

**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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Date	20/04/2014			

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## 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

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- 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.

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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.

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

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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.			

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**Procedure for teaching process quality assurance:**

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

Through this document, 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 within the subject field of this procedure (**teaching process quality**) is defined by partner HEI, 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 acronyms

- 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 of hotel management and tourism will be referred to as: partner HEI.
- Law on Higher Education - LHE
- European Credit Transfer and Accumulation System - ECTS

## 4. Documents

### 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 21/06
- 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 verification 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
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- Ordinance on the list of professional, academic and scientific titles, Official Gazette of the Republic of Serbia, No 30/07, 112/08, 72/09, 81/10, 39/11 and 54/11

#### 4.2. Relation to other documents

- Partner HEI Quality Assurance Strategy
- The Statute of partner HEI
- Study program quality assurance procedure - QP 4
- 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):
  - 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 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) – Standards for accreditation of the study programs of first and second level of higher education:
  - 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

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- Supplement to the standards for accreditation of higher education institutions within particular educational-scientific or educational-artistic field:
  - Standard 4 – Competencies of the graduate students
  - Standard 5 – Curriculum

## 5. Description of the teaching process quality assurance procedure

HEI is dedicated to continuous and systematic work on improving the quality of teaching process within its study programs in accordance with Quality Assurance Strategy, national Commission for Accreditation's standards and EU authoritative models.

Teaching process is carried out within the defined study programs according to the teaching plan and schedule for each course of the study program and in compliance with the rules defined in Ordinance on HEI study regime. Teaching plan and schedule (lectures and practical lessons) for each subject and working week in semester are available at the HEI's website and in subject book edition of the study program. Work plan for each subject is publicly available and includes:

1. Basic subject data: name, semester, number of ECTS credits, lecture hours, prior knowledge expected, terms of attending the course;
2. Subject objectives;
3. Subject content and structure;
4. Teaching plan and schedule (lectures and practical lessons);
5. Assessment method and subject outcomes (what is student required to know and to do to earn a passing grade – list of questions for exam and similar);
6. Textbooks, compulsory and additional literature;
7. Data about subject teachers and associates.

Electronic entry of the lectures and practical lessons terms is also envisaged. Students, management of the HEI and all the teachers and associates can monitor eventual changes on HEI's website. Basic literature and knowledge outcomes should be prescribed for each teaching week (questions that should be answered by students, related to the teaching content presented in the week concerned). In this way, it is very easy to supervise the teaching process efficiently, and it is easier for students to express their opinion in polls. One of the specific quality measure is a recommendation to task students with a homework or a test already in the first teaching week which is to be submitted electronically over the subject's website. In this way, teachers can establish a better communication with students very early and obtain information on students structure, their prior knowledge, desire and capacities to attend the course successfully and to timely undertake appropriate measures and adequate care about students who are attending the course.

The syllabuses are adopted by HEI Academic Council together with the study program adoption. At the moment of enrolling each semester, students opt for elective courses. After that, teachers and associates engagement and workload plans and accurate plans of teaching activities in the upcoming semester are formed. If more teachers and/or associates are engaged in one subject, the Head of the study program or Department concerned proposes the distribution of responsibilities (for current school year)

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Thus defined distribution of responsibilities is inscribed to the Teaching staff engagement and workload plan to be considered and adopted at the Council before the start of semester.

Assistant Director for Education in coordination with the Heads of study programs/Vice Dean for Education in coordination with the Heads of the department at the Faculties are monitoring the implementation of the timetable and work plan for individual subjects and they take corrective measures within their responsibilities.

Relevant information about teachers and associates, subjects, study programs and modules, etc., are available to students on the website of the HEI. Each subject has its own web-page, arranged by teachers and associates engaged in the subject.

Teaching takes place in student groups, with the number of students envisaged in Ordinance on Study Regime and in compliance with the national Commission for Accreditation standards. Assistant Director / Vice Dean for Education at the beginning of each school year can suggest to Academic Council the adoption of more rigorous standards regarding this issue, in line with available resources.

Within the teaching process, the students express their interests while teachers and associates are recording these interests during the teaching. That could be the basis for teaching program innovation in the following school year.

### **Vocational Practice**

The purpose of the vocational practice is to introduce students to practical work and the acquisition of knowledge and skills. Performing method and content of the vocational practice are defined within the Ordinance on Study Regime. HEI concludes appropriate Agreement on conducting the vocational practice with possible graduate students employers, defining the conditions and communication between the parties (HEI and institutions/companies where student are performing vocational practice) – what profile of students is wanted, when students can apply, selection principles, terms of protection at work, student's competence and similar. Student Service of the HEI and representatives of the institution/company agree on terms, capacities and conditions of conducting practice (necessary competencies of the trainee students, preferred specific prior knowledge and similar) in line with previously signed Agreement.

Vocational practice and practical work are integral part of the teaching process performed at appropriate business systems and public institutions.

Academic Council of the HEI proposes measures for the teaching process and working conditions quality improvement. Reports on evaluation by students, graduate students and employees are available to public at the website of the HEI.

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### Exam application and exam recording

At the end of the semester, the subject teacher verifies through its signature in student book – (index) that student has regularly attended lectures, practical lessons and other. On the basis of the fulfilled requirements student verifies the semester and gains the right to apply for an exam. Exam application is conducted through the exam application form. On the basis of the filled exam application form, the Exam Record is formed by Student Service. Teacher or associate on the subject takes over the Exam Record and application forms referring to a particular subject. After the exam is completed, the subject teacher inscribes the final mark to the application form and Exam Record, as well as to the index. The exam application form and the Exam Record are submitted to the officer in Students Service who stores the exam application form into the student's file. Administration officer enters the final mark, date of exam and name of the teacher who conducted the exam into the student's electronic file. Teacher inscribes the number of points that student gained before (lectures, practical lessons, colloquia, term papers) and at the exam into the index, according to the assessment model defined within the subject curriculum. The final mark is the result of the total points gained.

### Assessment model

Student success in mastering a subject is continuously monitored during the classes and is expressed in points.

Teaching subject work program defines: learning aims, learning outcomes, content of the subject, teaching dynamics by thematic units (dates for particular lecture themes), teaching forms, assessment method, literature, information on subject teachers and associates.

The mark represents a sum of points obtained during the classes (pre-exam activities) and at the exam. The exam is compulsory.

At least 30 up to at most 70 points may be addressed to the pre-exam activities.

The results scored within the pre-exam activities are written down in a student's index.

The condition for taking the exam is to obtain 30 points that a student can achieve during the pre-exam activities.

A student who does not pass the exam until the end of the school year is obligated to re-gain the condition for taking the exam.

At the end of each school year, for each subject and each teacher the average exam mark is calculated. Level of matching with Gaussian statistical distribution of marks - if the analyzed group is larger than 30 students – is also expressed, showing the teacher's criterion.

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A detailed analysis is performed for the teachers where the largest number of negative grades occurred, as well as for the teachers with the greatest number of highest grades. The next step is placing suggestions in order to improve the student assessment quality and harmonize the teachers' criteria.

## 6. Powers and responsibilities

Director and Assistant Director for Education at Colleges/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 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 "Teaching process quality assurance Procedure" document according to the distribution list – Enclosure 01.

## 8. Addendums and instructions for application

Enclosure 01 – Distribution list of "Teaching process quality assurance Procedure" document  
 Instruction: HEI Secretary keeps track of all record related to Addendum 01 according to protocol QP 5.

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	<b>Addendum 01 to protocol QP _____</b>	<b>Edition 1</b>	

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3.	HEI Secretary		
4.	Student service		
5.	President of Student Parliament or Student Pro Dean		
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7.	Pro Dean for science and research		
8.	Heads of study programs or Heads of departments		
9.	HEI Archive		
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## 1. Document subject and internal quality standards in the subject

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 scientific and professional work performed at these institutions. Acting of the relevant quality assurance entities is defined within the Scientific and Professional Work Quality Assurance 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 quality assurance procedure is applied in scientific, research and professional work area 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 acronyms

- 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.

- Scientific and Research Work – SRW

## 4. Documents

### 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 procedure and method of evaluating and quantification of the researcher's scientific and research results, Official Gazette of the Republic of Serbia, No 35/07 and 38/08
- Ordinance on conditions and method of selecting teachers for HEI
- 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 verification of higher education institutions, Official Gazette of the Republic of Serbia, No 106/06 and 73/11

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

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- 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 the list of professional, academic and scientific titles, Official Gazette of the Republic of Serbia, No 30/07, 112/08, 72/09, 81/10, 39/11 and 54/11

#### 4.2. Relation to other documents

- Partner HEI Quality Assurance Strategy
- The Statute of partner HEI
- Teaching process quality assurance procedure - QP 5
- Student quality assurance procedure - QP 8
- Procedure for quality assurance of equipment and premises - QP 11
- Ordinance on study regime of partner HEI
- Scientific and research work program of the HEI
- Research and development work program of the 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)

### 5. Description of the procedure for quality assurance of the scientific, research and professional work

#### Organization of the scientific and research work

With the aim of scientific thought development and teaching process improvement, the scientific and research work is organized at the HEI.

Scientific, research and professional work at HEI is organized within:

- Projects approved and financed by the line Ministry of Science,
- Projects financed by direct users of the research results (industry and others),
- International scientific and research projects, and
- Individual work of teachers and associates in the laboratories and centers of the Faculty.

HEI is firmly committed to continuous and systematic work on:

- Creating conditions for scientific and research work,
- ~~Stimulating the students, teachers and associates to engage in basic, applied and development research,~~
- Analyzing the criteria for evaluation of achieved research results, and

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- Proposing the measures for scientific, research and development work quality improvement.

In order to create conditions for scientific and research work, the higher education institution:

- Determines and adopts scientific and research work program, as well as the program of the scientific youth development,
- Provides general and organizational conditions for scientific and research work,
- Organizes classes for scientific training and research work,
- Promotes and implements the research,
- Motivates the students for research work,
- Incorporates the scientific and research work results into the teaching process,
- Collects, systematize and analyses the documents related to the scientific and research work of teachers, associates and undergraduate and postgraduate students.

General and organizational conditions for scientific, research and professional work are:

- Improvement of infrastructure for realization of SRW,
- Financing the SRW,
- Training of researchers and students to safely perform SRW,
- Introducing the undergraduate and postgraduate students with the scientific and research work ethical codex (good scientific practice),
- Access to the scientific information through academic network, and
- Deepening and spreading of scientific cooperation with renowned scientific centers in the country and the world, within the joint domestic and international projects.

In order to stimulate the students, teachers and associates to engage in basic, applied and development research, higher education institution:

- participates (in line with its capacity) in financing the teachers and associates participation at International Scientific Conferences (if they meet the requirements prescribed by the Ministry of Science),
- organizes scientific and professional conferences and symposia,
- organizes publishing activities and publishes the results that promote the individual achievements on its website.

In order to assess the quality of scientific, research and professional work, higher education institution:

- creates an overview of scientific and research projects in progress,
- creates the list of researchers involved in scientific and research projects in progress,
- creates the list of most significant results published in the previous calendar year,
- annually analyzes and estimates the overall scientific activity of teachers and associates,

In order to achieve and improve the quality of scientific, research and professional work, higher education institution:

- adopts a five-year plan of scientific, research and professional work,

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- adopts a five-year plan of scientific youth development,
- annually analyzes and estimates the work of centers as one of the research and professional work carriers,
- Invests in equipment used by research teams of the HEI.

Measurable results of the scientific, research and professional activities of the teachers and associates are:

- participation in financed scientific, research and professional projects,
- published text books and scientific papers (according to scientific competences indicators),
- participation at national and international Scientific Conferences,
- involvement in editing and scientific boards of national and international scientific journals,
- mentorship in all the study programs (final, diploma – master and specialists thesis),
- involvement in Commissions for evaluation of doctoral dissertation and scientific thesis.

The results of the scientific, research and professional activities of the HEI's teachers and associates – along with all the relevant data - are publicly available on the official website of the HEI.

Evaluation of the scientific and research work results is performed in line with the Ordinance on procedure and method of evaluating and quantification of the researcher's scientific and research results, published in Official Gazette of the Republic of Serbia, No 35/07 and 38/08.

Director of the College/Dean of the Faculty, Vice Dean for Scientific and Research Work, The Secretary and The Heads of the study programs and departments are responsible for collecting and publishing the information on scientific research and professional activities of the teachers and associates.

## 6. Powers and responsibilities

Director of the College/Dean of the Faculty, Vice Dean for Scientific and Research Work and President of the Commission for Quality Assurance are responsible for the implementation of this procedure, while the teachers and associates 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 "Scientific and Professional Work Quality Assurance Procedure" document according to the distribution list – Addendum 01.

## 8. Addendums and instructions for application

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- Addendum 01 – Distribution list for “Scientific and Professional Work Quality Assurance Procedure” document
- Instruction: HEI Secretary keeps track of all record related to Addendum 01 according to protocol QP\_\_\_\_\_

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

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	<b>Distribution list of “Scientific and Professional Work Quality Assurance Procedure” document</b>	<b>Procedure: QP 6</b>	 <b>Tempus</b>
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3.	HEI Secretary		
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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.			

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

**The procedure for teacher and teaching assistant’s 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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## 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 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 on 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

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- 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. 5
- Procedure for quality assurance of students QP. 8
- 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 20<sup>th</sup>, 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,

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	<b>Procedure for quality assurance of teachers and teaching assistants</b> Quality of teaching staff	<b>QP. 7</b>	 <b>Tempus</b>
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- 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 – Remote study
  - 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 teacher and teaching assistants’ quality assurance procedure

- HEI employ teachers and associates who, with their scientific and educational activities enable the fulfillment of main HEI tasks and objectives. Teaching staff competently creates study programs and meets other assigned tasks.

The quality of teachers and teaching assistants at higher education institutions can be achieved through:

- Long-term planning and harmonization of the number of both teachers and teaching assistants with national and international standards,
- Adhering to the criteria for the selection and promotion of teachers and teaching assistants,
- Control of the quality of work of both teachers and teaching assistants in all phases of educational process,
- Creating conditions for continuous education of teachers and teaching assistants.

#### 5.1 Number of teachers and teaching assistants

Number of teachers and staff corresponds to the needs of study programs and to the number of subjects on study programs organized by HEI. Teaching staff - teachers and teaching assistants conduct theoretical and practical training in subjects for which they are elected.

The total number of teachers is determined by the number of classes on a study programs, so that the teacher achieves an average of 180 hours (lecture classes, consultations, exercise classes, annually, or 6 hours a week. Teacher engagement cannot exceed 12 hours of active teaching per week. Of the total number of teachers 70% of teachers are full-time employees of a HEI.

Number of teaching assistants fits the needs of the realization of study programs so that teaching assistants compass an average of 300 hours of active teaching per year, or 10 hours per week. Teaching assistants actively participate in organizing and executing exercise classes and consultations.

#### 5.2 Criteria for appointment of teachers and teaching assistants

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	<b>Procedure for quality assurance of teachers and teaching assistants</b> Quality of teaching staff	<b>QP. 7</b>	 <b>Tempus</b>
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So as for competent teaching staff to be appointed to carry out study programs, HEI have an already established and functioning system of election and promotion of both teachers and teaching assistants, and the system is in complete accordance with the determined criteria.

#### *Election of teaching assistants*

Elected to the position of a teaching assistant can be a person who meets general and specific conditions. General conditions for an election of a person to the position of a teaching assistant at a Faculty are defined by Labor Law. Specific conditions for an election of a person to the position of a teaching assistant are defined by the Law on Higher Education, HEI Statute and by a general systematization act.

HEI elects to the position of an associate for an employment at the first degree graduate academic or specialized academic studies or vocational studies and that person must have an overall average grade for his first degree studies of 8 or more.

HEI elected to the position of a teaching assistant a PhD student who has completed the previous levels of study with an overall GPA of at least eight (8), and has talent for teaching.

#### *Election of professors*

Appointed to the position of a professor can be a person who fulfils general and specific conditions. General conditions for an election of a person to the position of a professor at a Faculty are defined by Labor Law and overall educational-scientific work results which contribute to the realization of both educational and scientific activities of a HEI. Specific conditions for an election of a person to the position of a professor are defined by the Law on Higher Education, HEI Statute and by a general systematization act.

For the appointment to a docent, associate professor and full time professor what is evaluated are professional, scientific and teaching work in accordance with the Regulation on the conditions and University expert council approval process on professor election.

### **5.3 Assessment of quality of professors and teaching assistants**

#### *Criteria for assessing the quality of scientific and professional activities of teachers and staff*

Scientific and professional activity of teachers and staff of higher education institutions is estimated on the basis of:

- Published books and published papers (as indicators of scientific competence)
- Mentoring in all programs of study (final, graduate and specialist papers, doctoral dissertations and academic thesis),
- Participation in funded scientific and technical projects,
- Participation in international and national conferences,
- Participation in the Editorial and scientific committees of international and national journals,
- Participation in commissions for the assessment and defense of doctoral dissertation and master thesis, as well as final and specialist papers.

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Date	20.04.2014.			

Scientific and professional activity of HEI teachers and teaching assistants is estimated based on the content of the Book of teachers and CVs which are available on the HEI's website. Teaching staff is required to fill out, with valid data, an appropriate form for the book the teacher and handed it to the Assistant Director for Education or to the Dean for Academic Affairs in a set deadline. For the implementation and control of data responsible ones are Assistant Director for Education or Dean for Academic Affairs and the Secretary of the Faculty, and the accuracy is a professor's responsibility as well as of a head of the study program, or department head.

#### *Criteria for evaluation of pedagogical activity*

When selecting and improving the teaching, scientific and technical personnel what is especially valued are pedagogical activity of professors and teaching assistants.

HEI, at the end of each semester, give to all its students an anonymous questionnaire through which they assess the teaching process and pedagogical work of teachers and teaching assistants (Questionnaire 2 - Appendix).

#### **5.4 Teacher and teaching assistants' development**

HEI provide its teachers and teaching assistants continuous education and development through study visits to other scientific research institutions, specializations, participation in national and international scientific meetings.

HEI also organize special forms of vocational education and training, knowledge innovation and continuous education in line with the curricula adopted by the Teaching-Scientific Council of HEI.

#### **5.5 Selection and development of young staff**

HEI implement a long-term policy of quality selection of young staff and their further progress through realization of of the adopted scientific research staff development program.

#### **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 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 teachers and staff," according to the distribution list - Addendum 01.

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**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\_\_\_\_\_

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	<b>Procedure for quality assurance of teachers and teaching assistants</b> Quality of teaching staff	<b>QP. 7</b>	 <b>Tempus</b>
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6.	Assistant Director for Education, or Dean and Vice Dean for Education		
7.	Pro Dean for science and research		
8.	Heads of study programs or Heads of departments		
9.	HEI Archive		
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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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Job title	Professor	Professor		TEMPUS project coordinator	
Date	04/20/2014.				

## 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

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

- 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 20<sup>th</sup>, 2006)):
- Standards for accreditation of first and second level study programs of HEI
  - Standard 1 - Study program structure,
  - Standard 2 - Study program’s purpose,
  - Standard3 - 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.

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**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.

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Date	04/20/2014.			

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 addition 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.

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- Student Parliament is engaged in establishing inter-faculty cooperation within country and abroad and conducts 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 record 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).

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	Distribution list of „Procedure for quality assurance of study programs“	<b>Procedure:</b> <b>QP</b> _____
	Addendum 01 to protocol QP.____	<b>Issue 2</b>

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4.	Student service	.....	
5.	President of Student Parliament or Student Pro Dean	.....	
6.	Assistant Director for Education, or Dean and Vice 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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Date	04/20/2014.			

**The procedure of quality assurance of textbooks, books, library and informatics resources**

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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	<p>The procedure of quality assurance of textbooks, books, library and informatics resources</p>	QP. 9	
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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 textbooks, books, library and informatics resources**), 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.
- 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
- 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

- Quality Assurance Strategy
- HEI Statute
- Procedure for quality assurance of teaching process QP. \_\_\_\_\_

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- Procedure for quality assurance of facilities and equipment QP. \_\_\_\_
- Ordinance on HEI study regime
- Ordinance on HEI publishing activity
- Ordinance on HEI library functioning
- Ordinance on use of information and other HEI resources

## 5. Process description

### Teaching literature/material

1. HEI has an Ordinance on publishing activity that needs to be continually modernized and updated.
2. HEI should have a plan of their publishing activities of textbooks and other literature. Plan is passed by the Council of HEI within the plan of scientific research, on the proposal made by Academic Council each year.
3. Each study program should watch over the literature coverage of subjects out of its own resources and literature used at similar study programs of other higher education institutions. Report on the coverage of teaching with appropriate literature departments submit at least one month before lecture and exercise classes begin in a current year; the report is submitted to the Council of HEI and the Assistant Director for Education and Dean for Academic Affairs.
4. Report on the quality of existing textbooks is submitted by Department Council or; Department Council assesses the content, structure and scope of textbooks; Department Council, Department itself, may decide that a textbook be withdrawn as there exists an opinion that it is inadequate; Department Council, Department may approve a greater number of similar books if they with their content and structure, meet the requirements.
5. HEI publishing activity includes publishing of journals, proceedings and similar, and their publication is regulated by the Ordinance on publishing activity.
6. HEI creates a necessary library fund of books for teaching. Library holds all necessary books and other publications which are used in the teaching process, in the amount of, at least, 10 copies. Library should have in its fund renowned world course books from the group of academic-general education and theoretical-methodological subjects, at least one copy.

### Library and accompanying equipment

1. HEI has an Ordinance on library functioning which continually needs to be modernized and updated.
2. Library is an integral part of HEI and all its employees (teachers, professors and teaching assistants) together with students can make use of library's resources.
3. HEI commits to annually update its library fund with contemporary literature; literature can be in printed or electronic form.
4. As an integral part of the library, HEI provides a reading room, copy machine and informatics support, this being regulated by a procedure for quality of space and equipment assurance.
5. Number of employees in the library and ancillary offices, as well as their level of formal education has to be in line with both national and European standards for provision of this kind of services.

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6. Employees of the library must be able to provide assistance with literature browsing and search and other services in this area specified by the national standards.
7. Competences and motivation of library staff is constantly monitored, evaluated and perfected through the supervision of library committee.
8. At the beginning of each school year, students are notified of rights and obligations of library work. Way of informing and the person in charge of notifying is regulated by Ordinance on library functioning.
9. Library must be open for students to use its services at least 12 hours a day.
10. The Librarian has the obligation of keeping records of all library units by filling registration file for each library item. Each employee may submit a request for the purchase of new library items (books and magazines) (FORM Qp 9-1). Librarian records all requests and writes them down in a book of requests for the purchase of new library units (FORM Qp 9-2). Students may also submit a request for the purchase of new library items. At the end of the year, and more often if necessary, the librarian sends a summary list of demands to the Library Commission, which in collaboration with the Vice Dean for Finance, and in accordance with financial assets available procures specified library units.
11. The library regularly receives, over the Ministry of Science magazines and journals in paper form for which HEI has scientific and professional interest. Selection of journals which the library subscribes for is an Academic Council decision and this decision is made based requests of Academic Programs Committee apropos departments and staff of teachers and assistants, these demands being assembled by the Assistant Director for Education and Dean for Academic Affairs.

### **Informatics resources**

1. HEI has Ordinance on informatics and other HEI resources usage, which continually needs to be modernized and updated.
2. HEI provides its students with a number of computers of adequate quality and all accompanying equipment, Internet access and other communication technology, this being regulated by a procedure for quality of facilities and equipment assurance.
3. At the beginning of each school year, students are notified of rights and obligations of computer classrooms. Way of informing and the person in charge of notifying is regulated by Ordinance on informatics and other HEI resources usage.
4. For student informing and their unhindered information in electronic form access, HEI web site has a separate section intended for student informing.
5. Competence and motivation of people for computer support (system engineers) is constantly monitored, evaluated and improved through the supervision of the Head of Technical Services.
6. Assessing needs in the areas of organization and use of information servers is delegated to professional bodies and administration of higher education institutions, while technical department is in charge of information services organization in all aspects of technical implementation and maintenance. In that sense, technical department has adequate facilities and equipment. This department provides all staff and students' unfettered access to different types of information in

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electronic form through the maintenance and improvement of the website HEI and it generally provides all the necessary informatics support to library, administrative offices, teachers and staff.

7. System engineers working in the technical department keep required software installations and record available software in the list of available software. All employees and students can make a request for the purchase of new software (Qp11-4 - Request for maintenance/purchase). The request is sent to the Faculty Director, or to the Dean of the Faculty, and it is recorded by an employee in charge in the Administration Department, as described in the procedures for ensuring the quality of facilities and equipment. At least once a year a list of demands is sent to the Faculty Director or Faculty Dean, who complements the list with other members of management in accordance with the needs of higher education institution. Purchase is performed in accordance with available finance.
8. HEI management encourages among its staff the exchange of information related to performance of scientific and educational activities, by forming and distributing of e-mail listings with an electronic directory of all employees. System administrators once a year, usually at the beginning of a school year, update the electronic staff directory, which is then by the Assistant Director for Education and Dean for Academic Affairs distributed to all employees.
9. All employees or students can, by e-mail, request all public information from HEI authorities. Besides this, students and employees can, by e-mail, in free form, ask the system engineer maintaining the web site to publish certain needed information on the site. All objections to the quality of e-form informing students or employees can direct to Assistant Director for Education and Dean for Academic Affairs, which record the objections and pass them on to School Director or Dean, who gives out eventual warrants for informing enhancement.

## 6. Powers and responsibilities

**Responsible for the application of this procedure is the Dean and Head of Council , and for its implementation, Pro Deans, Library Commission, librarian, head of technical department, teaching staff and HEI students within its purview and according to this procedure.**

**Quality Assurance Committee continually works on raising the quality of study book, literature, both library and informatics resources. Responsible for Committee's work is the Chairman of Committee.**

## 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 books, literature, library and informatics resources" according to the distribution list – Addendum 01.

## 8. Addendums and instructions for application

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Date	04/20/2014.			

- 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 9-1 – Request for a library unit purchase.
- FORM Qo 9-2 – Book of registered requests for library unit purchase.

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Name and surname	Milan Antonijevic	Milutin Djuricic		Professor Milutin Djuricic, PhD
Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

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	Distribution list of „ <b>The procedure of quality assurance of textbooks, books, library and informatics resources</b> “ document	<b>Procedure:</b> QP ____		
		Addendum 01 to protocol QP. ____		Issue 1

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4.	Student service		
5.	President of Student Parliament or Student Pro Dean		
6.	Assistant Director for Education, or Dean and Vice 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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Job title	Professor	Professor		TEMPUS project coordinator
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First and last name of the proposer:	
The proposed library units (books, magazines):	
ISBN / ISSN number:	
Area of Relevance:	
Within which subjects would it be used	
Short description:	
Publisher	
Address	
Fax:	
Price:	

Signature of Applicant

	Drawn up by	Certified	Approved by
Name and surname	Nenad Milutinovic		Professor Milutin Djuricic, PhD
Job title	Associate		TEMPUS project coordinator
Date	04/20/2014.		



### **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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Date	04/20/2014.			



## Assessing the Quality of managing of HEI and quality of support activities

QP. 10

Issue 1

Copy

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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

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- 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 20<sup>th</sup>, 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.

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## 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 perimeters 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.

It 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

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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

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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\_\_\_\_\_

	Distribution list of „Quality management of HEI and quality of support activities“ document	<b>Procedure:</b> QP _____	 Tempus
	Addendum 01 to protocol QP.____	<b>Issue 1</b>	

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Date	04/20/2014.			

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

Copy	Department/function	Date of receipt	Signature
1.	Higher School Director, or Dean of the Faculty	-----	
2.	Chairman of the Quality Assurance Committee	-----	
3.	HEI Secretary	-----	
4.	Student service	-----	
5.	President of Student Parliament or Student Pro Dean	-----	
6.	Assistant Director for Education, or Dean and Vice 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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**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 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 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
- 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

- Quality Assurance Strategy
- HEI Statute
- Procedure for quality assurance of teaching process QP. \_\_\_\_

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- 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.

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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 and storage cabinets where 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 /~~

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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.

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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.

### **SECURING 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

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Accreditation (at least 4 m<sup>2</sup> gross space per student, i.e. 2 m<sup>2</sup> 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 1<sup>st</sup> 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 application of this procedure is Higher School's Director, Head of Council and Assistant Director for Education, or the Dean and Vice Dean for Education, and for its implementation 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.

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## 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 space 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

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Date	04/20/2014.			

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Name and surname	Milan Antonijevic	Milutin Djuricic		Professor Milutin Djuricic, PhD	
Job title	Professor	Professor		TEMPUS project coordinator	
Date	04/20/2014.				

**Procedure for quality assurance of financing**

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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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

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

This document represents the basis for quality of financing of 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 (further on HEI).

**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 financial activities in HEI.

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. 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
- Ordinance on procedure and method of evaluation and quantitative expression of a researcher's scientific research results, Official Gazette of Republic of Serbia, no. 35/07 and 38/08
- 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

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Name and surname	Milan Antonijevic	Milutin Djuricic		Professor Milutin Djuricic, PhD
Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

- 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

- Basic information on financial activity
- Work plan
- Official Gazettes 15/2002, 100/2004, 26/2005
- Laws referring to HEI financing
- Law of Higher Education
- 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 20<sup>th</sup>, 2006)):
  - 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,

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Date	04/20/2014.			

- Standard 12 – Remote study
- 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. Procedure description

HEI has long-term secured funds necessary for the implementation of the teaching - scientific work, scientific - research projects and professional activities.

HEI acquires income from the Ministry of Education and Sport under the Decree on norms and standards concerning work conditions of Universities and Faculties for those activities which are financed with budget funds. (Official Gazette 15/2002, 100/2004, 26/2005).

HEI receives income from the state budget, the Ministry of Education and Science of science and on the basis of activities performed for which it is registered and those are:

- Revenue from the Ministry of Education and Science for basic, applied and development research,
- Revenue for teaching whose costs are not covered with budget funds
- Revenue from TEMPUS and other projects,
- Revenue from business activities with companies and other organizations,
- Revenue from professional examinations organization,
- Publishing activity revenue,
- Revenue from donations and sponsorships,
- Other sources of revenue.

HEI disposes of the raised funds independently, or as it fishes. Generated funds are recognized and recorded in accordance with the unified budget classification.

Funds that a HEI raises, except for funds provided by the Republic, make HEI own income.

#### 5.1 Allotment of funds

Allotment of funds for activities financed from the budget of Republic of Serbia is performed according to rules published in Official Gazette of Republic of Serbia 15/2002. HEI independently plans the distribution and usage of funds in a way so as to secure liquidity and stability in the longer run.

Allotment of funds includes regular payment of employee salaries and material costs coverage.

HEI’s own revenue is allotted according to Ordinance on other revenue acquisition and its allotment.

#### 5.2 Availability of financial information

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

HEI provides transparency of financial operations via business report or via final statement approved by the HEI Council. HEI is required to submit its final account to the Direction of Public Payments until the 28<sup>th</sup> of February of the following calendar year.

Transparency of work is provided via financial plan for the next year and this plan is, at the suggestion of Academic Council, approved by the HEI Council.

Ordinance on other revenue acquisition and its distribution is a public document and can be found on the web site of a HEI.

#### 6. Powers and Responsibilities

Responsible for the application of this procedure is Higher School's Director (Dean), Pro Dean for Finance, Head of Accounting Department and all employees in line with powers vested to them.

#### 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\_\_\_\_\_

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	<b>Procedure for quality assurance of financing</b>	<b>QP. 12</b>	
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7.	Pro Dean for science and research		
8.	Heads of study programs or Heads of departments		
9.	HEI Archive		
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Name and surname	Milan Antonijevic	Milutin Djuricic		Professor Milutin Djuricic, PhD
Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

**Procedure for quality assurance of students` role in self - evaluation and quality check:**

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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Name and surname	Milan Antonijevic	Milutin Djuricic		Professor Milutin Djuricic, PhD	
Job title	Professor	Professor		TEMPUS project coordinator	
Date	04/20/2014.				

## 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 (**role of students in self-evaluation and 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
- 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

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

- Ordinance on amendments to Ordinance on public documents issued by HEI, Official Gazette of Republic of Serbia, 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

- HEI Quality Assurance Strategy
- HEI Statute
- Procedure for quality assurance of teaching process QP. 5
- Procedure for quality assurance of students QP. 8
- Procedure for student quality assurance
- 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
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  - 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 20<sup>th</sup>, 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

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

- 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 Procedure for quality assurance of students` role in self - evaluation and quality check description.**

Students have an active role in the adoption and implementation of strategy for quality assurance. Self-evaluation is a part of quality assurance strategy and is performed in intervals of maximum 3 years. In the process of self-evaluation, students` grade on the quality of the teaching process is also taken into consideration.

- Aim of self-evaluation performed by the students is to get there opinion on:
  - The quality of study programs,
  - Pedagogical work of teaching staff
  - The quality of teaching and work conditions.
- HEI ensures conditions for student participation in the quality assurance process via:
  - Student organizations activities,
  - Election of student representatives into HEI bodies
  - Student survey on HEI quality.
- Student representative is a member of HEI Quality Assurance Committee
- Basic instruments of self-evaluation are questionnaires.
  - Student evaluation is performed via multiple choice questionnaires in written form (survey), on a form which is a constituent part of this ordinance (Addendum 02).
  - Survey is anonymous and presents students` attitude and opinion concerning questions from all areas that are checked in the self-evaluation process.
  - Survey should be conducted on as big as possible, number of students, subjects, teachers, teaching programs.
  - All students and HEI employees have to be notified, in time, about the goals and time of survey.
  - HEI is obliged to organize and conduct the survey and to make its results available to the public. HEI also needs to include these results in the overall self-evaluation and quality grade.

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

- It is possible to organize surveys that are not anonymous, for example, survey of graduate students, employees (former students, etc.). Surveys are conducted according to the stated instructions, in point 8.
- Report on evaluation performed by students
  - Evaluation and conveying of the results must be in accordance with instructions in addendum 02.
  - After survey, commission processes the results and delivers them in a form of a report to the: School Director (Dean), Chairman of Quality Assurance Committee, Heads of study programs or Heads of Departments and HEI Secretary.
  - The report should contain:
    - General data related to the organization and process of student evaluation enforcement (that is responsible for the organization and process enforcement, time the survey was done, number of students surveyed...)
    - Statistical depiction of survey results.
  - After the analysis of gathered data, departments send out a reply report to the Vice Dean for Education.
  - Based on the data processed and department reports, Vice Dean for Education creates a Report on student evaluation, and he/she delivers this report to the HEI Academic Committee which then takes it into consideration and adopts it.
  - Academic Committee of HEI suggests measures for quality of study and study programs improvement.
  - Report on self-evaluation performed by students is available for reading to all employees and HEI students as well as to the general public.
- Students are actively involved in the process of permanent development, realization and evaluation of study programs. Students` opinion is used for strategic planning and further enhancement of the teaching process.

## 6. Powers and Responsibilities

Responsible for the application of this procedure is the Higher School`s Director and Assistant Director for Education (The Dean and Vice Dean for Education), and for its implementation HEI Secretary, Department Heads, Pro Dean for Scientific Research, Chairman of the Quality Assurance Committee, Student Parliament, 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.

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Job title	Professor	Professor		TEMPUS project coordinator
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Procedure for quality assurance of the students` role in self - evaluation and quality check

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

Addendum 01 to protocol QP.\_\_\_\_

Procedure: QP \_\_\_\_\_  
Issue 2



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7.	Pro Dean for science and research	-----	-----
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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014.			

**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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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014			

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)

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014			

**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 Dean 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,

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Job title	Professor	Professor		TEMPUS project coordinator
Date	04/20/2014			

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 Visa 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

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

## Procedure for continuous monitoring and periodic quality check

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- Instruction: HEI Secretary keeps track of all records related to Addendum 01 according to protocol QP. \_\_\_\_\_

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Date	04/20/2014			







System Engineer

Head of Technical Services

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# Maintenance/purchase demand

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Sva prava pridržana

Request submitted by:	
Number of room:	
Types of maintenance:	<input type="checkbox"/> - facilities <input type="checkbox"/> - equipment <input type="checkbox"/> - Software
Description of the problem	
Other suggestions for improving quality.	
Date:	

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

