
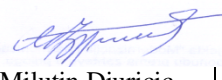
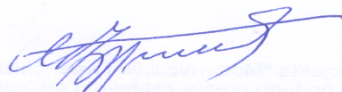


## Procedure for study program quality assurance-QP.4

	Drawn up by		Certified	Approved by
Name and surname	 Milan Antonijevic	 Milutin Djuricic		 Professor Milutin Djuricic, PhD TEMPUS project coordinator
Job title	Professor	Professor		
Date	20/04/2014			

## The procedure for study program quality assurance:

1. corresponds to the requirements of standards given by the Commission for Accreditation and Quality Assurance (hereinafter referred to as: CAQA), and published in a book entitled *Accreditation in Higher Education*, Ministry of Education and Sport of Republic of Serbia, second updated and revised edition of the Commission for Accreditation and Quality Assurance, Belgrade 2010.

2. is based on the Regulation on standards for self-evaluation and quality assessment of higher education institutions (No. 612-00-591/2006-04/1, adopted by the National Council for Higher Education on 20-October-2006), and

3. is in compliance with the Quality Assurance Standards and Guidelines for European higher education area, European Association for Quality Assurance in Higher Education

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## CONTENT

	<b>Page</b>
1. Subject.....	2
2. Area of application.....	2
3. Definitions and abbreviations.....	2
4. Documentation.....	2
4.1 Basic documents.....	2
4.2 Link to other documents.....	3
5. Procedure description.....	3
6. Powers and responsibilities.....	4
7. Distribution and storage of documents.....	4
8. Addendums and application instructions.....	4

## **1. Document subject and internal quality standards in the subject area**

Through this document, the Business and Technical College of Vocational Studies in Uzice, Higher Business School of Vocational Studies in Leskovac, Novi Sad Business School of Vocational Studies and University of Kragujevac – Faculty for hotel management and tourism (hereinafter referred to as: partner HEI) are defining the methods and procedures for quality assurance of the study programs performed at these institutions. Acting of the relevant quality assurance entities is defined within the Study Programs Quality procedure, as it is the case for each quality assurance area prescribed by national Commission for Accreditation and Quality Assurance. This procedure aims to implement the Higher Education Institutions Quality Assurance Strategy in order to provide the quality level that surpasses the requirements of the CAQA's standards.

**Internal quality standards** in quality assurance subject field are solely in compliance with national CAQA standards.

## **2. Area of application**

This procedure is applied at all the study programs performed at partner higher education institutions from Serbia participating in the Tempus project "Modernization and Harmonization of Tourism Study Programs in Serbia - MHTSPS".

## **3. Definitions and abbreviations**

- Business and Technical College of Vocational Studies in Uzice, Higher Business School of Vocational Studies in Leskovac, Novi Sad Business School of Vocational Studies and University of Kragujevac – Faculty for hotel management and tourism will be referred to as: partner HEI.

- Law on Higher Education - LHE

- European Credit Transfer System - ECTS

## **4. Documentation**

### **4.1. Basic documents**

- Law on Higher Education, Official Gazette of the Republic of Serbia, No 76/05, 100/07, 97/08 and 44/10
- Higher Education Institutions Quality Assurance Strategy
- The Statutes of partner HEI
- Ordinance on the content of official documents issued by higher education institutions, Official Gazette of the Republic of Serbia, No 40/09 and 69/11
- Ordinance on self-evaluation and higher education institutions quality assessment standards, Official Gazette of the Republic of Serbia, No 106/06
- Ordinance on standards and procedure for external control of higher education institutions, Official Gazette of the Republic of Serbia, No 106/06 and 73/11
- Ordinance on standards and procedure for accreditation of higher education institutions and study programs, Official Gazette of the Republic of Serbia, No 106/06, 112/08 and 70/11
- Ordinance on amending the Ordinance on content of official documents issued by higher education institutions, Official Gazette of the Republic of Serbia, No 08/07
- Ordinance on the list of professional, academic and scientific titles, Official Gazette of the Republic of Serbia, No 30/07

#### **4.2. Relation to other documents**

- Quality Assurance Strategy 01-539
- HEI Statute
- Teaching process quality assurance procedure QP 5
- Student quality assurance procedure QP 8
- Procedure for quality assurance of students' role in self-evaluation and quality control QP 13
- Ordinance on study regime of partner HEI
- Self-evaluation and higher education institutions quality assessment standards (according to Ordinance on self-evaluation and higher education institutions quality assessment standards, No 612-00-591/2006-04/1, adopted by National Council for Higher Education on 20-October-2006)
- Ordinance on standards and procedure for accreditation of higher education institutions and study programs (No 612-00-591/2006-04/2, adopted by National Council for Higher Education on 20-October-2006)
- Supplement to the standards for accreditation of higher education institutions within particular educational-scientific or educational-artistic field

#### **5. Description of the study program quality assurance procedure**

The essence of the study program quality check is inspection of learning outcomes, knowledge and skills of graduate students.

According to the Higher Education Institutions Quality Assurance Strategy, national Commission for Accreditation standards and compatible programs of the faculties in the immediate surrounding and integrated European area, the person responsible for study program monitoring and quality assurance is Assistant Director for Education and Vice Dean for Education.

Every three years - based on the report of Commission for Quality Assurance - the international compliance of the study programs is reviewed. The president of the Commission is responsible for the submission of report. The Heads of the study programs and departments, Assistant Director for Education and Vice Dean for Education are responsible for partial reports design (reports regarding the study programs and their modules). Permanent teaching content harmonization with relevant foreign higher education institutions ultimately results in student and teacher mobility, as well as in quality of graduate students.

A special form of study program quality check is accomplishment of the graduate students in professional work. This implies a systematic obtaining of information from employers and graduate students. Higher education institution Secretary keeps contact with labor market in order to obtain information on higher education institution's graduate students employed in Serbia. Once in three years – or more often, if necessary – HEI acquires feedback from employers (Employers Poll) and graduate students (Graduate students Poll). The Secretary of the HEI is in charge for performing these activities. Processed and systematized data are submitted to the Commission for Quality Assurance and Director of the High School (College), or Dean of the Faculty.

The role of the students in the study program and HEI quality assurance is reflected through higher education institution quality assessment (Appendix 1: Poll on Students' opinion about the quality of HEI).

The role of the students in the teaching process quality assurance is reflected through quality assessment of teaching process and pedagogical work of teachers (Appendix 2: Poll on Quality of teaching process and pedagogical work of teachers and associates). Student Parliament independently organizes an anonymous survey on study programs and teaching process quality among students at the end of each semester. Schedule, method and content of the survey form should be submitted to the Assistant Director for Education and Vice Dean for Education no later than seven days since launching the survey.

Once a year, students can suggest the control of their overall load and eventual correction of ECTS credits. Students can express their opinion on useful amendments to the teaching content through the poll. The poll is anonymous. The poll is organized by Assistant Director for Education and Vice Dean for Education. The reports on conducted survey are kept permanently by the HEI Secretary. The results of the survey are available to public.

At least once in three years – after the self-evaluation procedure is conducted – on proposal of the Commission for Quality Assurance, the Director of the College/Dean of the Faculty organizes discussion on harmonization of study program with emerged circumstances and basic objectives of the higher education institution.

Specific outcome of the each study program teaching process and student quality is a student's final thesis, specialist's thesis or diploma/master thesis. The recommendation of the Commission is to achieve as much transparency as possible as well as a clear insight to the quality of all individual student's thesis and all the accompanying skills (presentation skills, communication etc.). This is the reason why the web portals containing the thesis (final, specialist's, diploma/master), presentation, video-presentation and other relevant information to promote the quality of students and study program should be organized and established. Teacher and student motivation to constantly improve the quality of all aspects of the study program should be stimulated through this kind of approach.

## **6. Powers and responsibilities**



Director and Assistant Director for Education /Dean and Vice Dean for Education at Faculties are responsible for the implementation of this procedure, while the Secretary, The Heads of the study programs and departments, Vice Dean in charge for Scientific and Research Work, President of the Commission for Quality Assurance, Student Parliament, teachers, associates and students are responsible for conducting it.

## **7. Distribution and storage of documents**

Secretary of HEIs (and particular services of the Faculty) is responsible for storing, delivering and recording the submission of the document "Procedure for study program quality assurance" document according to the distribution list – Addendum 01.

## **8. Addendum and instructions for application**

- Enclosure 01 – Distribution list for “Procedure for study program quality assurance” document.
- Instruction: The Secretary of HEI takes care of all records regarding Enclosure 01 according to the procedure QP 4.

	<b>Distribution list of „Procedure for study program quality assurance“ document</b>	<b>Procedure QP4</b>	 <b>Tempus</b>
	<b>Addendum 01 to protocolQP 4</b>	<b>Edition 1</b>	

**DISTRIBUTION OF COPIES IS DEFINED BY THE FOLLOWING TABLE:**

Copy	Department/function	Date of receipt	Signature
1.	Director of the College / Dean of the Faculty		
2.	President of the Commission for Quality Assurance		
3.	HEI Secretary		
4.	Student Affairs Office		
5.	President of Student Parliament or Student Pro Dean		
6.	Assistant Director for Education, or Vice Dean for Education		
7.	Pro Dean for science and research		
8.	Heads of study programs or Heads of departments		
9.	HEI Archive		
10.			