
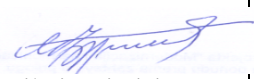
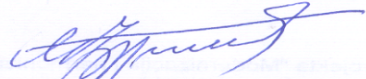


Procedure for continuous monitoring and periodic quality check- QP.14

	Drawn up by		Certified	Approved by
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Procedure for continuous monitoring and periodic quality check:

1. first 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 of higher education institutions (No. 612-00-591/2006-04/1, adopted by the National Council for Higher Education, 20 October 2006 and

3. is in accordance with the Standards and Guidelines for Quality Assurance in the 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

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 assistants 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 (**continuous monitoring and periodic quality check**), HEI determine the activities of relevant quality assurance subjects. This procedure has a goal of implementing the Strategies for HEI quality assurance, which 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.
- Law of Higher Education – LHE
- European Credit Transfer System - ECTS

4. Documents

4.1. Basic 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

4.2. Relation to other documents

- HEI Quality Assurance Strategy,
- HEI Statute
- All HEI quality assurance procedures (QP.4 - QP.13)

5. Process description

Systematic monitoring of quality is ensured through documentation of all activities of a HEI, keeping such documents in a way that makes them easy to search, and susceptible to descriptive statistical analysis.

Activities in the teaching process are documented and in the form of documents kept by HEI and study programs - departments in addition to the statutory records that are collected and stored by the Student Affairs Office.

Activities carried out during scientific research are documented and the form of documents is kept by managers of scientific projects and Vice Dean for research.

Each project application submitted on behalf of HEI, i.e. for whose application a stamp of HEI is required, must be submitted in a single copy to the Assistant Director for Education and Assistant Dean for Scientific Research while the second copy is kept in the archives of a HEI.

All documents related to the financial activity of HEI are collected and retained by HEI Accounting department.

All legal documents related to HEI Statute, staff at HEI, and all HEI correspondence as a legal entity, as well as all official documents that are sent to the HEI or received by HEI, must be kept and archived by HEI Secretary.

At least once a year, heads of HEI organizational units, conduct a descriptive statistical analysis of documents which have been collected and stored. HEI provides technical support for statistical data processing. It specially processes and displays, for the needs of comparison, parameters that are accepted as indicators of quality at foreign higher education institutions. Results of statistical processing are distributed to the Quality Assurance Commission. Commission reviews statistical reports, and if a deviation from established standards is spotted, it proposes corrective measures for quality improvement.

Information on the quality of graduates

At least once every two years, HEI asks for information on the quality of graduates from employers, representatives of the National Employment Service, Chamber of Commerce, engineering associations and HEI Alumni organization. School Director and the Deans send a letter to these institutions, asking them to submit their opinion on the quality of HEI's graduate students, with an explanation. The resulting opinion is then forwarded to the Committee for Quality Assurance by the School's Director, and the Committee then considers, systematizes the data, presents them to the HEI Academic Council, and if necessary, proposes corrective measures for quality improvement.

Periodic quality check

Periodic quality check is performed through the self-assessment procedure. School Director and the Dean of the Faculty put together a Commission which conducts the procedure of self-assessment.

The Commission has an insight into all areas of HEI work and determines to what level have the quality standards, as specified in the procedures of quality assurance of HEI been reached.

Upon completion of this direct insight, Commission then goes over HEI activities documentation and conducted surveys, after which a team of consulting editors prepares a report on quality control. The report is then submitted to the Quality Assurance Committee, which then, in its meetings considers this report, and based on it compiles becomes the definitive document on the conducted self-evaluation

Based on the results of self-evaluation, Quality Assurance Committee proposes and implements corrective actions to improve quality.

Transparency in the monitoring and periodic audits is provided by publishing statistical reports, the report of the Commission for self-evaluation and the final document of the Quality Assurance

Committee of the conducted self-evaluation, on the HEI web site. Report on self-evaluation and the final document of the Quality Assurance of the conducted self-assessment is also submitted to the departments and Academic Council of HEI, to student parliament, student organizations and the Commission for Accreditation and Quality Assurance of Republic of Serbia.

6. Powers and responsibilities

Responsible for the application of this procedure is Higher School's Director (Dean), and for its implementation HEI Secretary and Assistant Director for Education or Faculty Vice Deans, teaching staff and HEI students.

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 quality assurance of the role of students in self - evaluation and quality check“ according to the distribution list – Addendum 01..

8. Addendums and instructions for application

- Addendum 01 – Distribution list of „Procedure for quality assurance of the role of students in self - evaluation and quality check“ document
- Instruction: HEI Secretary keeps track of all records related to Addendum 01 according to protocol QP.14

