



**UNIVERSITETI - UNIVERSITY - UNIVERZITET  
"HAXHI ZEKA"**

Steering Council

Ref. 1170

Datë: 15.02.2019

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## **REGULATION ON COMMUNICATION AND PROTOCOL AT "HAXHI ZEKA" UNIVERSITY IN PEJA**

**Pejë, 2019**

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Based on the Protocol Law, No. 03 / L-132, Law No. 04/L-109 on Electronic Communication, Statute of "Haxhi Zeka" University in Peja, the Governing Council in its meeting held on February 15, 2019, issued this: Regulation on Communication and Protocol.

## **Article 1**

### **Purpose**

The communication mode at "Haxhi Zeka" University in Peja, is foreseen for all communications within all operations taking place within HZU. The mode of communication defines the University's views on the purpose and importance of the communication; responsibilities and roles in the communication process, target groups and communication channels. The communication mode is complemented by a communication platform, guidelines for a visual identity manual, and web guides. The communication platform is a foundation for all those working with information and communications within the organization, describing a long-term commitment and key messages that should form the basis for the University's profile and image. University Visual Identity contains guidelines for logotypes, colors, fonts, graphic elements, profile images, language (ours and official names), graphic hierarchy and co-branding. The free and mutual exchange of information and documentation is essential to new knowledge - within the University as well as in the world around us. The mission of the University is to communicate key activities - education and research - and to collaborate with the surrounding community. The University participates in intensive national and international cooperation and aims to expand national and international cooperation. Effective communication should contribute to the achievement of mission objectives. The information and communication aspect must be considered before any general decision of the University Board, Rector, Vice-Rectors, Deans and Administrators, Heads of Departments and Managers of University administration. The Head of Communication Office plays a coordinating role in the University's internal and external communications and must be informed and involved in university-wide decisions. The Communications Office will then decide which information efforts and channels to use. The goal is for communication to be active, which means when, by whom, how and why information and communication is required, it should be anticipated. With good planning, proper information and communication can be developed and disseminated in an appropriate way at the right time. Communication is a two-way process and involves two or more groups giving and receiving information in dialogue with one another. This means listening to the other party as well as delivering their message.

## **Article 2**

### **Scope**

The provisions of this regulation shall apply to all Academic Units and the foreseen categorie, in accordance with the content of this regulation.

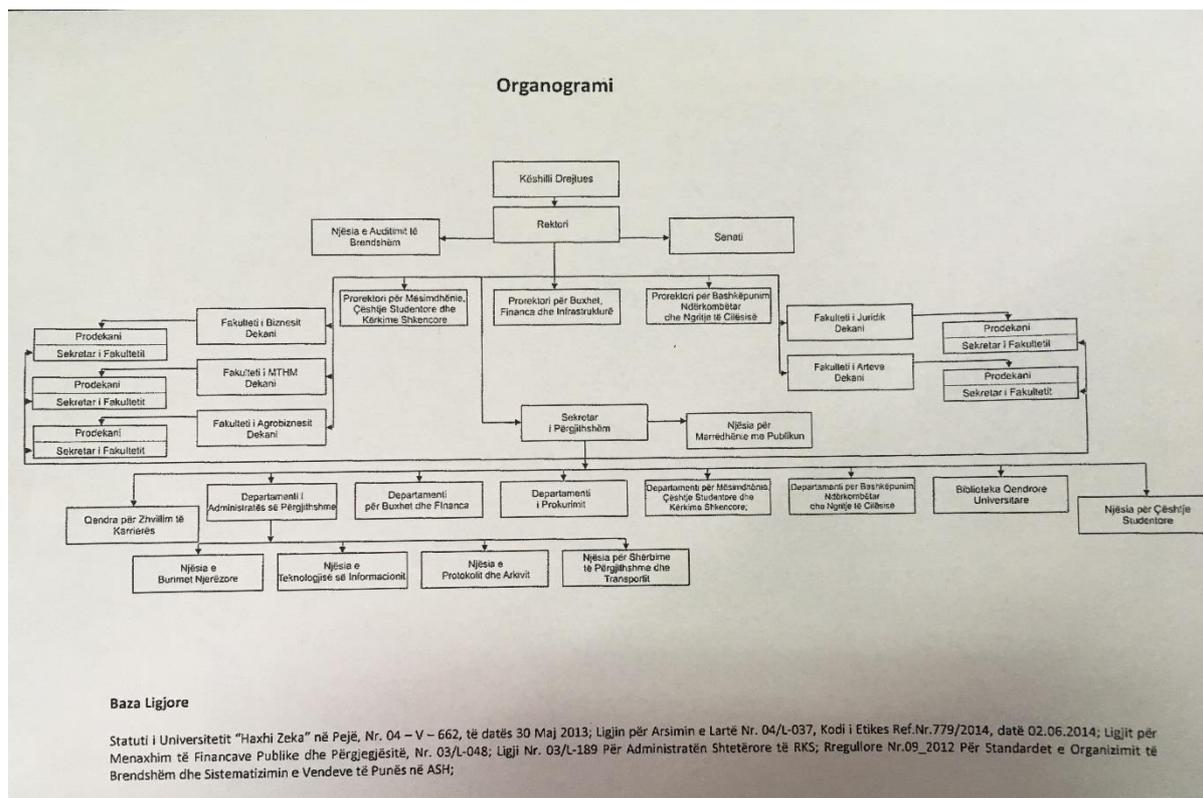
## **Article 3**

### **Information is a message that aims to increase knowledge**

Effective internal communication at UHZ will ensure that different opinions are heard, including the views and ideas of the staff. Internal communication is a prerequisite for the participation of staff members in their work. Internal communication should be used to ensure the University's educational and research mission, guide the way the organization behaves, and increase work efficiency. Internal communication is very important for reaching out and recruiting groups outside the University through staff. Likewise, efficient internal communication also forms the foundation for good external communication, in which staff function as University ambassadors in the community.

The main purpose of external communication is to build trust and support as well as raise awareness of the University's education and research.

## Article 4 Internal communication Organogram



The Information and Protocol Officer communicates directly with the Rector to familiarize himself with leadership and management policies and his approach to all professional matters inside and outside the UHZ. The Rector's Assistant communicates with the Information and Protocol Officer to inform about the rector's meetings, the announcement is made in time to make all preparations for the protocol reception, gifts, banner placement, and determination of the topic under discussion and duration. The Assistant keeps the Rector's agenda and in coordination with the Information and Protocol Officer in addition to keeping the protocol they also have the right to interrupt the scheduled meeting on time and warn the Rector of the next meeting in case of unexpected cases. The Rector's Assistant is notified of each visit, organization or event in the Rectorate to organize the protocol not only in the Rectorate but also in other academic units in coordination with the Assistants to the Deans of the respective academic units. The Information and Protocol Officer prepares any information relevant to the Rector for high-level government and presidential meetings, etc. It also prepares the protocol and data that the rector should have with him in different countries when visiting or establishing inter-university cooperation. The information and protocol officer should attend non-voting Senate and SC meetings only to be informed of the decisions of the SC or the Senate in relation to the public and the media, when necessary.

The Information and Protocol Officer should be notified of any events at the University, decision making, regulations, agreements, etc. because of his/her disclosure to the public and disclosure of information. The Information and Protocol Officer makes all communications through the General Secretary and the Rector. Whereas, all directorates communicate important information to the public with the information officer through the secretary as well. The general administration through the secretary communicates with the information officer on administrative matters such as employee statistics, various competitions etc.

The Budget and Finance Office, academic units, and other officials communicate with the Director of Finance through the Secretary, on any request with budget implications.

The Procurement Office, staff assigned to the various Selection and Evaluation Committees receives e-mails from the Procurement Office through the Secretary-General (and in the case of staff belonging to the Academic Unit includes the Faculty Secretary). The Office of Academic Development and Quality Improvement communicates with relevant authorities and the Office of Information and Protocol when it comes to organizing various conferences and other academic events. It also informs it of important processes such as accreditation, quality, and other statistical measurements.

The Office for International Cooperation, communicates with the Vice-Rector of the relevant field and includes the Rector, the Secretary and as much information as the other Vice-Rectors and the Information and Protocol Officer. Travel and arrangements at home and abroad are coordinated by the Information and Protocol Officer, International Cooperation Officer and the Rector's Assistant. The information officer is obliged to disseminate the information received from all officials within the UHZ staff, respectively to the officer to whom the notification is addressed or receives the notification by duplicating it with the Secretary General. It analyzes the information and events in advance, e.g. international agreements, then transmits them to the necessary staff such as deans, academic, administrative staff and students and the print media. In the case of major events, a television appearance is organized to tell about the achievements, processes and international inter-university and local agreements. The Career Development Center notifies the Information Officer of any information, arrangement, practice or organization information, whether to assist in organizing, publishing information on the web and in the media, as well as having information on his and rector appearances on television. The relevant officer shall notify the information officer on employment statistics and other statistics obtained from this center. Library officials keep statistics which they then have to report to the relevant pre-contracted supervisor and the information and protocol officer (statistics such as readability, what books are most read, in which languages, possibly gender-specific on who reads more).

#### **4.1. Student Affairs**

The secretaries of the academic units communicate with the student data, such as: in the case of announcement of the competition, enrollment of students, students preparing for graduation, verification of diplomas, loss of status, return etc.

Electronic communication of any student information is also sent to the Head of the Student Affairs Unit and the General Secretary.

The Head of Student Affairs Unit should be notified of any student issues by the academic unit. The Student Affairs Officer shall from time to time notify the Officer for information on statistics as well as their publication on an annual basis. Publication of statistics of graduates by unit and by gender.

#### **4.2. Department of Budget and Finance**

All academic units and departments requests and official papers with financial implications, except the relevant subject that is sent/required must send a copy to the budget and finance department. For scheduled business trips, communicate with the budget and finance department via email and on a scheduling basis, each time copying the General Secretary.

#### **4.3. IT Unit**

Communication with the IT Unit is done through the appropriate officer in the Academic Unit and by copying the Head of the IT Unit, all obstacles and problems in this regard are addressed to the IT Director and Secretary, by copying the Deans of the AU, if the request is directed by the AU Professors, and according to the level of hierarchy the notification must be processed in the same Unit.

#### **4.4. Staff Manager**

Communication with the Staff Manager is inevitable, all academic units must notify the Personnel Manager of their employees in the role of supervisor, scheduled vacations, official trips, authorizations and replacements, requirements for additional employees for specified periods, not coming to work, etc.

#### **4.5. General administration**

The Director of Administration is in charge of the aforementioned processes and communications where the Directorates report simultaneously to the General Secretary to keep everyone informed of the processes and matters that may be initiated by the Director of Administration and the Secretary. The administration communicates with management only through the secretary.

#### **Article 5**

##### **Communication of Student Affairs Officers**

Academic unit student affair officers communicate with the dean of the respective unit through the AU Secretary. If there can be a communication failure with officials within the academic unit, personal competencies are exceeded and communicated directly with the secretary-general or the rector, the relevant clerk may not accept the answers to which he has directed correspondence. In the other case, if the referent repeats the action, the verbal warning measure shall be imposed.

#### **Article 6**

##### **Verbal communication**

Verbal communications, although not written, must be identified, however, any verbal communication during business hours and for business matters is the responsibility of officials. Disclosure of information that is not necessary to the public remains the responsibility of the official concerned, and such action is considered a violation of the HZU Code of Ethics. Verbal communication with journalists should be careful, because in the absence of information, whether accurate or inaccurate, can damage the university-specific process (competitions of academic, administrative, student or other staff other institutional research / investigation).

#### **Article 7**

##### **Internal information**

In the context of internal briefing on specific areas, staff are informed, and in particular, about image-enhancing events (each university official and students are ambassadors of the university).

#### **Article 8**

##### **Communication with the public**

###### **Responsibilities of hierarchical non-communication**

Failure to communicate officially through the hierarchy according to the organogram will only undermine processes at the university (personal reports are eliminated during business hours). Each official is obliged to notify his/her superior of his/her actions, dismissals and any other process initially addressed to his/her superior.

Officials communicate with other institutions, organizations, or businesses outside the university in an official way by referring them by email or official letter, in full communication and coordination with the supervisor, and the personnel manager.

#### **Article 9**

##### **Public appearances in media and conferences**

External communication should convey an accurate and comprehensive view of the University, its capacity and distinctiveness. External communication includes educational and research communications, media relations, marketing and branding. Whenever possible, external

communication should always be preceded by information and internal support. The University's diverse international communications are characterized by transparency, relevance and coordination.

**Transparency** strengthens confidence and is a prerequisite for new knowledge, and thus for new knowledge to be converted into practice at the University and the outside world. The principle of public access to official data is specific to a public institution and the University must always respect the rights of internal and external stakeholders to gain knowledge of the functioning of the University.

**Importance** - Communications should provide accurate information and be relevant from the recipient's perspective, but should also be tailored to the target group in terms of message, language and form of address.

**Coordination** - All external and internal communications should, as far as possible, be planned and carried out in harmony and with a common focus.

**Target groups** - All communications must be tailored to the target group. The target group of the University's internal communications is staff. The University's external communication target groups are students, potential students and international students and foreign scholars, other potential staff, alumni, stakeholders, public sector and industry policy makers, philanthropists, journalists and universities and foreign colleges.

**Channels** - Dialogue and interaction based communications should be a priority. Channels and channel combinations are defined based on the definitions and objectives of the target group, and are specified in the annual plans. Channels for the University's internal communications include the University's central staff website, staff magazine, the campus physical environment, and signage. The University's external communications channels include the University's homepage, internet, personal dialogue, events and seminars, media, newspapers, live advertising, the campus physical environment, and signs.

## **Article 10 Responsibilities**

Each staff member is responsible for communications related to their areas of responsibility. Staff are also required to promptly, on the same day or in the future, unless otherwise agreed, answer questions about their activities and provide official documents to the public.

Some professional communities are active in University communication and communication is an important task, for example, student advisors and study directors. Some departments/equivalents and units have staff communication officers. They have operational responsibility for their department/equivalent or unit work. Department heads/equivalents and managers in administration are responsible for the internal and external communication of their department/unit, as well as the department/unit that follows the University's communication policies, communication platform, communication plan, and manual for visual identity. Deans are responsible for the internal and external communications of their faculty, as well as the faculty pursuing University communication policies, communication platform, communication plan, and visual identity handbook.

The General Secretary is responsible for the internal and external communications of the university. This responsibility is delegated to the Communications Office, which is responsible for developing, implementing and monitoring the communication policy, communication platform, communication plan and visual identity manual. This responsibility also includes operational work with staff magazine, website, media relations and brand. This work is managed by the Head of the Communication Unit.

## **Article 11 HZU Public Relations Unit**

The official who should be present to the public for most of the events is the Senior Public Communication Officer. He/she should be informed of any process that takes place at the university, otherwise how it will protect and nurture the image of the institution. The promotion of UHZ, work and study programs, achievements and events at the Universities, is publicly presented by the Senior Public Relations Officer. (In the absence of a spokesperson an official who is well informed and may

be considered by the management may eventually come out to the public - the rector's advisor). The Senior Public Communications Officer should be part of the committees (or officially notified), the accreditation process, promotional plan review and HZU image enhancement, quality enhancement, new program development, part of the senate (no voting rights), part of the Governing Council meetings (no voting rights). Clarification: in terms of attending meetings - the Senate and the SC - the Senior Public Relations Officer is the person who will present their decisions to the public, and the impact, approach and fair presentation of a decision would be a benefit to the institution itself. Otherwise we have cases in our place with the participation of the Senior Public Communications Officer or communication expert in decision making, decision making and defending them in contravention of the decisions themselves (governmental, even institutional). In this case we may be the first to take a different approach and in line with American education and practices.

## **Article 12**

### **12.1. Who has the right to media coverage**

Every official as mentioned above is an Ambassador of the University, but also has the human right to speak. But if we are for a functioning institution, with principles and rules, then we must adhere to questions that could create a negative image for HZU. Rector, Senior Public Communications Officer (follows institutional policies, documentation and Rector's conviction). The Senior Public Relations Officer, if he does not attend meetings with the SC, cannot speak about any issues related to the board. However, the SC is not a separate institution part of the HZU so this should be well coordinated in this report. Vice-Rectors can only go public in the absence of the rector (with his/her authorization), and coordinate with him in advance because they represent the managerial idea of the non-personal rector.

### **12.2. When it can be pronounced**

Not always the senior public relations officer should react to situations despite information, however, before analyzing a particular issue, however, it is analyzed before analyzing various factors. The Senior Public Communications Officer appears before the public when media publication is inaccurate and needs to be clarified at the university (in order to avoid public feedback and clarification the rector appears in the media to talk about processes in the public).

The media phrases that are never used are "I don't know" and "I have no information" replaced with will ensure the accuracy of this information and let you know publicly. In the media, the Rector, the Senior Public Communications Officer, but also in other cases, the Vice-Rectors must be well informed with the administrative and academic processes for access to the media (it is understood that all directorates and the quality sector are not communicating). Problems should never be erased (both universities and major institutions not only in the country but in the region, Europe and America) have problems and processes that do not work as planned.

### **12.3. Why and how to pronounce**

In principle, public appearances are considered more favorable to the institution and directly affect the image of the university when developing a media promotion plan, and voluntary public appearances rather than feedback. An institution that is always reacts has nothing to promote for important activities and events and processes. Develop a media communication plan in line with traditional annual planned activities, or additional activities.

### **12.4. Institutional Policies**

Institutional policies are decided by the rector as the chief manager of the institution and he informs his staff (vice-rectors) who are obliged to cover the area of protection and not to go beyond what the rector has in his or her position, and to forward it to the staff, those who oversee or belong to the same field.

These policies and their implementation shall be communicated to the Senior Public Communications Officer who shall be a part of any meeting, or at least informed of the Rector's managerial movements, at home and abroad, the protection of his attitudes and communication with staff through the secretary general.

#### **12.5. Reactions**

Feedback must be measured before the reaction itself turns into news and media scandal. The Rector, together with the Senior Public Relations Officer, the Vice-Rectors and the Secretary, discuss the matter before the institutional response comes out. The reaction should not be pressing, personal, without prior, emotional consultation. It is better not to have a reaction at all, than to react in an unjust manner and involved in emotions and lack of information.

#### **12.6. Medial - promotional campaign**

The drafting of the annual communication plan is done in coordination with the Secretary General of the management, after the latter submits the annual work plan and activities he plans to maintain, the changes that he will bring and other managerial issues that he wants to highlight as management. The plan is submitted 3-6 months before the start of the new calendar or academic year (depending on management's decision), then the plan for communication is worked out in full for 3 months in full cooperation and coordination with academic units and key field, student (references about semester application, exams, graduation and handbook submission), quality (credits, internship opportunities, study abroad, etc.), finance, etc.

#### **12.7. Media communications**

The media have a key role in the communication process and in the development of the University's image. Journalists play a key role when it comes to research findings that will reach the general public, how the University's education programs are perceived, what issues are discussed and what messages are transmitted. Media reporting affects which research areas will receive funding and which courses students choose. The principle of public access to official data permeates the University's relations with the media. The public - represented here by journalists - has the right to know fully what the University does. As a public institution, the University should show great openness and, as far as possible, assist journalists in their contacts with the University. "Haxhi Zeka" University in Peja should work to ensure that communication between journalists and staff is characterized by respect for and understanding of each other's goals, goals and attitudes. The University and the Office of Communication should therefore seek a mutual understanding of the mission of journalists and researchers and the methods of work. The Communications Office contributes to a proactive and robust media effort through press releases, press conferences, dealing with routine press contacts, and more. All staff members of the University are covered by the legal right to information. However, the right to information does not mean that all staff members have the right to speak on behalf of the University or to represent the University in the media.

Questions from the media concerning research conducted at the University should be referred to the researcher or team of researchers with expertise in the field. The Senior Public Relations Officer and the relevant departmental leader have a shared responsibility for coordinating this. In urgent matters that may attract a lot of media attention, the head of the department who should inform is the Senior Public Communications Officer, then it is the responsibility of the Senior Public Communications Officer to suggest that they should speak to the media about this issue, to think about what questions can be raised, gather facts and oversee the issue as it develops in the media, and then evaluate the publicity and how the issue is handled.

The Senior Public Communications Officer is responsible for coordinating communication with the media while the matter is being dealt with. In other matters, unless otherwise agreed, the following order of the Senior Public Relations Officer shall be used:

- Senior Public Communications Officer, Rector, Vice-Rector (as authorized), Secretary;

- Deans are spokesmen for faculty affairs.
  - The Director of Administration / University Director is the spokesman for administration affairs.
  - Department heads and managers in administration are spokesmen for department / unit affairs.
- However, during a period of intense media pressure, the spokesman or Communications Manager may respond to media inquiries in order to reduce the burden on the relevant management or department / unit.

### **Article 13** **Ethical issues**

Regulation no. 1/2012 on the Code of Ethics for Public Communications Officers.

General principles of communication with the public.

Public relations officers in the exercise of their duties are obliged to adhere to the following principles: The principle of legality: public relations officers must perform all the services and responsibilities provided for by the legislation in force; Principle of professionalism: public relations officers must act professionally in the exercise of their duties, informing the public in a timely and accurate manner; and the Principle of Impartiality: public relations officers should act politically impartially, ensuring effective, clear communication of public institutions' policies and activities to target groups or stakeholders.

Ethics rules for public relations officers:

Public Communications Officers: Must perform their duties fairly and efficiently; In the exercise of their duties, they must be rational in the use of resources and financial resources, which they must use fairly; They must cooperate and establish good relations with the media and the public; Ensure that the information disseminated is in line with the responsibilities of public institutions and ensure that the information is presented in an objective and explanatory manner; It should be ensured that public campaigns initiated by the relevant institution contribute to public information, education and awareness-raising; They shall not misuse or disclose information which they have obtained as a result of their official position. Violation of the provisions of this Code is the basis for initiating disciplinary proceedings. The Director-General for Public Relations in the Rectorate will be responsible for monitoring the implementation of this Code.

**Regulation 03/2011, article 2 item 3, on Government Communication with the Public Service,** defines responsibilities for the planning and development of public information campaigns, general communication of university policies and activities to the public, studies and surveys, media relations and analysis media, processing requests for access to official documents, maintaining official websites, evaluating and archiving communication products. Assistants to the Deans involved in public communication interact with the Office of Public Communication at the Rectorate's central office as the central office, with the aim of presenting planned and coordinated university policies. The Senior Public Communications Officer serves as the principal professional advisor on communications issues to the Rector and the University as a whole; ensures that the media is fully informed about university policies and management activities through regular broadcasts and announcements; provides media presentation of the University's official activities (management, deans and student parliament) at home and abroad; 1.4. Oversees the preparation of statements and speeches by the rector and the university; ensures, together with the Director-Department of the PRO, that ministries contribute to the overall presentation of university policies and activities; Review of requirements under the Law on Access to Public Documents, audio-video recordings and photographs and maintenance of the official website of the Ministry. Office functions may be performed by a lower number of officers with a combined function, or by a larger number of officers per function.

## **Article 14**

### **The Protocol**

Officials communicating with the parties should take extra care when leading and escorting the parties. The protocol is part of each academic unit maintained by the dean's assistant, and coordinated with the staff of the respective unit. The organization and protocol events of the respective unit are taken over by the dean's office and management (in cases of high importance the organization is managed by the rectorate and a working group is formed).

The UHZ Protocol performs the official ceremonial and protocol activities of the Rector, Management, Deans and Board of Directors for their activities at home and abroad.

*Protocol Powers - The protocol performs the following functions:*

It shall precisely implement the order of precedence of the official ranks of the Republic of Kosovo, and shall determine it in the special cases not provided for in this act. The basic criterion for the functioning of this structure is the observance of official rank. Organizes and attends the reception and attendance ceremonies of foreign delegations of rank: university and official; designs in collaboration with the deans' assistants and other staff, the program of their visit, and is responsible for its implementation.

Prepares the protocol side for overseas official visits of the Rector, management and UHZ staff in cooperation with the relevant representations respectively with the host country counterpart institution, elaborates the program of visiting the above personalities.

Responses for the organization of official ceremonies, state and local holidays, when they are jubilee, and for which an ad hoc committee is formed by decision of the SC or management.

Coordinates meetings of rector, management and deans with representatives of organizations and institutional representatives at home and abroad. Central or local institutions, as well as the Dean's Office, are required to provide the University Protocol with the requested information when it is directly or indirectly related to its activity, university protocol norms, and other protocol meetings.

### **14.2. The state flag**

The unveiling of the state flag is a general right in the Republic of Kosovo.

Its dimensions are oriental and are fixed in the ratio 1: 1.4. When the flag is displayed over 10m above the ground, dimensions of not more than 350cm x 490cm are recommended. For cases where it unfolds on the balcony or up to 10m high, a size of 200cm x 280cm is suggested. Indoors (halls, offices) measures 1.07 x 1.50 or 150cm x 210cm in a 2.5 m long spear, depending on the environment. The desk flag should be 16 x 23cm in size.

In the outdoors, the state flag of the Republic of Kosovo stands on or near the headquarters of central and local government institutions, at border crossings and diplomatic representations of the Republic of Kosovo, twenty-four (24) hours and illuminated directly at night.

## **Article 15**

### **Signing of agreements**

Signing agreements of two or more parties is a solemn moment, which requires a special and careful protocol. The ceremony should respect the following basic rules:

The signature table must be sized appropriately to the number of signatories, all seated on the same side.

The host authority places the friend on the right side. If there are more than two, the native stands in the middle.

The agreement files and pens are placed on the table in advance.

Behind the signatories are the state and representative flags, which must be the same size. In addition to large flags, small table flags may also be placed.

At least two people assist signatories during the signature procedure.

The media is arranged in front of the signature desk, not less than 2-3m away.

The respective delegations occupy the seat next to or behind their chairman.  
If the agreement is not signed by the highest authorities present at the ceremony, the latter shall be seated behind the signatories or seated at a table between them.

#### **Article 16** **Exchange of gifts**

In the case of visits, meetings and in general during the state duty, high state dignitaries are given gifts by people and institutions. The President, the Speaker of the Assembly, the Prime Minister and the Minister of Foreign Affairs, exchange gifts in courtesy.

The value of the gift should not exceed the bounds of decency, rules or legal limits that different states may have imposed, as well as reciprocity. Relevant descriptive documentation is compiled for each gift given. Institutions are recommended to personalize gifts.

The principal authorities do not exchange gifts themselves in official meetings, except in exceptional cases where this is agreed in advance. In all other cases, gifts are exchanged through the respective protocols.

#### **Article 17** **Reception of non-high level delegations**

When foreign delegations arriving at the university are headed by management and lower level personalities, they are welcomed and followed by university representatives of the same rank as them. Delegations, chaired by the government and local level, can be hosted in separate meetings by the Rector and management, based on their request under the University Protocol. Legislative delegations of the same rank are expected by the General Secretary. In all cases of ministerial or equivalent level visits, the Kosovo Police shall be informed of the visitation program no later than forty eight (48) hours prior to the arrival of the foreign person. According to Law 03 / L-235, in the Republic of Kosovo, the priority of official ranks is divided into three main groups:

##### 1.1. Group I

- 1.1.1. President of the Republic of Kosovo;
- 1.1.2. President of the Assembly;
- 1.1.3. Prime minister;
- 1.1.4. President of the Constitutional Court;
- 1.1.5. Ex-Presidents of the Republic of Kosovo;

##### 1.2. Group II

- 1.2.1. Vice-Presidents of the Assembly;
- 1.2.2. Deputy Prime Ministers
- 1.2.3. Ministers;
- 1.2.4. Mayor of the Capital;
- 1.2.5. Deputy;
- 1.2.6. President of the Supreme Court of Kosovo;
- 1.2.7. President of the Kosovo Judicial Council;
- 1.2.8. President of Kosovo Prosecutorial Council;
- 1.2.9. Commander of the Kosovo Security Force;
- 1.2.10. Republican Guard Commander;
- 1.2.11. Chief State Prosecutor;
- 1.2.12. Director General of Kosovo Police;
- 1.2.13. Director of the Kosovo Intelligence Agency;
- 1.2.14. Governor of the Central Bank of the Republic of Kosovo;
- 1.2.15. President of the Kosovo Academy of Sciences and Arts;
- 1.2.16. Rector of public university;
- 1.2.17. Mayors;
- 1.2.18. Heads of international missions in Kosovo;

- 1.2.19. Heads of Parliamentary Parties;
  - 1.2.20. Ambassadors of foreign countries accredited in Kosovo;
  - 1.2.21. Kosovo ambassadors;
  - 1.2.22. Ex – Prime minister;
  - 1.2.23. Judges of the Constitutional Court;
  - 1.2.24. Heads of parliamentary committees;
  - 1.2.25. Heads of parliamentary groups;
  - 1.2.26. Supreme Court Justices;
  - 1.2.27. Ombudsman;
  - 1.2.28. General Auditor of Kosovo;
  - 1.2.29. Chiefs of Cabinet of the President, Prime Minister and Head of the Assembly;
  - 1.2.30. Senior political advisors to the President, Prime Minister and Head of Parliament;
  - 1.2.31. Leaders of religious communities in Kosovo;
  - 1.2.32. Deputy Ministers
  - 1.2.33. General-Secretaries of the Office of the Prime Minister, the Presidency and the Assembly;
  - 1.2.34. Employers of foreign countries accredited in Kosovo;
- 1.3 Group III
- 1.3.1. Presidents of non-parliamentary parties;
  - 1.3.2. Deputy Commander of the Kosovo Security Force;
  - 1.3.3. Generals of the Kosovo Security Force;
  - 1.3.4. Kosovo Police Generals;
  - 1.3.5. Deputy Director and General Inspector of the Kosovo Intelligence Agency;
  - 1.3.6. Senior political advisors to the Ministers;
  - 1.3.7. Heads of Independent Agencies;
  - 1.3.8. Heads of Independent Institutions;
  - 1.3.9. General Secretaries of Ministries and equivalent positions;
  - 1.3.10. Directors of the Office of the Prime Minister, the Presidency and the Assembly;
  - 1.3.11. Representatives of the families of Kosovo's heroes;
  - 1.3.12. Prominent representatives of literature, art, science and civil society;
  - 1.3.13. President of the Association of War Veterans,
  - 1.3.14. Presidents of Courts;
  - 1.3.15. Director of the Office of State Protocol.

## **Article 19**

### **Priority in the Republic of Kosovo**

Among the qualifiers with the same rank is the oldest in office and then the oldest in age.

A foreigner has equal priority among the qualified.

Heads of State all have equal standing, be they presidents or kings, so priority is given to who is the oldest in office and further in age.

"Former" and retired persons rank lower than those who occupy their posts.

In ceremonies of a specific nature, which relate to events and manifestations of a given character, exceptions to the rank order may occur. In these cases it is the nature of the ceremony that also conditions the order in which different personalities are placed. At the inauguration of objects or local celebrations, the relevant leadership rank stands with the highest personality present. In workshops, various officials, permanent secretaries of the Presidency, Government, and Assembly, are placed behind their personalities.

In public manifestations, as official holidays, memorials, local celebrations, commemorations, commemorative ceremonies, the rank is made in accordance with the priority of the official ranks of this Law on State Protocol.

### **19.1. The advantage of local government bodies**

In order to determine the order of priority of the HZU organs and the local government, the University Protocol decides in consultation with the relevant officials of the aforementioned institution.

#### **Article 20**

##### **Elements of formal ceremonies**

The official walk is organized by observing its first row, which should be an uneven number. The place of honor is in the middle of the order: 4-2-1-3-5. When the number of people assigned in the first row is a couple, the place of honor is on the right: 1-2-3-4. When the personalities set out to occupy a rostrum, they walk as follows: 2-1-3 and at the end of the movement the personalities occupy the places designated by the protocol.

The place of honor is the one on the right if we have two seats or the middle one if there are three. Second in importance comes the place to the right of the middle, the third to the left and so on. If there are two personalities of the same rank, then both are placed in the middle having an equal number of companions on both sides. The designation of seats in the halls follows the order of priority of the ranks of the participants. The reference point is the middle armchair in the first row or the first armchair to the right of the passageway in which the most important person sits. To honor the ceremony, a clear map should be drawn up with how the seats are divided by the names of the participants in the ceremony and distributed to the participants along with invitations.

#### **Article 21**

##### **Inauguration Ceremony**

If the highest state authorities attend inaugurations of objects, deeds, this is a solemn ceremony, which is organized with due care. The guests are conveyed in the same way as expected.

#### **Article 22**

##### **Appointment Ceremony**

Every institution has the moral obligation to make known the officials who begin its work. At the "Haxhi Zeka" University in Peja, on the occasion of the appointment of the Rector, a simple ceremony should be held, during which the Rector's authority, skills and activity will be presented. In addition to the officials of the institution, the ambassadors of the respective countries are also invited to attend the ceremony.

The regulation is presented to the management and the Steering Council, the SC approves the regulation.

Explanation: This regulation translated in English but signed and protocoled in Albanian.