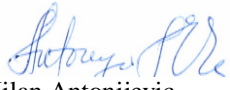
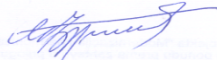
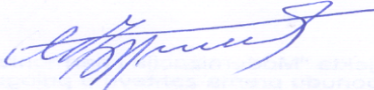


Procedure for quality assurance of students - QP.8

	Drawn up by		Certified	Approved by
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Job title	Professor	Professor		TEMPUS project coordinator
Date	20/04/2014			

Procedure for quality assurance of students:

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

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 Hotel Management and Tourism and 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 teachers and teaching assistants**), 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
- Labour Law, Official Gazette RS, no. 24/05, 61/05 and 54/09,
- Ordinance on the conditions and procedure for expert councils approval from the University of Kragujevac on decision selection of teachers decisions, Official Gazette of Republic of Serbia, no. 643/08
- 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. 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
- Ordinance Amending the Ordinance on the content of public documents issued by higher education institutions, Fig. Gazette of RS, no. 08/07
- Ordinance on the list of professional, academic and scientific titles, Official Gazette of RS, no. 30/07, 112/08, 72/09, 81/10, 39/11 and 54/11

4.2. Relation to other documents

- Quality Assurance Strategy
- HEI Statute
- Procedure for quality assurance of teaching process QP. _____
- Procedure for quality assurance of study programs QP. _____
- Ordinance on HEI study regime
- 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's purpose,
 - Standard 3 - Study program's objectives,
 - Standard 4 – Graduate students' competences
 - Standard 5 - Curriculum,
 - Standard 6 - Quality, modernity and the international harmonization of study programs
 - Standard 7 – Admission of students,
 - Standard 8 – Assessment and development of students,
 - 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. Description of process for quality assurance of students

HEI is firmly determined to continually and systematically work on:

- Creating optimal conditions for studying.
- Encouraging students to regularly and actively participate in all areas of the teaching process.
- Encouraging students to regularly fulfil their obligations.

- Encouraging students to engage in scientific-research and professional work.
- Encouraging students to participate in the work and affirmation of HEI.

Quality assurance of students is achieved:

- With enrolment of best quality applicants.
- By providing quality education on all study programs.
- With continuous monitoring of the success of students in acquiring knowledge and skills, as well as in overcoming problems that the students face.
- By offering an opportunity to pass a part of an exam via preliminary tests which are organized throughout the school year.
- Providing consultations for students who have difficulty in studying or for those looking for more knowledge.
- Providing reading rooms for teaching those students who do not have adequate conditions for learning.
- Providing high quality textbooks.
- Organizing student surveys.

Quality assurance commences when the planned number of students from the ranking list of candidates is enrolled according to the call for admission to higher school conditions. Selection of students is done according to a pre-regulated and transparent manner defined by the Statute of higher education institution and published in the annual information booklet.

Call for admission to the first year of study contains:

- *Number of students which will be enrolled on each of available study programs,*
- *Admission conditions,*
- *Form of entrance exam and criteria for determining the order of the candidates*
- *Call for admission carry out*
- *Manner of and deadlines for appeals on the list of candidates and their order*
- *The amount of tuition which is paid by those students whose study is not paid by the state*

The selection of candidates to be enrolled in the first year of studies is performed according to:

- *the result achieved in the entrance exam – a candidate can have maximum of 60 points*
- *the overall success achieved in his/her high school – a candidate can have 16 points minimum and 40 points maximum (overall success is the sum of average grades for all subjects in the first, second, third and fourth grade and that average grade is multiplied by two.*

In order for the candidate to qualify for enrolment in the first round of admissions, he/she must have, in total:

- *for the study costs to be covered by the state, 51 points,*
- *for a student who pays his/her own costs of study, 30 points*

Faculty shall establish a single ranking list of candidates who are financed from the budget and self-funded students.

For the purpose of informing candidates and to enroll the best possible quality students, higher education institutions:

- issue an appropriate Information Booklet each year,
- offer their candidates terms for preparation of the entrance exam

For continued maintenance and further improvement of the quality of students enrolled at a Faculty, the Faculty:

- organizes theory and practice classes, during which information is presented systematically and clearly, with practical examples
- Provides a library and a reading room with primary and additional literature, journals, electronic data base...

- issues required textbooks, written in a clear style, containing relevant facts
- Continuously prompts its students to interact with teachers and teaching assistants during consultation hours so that cruxes are clarified and additional information is obtained.

Student assessment

- Students' success in mastering the material provided is continuously followed and expressed in points.
- Meeting pre-exam requirements and taking an exam, a student can earn a maximum of 100 points.
- Study program determines the ratio of points gained in the pre-exam and the exam, while pre-exam accounts for at least 30 and at most 70 points.
- Each subject has a clearly defined way how a student can gain points and that is available to the student.
- Success that the student achieved is expressed in grades, from 5 (did not pass) to 10 (excellent)
- For the purpose of keeping the quality of the teaching process what is required is the application of a proper evaluation process that does not allow students who have not acquired the necessary level of expertise to move to the next semester/year of study.
- Students through their representatives in the Committee for Quality Assurance give their comments and suggestions on the assessment criteria.
- HEI analyses, evaluates and improves methods and criteria of student assessment for each subject
- At the end of a school year, an analysis of teacher criteria for student assessment is performed and suggestions are given on how to improve the quality of assessment and how to harmonize all teachers' assessment criteria.

Scientific-research and professional student work

- During their studies, students can participate in professional and scientific -research work.
- HEI support and coordinate various forms of student professional and scientific -research work.
- Professional and scientific -research students are supervised by selected mentors. Mentors can be teachers and teaching assistants of higher education institutions.
- Students perform their scientific-research and professional work as part of extra and not their regular study duties (for example, as part of student practice or as part of their graduate work)
- Student achieving extraordinary results in scientific-research, teaching and teaching – professional work, should always be praised and rewarded.

The role of Student parliament in student quality enhancement

- Student parliament continuously analyses students' work, study conditions and offers suggestions for student quality enhancement.
- Student Parliament is engaged in establishing inter-faculty cooperation within country and abroad and conduct exchange of students.
- Student Parliament, in consultation with the Assistant Director for Education and Dean for Academic Affairs each year plans and organizes field trips (visits) fairs, business consortium and organizations, all with the aim of making students' education better.
- Student parliament works on establishing a permanent cooperation with colleagues that have previously graduated from HEI.

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, and for its implementation, Secretary of HEI, heads of study programs, or heads of departments, Chairman of the Quality Assurance Committee, Student Parliament, teaching staff and students 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 "Procedure for quality assurance of students" according to the distribution list-Addendum 01.

8. Addendums and instructions for application

- Addendum 01 – Distribution list of "Procedure for student quality assurance"
Instruction: HEI Secretary keeps track of all records related to Addendum 01 according to protocol QP ____
- Addendum 02 – Survey form A1 „Student survey on quality of studies and study programs“.
Instruction:
 - Survey A1 is organized and conducted by the Assistant Director for Education and Dean for Academic Affairs in the second half of the summer term.
 - Survey is commission processed.
 - Committee is made of: Assistant Director for Education and Dean for Academic Affairs, President of the Student Parliament and Student Pro Dean, Secretary of HEI and representatives of each study program, i.e. every department. Chairman of the Committee is Assistant Director for Education and Dean for Academic Affairs.
 - Survey results, in the form of a report, are submitted to the School Director, or the Dean, the president of the Quality Assurance Committee, heads of academic programs, and department heads and the HEI Secretary.
 - Secretary of HEI is responsible for storing and keeping the report previously mentioned as a record due to Addendum 02 according to protocol QP ____.
 - Filled out survey forms are kept by Assistant Director for Education or by the Vice Dean for Education all up to the new accreditation or study program cancellation (three years maximum).



Distribution list of „Procedure for quality assurance of study programs“

**Procedure:
QP 8**

Addendum 01 to protocol QP.8

Issue 2

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.		