8

I. INTRODUCTION

Please describe in which units, sub-structures, and departments of the institution the internship was conducted. Outline your internship acceptance process, collaboration with your mentor, major challenges encountered, successes achieved, and key findings. Additionally, the student should analyze the mentor's guidance activities, including systematic involvement, professional communications, and other relevant areas. (Please remove this instructional text when drafting the report.)

1. MANAGEMENT SYSTEM OF THE VISITED INSTITUTION / AGENCY

The entire content/analysis will be based on the learning outcomes, as evaluated in the student's paper. These outcomes are described in the internship syllabus.

2. The Main Functions and Clientele of the Host Organization

Please describe the main functions of the agency, as well as the clients it serves. You should specifically highlight the key functions that the student was involved in during the internship period. (Please remove this instructional text when drafting the report.)

3. Legal Framework

Please describe the legal basis under which the agency operates, and its impact on the preparation of this report. In general, explain how this legal framework influenced your internship period. (Please remove this instructional text when drafting the report.)

Table Showing the Connection Between Theory and Practice

Topic	Knowledge Gained in Theory	Experience Gained During Internship
Professional Communication and Respect in Interpersonal Relationships	During our studies at the Faculty of Public Security, we learned that one of the main pillars of professional work is clear communication and respect towards colleagues and citizens. The importance of using polite, calm, and impartial language in every situation was emphasized, regardless of pressure or personal emotions..	During my internship, I had the opportunity to assist a citizen who was very irritated and speaking in a raised tone. Initially, I felt tense, but I recalled the guidance we had received at the Faculty of Public Security. I chose to remain calm and speak respectfully. I noticed that after a few minutes, the citizen's behavior changed, they calmed down, and the conversation concluded in a very constructive manner. This experience demonstrated to me how effective theoretical lessons can be when applied in practice.

II. SUMMARY

The student evaluates whether the internship fulfilled its objectives and whether the outcomes outlined in the syllabus were achievable. They describe the most significant experiences during the internship, what they have learned, and how this experience has contributed to their professional and personal development.

Additionally, the student conducts a self-assessment by identifying strengths and areas for improvement, as well as how the theoretical knowledge gained during studies at the Faculty of Public Security has supported the practical implementation of tasks during the internship.

Through this reflection, the student analyzes the connection between theory and practice, assessing how effective the theoretical modules have been in preparing them for real-life situations.

III. LIST OF REFERENCES

Include all sources that you have consulted during the preparation of the report, and describe them as they appear in the student's assignment compilation guide.

Form7



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria –Vlada-Government

Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

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

Student Evaluation Form by the Committee

Student's Personal Information				
Name		Parent's Name		Last Name
Study Profile			File No.	
Title of the Internship				
Internship Agency				
Members of the Internship Evaluation Committee				
Internship Professor	Internship Coordinator	Mentor		
Grading / Grade Calculation				
a) Student Self-Assessment				
b) Student's Paper				
c) Presentation of the Paper				
Final Evaluation				
d) Student Self-Assessment	()	()		
e) Student's Paper	()	()		
f) Presentation	()	()		

Final Evaluation	() ()
------------------	---------

Date: ____ / ____ / ____

Signature

(Head of the Evaluation Committee)

Form 8



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria –Vlada-Government

Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

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

Internship Quality Evaluation Form

Study Group.....

Internship Period.....

Your feedback and comments assist the academy in enhancing and further developing the internship management process.

Internship Outcomes from the Curriculum:

- Performing Various Tasks in the Institution Independently;
- Preparing Reports and Other Documents Independently;
- Interaction with Colleagues and Clients Using Official Languages.

Please indicate whether you agree or disagree with the statements below. The evaluation is based on the following rating scale: 5 – Strongly Agree; 4 – Mostly Agree; 3 – Partially Agree; 2 – Mostly Disagree; 1 – Strongly Disagree.

1. Internship Evaluation					
5 – Strongly Agree; 4 – Mostly Agree; 3 – Partially Agree; 2 – Mostly Disagree; 1 – Strongly Disagree					
1.1	My prior knowledge supported the completion of the internship.	5	4	3	2 1
1.2	I was actively engaged in fulfilling the tasks of the internship.	5	4	3	2 1
1.3	I reported the activities in collaboration with my mentor.	5	4	3	2 1
1.4	I felt confident during the internship.	5	4	3	2 1

Comments and Suggestions:					
2. Activities of the KAPS in Organizing the Internship					
5 – Strongly Agree; 4 – Mostly Agree; 3 – Partially Agree; 2 – Mostly Disagree; 1 – Strongly Disagree					
2.1	Information related to the internship was readily available.	5	4	3	2 1
2.2	The objectives, outcomes, and organization of the internship were clear.	5	4	3	2 1
2.3	Completing the internship documentation was clear to me.	5	4	3	2 1
2.4	The preparation provided by KAPS supported the completion of internship tasks.	5	4	3	2 1
Comments and Suggestions:					
3. Activity of the Internship Institution in Arranging the Internship					
5 – Strongly Agree; 4 – Mostly Agree; 3 – Partially Agree; 2 – Mostly Disagree; 1 – Strongly Disagree					
3.1	The institution was prepared to receive the students.	5	4	3	2 1
3.2	The internship was conducted based on the internship program.	5	4	3	2 1
3.3	Collaboration with the mentors was smooth.	5	4	3	2 1
3.4	I received sufficient feedback on my activities from the mentors	5	4	3	2 1
Comments and Suggestions:					
4. Evaluation of Internship Outcomes Achievement					
5 – Strongly Agree; 4 – Mostly Agree; 3 – Partially Agree; 2 – Mostly Disagree; 1 – Strongly Disagree					
4.1	The formulation of the outcomes was clear to me.	5	4	3	2 1
4.2	The activities during the internship supported the achievement of the outcomes	5	4	3	2 1
4.3	The assessment criteria were clear to me	5	4	3	2 1

4.4	Everything I learned during the internship has enhanced my practical skills for future work	5 4 3 2 1
Comments and Suggestions		
5. Feedback for the Mentor Mentor's Name:		
5 – Strongly Agree; 4 – Mostly Agree; 3 – Partially Agree; 2 – Mostly Disagree; 1 – Strongly Disagree		
5.1	The mentor possesses extensive professional knowledge	5 4 3 2 1
5.2	The mentor's explanations were clear and comprehensible	5 4 3 2 1
5.3	The mentor dedicated sufficient time to me	5 4 3 2 1
5.4	The mentor's communication skills facilitated and supported our collaboration	5 4 3 2 1
Comments and Suggestions		

Form 9



Republika e Kosovës
Republika Kosova-Republic of Kosovo
Qeveria - Vlada-Government

Ministria e Punëve të Brendshme-Ministarstvo Unutrasnjih Poslova-Ministry of Internal Affairs

Akademia e Kosovës për Siguri Publike/Kosovska Akademija za Javnu

Bezbednost/Kosovo Academy for Public Safety

Fakulteti për Siguri Publike/ Fakultet za Javnu Bezbednost/ Faculty of Public Safety

At the request of Mr./Ms. _____, the Faculty of Public Safety at the Kosovo Academy for Public Safety hereby issues this document:

Certificate

The Faculty of Public Safety hereby certifies that the student Mr./Ms. _____, born on ____/____/____ in _____, Municipality of _____, with file number _____, who first enrolled in the academic year /, has successfully completed the _____ internship at the _____ Agency from ____/____/ to ____/____/____.

This certificate serves as proof of internship completion for the student.

Date: ____/____/____

Internship Coordinator
Dean of FPS

* This document is issued by the Faculty of Public Safety and is exempt from any fees.