



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

Ministria e Punëve të Brendshme/
Ministarstvo Unutrašnjih Poslova /Ministry of Internal
Affairs

Policia e Kosovës/Policija Kosova/Kosovo Police

Drejtoria e Përgjithshme e Policisë/
Generalna Policijska Direkcija/General Police Directorate



ADMINISTRATIVE INSTRUCTION NO. 01/2026
ON THE PROMOTION PROCEDURE FOR POLICE OFFICERS

General Director of Police,

In accordance with Article 45 and Article 55, subparagraph 1.8 of the Law on Police, for the purpose of its implementation,

Issues:

ADMINISTRATIVE INSTRUCTION NO. 01/2026 ON THE PROMOTION PROCEDURE FOR POLICE OFFICERS

Article 1 Purpose

This administrative instruction sets out the procedure and criteria for the promotion of police officers.

Article 2 Scope

This administrative instruction is implemented by the Kosovo Police.

Article 3 Definitions

1. The terms, expressions and abbreviations used in this administrative instruction have the following meaning:

- 1.1. **Rank** - means the title and or insignia worn by a police officer on the police uniform as defined in the Law on Police, which serves to clearly define the chain of command and hierarchy;
- 1.2. **DPCD** – means the Directorate for Performance and Career Development in the Kosovo Police;
- 1.3. **PRIMS** – Means the electronic Human Resources Management System in the Kosovo Police;
- 1.4. **DDHR** - means the Director of the Department of Human Resources;

2. Other terms, expressions and abbreviations used in this administrative instruction have the same meaning as in the relevant legislation in force.

3. The use of a noun in one gender also implies the other gender.

Article 4

Guiding principles

The promotion process in the Kosovo Police is transparent, inclusive, competitive, ensuring professionalism, integrity, non-discrimination and meritocracy. The promotion process reflects the multi-ethnic nature and respects the principles of gender equality guaranteed by the Constitution of the Republic of Kosovo and the Law on Police.

Article 5

Rank and Advancement System

1. In the Kosovo Police, there is a rank system for uniformed officers.
2. The rank system for police officers is as follows:
 - 2.1. New Police Officer.
 - 2.2. Police Officer;
 - 2.3. Senior Police Officer;
 - 2.4. Sergeant;
 - 2.5. Lieutenant;
 - 2.6. Captain;
 - 2.7. Major;
 - 2.8. Lieutenant Colonel;
 - 2.9. Colonel;

Article 6

General criteria for promotion for police officer

1. The promotion of police officers is a career development process, based on the needs of the Kosovo Police.
2. The general criteria for promotion are:
 - 2.1. minimum time spent in the rank;
 - 2.2. time spent in the Kosovo Police;
 - 2.3. the required level of education;
 - 2.4. there should be no measure for serious disciplinary violations;
 - 2.5. not be convicted of a criminal offense;

- 2.6. have a performance evaluation of 2.5 or higher in each of the last three years;
- 2.7. passing the promotion procedures.

Article 7
Special criteria for promotion for police officer

1. In addition to the general criteria, the police officer must also meet the specific criteria for obtaining the rank, as follows:

- 1.1. **A New Police Officer** automatically becomes after completing the basic theoretical training for police officers;
- 1.2. **A police officer** becomes a police officer automatically, after completing practical training for a police officer;
- 1.3. **Senior Police Officer** automatically becomes after one (1) year of holding the rank of "Police Officer";
- 1.4. **Sergeant** must have at least the rank of Senior Police Officer;
- 1.5. **Lieutenant** Work experience in the previous rank of at least two (2) years;
- 1.6. **Captain** Work experience in the previous rank of at least two (2) years; Educational qualification: higher education level;
- 1.7. **Major:** At least two (2) years of work experience in the previous rank;
- 1.8. **Lieutenant Colonel** , work experience in the previous rank of at least two (2) years
- 1.9. **Colonel:** work experience in the previous rank of at least two (2) years ;

2. Notwithstanding the criteria set out for promotion under this Article, and in order to ensure the effective operational functioning and meeting the organizational and managerial needs of the Kosovo Police, a police officer who has at least ten (10) years of active experience in the Kosovo Police and who has not been promoted through regular promotion processes during this period, is entitled to undergo a special promotion procedure, in accordance with the provisions of this administrative instruction.

3. Within this special promotion procedure referred to in paragraph 2 of this Article, a police officer may apply and undergo the evaluation procedure for obtaining two (2) higher ranks simultaneously. In such cases, the restrictions regarding the minimum duration of stay in the previous rank shall not apply, provided that the candidate meets the general and special promotion criteria, as well as the professional standards established for the respective rank.

4. The special promotion procedure under this article shall be carried out in accordance with the principles of legality, transparency, open competition, equal treatment and professional merit. The assessment and selection of candidates shall be carried out through objective testing procedures, professional assessment and performance verification, in accordance with this administrative instruction.

5. The General Director, based on an analysis of the needs for promotion, shall decide by decision to implement a special promotion procedure when it is assessed that the circumstances specified in paragraph 2 of this article exist.

Article 8 Disqualification criteria

1. The police officer cannot participate in the promotion process for the following reasons:
 - 1.1. Does not meet the general criteria or the specific criteria;
 - 1.2. He is suspended from work due to the indictment.
2. A police officer who is currently suspended with pay from work and if the suspension lasts throughout the promotion process, has the right to apply in the current promotion process.
3. A police officer who is under investigation during the promotion process and the disciplinary procedure has not been completed will remain on hold for promotion until the final outcome of the investigation. If the investigation proves that the officer is innocent, the police officer will be promoted at the first moment that a vacant position for the relevant rank opens.

Article 9 Promotion procedure

1. The promotion procedure develops in two (2) stages:
 - 1.1. Application phase for candidates who meet the general and specific criteria, according to the announcement; and
 - 1.2. professional assessment.
2. The announcement of the application procedure is done by the Human Resources Department, after an analysis of staff promotion needs, taking into account the specific requirements for professional and technical positions.
3. The application announcement contains:
 - 3.1. the number of vacancies for the relevant rank;
 - 3.2. application criteria for each rank;
 - 3.3. the deadline for completing the application phase;
 - 3.4. the date of commencement of the testing process;

- 3.5. competition rules, procedures and stages;
 - 3.6. references of material for candidates to prepare for the exam;
 - 3.7. the percentage that the police officer must score to move from one stage to another, as well as the minimum final score to be on the list;
 - 3.8. physical or electronic application form.
4. The announcement of the competition for the promotion process is made through the internal electronic communication network Intranet, the official police website, as well as through the physical delivery of the notice to all levels of the police organization.
 5. Direct supervisors should ensure that relevant officials who are absent regardless of the reasons for absence (e.g. vacation, maternity leave, overseas assignments, etc.) are informed of the start of the promotion process.
 6. The application phase includes electronic application through the PRIMS system. Applications that do not meet the criteria are eliminated from the process. Candidates who, for objective reasons, cannot apply electronically, may apply physically.
 7. The promotion process for each rank takes place whenever deemed necessary, or at least once (1) every two (2) years, provided that there are vacant positions.

Article 10

Professional assessment methods

1. Police officers competing for promotion must successfully complete the professional evaluation process, depending on rank, as follows:
 - 1.1. For the rank of Sergeant:
 - 1.1.1. written test;
 - 1.1.2. Interview;
 - 1.1.3. Performance evaluation;
 - 1.1.4. Background check;
 - 1.1.5. Successful completion of training for front-line supervisors.
 - 1.2. For the rank of Lieutenant:
 - 1.2.1. written test;
 - 1.2.2. Interview;
 - 1.2.3. Performance evaluation;
 - 1.2.4. Background check;
 - 1.2.5. Successful completion of relevant training
 - 1.3. For the rank of Captain:
 - 1.3.1. Scenario solving;
 - 1.3.2. Interview;
 - 1.3.3. Performance evaluation;

- 1.3.4. Background check;
- 1.3.5. Successful completion of relevant training
- 1.4. For the rank of Major:
 - 1.4.1. Scenario solving;
 - 1.4.2. Interview;
 - 1.4.3. Performance evaluation;
 - 1.4.4. Background check and
 - 1.4.5. Successful completion of senior management training.
- 1.5. For the rank of Lieutenant Colonel:
 - 1.5.1. the executive interview; and
 - 1.5.2. background check.
 - 1.5.3. Performance evaluation;
- 1.6. For the rank of Colonel:
 - 1.6.1. the executive interview; and
 - 1.6.2. background check.
 - 1.6.3. Performance evaluation;
- 2. For all ranks, the annual performance evaluation during the period of service in the respective rank will also be calculated in the final evaluation as follows:
 - 2.1 an assessment with a grade of 5, is calculated as 5%;
 - 2.2 an assessment with a grade of 4.5 is calculated as 4.5%;
 - 2.3 an assessment with a grade of 4 is calculated as 4%;
 - 2.4 an assessment with a grade of 3.5 is calculated as 3.5%;
 - 2.5 an assessment with a grade of 3 is calculated as 3%;
 - 2.6 an assessment with a grade of 2.5 is calculated as 2.5%;

Article 11
Written test

- 1. The written exam is conducted through a test in the official languages with the aim of evaluating the knowledge of the police officer. The testing is conducted electronically.
- 2. The written test consists of 100 multiple-choice questions and is designed to test the candidate's knowledge in the relevant fields for the following degrees:
 - 2.1 For the rank of sergeant:
 - 2.2.1. General knowledge of police management and leadership.
 - 2.2.2. Knowledge of constitutional norms important for the Police;
 - 2.2.3. Criminal and criminal procedural legislation;
 - 2.2.4. Knowledge about human and civil rights and freedoms;
 - 2.2.5. Laws and other normative and administrative acts that regulate police activity,
 - 2.2.6. Law on Road Traffic;
 - 2.2.7. Kosovo Police policies and work procedures and

2.2 For the rank of lieutenant:

2.2.1 Knowledge of police management and leadership.

2.2.2 Knowledge of constitutional norms relevant to the Police;

2.2.3 Criminal and criminal procedural legislation;

2.2.4 Knowledge of human and citizens' rights and freedoms;

2.2.5 Laws and other normative and administrative acts that regulate police activity,

2.2.6. Law on Road Traffic Rules, and

2.2.7 Kosovo Police policies and working procedures.

3. All candidates are notified of their individual results. After the test is completed, the results are automatically announced for each police officer.

4. If possible, the test is held on the same day for all candidates, except in exceptional or emergency cases, the test may be held on the following day.

5. Only police officers who successfully pass the written test are notified to continue the testing process to the next phase.

Article 12 Interview

1. Candidates who have passed the written test are subject to an interview process before panels established for this purpose.

2. The DPCD informs the candidates about the time, place and schedule of the interview as well as the interview procedure. For the Interview for the rank Major, Lieutenant Colonel and Colonel, the information is provided by the DDHR.

3. The panel will test the candidates' decision-making and problem-solving skills as well as their supervisory potential for the relevant rank. This is done by providing candidates with examples based on practical situations that the officer is expected to face as a supervisor at the relevant rank level.

4. The interview process aims to assess in the following areas, but not limited to:

4.1 communication skills;

4.2 leadership and decision-making skills;

4.3 professional knowledge and experience;

4.4 judgment skills;

4.5 personal motivation and others' motivation;

4.6 labor relations;

4.7 skills to manage change.

4.8 teamwork;

4.9 time management and planning.

4.10 equal rights, diversity and community engagement.

5. Only police officers who successfully pass the interview are notified to continue the testing process to the next stage.

Article 13 Scenario solving

1. Each candidate is given a scenario by the panel to solve an imagined complex practical situation for the respective rank level in order to evaluate the police officer's knowledge for promotion to that rank;
2. Candidates have 10 minutes to analyze the scenario and prepare a presentation to resolve the situation presented in the scenario before the evaluation panel.
3. The scenario aims to assess the candidate in solving practical situations using management and leadership skills for the level of the rank for which they are being tested.
4. During the presentation of the scenario, the candidate may also use the aids provided by the Human Resources Department.

Article 14 Executive interview

1. The executive interview means assessing candidates in the field of strategic management, including the skills to develop and implement strategic plans that affect the achievement of the organization's goals and objectives, planning the organizational structure, deployment of resources, leading change initiatives and controlling processes within the organization, as well as a vision for leading the police at a strategic level.
2. Candidates will be given a situation in advance to present solutions for the role and position required for promotion to the rank of lieutenant colonel and colonel.
3. Police officers will have seven (7) days to prepare the presentation before the evaluation panel.
4. After the interview is completed, a merit list of successful candidates is compiled and promotion is made depending on the vacant positions for these ranks.
5. Candidates undergo an executive interview for the rank for which they previously applied.

Article 15 Calculation of the final test result

1. Police officers must achieve an overall score in each testing phase of at least 70% to be considered to have passed the respective phase.
2. After the interview is completed, the results of the two written evaluations and the interview as

well as the performance evaluation must be combined to give the final result.

3. The percentage of participation in the final result is 65% of the overall evaluation accounts the written test, 30% accounts for the interview evaluation and 5% for the performance evaluation.

4. Unlike paragraph 3 of this article, for candidates who undergo scenario testing and an interview, the calculation of the final result is 50% for the scenario testing, 45% for the interview evaluation and 5% for the performance evaluation.

5. Police officers who undergo the executive interview must achieve an overall score of at least 70% to be considered successful.

Article 16 **Analysis and Re-evaluation of the written test**

1. The DPCD, after completion of the test, conducts an analysis and evaluation of the test in general. The analysis is based on the specific results scored by the candidates in each question, as well as on the basis of the candidates' complaints.

2. The DPCD analyzes and reviews specific questions and determines whether there are errors such as technical, linguistic, translation, wording of questions or answer alternatives given in the test, and if it is assessed that these errors affect the result, then it is decided to cancel it, calculating it in favor of all candidates.

3. If significant irregularities are observed, the DDHR through the chain of command may recommend to the General Director the complete or partial cancellation of the relevant testing and re-testing. The recommendation for complete or partial cancellation of the testing and re-evaluation may also be made by the process Supervisory Commission.

4. The authority to cancel the testing process and re-test is only the General Director of the Kosovo Police.

5. In the event of cancellation of the written test, the General Director establishes a special commission to analyze the testing process.

Article 17 **Background check**

1. All candidates who successfully pass the promotion stages: written test, scenarios, interview and performance evaluation are subject to the background check.

2. The background check is conducted by the Directorate for Internal Investigations and the result of the evaluation is forwarded to the DPCD.

3. Candidates, after the background check, will be subject to a decision-making by the Promotion Commission. The Commission must review the case files presented by the Internal Investigations

Directorate, the background files, and the data from the Personnel Department for each candidate.

4. Background check cases are presented to the Promotion Commission, which reviews all cases and decides whether the candidate should pass or fail this process.

5. After completing the background check, a merit list of candidates who must attend the promotion training is prepared.

6. The merit list with the results is valid for a period of one (1) year from the date of announcement of the final list. Depending on the needs of the Police, candidates are promoted from the merit list, respecting the ranking on the list according to the result. The assessment and filling of the vacant positions must be done every three months, while the final evaluation and filling of vacant positions for the candidates in waiting list meet the criteria of the position and unit must be done before the expiration of the one (1) year period.

Article 18

Special provisions for candidates with equal scores

1. Candidates with equal scores are ranked and selected in the following order:
 - 1.1. first, if the candidates are of different genders, then the candidate belonging to the underrepresented gender is selected first;
 - 1.2. second, if one of the candidates is from a non-majority community, then he is selected first in relation to the other candidate ;
 - 1.3. third, if candidates have different lengths of experience in the Kosovo Police, then the candidate with the longest experience in the Kosovo Police is selected first ;
 - 1.4. Fourth, if candidates have different scores in the written test, then the candidate with the highest score in the written test is selected first.
2. The less represented gender according to paragraph 1, sub-paragraph 1.3. of this article, is determined by the DPCD based on official statistics.
3. If none of the alternatives specified in paragraph 1 of this article can be applied, then the selection shall be made by lot.

Article 19

Question design and test security

1. The DPCD is responsible for preparing a package of questions and scenarios for all testing phases, from which a certain number of questions and scenarios are selected for each testing phase. In the process of preparing the package, the DPCD may request support with competent personnel from other KP Departments or units.
2. The Commission for the promotion process, on the day of the test, will select questions and scenarios for each phase from the database of questions and scenarios prepared by the DPCD, as provided for in paragraph 1 of this article.

3. Questions and scenarios are prepared in several variants for the same rank and vary from one rank to another.
4. All questions and test scenarios provided for in paragraphs 1 and 2 of this article must be kept secure to maintain the integrity of the process.
5. Test materials must be kept closed for the period they are not used, storage, control and access to test material is regulated by standard operating procedures approved by the DDHR.
6. The security of materials and the disposal of unnecessary material, the duties, responsibilities and working procedures of the commission for supervising the promotion process will be regulated in detail in a standard operating procedure approved by the General Director.
7. The Director of the DDHR prepares the package of questions for the executive interview, which is approved by the General Director of Police. DDHR ensures the integrity of the executive interview package which is kept confidential throughout the promotion process.

Article 20
Commission for the promotion process

1. Upon the proposal of the Director of the Human Resources Department, the General Director of Police by a decision shall establish a relevant Commission for the promotion process for the ranks of sergeant, lieutenant, captain and major.
2. One of the members of the Commission specified in paragraph 1 of this article shall be appointed as the Head of the Commission.
3. The Commission is an independent body, competent for overseeing the promotion process of police officers and reviewing complaints during the process.
4. The Commission functions under the authority of the General Director of Police.
5. The Commission shall consist of at least three (3) members. An official from the Ministry of Internal Affairs proposed by the Secretary of the Ministry, a representative of the Police Union and a representative from the PIK may participate as observers in the process. The Commission shall, whenever possible, have ethnic and gender balance.
6. Officers from the Police Human Resources Department and officers who have active disciplinary measures for serious disciplinary violations should not be appointed to the Commission.
7. The DPCD provides the Commission with technical and administrative support for the promotion process.

8. The working procedures of the commission will be regulated in more detail by the SOP approved by the General Director.

Article 21

Responsibilities of the Commission for the promotion process

1. The Commission for the Promotion Process supervises the written test control procedures.
2. The Commission for the Promotion Process is competent and responsible for reviewing complaints from police officers at all stages of the promotion process and making decisions regarding complaints, including decisions on candidates who have not successfully passed the verification phase.
3. Each promotion process will have its own commission. The members of the commission must have at least one rank higher than the police officers undergoing the promotion process for that rank.
4. The Commission for the promotion process is responsible for ensuring that the promotion process is being conducted based on guiding principles and in particular in a transparent, objective and non-discriminatory manner, in accordance with the law, this administrative instruction, and other internal acts.
5. The Commission for the promotion process in cases of reviewing complaints meets as needed in order to ensure the smooth running of the process and to decide on complaints.
6. The Head of the Commission shall lead the work of the Commission on the promotion process.
7. At the end of the promotion process, the Promotion Process Commission analyzes the entire promotion process and ultimately prepares the final report for the General Director.

Article 22

Interview panel for promotion

1. For the purpose of evaluating police officers in the interview, scenario selection and executive interview phases, separate Panels are established. The panel members cannot be the same as those in the interview, scenario selection and executive interview panels.
2. The panels are established by decision of the General Director upon the proposal of the Director of the Human Resources Department, for the promotion process for the ranks of sergeant, lieutenant, captain and major. An official from the Ministry of Internal Affairs proposed by the Secretary of the Ministry, a representative of the Police Union and a representative from the PIK may participate in the process as observers.
3. For the purposes of the executive interview, an Interview Panel consisting of three members from the Senior Police Management level is established by decision of the General Director.

4. One of the members of the panel defined in this article shall be appointed as the Head of the Panel.
5. Panels shall consist of at least three (3) members who have completed specific interview training. The panel shall, whenever possible and necessary, have ethnic and gender balance.
6. The panel adheres to the package of questions and scenarios prepared in advance. The panel may also pose additional questions that serve to achieve the purpose of the interview.
7. The working procedures of the panel, including the detailed forms, will be regulated by the SOP approved by the DDHR.

Article 23 **Special testing procedure for ranks**

1. The General Director of Police, in order to ensure gender and ethnic representation, may organize a special promotion process, where only women, or only members of underrepresented communities, have the right to apply.
2. Successful candidates are promoted based on previously identified needs for vacant positions within the Kosovo Police.
3. Notwithstanding Article 17 of this instruction, the General Director may announce a special promotion procedure for positions in a specific unit, even during the validity period of the merit list.

Article 24 **Complaints procedures**

1. Any complaint in the promotion process shall be filed within fifteen (15) days from the date of announcement of the results list. Complaints filed after the deadline will not be considered;
2. Complaints are submitted to the DPCD electronically or physically,
3. The DPCD is responsible for forwarding complaints to the Promotion Commission, which reviews and decides on the complaints.
4. The procedure for filing a complaint shall be carried out according to the procedure set out below:
 - 4.1 After each phase of testing, the police officer has the right to complain. Complaints must be made in writing and directed at specific and factual issues.
 - 4.2 At the application stage, after the police officer has been notified of his status in this process, the complaint may be made in person, through postal service or e-mail, within three (3) working days.

4.3 Written test - The police officer, after the publication of the test result, has the right to appeal within three (3) working days.

4.4 The interview, including scenario - The police officer, after publishing the results of the oral and scripted interview, has the right to appeal within three (3) working days.

5. Upon receipt of the complaint, the Commission for the Promotion Process must review the complaint and make a decision within the time limit of 72 hours.

6. The filed complaints suspend the ranking process and promotion in rank until the decision is issued.

Article 25

Evaluation and announcement of final results

1. The written test is in all cases checked electronically or physically immediately after the test is completed. If the written test is conducted electronically, the result is announced automatically.

2. If the police officer has not completed the individual data as well as the data required on the test answer sheet according to the instructions, he/she will be assessed with zero points.

3. If the police officer has not completed the response according to the instructions given, regardless of his response, he will not be re-evaluated for the response.

4. The results of the written test are published in a visible place, immediately after the results are released.

5. In any case, after completing the interview testing, including the scenario and problem solving according to the scenarios, the evaluation panel must complete the evaluation of the police officer and submit the evaluation sheet to the person responsible for administering the process, before continuing the evaluation for the next police officer.

6. The result of the interview, including the scenario, is published within two working days of the completion of the relevant testing.

7. The publication of the final list for all phases will be done in the manner provided for in this Administrative Instruction.

Article 26

Promotion to rank and assignement to position

Candidates who have successfully passed all stages of promotion receive the relevant rank and are appointed to the relevant position in accordance with the rank and criteria of the vacant position.

Article 27
Abrogation

With the entry into force of this Administrative Instruction, Administrative Instruction No. 02/2019 on the promotion procedure for police officers, dated 03.07.2019, is abrogated.

Article 28
Entry into force

This Administrative Instruction enters into force on the day of signing.

Colonel Gazmend HOXHA

General Director of Police

Date: 22/05/2026

Pristina