

## Personal information



Name and Surname

***Prof. Ass. Dr. Besim Mustafa***

Personal ID no:

Adresse

Rr. Sami Ukshini no. 19, 10000 Prishtinë, Republic of Kosovo

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Nationality

Albanian

Date of birth

13.07.1973

Gender

Male

Civil status

Married, 3 kids

Education

**PhD and EDBA**

Summarize of Experience :

A substantial and diverse professional background primarily in the education sector, with significant experience in Vocational education and training (VET), higher education teaching, and project management. His expertise includes policy-making in education, entrepreneurship, and management skills, with a strong focus on the development and implementation of educational programs, project coordination, and international cooperation

## WORK EXPERIENCE

Dates

2015- Present

Position

Professor

Main activities and responsibilities

Teaching: Didactics, Vocational Pedagogy and Education Management

Name and address of the employer

HEIMERER College

Type of business/organisation

Private Higher Education Institution

Dates

January 2024-Present

Position

Director of the Department for International Cooperation

Main activities and responsibilities

Lead the Department of International Cooperation, Focal point for International organizations and projects

Name and address of the employer

Lead and manage the process: day-to-day management, staff management, coordination with donors,

Type of business/organization

Oda Ekonomike e Kosoves/Kosovo Chamber of Commerce (KCC)

Business organization

<p>Dates</p> <p>Position</p> <p>Main activities and responsibilities</p> <p>Name and address of the employer</p> <p>Type of business/organisation</p>	<p>Sept 2010-Dec 2023</p> <p>Director of the Department for Vocational Education</p> <p>Lead the Department of Vocational Education; Responsible for Department staff</p> <p>Lead and manage the process: day-to-day management, staff management, coordination with donors,</p> <p>Oda Ekonomike e Kosoves/Kosovo Chamber of Commerce (KCC)</p> <p>Business organization</p>
<p>Dates</p> <p>Position</p> <p>Main activities and responsibilities</p> <p>Name and address of the employer</p> <p>Type of business/organisation</p>	<p>2021- 2022</p> <p>Professor</p> <p>Teaching, subjects: Adult Education, Lifelong Learning and Entrepreneurship Education</p> <p>University of Pristina, Faculty of Education</p> <p>Public Higher Education Institution</p>
<p>Dates</p> <p>Position</p> <p>Main activities and responsibilities</p> <p>Name and address of the employer</p> <p>Type of business/organisation</p>	<p>2013-2015</p> <p>Professor</p> <p>Teaching, subjects: School and community cooperation, Career guidance</p> <p>University of Pristina, Faculty of Education</p> <p>Public Higher Education Institution</p>
<p>Dates</p> <p>Position</p> <p>Main activities and responsibilities</p> <p>Name and address of the employer</p> <p>Type of business/organisation</p>	<p>01.10.2018-30.06.2021</p> <p>Grant Manager-School development grants</p> <p>Main Activities managing all aspects of the implementation of the school development grants, including a first set of grants for 160 primary schools and second call for proposals for another 80 schools which represents a total of US Dollars 2.8 million in disbursed grants to recipient schools</p> <p>The implementation required working closely with key officials at the Ministry of Education, Science and Technology and Innovation, Ministry of Finance, Labor and Transfer, Municipal Education directorates and the partnering implementation firm.</p> <p>Ministry of Education, Science, Technology and Innovation and World bank Washington</p> <p>Project in the Education Sector</p>
<p>Dates</p> <p>Position</p> <p>Main activities and responsibilities</p> <p>Name and address of the employer</p> <p>Type of business/organisation</p>	<p>2007-2008</p> <p>Coordinator SWAP in Education</p> <p>As "Aid Coordinator Sector Wide Approach", liaised with donor agencies and projects supporting education in Kosovo. Guided the process of assessing the feasibility of establishing a Sector-wide Approach in education. Supported/coordinated the team of international experts that prepared the final report 'Roadmap to a SWAP in education in Kosovo' Project funded by: SIDA Sweden</p> <p>Ministry of Education, Science, Technology and Innovation</p> <p>Government of Kosovo</p>

<p>Dates</p> <p>Position</p> <p>Main activities and responsibilities</p> <p>Name and address of the employer</p> <p>Type of business/organisation</p>	<p>2004-2007</p> <p>Coordinator: Higher Education Projects &amp; programs</p> <p>Coordination of projects &amp; programs of higher education</p> <p>Ministry of Education, Science, Technology and Innovation</p> <p>Government of Kosovo</p>
<p>Dates</p> <p>Position</p> <p>Main activities and responsibilities</p> <p>Name and address of the employer</p> <p>Type of business/organisation</p>	<p>2000-2004</p> <p>Teacher</p> <p>Teaching for german language</p> <p>BM language</p> <p>Private School</p>
<p>EDUCATION, CERTIFICATION AND TRAINING</p> <p>EDUCATION</p>	
<p>Dates</p> <p>Title of qualification awarded</p> <p>Name and type of organisation providing education and training</p> <p>Level in national and international classification</p>	<p>25.05.2022</p> <p>PhD</p> <p>Executive Doctorate Business Administration ( EDBA)</p> <p>University Cote d'Azur-Nice France</p> <p>Higher Education Institution in France</p> <p>Level 8 National Qualification Framework and Level 8 European Qualifications Framework</p>
<p>Dates</p> <p>Title of qualification awarded</p> <p>Name and type of organisation providing education and training</p> <p>Level in national and international classification</p>	<p>March 2021</p> <p>PhD in Entrepreneurship and Small and medium enterprises</p> <p>„ The role of Non-Formal Education on the employee performance of the SMEs in Kosovo”</p> <p>EU Tempus program between 6 EU and Balkan Universities</p> <p>Level 8 National Qualification Framework and Level 8 European Qualifications Framework</p>

<p>Dates</p> <p>Title of qualification awarded</p> <p>Name and type of organisation providing education and training</p> <p>Level in national and international classification</p>	<p>Nov 2011</p> <p>Master of Pedagogy – Education Management</p> <p>“Non-formal education in Kosovo in the period 1999-2009 and perspectives until 2015”</p> <p>University of Prishtina, Higher Education Institution</p> <p>Level 7 National Qualification Framework and Level 8 European Qualifications Framework</p>
<p>Dates</p> <p>Title of qualification awarded</p> <p>Name and type of organisation providing education and training</p> <p>Level in national and international classification</p>	<p>2001</p> <p>Professor</p> <p>University of Prishtina, Higher Education Institution</p> <p>Level 6 National Qualification Framework and Level 8 European Qualifications Framework</p>
<p>CERTIFICATIONS</p>	<ul style="list-style-type: none"> <li>• Facilitating Adult Learning Groups, CPD Certified</li> <li>• Managing Safety and Health in Schools, CPD Certified</li> <li>• Business certified manager ASAS &amp; University of Graz, 30 ECTS Credits-Scholarships</li> <li>• Professional Project Management , ASAS &amp; University of Graz, 2 ECTS</li> <li>• Professional Export Marketing ASAS &amp; University of Graz, 3 ECTS</li> <li>• Lead Auditor for Education, ISO 29900, Certqua Germany, Certqua No, 14-22-13</li> <li>• Certified trainer „ Social aspects and safety” IRU Academy Geneva</li> <li>• Lead Auditor „Health and Safety at work”, ILO-Turin</li> <li>• Lead Auditor „Health and Safety at work,, 18001 2007 EM OHSAS- LA-06 EASSICC</li> <li>• Certified trainer Tahograph IRU Academy, International Road Union, Geneva</li> <li>• Court translator for German Language</li> <li>• National Certification property evaluator</li> </ul>

<p>TRAININGS</p>	<ul style="list-style-type: none"> <li>• Human Resource Foundations</li> <li>• Performance-based Hiring</li> <li>• The future of performance management</li> <li>• Managing Employee performance problems</li> <li>• Business Collaboration in the Modern Workplace</li> <li>• Organization design</li> <li>• Customer Service Strategy</li> <li>• Introduction to the PHD Certification Exam</li> <li>• The Data Science of Educational Management and Policy</li> <li>• Managing for better Ideas</li> <li>• Strategic thinking</li> <li>• Negotiation's skills</li> <li>• Human Resource Leadership and Strategic impact</li> <li>• Sales: personal and social contact</li> <li>• Planning and Budgeting, organized by Bannock, Pristina,</li> <li>• Trainings on Education programme and trainings organized by ERISSE, Romania,</li> <li>• Training of 10 modules 'Comprehensive trainings on European Issues for civil servants', Pristina,</li> <li>• Training on Strategic Planning using Logical Framework method, Pristina,</li> <li>• Trainings on project management, Pristina,</li> <li>• Participation at the conference 'Making the Bologna Process a reality' Pristina,</li> <li>• Attended a series of training sessions on Project Management,</li> </ul> <p>Note: Certificates available upon request</p>
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ACADEMIC CONFERENCES AND WORKSHOPS	<ul style="list-style-type: none"> <li>• Workshop on Simulation in Learning and product testing, 2023</li> <li>• Theory to Practice, Erasmus FH Salzburg</li> <li>• Theory to Practice, Erasmus + University of National and World Economy</li> <li>• Theory to Practice, Erasmus + University College, Derry, United Kingdom</li> <li>• A human being in space and time-anthropological meeting at the institute of History University of Lodz: The development of welfare system-evidence from Kosovo</li> </ul>
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PROFESSIONALS CONFERENCES	<ul style="list-style-type: none"> <li>• Fostering Sustainable development through creation of Knowledge society: Education Entrepreneurship in Kosovo</li> <li>• The future of Vocational Education and Training in Europe, Vienna 9-10 July 2018</li> <li>• New Dynamics of Technical and Vocational Education in the Western Balkans, Berlin 2-4 July 2018</li> <li>• Work based learning a road to opportunities, Belgrade 02 June 2018,</li> <li>• Jobs for the Future: Smart VET for Smart Development, Sofia 6-8 June 2018</li> <li>• Western Balkans Alliance for Work based learning, Vienna 28-29 November 2017</li> <li>• EVBB Conference, Vocational Education and Training, Malta 02 -05 October 2017</li> <li>• Reference Report with European Qualification Framework September 2016</li> <li>• Vocational Education and Training, ETF Torino 2016,</li> <li>• Regional Workshop on identification and matching of skills needs in the South Eastern European countries and Turkey, Torino, Italy 2015</li> <li>• Fostering sustainable Development through creation Society</li> <li>• KEEN Study Visits Education and Employment Network, Italy 2018</li> <li>• KEEN Study Visits Education and Employment Network, Switzerland 2017</li> </ul>
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SEMINARS	<ul style="list-style-type: none"> <li>• Work Based Learning” Tirana</li> <li>• Curricular Framework on Vocational Education and Training, Tirana</li> <li>• Study visits to Talin, Estonia related to the development of the Kosovo National Qualifications Framework</li> <li>• Study visits to Greece regarding the topic ‘Bologna process, National Qualifications Framework and Quality Assurance’,</li> <li>• Participation at the International conference ‘European Qualifications Framework and National Qualifications Framework’, Vienna, Austria,</li> </ul>
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<p>MEMBERSHIP, EXPERTS WORKING GROUPS</p>	<ul style="list-style-type: none"> <li>• Participation at the International conference 'Participation in Community Programmes in the field of education and training – important tools for European Organisation' organized in Romania by the European Regional Initiative for South East Europe ERISEE, ]</li> <li>• Study visit to Dublin, Ireland related to the development of the Kosovo National Qualifications Framework,</li> </ul> <p>PRESENT:</p> <ul style="list-style-type: none"> <li>• Head of the Board of National Qualifications Authority (NQA)</li> <li>• Member of the National Council for Vocational Education and Training</li> <li>• Member of UPCO-Cluster between University of Pristina, Kosovo Chamber of Commerce and Municipality of Pristina</li> <li>• Member of Working Group: Revise of procedures for accreditation and validation of Qualification of National Qualification Frameworks</li> <li>• Member of Technical Working Group in supporting ETF for Rapid Education Diagnosis”</li> <li>• Member Advisory Committee Regional Challenge Fund( RCF)</li> <li>• Member of Working Group- National Strategy for Employment</li> <li>• Head of the Commission Employment and Vocational Education-Social Economic Council Ministry of Labour, and Social Welfare</li> <li>• Member of Steering Committee Agency for Vocational and Adult Education</li> <li>• Working Group: Kosovo Education Strategic Plan</li> <li>• Member of National Council for Safety at Work</li> <li>• Member of WG: Entrepreneurship Education in Kosovo</li> <li>• Vice-President Board for Licensing Appraisals of non-removable properties</li> <li>• Member of the Assembly the European Association of Institutes for Vocational Training (EVBB)</li> <li>• NCP for SME Horizon 2020</li> <li>• Member of Working Group: Classification of professions in Kosovo ISCO 08</li> <li>• Member of Working Group Sectorial Strategy Employment, Social Inclusion and Social Welfare) 2014-2020 Ministry of Labour and Social Welfare</li> <li>• Member of Working Group Small Business Act in Europe, Entrepreneurship and Education”</li> </ul>
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# PROJECT EXPERIENCE

Dates	WD*	Location	Company	Position	Description of Activities
01.01.2024-Present		Kosovo	KCC	Director of Department for International Cooperation	<b>Overall management of the department activities management, staff management, coordination with donors</b> •
(01/09/2010 – 31.12.2023)		Kosovo	Kosovo Chamber of Commerce (KCC)	Director of the Vocational Education department (from 12/2012)  Coordinator (01/09/2010 – 11/2012)	<b>Overall management of the department activities management, staff management, coordination with donors</b> • Coordination with Ministry of Education, Ministry of Labour and Ministry of Infrastructure on Work-based learning, educational and trainings processes • Policy advice to ministries as member of National Council of VET and Adult Education, member of the Board of the National Qualification framework; member of the Board of Agency for Vocational Education and Training and Adult Education (AVETAE) and Head of Commission of VET and Employment in the Socio-Economic council • Lead of educational services, such as trainings, studies, career guidance, facilitation of cooperation between VET institutions and private sector • In cooperation with businesses, development of more than 30 Occupational standards supported by various donors such as EU office Prishtina, Lux-Vet Project, etc.
(01/10/2012 – Present)		Kosovo		Trainer/Facilitator	<b>Provision of trainings in Transport, Logistics and Safety at Work</b> within KCC and International Road Transport Union (IRU) joined programme, under supervision of Ministry of Infrastructure • Policy advice for trainings and improvement of safety measure for Kosovo roads to Ministry of Infrastructure
(02/02/2019 - Present)		Kosovo		(Project Manager)	<b>GIZ : Youth, Employment and Skills (YES) in Kosovo</b> • Overall management of the Online Internship platform for student and enterprise matching, in coordination with the Ministry of Education • Training of companies, schools, work-place instructors, assessors on work-based learning standards and certificates
2020-2024		West Balkan Countries	Regional Challenge Fund	Chamber Education Expert	<b>Regional Challenge Fund Supported by KfW</b> • Member of technical advisory committee Representative of Kosovo Chamber of Commerce
2022-2025		West Balkan Countries	ERISEE	Chamber Education Expert	<b>EQEVET project</b> • National Coordinator for Kosovo
December 2021		Kosovo	ABSM Swiss	Expert trainer	<b>Providing different trainings for career development</b> • For students of vocational schools
November 2021 - Present		Kosovo	MoF Mentoring of Future	Mentor	<b>Mentoring Students of University of Pristina</b> • Career Development • Self-employment and • Business start up-project proposals
12/05/2021 - 30/05/2021		Kosovo	IBCM College	Expert Grant Assessor	<b>Assessing project proposals: Start Ups</b> • Delivering online classes, workshop, seminars and tutorials • Delivering mentoring session, providing evaluation feedback to the selected Start ups
28/07/2020 - 01/11/2021		Regional Alb, BH	Research Innovation	Expert	<b>Kosovo Representative: Business community</b> • Participation in an online or face-to-face interview,



Dates	WD*	Location	Company	Position	Description of Activities
		NM,KS, MNE SRB	n and technology transfer WB		<p>conducted by a national expert, as an interviewee,</p> <ul style="list-style-type: none"> <li>• Participation and contribution in one online focus group meeting on RITT, conducted by a national expert,</li> <li>• Participation and contribution in the cross-country meeting</li> </ul>
(03/2019 - 31/06/2021)		Kosovo	Regos project ERISSE	National Contact Point Business representative	<p><b>Regional cooperation between Chambers in Westbalkan countries</b></p> <ul style="list-style-type: none"> <li>• Developing Regional Occupational standards for different profiles</li> <li>• Developing Learning programmes different profiles</li> </ul>
(01/06/2018 - 31/12/2020)		Kosovo		(Project Manager)	<p><b>Cross border cooperation project: Kosovo and Montenegro</b></p> <p>Joint effort is capacity buildings</p>
(01/04/2019 - 31/05/2020)		Kosovo		(Project Manager)	<p><b>The Future Workforce, Online matching between education supply and labor market needs</b> Millennium Challenge Corporation, Millennium Foundation Kosovo:</p> <ul style="list-style-type: none"> <li>• Facilitation of collaboration with ICT businesses and evaluation of the current state of ICT market in Kosovo</li> </ul>
October 2016 - September 2017		Kosovo	Heimerer College	Head of Career office	<p><b>Leading career guidance center: Heimerer College</b></p> <ul style="list-style-type: none"> <li>• To establish career office</li> <li>• To develop respective documents</li> <li>• Organize different events</li> </ul>
(01/02/2016 - 31/12/2018)		Kosovo		(Project Manager)	<p><b>EU Tempus Erasmus: Euphoria project</b></p> <ul style="list-style-type: none"> <li>• Facilitation of the cooperation and best practices exchanges between higher education institutions and private sector business communities</li> </ul>
(01/04/2014 - 30/06/2014)		Kosovo		(Project Manager)	<p><b>Vocational Education contest GIZ Kosovo –</b></p> <ul style="list-style-type: none"> <li>• Organization of a VET contest in Kosovo aiming to involve students and business in the improvement of the educational system</li> <li>• Evaluation of business implication and contribution to educational system by providing in-company trainings possibilities and cooperating with students and schools for better education services</li> </ul>
(01/01/2011 - 31/12/2019)		Kosovo / Germany		(Project Manager)	<p><b>Strengthening partnerships between educational institutions and private sector in the field of Automotive and Metal sector</b></p> <ul style="list-style-type: none"> <li>• GIZ support in cooperation with Dortmund Chamber of Crafts (Handwerkskammer), Sequa and Kosovo Chamber of Commerce</li> <li>• Implementation of the “Academy for Entrepreneurship” project, providing capacity building trainings to employers and developing internal strategic approaches</li> <li>• Coordination and implementation of a Dual Education initiative with the Dortmund Chamber of Crafts, in the automotive and metal sectors in Kosovo (01/01/2016 - 31/07/2017); support in the selection of the training companies meeting particular criteria and facilitation of educational long-term cooperation to ensure in-company trainings</li> </ul>
(31/12/2013 - 01/01/2019)		Kosovo		(Project Manager)	<p><b>GIZ - Digitalization of small and medium enterprises in Kosovo in cooperation with Ministry of Innovation and Entrepreneurship</b></p> <ul style="list-style-type: none"> <li>• Capacity building of SMEs in Kosovo to improve and increase their digital information</li> <li>• Policy advice and collaboration with Ministry of Innovation and Entrepreneurship</li> </ul>
01/10/2018 -		Kosovo	MESTI	Expert/ Consultant	<p><b>World Bank – Kosovo Education System Improvement Project(KESIP)</b></p>

Dates	WD*	Location	Company	Position	Description of Activities
30/06/2021				Grant Manager	<ul style="list-style-type: none"> <li>Evaluation of school development grants</li> <li>Implementation of grants to 240 schools for of US\$ 2.8 million</li> <li>Cooperation with key officials from Ministry of Education, Science and Technology and Innovation, Ministry of Finance, Labour and Transfer, Municipal Education directorates and partner firms</li> </ul>
01/10/2014 20/12/2021		Kosovo	Institute ITED	Expert/Consultant	<b>Enhancing Youth Employment Helvetas(EYE) in Kosovo</b> <ul style="list-style-type: none"> <li>Development of Occupational Standards and development of training curriculum for various sectors, in cooperation with the Employment Agency of the Republic of Kosovo</li> <li>Technical and policy advices to Ministry of Labour</li> </ul>
January 2017- December 2020		Kosovo	ITED	Grant Evaluation Expert	<b>Pro Skills project Grants evaluator</b> <ul style="list-style-type: none"> <li>Grants were provided to partners of the project that were engaged on providing work based Learning in the Proskills Project</li> </ul>
01/01/2017 31/05/2021		Kosovo	MESTI	National Contact Point	<b>EU Horizon 2020</b> <ul style="list-style-type: none"> <li>Support and information to SMEs for calls within the EU programme Horizon 2020</li> </ul>
01.10.2015 – present		Kosovo	College Heimerer	Lecturer	<ul style="list-style-type: none"> <li><b>Teaching of courses:</b> Education Policy and Management, Didactics and Vocational Pedagogy</li> </ul>
01/03/2013 31/10/2013		Kosovo	MESTI Ministry of Education	Consultant/ Evaluation Expert	<ul style="list-style-type: none"> <li><b>Evaluation of four Centres of Competence in Kosovo :</b> Malisheve, Skenderaj, Ferizaj and Prizren</li> <li>Review of school development and cooperation with businesses</li> </ul>
2014-2015		Kosovo	University of Prishtina	Lecturer	<ul style="list-style-type: none"> <li><b>Teaching of courses:</b> Education Policy and Management, School Business Cooperation</li> </ul>
01/03/2004 – 31/08/2010		Kosovo	MESTI Ministry of Education	Coordinator (from 10/2008) Officer for Coordination of Projects and Programmes (from 03/2004 to 09/2008)	<b>Sectorwide Approach in Education: Coordinator</b> Swedish International Development Cooperation Agency (Sida) <ul style="list-style-type: none"> <li>Facilitation of process of assessing the feasibility of establishing a Sector-wide Approach in education</li> <li>Coordination of international experts team and support in final report "Roadmap to a SWAP in education in Kosovo"</li> <li>Coordination of projects &amp; programs for higher education with donors and international agencies</li> <li>Implementation and monitoring of strategic plans for higher education in Kosovo</li> </ul>
2006-2009		Kosovo	SPARK Business start ups Kosovo	Delegate and Grant evaluator	<b>Member of the committee : Business Start Up Kosovo</b> <ul style="list-style-type: none"> <li>Representative of the Ministry of Education</li> <li>Link between education and private sector</li> <li>Grant evaluation</li> </ul>

Mother tongue(s) Albanian

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English Language	C2	C2	C2	C2	C2
German Language	C2	C2	C2	C2	C2
Macedonian Language	C2	C2	C2	C2	C1
Serb & Croatian	C2	C2	C2	C2	C2
Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2: Proficient user <a href="#">Common European Framework of Reference for Languages</a>					

## ADDITIONAL INFORMATION

Communication skills Excellent communication and interpersonal skills

Organisational / managerial skills

Working with different organization all these years has improved my skills and other abilities: I consider myself strongly familiar with the challenges and issues of the Education and private sector as well.

## ADDITIONAL INFORMATION

### PUBLICATIONS

1. Mustafa, B. (2022). The role of Non-formal Education on employee performance -Private sector engagement in Lifelong Learning. Lambert. ISBN: 978-620-4-97856-7
2. Entrepreneurship Education in Kosovo Academic Journal of Interdisciplinary Studies DOI: 10.5901/ajis.2014.v3n2p67
3. Non-formal Education and Human Resource Development", 5th International conference Compliance of the Standards in South Eastern European Countries. Peja Kosovo, 16-17 June 2015. ISSN2336-9965 COBISS CG-ID25044245
4. The Development of welfare system evidence from Kosovo" International and interdisciplinary Scientific Conference, on 15 May 2015, University of Lodz, Polonia
5. The Impact of Non-formal Education in economic performance of SMEs in Kosovo, Horizons, International Scientific Magazine
6. The process of Decentralization and Devolution in Kosovo, CRC Journal, ISSN 1857- 9744

#### REFERENCES RELATED TO THE TASK

Fatmir Memaj	Prof.Dr	University of Tirana	Email: <a href="mailto:fmema@yahoo.com">fmema@yahoo.com</a>
Angela Demas	Task Team Leader Kosovo	Worldbank	Email: <a href="mailto:ademas@worldbank.org">ademas@worldbank.org</a>
Joel Reyes	Task Team Leader Kosovo	Worldbank	Email: <a href="mailto:jreyes@worldbank.org">jreyes@worldbank.org</a>

Besim Mustafa

