Procedure for quality assurance of space and equipment - QP.11

	Drawn up by		Certified	Approved by
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Procedure for quality assurance of space and equipment:

1. corresponds to the requirements of the National Commission for Accreditation and Quality Assessment, published in the book Accreditation in Higher Education, Ministry of Education and Sports of the Republic of Serbia, second expanded and revised edition of the Commission for Accreditation and Quality Assessment, Belgrade 2010.

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

3.is in accordancewith the Standardsand GuidelinesforQuality Assurance in theEuropeanHigher Education Area, European Associationfor Quality Assurancein Higher Education.

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

With this document, 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 (HEI) establish methods and procedures to ensure teacher and teaching assistant's quality. As with every quality assurance area defined by the Commission for Accreditation and Quality Assessment, with the area which the subject of this procedure (**quality of space and equipment procedure),** HEI determine the activities of relevant quality assurance subjects. This procedure has a goal of implementing the Strategies for HEI quality assurance that leads to obtaining a new level of quality superseding the demands of Commission for Accreditation and Quality Assessment Standards.
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 procedure is applied at all HEI study programs.

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.
- Scientific research paper - SRP

4. Documentation
4.1. Basic documents
- HEI Quality Assurance Strategy,
- HEI Statute
- Ordinance on standards for self-evaluation and quality assessment of higher education institutions, Official Gazette of Republic of Serbia, no. 106/06
- Ordinanceon standardsand proceduresfor externalverificationof higher education institutions, OfficialGazette ofRS, no.106/06and73/11
- Ordinanceon standardsand proceduresfor the accreditationof higher education institutionsand study programs, OfficialGazette ofRS, no.106/06, 112/08and70/11.

4.2. Relation to other documents
- Quality Assurance Strategy
- HEI Statute
- Procedure for quality assurance of teaching process QP.____
- Procedure for quality assurance of textbooks, literature, library and informatics assets QP___
- Ordinance on HEI study regime

- Report Plan of the building – HEI object. Layout of object usage for all study programs (Faculty departments)
- Ordinance on usage of informatics and other HEI resources

5. Description of space and equipment quality assurance procedure

The space and equipment in HEI meet minimal standards of the National Commission on Accreditation in terms of size and structure. HEI accommodates the size and structure of equipment to student's needs and study programmes (courses) with the addition of following the standards of other HEI in developed countries of EU.

Space for classes – classrooms, laboratories

Amphitheatres and classrooms for theoretical teaching need to be equipped with:
− Sufficient number of desks and chairs for all the students in a group;
− Blackboard with chalk;
− Optionally with white board and markers;
− Internet access via academic network;
− Optionally with video projector and projection canvas;
− Optionally with a computer which has all the hardware components for multimedia presentations and teaching supports.

Also, there is a need for quantitatively and qualitatively mobile capacities (laptops, projector, and projection canvas) so that they could be used in the facilities without static computer and presentation equipment.

Laboratories, in which students individually use software or perform experimental tasks, need to have a working space for each student in a group. Every student should have a secured working place in the laboratory. Appliances need to be regularly calibrated and controlled so as not to lose functionality. For courses which, for objective reasons, require demonstration during exercises classes, one working space should be available for the assistant or the professor. The Head of the laboratory is in charge of the maintenance of laboratory equipment.

For each amphitheatre, classroom and laboratory, there is a clear room list (FORM Qp 11-1) which includes basic information on facilities and equipment located in it. This file is filled by the Head of Technical Services, together with the staff in technical services, and laboratory and with the head of the laboratory or the authorized laboratory technician. One copy of the completed file can be found in the technical services while the other stays with Vice Dean for education.

In the case of the noticed problems with the space and equipment, teachers and staff who teach in these areas, laboratory managers or students can fill out an application for maintenance / acquisition (FORM Qp 11-2) and send it to Technical Support. Head of Technical Services, records the request in the book/list for maintenance / acquisition (FORM Qp 11-6). If the requirements concern the maintenance, the manager of technical services issues a work order to employees in technical service and performs maintenance activities. Activities related to improving the quality of facilities and equipment are issued by the head of technical services to the assistant dean for NIR who, at least once a year, together with the Vice Dean for finance creates an investment plan for maintenance and improvement of the quality of facilities and equipment and the study of the performance of planned activities. Investment plan is checked by the Board, adopted by the Council and implemented in accordance with the available financial resources.

Practices in professional and vocational applicative courses can be performed outside the premises of HEI i.e. in the institutions (institutes, companies) which form its teaching and scientific base. Defining cooperation between HEI and its teaching and scientific base is realized by a business and technical cooperation, and these define details about the acquisition of supplies and materials needed for the practical work of the students. One teacher or associate on such practice can lead to up to 16 students, and they must be provided with instructive material for each class. Each student must be able to independently carry out appropriate practical task or procedure according to the study programme.

Space for teachers - offices

At HEI every teacher and his associates should have at least one working space for teachers and staff, equipped with a desk, chairs andstorage cabinetswhere they can safely store documents related to classes and exams, and at least one technologically advanced personal computer/modern personal computer with all the necessary hardware components (CD and DVD drive (with the eventual possibility of burning), USB port) connected to the Internet through the academic network. Each department has at least one laser printer and scanner.

For each employee teaching staff (together with its associates) the inventory card is formed (FORM Qp 11-3), which contains information about the space, office furniture and computer equipment they use. This card is filled by the head of technical services, together with the teacher (and his associates). A copy of the completed card is placed in technical services and the other at the Assistant Director for Education and dean of education. Upon termination of employment or retirement, space and equipment are placed in a new position with the approval of the dean and according to the order of the Head of Technical Services. A retired employee of HEI, in accordance with their unfinished academic affairs, can use equipment and space until the completion of the initiated activities, up to 24 months after retirement.

Teachers, staff and administrative staff may perform services for photocopying in the prescribed room of HEI. Employees fill out a request for photocopying (FORM Qp 11-5), and each request is recorded by the worker who performs photocopying.Employed teachers issue a request for maintenance / acquisition (FORM Qp 11-4) to the head of technical services. Head of Technical Services, records the request book/list for maintenance / acquisition (FORM Qo 11-6). If the requirements concern the maintenance, the manager of technical services issues a work order to employees in technical service and performs maintenance activities. Activities related to improving the quality of facilities and equipment are issued by the head of technical services to the assistant dean for NIR who, at least once a year, together with the Vice Dean for finance creates an investment plan for maintenance and improvement of the quality of facilities and equipment and the study of the performance of planned activities. Investment plan is checked by the Board, adopted by the Council and implemented in accordance with the available financial resources.

Library

At HEI there is a library with a reading room. Space and equipment in the library must ensure the normal working performance of library staff and the smooth reception and accommodation of the relevant literature.

The library provides users with access to the Internet and Kobson networks, and electronic versions of the magazine at two workplaces in the library. Within the library faculty provides copier as well.

Reading room must contain a minimum of 30 workplaces for users, equipped with a special table and upholstered chairs. Reading Room is open for students from 8am to 20 pm every day.

Staff employed in the library issues a request for maintenance / acquisition (FORM Qp 11-4) to the head of technical services. Head of Technical Services, records the request in the book/list for maintenance / acquisition (FORM Qp 11-6). If the requirements concern the maintenance, the manager of technical services issues a work order to employees in technical service and performs maintenance activities. Activities related to improving the quality of facilities and equipment are issued by the head of technical services to the assistant dean for NIR who, at least once a year, together with the Vice Dean for finance creates an investment plan for maintenance and improvement of the quality of facilities and equipment and the study of the performance of planned activities. Investment plan is checked by the Board, adopted by the Council and implemented in accordance with the available financial resources.

Rooms for administration (non-teaching activities)

Student Services of HEI has a separate room equipped with desks, chairs, cabinets for documents, and workplaces with a computer connected to the Internet. Student Services of HEI create and use an electronic database of students and teachers, as well as alumni. Accounting and general services have their own rooms, equipped with desks, chairs, cabinets for documents and workplaces with a computer connected to the Internet. There is corresponding number of printers of an adequate quality. A special room is provided for the HEI archives. Each room has a record card (FORM Qp 11-1) with a list of equipment on it.

Employees in the administration, according to the responsibilities of the Secretary HEI, send a request for maintenance / acquisition (FORM Qp 11-4) to the head of technical services. Head of Technical Services, records the request in the book/list for maintenance / acquisition (FORM Qp 11-6). If the requirements concern the maintenance, then the manager of technical services issues a work order to employees in technical service and performs maintenance activities. Activities related to improving the quality of facilities and equipment are issued by the head of technical services to the assistant dean for NIR who, at least once a year, together with the Vice Dean for finance creates an investment plan for maintenance and improvement of the quality of facilities and equipment and the study of the performance of planned activities. Investment plan is checked by the Board, adopted by the Council and implemented in accordance with the available financial resources.

Computer rooms (labs)

HEI has a minimum of two computer rooms that need to have quantitative and qualitative capacities that will enable the performance of such type of teaching as "one student - one computer" and where the computer configuration is dimensioned so that all current software versions can be used smoothly. Computer rooms are open to students from 8am to 20 pm every day, except when the rooms are used for lectures.

For each room there is a record card of computer rooms (FORM Qp 11-2) which contains basic information about the computer room and the software installed. This card is filled by

systems engineer employed in technical services. A copy of the completed card can be found in the technical services and the other is in the possession of the vice dean for education.

In case a problem occurs with the computer equipment or the room, the teachers who teach in these rooms or students can fill out an application for maintenance / acquisition (FORM Qp 11-4) and send it to Technical Support. Head of Technical Services, records the request in the book/list for maintenance / acquisition (FORM Qp 11-6). If the requirements concern the maintenance, the manager of technical services issues a work order to employees in technical service and performs maintenance activities. Activities related to improving the quality of facilities and equipment are issued by the head of technical services to the assistant dean for NIR who, at least once a year, together with the Vice Dean for finance creates an investment plan for maintenance and improvement of the quality of facilities and equipment and the study of the performance of planned activities. Investment plan is checked by the Board, adopted by the Council and implemented in accordance with the available financial resources.

SECURIING THE REQUIRED SIZE AND STRUCTURE OF SPACE AND EQUIPMENT FOR TEACHING

In accordance with the needs of academic programmes, teaching and the planned number of students for the next three school years, school director i.e. the dean with the staff, at the beginning of term, analyses the current situation and, if necessary, makes a plan of space capacities that is submitted to Council for approval. The basis for the analysis and planning is meeting the standards of the national Commission on Accreditation (at least 4 m^2 gross space per student, i.e. 2 m^2 per student for teaching in shifts). When the Academic Council adopts the plan, school director or dean will prepare a proposition for the construction / renovation of the existing teaching space and submit it to the Council of HEI for review and approval. If the Council accepts the proposal and the project, the school director or dean will give an order for construction of new or renovation of existing teaching space through the process of project development, securing the necessary permits and approvals with the selection of the best workers and the financing of work.

Before the beginning of each school year, Assistant vice Dean for Education i.e. Dean for Academic Affairs, together with the heads of departments, determines a required equipment (laboratory and computer/hardware equipment), software and operating supplies necessary for teaching in the following school year. If the existing structure is inadequate according to the standards of the National Accreditation Commission, Vice Dean for Education calculates square footage and determines the specification of the space required in order to meet the standard.

At the end of the summer semester, Assistant Director for Education i.e. Vice Dean for Education, holds a meeting with heads of all academic programmes, and department heads, and defines with them the necessary equipment (laboratory and computer-hardware), software and supplies for teaching in the following school year. If the existing equipment is not satisfactory, dean compiles a list of the new equipment, with a detailed specification of the type, quantity and approximate price. Assistant Director for Education i.e. Vice Dean also compiles the specification of the needed supplies for classes.

Not later than September the 1st of the current year, Dean for Academic Affairs sends to the Dean of the Faculty specification and the square footage of space required for proper use, as well as a list of the required new teaching equipment and supplies. School director or dean

with the help of the Secretary of the Faculty and Head of the Accounting and Finance, if necessary, takes all necessary measures in order to adapt the space and directs the procedure of public procurement of new equipment, software and supplies for classes.

6. Powers and responsibilities

Responsible for the applicationof this procedure isHigher School's Director, Head of Council and Assistant Directorfor Education, or the DeanandVice Dean for Education, and for itsimplementation HEI secretary, librarian, head of technical department, head of accounting and finance department, teaching staff and HEI students within its purview and according to this procedure.

Quality Assurance Committee continually works on raising the quality of space and equipment.Responsible for Committee's work is the Chairman of Committee.

7. Distributionand storage ofdocuments

Secretary ofHEIs(and particularservicesof the Faculty) is responsiblefor storing, deliveringand recordingthe submission ofthe document "Procedure for quality assurance ofspace and equipment"according to the distribution list – Addendum 01.

8. Addendums and instructions for application

- Addendum 01 – Distribution list of "Procedure for study programs quality assurance."
- Instruction: HEI Secretary keeps track of all record related to Addendum 01 according to protocol QP.____
- Addendum 02 – Survey form A1 „Student survey on HEI quality."
- FORM Qo 11-1 - Record list of rooms
- • FORM Qo 11-2 - Record list of computer rooms
- • FORM Qo 11-3 – Inventory card of the employee
- • FORM Qo 11-4 - Application for maintenance / procurement
- • FORM Qo 11-5 - Application for photocopying
- • FORM Qo 11-6 - Book of requirements for maintenance / acquisition

	Distribution list of „Quality of space and equipment assurance procedure" document	**Procedure: QP 11**
		Issue 1
	Addendum 01 to protocolQP11	

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.		--	
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