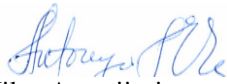
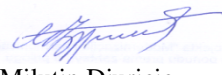
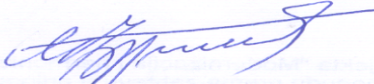


Assessing the Quality of managing of HEI and quality of support activities - QP.10

	Drawn up by		Certified	Approved by
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Date	20/04/2014			

The procedure for quality management of HEI and quality of support activities

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

This document represents the basis for quality management of HEI and quality of support activities.

Internal quality standards in the subject area of quality assurance are in accordance with the demands of Commission for Accreditation and Quality Assessment Standards.

2. Area of application

This document and its provisions apply to HEI management activities, as well as to support activities.

3. Definitions and acronyms

- Business Technical College of Vocational Studies in Užice, Higher Business School of Professional Studies in Leskovac, Higher Business School in Novi Sad and University in Kragujevac - Faculty of Tourism and Hospitality Vrnjačka Banja will further on in this document, be referred to as HEI.
- Law of Higher Education –LHE
- University – University in Kragujevac
- Scientific research paper - SRP

4. Documentation

4.1. Base documents

- Law of Higher Education, Official Gazette of Republic of Serbia, no. 76/05, 100/07, 97/08 and 44/10
- HEI Quality Assurance Strategy,
- HEI Statute
- Ordinance on conditions and procedure for teacher selection in HEI
- Ordinance on content of public documents issued by HEI, Official Gazette of Republic of Serbia no. 40/09 and 69/11
- Ordinance on standards for self-evaluation and quality assessment of higher education institutions, Official Gazette of RS, no.106/06
- Ordinance on standards and procedures for external verification of higher education institutions, Official Gazette of RS, no.106/06 and 73/11
- Ordinance on standards and procedures for the accreditation of higher education institutions and study programs, Official Gazette of RS, no.106/06, 112/08 and 70/11

4.2. Relation to other documents

- Law of Higher Education, Official Gazette of Republic of Serbia, no. 76/05, 100/07, 97/08 and 44/10e
- Labour Law, Official Gazette RS, no. 24/05, 61/05 and 54/09,
- Standards for self-evaluation and quality assessment of HEI (according to Ordinance on standards for self-evaluation and HEI quality assessment (no. 612-00-591/2006-04/1, adopted by the National Board for HEI on October 20. 2006.):

- Standard 1 – Quality Assurance Strategy
 - Standard 2 – Quality Assurance Standards and Procedures
 - Standard 3 – Quality Assurance System
 - Standard 4 – Study Program Quality
 - Standard 5 – Teaching Process Quality
 - Standard 6 – Quality of Scientific and Research, Artistic and Professional Work
 - Standard 7 – Quality of Teachers and Associates
 - Standard 8 – Quality of Students
 - Standard 9 – Quality of textbooks, literature, library and information resources
 - Standard 10 – Quality of managing the HEI and the quality of Teaching Support
 - Standard 11 – Quality of equipment and premises
 - Standard 12 – Financing
 - Standard 13 – The role of students in self-evaluation and quality check
 - Standard 14 – Systematic monitoring and periodic quality control
- Ordinance on standards and procedures for the accreditation of higher education institutions and study programs (no. 612-00-591/2006-04/ 2, which was adopted by the National Council for Higher Education on October 20th, 2006)):
 - Standards for accreditation of first and second level study programs of HEI
 - Standard 1 – Study Program Structure
 - Standard 2 – Study Program Purpose
 - Standard 3 – Study Program Objectives
 - Standard 4 – Competencies of the graduate students
 - Standard 5 – Curriculum
 - Standard 6 – Study Program Quality, Contemporaneity and International Compliance
 - Standard 7 – Student Enrollment
 - Standard 8 – Student Assessment and Advancement
 - Standard 11 – Quality Control
 - Standard 12 – Distance Learning
 - Amendment to the standards for HEI accreditation within a particular educational and scientific, i.e. educational - artistic field
 - Standard 4 – Graduate students' competences
 - Standard 5 – Curriculum.

5. Process description

Governing body and head body, their purview in the organization and HEI management are determined by the HEI Statute in accordance with the law. Governing body of HEI is the HEI Council; management body (head body) is HEI Director or the Dean.

Committee for Quality Assurance periodically monitors whether the general acts of HEI (Statute and regulations) define the managing bodies and whether their purview and responsibility are defined in accordance with the law. In the event that the Commission determines that in general laws of HEI managing bodies are not defined and that

their purview and responsibility are not determined according to the law, it will issue a proposal to make amendments to these acts.

For each of the proposed amendments to the Statutes and Regulations of the HEI relating to the management and head body, their powers and responsibilities in the organization and management of HEI, Committee for Quality Assurance gives its opinion.

There are three organizational units at a Faculty:

- Teaching – academic unit,
- Scientific research unit and
- Non-academic unit.

Coordination and control of these units functioning is defined by the Statute.

Quality Assurance Committee periodically controls if HEI general acts (Statute and regulations) define the structure, organizational units, their coordination and control. In the case that the Committee finds deficiencies in HEI general acts, it issues a proposal to make amendments to these acts.

Quality Assurance Committee monitors and evaluates organization and HEI management and makes measures for their furtherance based on HEI Secretary annual presentation and Quality Assurance Committee conclusions based on available parameters and information. All HEI employees as well as HEI Parliament can, in written form, evaluate the presentation and HEI management and object or offer suggestions to the Quality Assurance Committee, all referring to the organization and HEI management. Quality Assurance Committee evaluates organization and Faculty management and offers concrete suggestions for organization and management furtherance.

In any HEI there exist *complaint and praises boxes* for gathering anonymous data that could be used to allude to and effect HEI quality enhancement. Report on *complaint and praises boxes* content is delivered seven days before the HEI Academic Council session to the HEI Director (Dean of the Faculty) and Head of Quality Assurance Committee. Report is delivered by HEI Secretary.

Quality Assurance Committee monitors and evaluates the work of management and non-teaching staff and issues suggestions for their work improvement. Non-teaching staff work is monitored through annual reports of HEI Secretary, School Director (Dean) and Student Parliament. All HEI employees together with Student Parliament can, if they wish to, evaluate, in written form, the management and non-teaching staff and pass their suggestions and complaints on to the Quality Assurance Committee. Via Student Parliament, students can make statements on managing and non-teaching staff and their relation to students. Students should file written reports and these reports are passed on to Quality Assurance Committee. When monitoring and evaluating the work of non-teaching staff, Committee can address the School Director (Dean) and HEI Secretary and ask for opinion on employees' quality of work. Monitoring and evaluation of professional work of non-teaching staff is achieved through reports and state institutions and inspection organs rescripts send to HEI or its employees. Based on gathered data as well as based on Quality Assurance Committee's own discoveries, this Committee evaluates the work of managing and non-teaching staff of HEI and offers concrete suggestions for organization and management improvement. Improvement is achieved by stimulating or repressive measures application all in line with what law regulating work relations allows together with labour contract signed between an employee and HEI.

Quality Assurance Committee periodically monitors whether general acts of HEI, prescribe conditions and procedure for employment and promotion of non-

teaching staff. Commission checks whether these data are publicly available. In the event that the Commission determines that general acts do not define terms and a procedure for employment and promotion of non-teaching staff, it provides a proposal for the amendment of these acts. Employment on the HEI is based on the conditions and procedures that are defined by the law, the statute and HEI regulations. Progression of non-teaching staff is possible in the case of professional training and conscientious and responsible work performance. For an employee promotion to happen, there must exist, systematization of work position specified, position that the employee after receiving additional education could fill, and that that position is vacant.

Work and operations of management and non-teaching staff can be evaluated by teachers, non-teaching staff and students via Student Parliament and in writing, and this is submitted to the Quality Assurance Committee. Based on the score received on the basis of their own evaluation Quality Assurance Committee gives concrete suggestions for improving the work and activities of management and administrative staff.

HEI provides the number and quality of non-teaching staff in accordance with the accreditation standards. Quality Assurance Committee checks if the number and quality of non-teaching staff is in accordance with the standards for accreditation, and if it finds that there is non-compliance with prescribed standards, it provides concrete proposals to eliminate the deficiencies.

HEI provides, in accordance with its capacity, permanent education and training for its management and non-teaching staff.

6. Powers and Responsibilities


Responsible for the application of this procedure is Higher School's Director and Assistant Director for Education, or the Dean and Vice Dean for Education, Pro Dean for scientific research, Pro Dean for Finance, HEI Secretary, Quality Assurance Committed, teaching staff of HEI.

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 „Quality management of HEI and quality of support activities according to the distribution list-Addendum 01.

8. Addendums and instructions for application

- Addendum 01 – Distribution list of “Procedure for study programs quality assurance” document Instruction: HEI Secretary keeps track of all record related to Addendum 01 according to protocol QP _____

	<p>Distribution list of „Quality management of HEI and quality of support activities“ document</p>	<p>Procedure: QP 10</p>	
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	Addendum 01 to protocol QP.10	Issue1	

DISTRIBUTION OF COPIES IS DEFINED BY THE FOLLOWING TABLE:

Copy	Department/function	Date of receipt	Signature
1.	Higher School Director, orDean of the Faculty		
2.	Chairman ofthe Quality Assurance Committee	-----	
3.	HEI Secretary	-----	
4.	Student service	-----	
5.	President of Student Parliament or Student Pro Dean	-----	
6.	Assistant Directorfor Education, or DeanandVice Dean for Education	-----	
7.	Pro Dean for science and research	-----	
8.	Heads of study programs or Heads of departments	-----	
9.	HEI Archive	-----	
10.		-----	