



***MODERNIZATION AND
HARMONIZATION OF TOURISM STUDY
PROGRAMMES IN SERBIA***

Kick Off Meeting

Prof. dr Milutin Đuričić

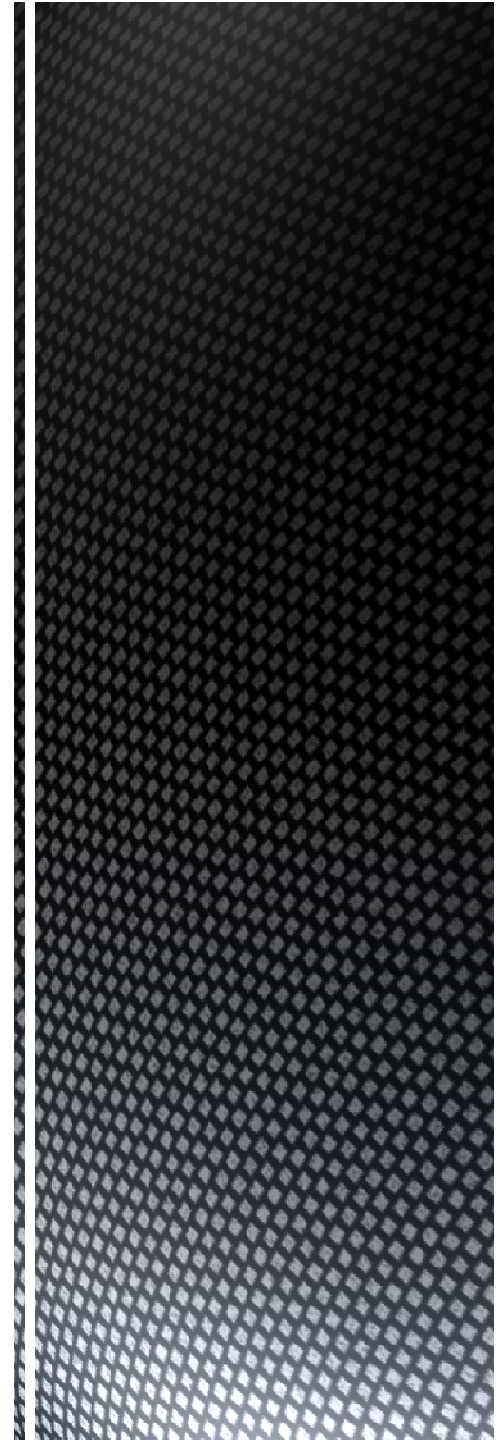
Uzice, 30-31.01.2014.

Dobro je hteti, treba i znati.

Srpska poslovice

**It's good to want, should and
know.**

Serbian proverb.



Kick off meeting purpose

Svrha sastanka

Ensure that all project participants begin the project with a clear and shared understanding of the project and project expectations.

Uveriti se da su svi učesnici u Projektu započeli Projekat sa jasnim i zajedničkom razumevanju projekta i projektnih očekivanja.

Agenda

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- Project Team Roles & Responsibilities
- **Uloga projektnog tima & Odgovornosti**

Control

- Project Management

Projektni menadžment

Why

• Project Objective

Cilj projekta

Mission

Mission of this project is development of high quality Tourism study programs and courses that meet professional, employer, workplace needs, as well as the wider objectives of Serbian society outlined in the Tourism Development Strategy of the Republic of Serbia up until 2015 (TDS-2015).

Misija

Misija ovog projekta je razvoj visoko-kvalitetnih studijskih programa iz oblasti turizma i kurseva koji zadovoljavaju profesionalne potrebe, poslodavce, zahteve radnih mesta, kao i šire ciljeve srpskog društva navedene u Strategiji razvoja turizma Republike Srbije do 2015 (TDS-2015).

Why

• Project Objective

Cilj projekta

Goals & Objectives

3. Strengthening cooperation with stakeholder and professional networks. In this way, Serbia would obtain the competent staff, able to improve competitiveness of Serbian Tourism to that extent to become a significant participant in tourism market of EU, which is a realistic objective, considering Serbia's tourism potential. Realization of this project will enable faster development of Serbian Tourism through implementation of EU experiences and best practice.

Ciljevi Objektivni

3. Jačanje saradnje sa sa stejkholderima i strukovnim mrežama. Time bi Srbija dobila kompetentne kadrove, sposobne da poboljšaju konkurentnost srpskog turizma i obezbedi joj da postane značajan učesnik na turističkom tržištu EU, što je realan cilj s obzirom na turističke potencijale Srbije. Realizacija ovog projekta će omogućiti brži razvoj srpskog turizma kroz primenu iskustava iz EU i najbolje prakse.

What

• Project Scope

Obim projekta

In Scope

- All activities
proposed work plan

U opsegu

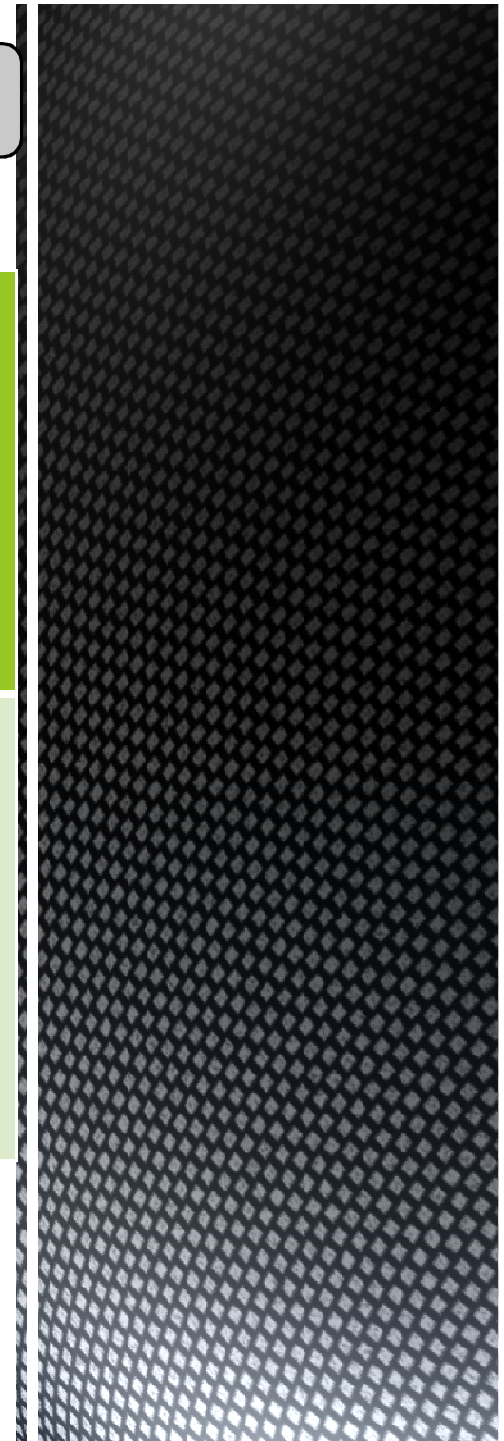
- Sve aktivnosti
predviđene Radnim
planom projekta.

Out of Scope

- Achieve greater
measurement
indicators of project
planning.

Van opsega

- Ostvariti veće
merne indikatore od
projektom
planiranih.



How

• Project Approach

Projektni pristup

■ Project Plan

Plan projekta

■ SDLC Phases

SDLC faze

■ Define

Definisanje

■ Analyze

Analiza

■ Design

Dizajniranje

■ Develop

Razvoj

■ Test

Testiranje

■ Deploy

Primena

■ Close

Završetak

When

• Project Timeline **Vremenski okvir projekta**

Schedule	Raspored
<ul style="list-style-type: none">- Start of the project: 01.12.2013.godine- Completion of the Project: 30.10.2016.godine- Number of activities first year: 29 out of 38	<ul style="list-style-type: none">- Početak realizacije Projekta: 01.12.2013.godine- Završetak Projekta: 30.10.2016.godine- Broj aktivnosti u prvoj godini: 29 od ukupno 38.

Activity	Activities (as indicated in the LFM)	Start date	Delivery date	Indicator	Quality records	Responsible for the implementation of
1.1	Situation analysis of current study programs in Serbia	01.12. 2013	31.01. 2014	Report on comparative analysis of current Tourism study programs in Serbia	The decision to adopt the report on an analysis of existing curricula at colleges and universities	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
1.2	Market analysis of present needs for qualified workers	1.12. 2013.	31.01. 2014.	Report on comparative analysis of present needs for qualified workers in Serbia	The decision to adopt the report with the necessary knowledge in the tourism industry	1.N. Benić 2.M.Rađen 3.D. Samardžić 4.Ž. Nestorović
1.3	Harmonization with existing EU benchmark standards	01.02. 2014.	31.03. 2014.	Report on comparative analysis of current Tourism study programs in Serbia and EU	The decision to adopt the report on the need for harmonization of higher education in the EU	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović 5.M.Antonijević 6. M. Koniordos 7.R. Suharoschi

2.1	Creation of methodology (quality procedures) for the development of more flexible study programs	01.02.2014.	31.03.2014.	Defined Methodology (quality procedure) for the development of more flexible study programs	The decision to adopt a methodology of of the Steering Commitee	1.M.Đuričić 3.M.Antonijević
2.2	Tuning outcomes and competencies of existing programs in line with current market needs	01.03.2014.	30.04.2014.	Report of the Working Groups	The decision to adopt the report with the necessary knowledge and competence of personnel in tourism Serbia	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
2.3	Modernization and harmonization of existing undergraduate curricula	01.05.2014.	30.09.2014.	Izrađeni kurikulumi po VŠU	Decision on the adoption of the Teaching and Scientific Council and the Project Steering Committee	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović

2.4	Development of new postgraduate curricula	01.05. 2014.	30.09. 2014.	Izrađeni kurikulumi po VŠU	Decision on the adoption of the Teaching and Scientific Council and the Project Steering Committee	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
2.5	Development of teaching material	01.10. 2014	30.04. 2015.	Created teaching material	Teaching material endorsed for printing	1.M. Đuričić 2.M. Mandarić 3.T. Gajić 4.D.Stojanović 5.M. Jovanović
2.6	Student recruitment and enrolment campaign	01.12. 2014.	30.07. 2015.	Promotional campaigns held	Adopted Reports on campaigns held by HEIs and at Project level	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
2.7	Evaluation of modernized and developed programs and program appraisal based on evaluation outcomes	01.05. 2016.	30.11. 2016.	Evaluation performed	Individual programs Quality records	1. M.Antonijević 2. M. Koniordos 3. R. Suharoschi 4. M. Đuričić

3.1	Language skills	01.08.2014.	31.10.2014.	Conducted courses	Adopted Quality record on conducted course	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
3.2	ICT skills	01.08.2014.	31.10.2014.	Conducted courses	Adopted Quality record on conducted course	1. S. Petrović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
3.3	Pedagogical skills	01.08.2014.	31.10.2014.	Conducted courses	Adopted Quality record on conducted course	1.M.Antonijević 2.M.Jovanović 3.M. Mandarić 4.T. Gajić 5. D.Stojanović
3.4	Subject related training	01.09.2014	28.11.2014.	Identified companies for training courses	Adopted list of companies for training courses	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
3.5	Purchasing of ICT and laboratory equipment for improving infrastructure to support innovation in teaching practice	01.09.2014	28.11.2014.	Purchased and installed equipment	Quality records on purchased equipment	S.Petrović

4.1	Design of continuous tourism courses	01.10.2014.	28.11.2014.	Designed training courses	Record on endorsement of the course content	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
4.2	Preparation of materials for the courses	01.11.2014.	30.12.2014.	Prepared teaching material for the training courses	Record on endorsement of prepared material	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
4.3	Enrolment of tourism employees	01.12.2015.	28.02.2015.	Formed courses	Adopted reports on Number of course attendants at partner and Project level	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
4.4	Organization of the courses	01.03.2015.	30.11.2016.	Conducted training courses	Adopted Report on number of conducted training courses by HEIs and at Project level	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović

5.1	Establishment of stakeholder and professional cooperation networks	01.02. 2014.	30.11. 2016.	Number of concluded Agreements on cooperation between HEIs and stakeholders	Adopted Report on number of concluded Agreements on cooperation by HEIs and at Project level	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović 5.N. Benić 6.M.Rađen 7.D. Samardžić 8.Ž. Nestorović
5.2	Participation of stakeholders in educational process	01.02. 2016. And 01.10. 2016.	30.03. 2016. And 30.11. 2016.	Lectures given by externals	Corresponding Quality records with quality evaluation of given lectures	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović 5. M. Radjen
5.3	Development of bilateral agreements in domain of work based learning and business and industrial placement experience	01.02. 2014.	30.11. 2016.	Signed inter-institutional agreements	Record on number of concluded agreements by partners and at Project level	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović

6.1	Defining procedures for project quality control (QC)	01.01. 2014	28.02. 2014	Designed procedures for project QC	Approved project quality procedure	M.Đuričić M.Antonijević
6.2	Regular internal progress reports / providing overview of the achieved results	01.12. 2013.	30.11. 2016.	Designed Reports at partner and Project level	Adopted Reports by Steering Committee	M. Đuričić i Kontakt osobe svih partnera
6.3	Monitoring visits by externally appointed peer review	01.08. 2014 And 01.03. 2015. And 01.08. 2015. And 01.08. 2016.	31.08. 2014. And 31.03. 2015. And 31.08. 2015. And 31.08. 2016.	Conducted monitoring visits	Adopted Reports on conducted monitoring activities	M. Antonijević M. Koniordos R. Suharoschi

7.1	Development and maintenance of project web site and web portal	01.12. 2013.	30.11. 2016.	Registered web site and web portal	Corresponding Quality records on web site and web portal	B.Stevanović
7.2	Marketing activities	01.06. 2015.	30.11. 2016.	Formed teams at Serbian partner institutions	Adopted Reports on conducted marketing activities by HEI and at Project level	Kontakt osobe svih partnera
7.3	Project conference	01.10. 2014. And 01.10. 2015. And 01.10. 2016.	30.10. 2014. And 30.10. 2015. And 30.10. 2016.	Conducted Conferences related to dissemination of the Project	Adopted Report on conducted Conferences	Lj.Diković M.Đuričić N.Milutinović
7.4	Workshops for representatives of stakeholders and end users	01.03. 2015.	30.11. 2016	Conducted workshops with stakeholders' representatives	Quality records on conducted workshops	1. M.Jovanović 2. M. Mandarić 3. T. Gajić 4. D. Stojanović 5. M. Rađen 6. B. Đuričić 7. N.Milutinović 8. N. Beniće

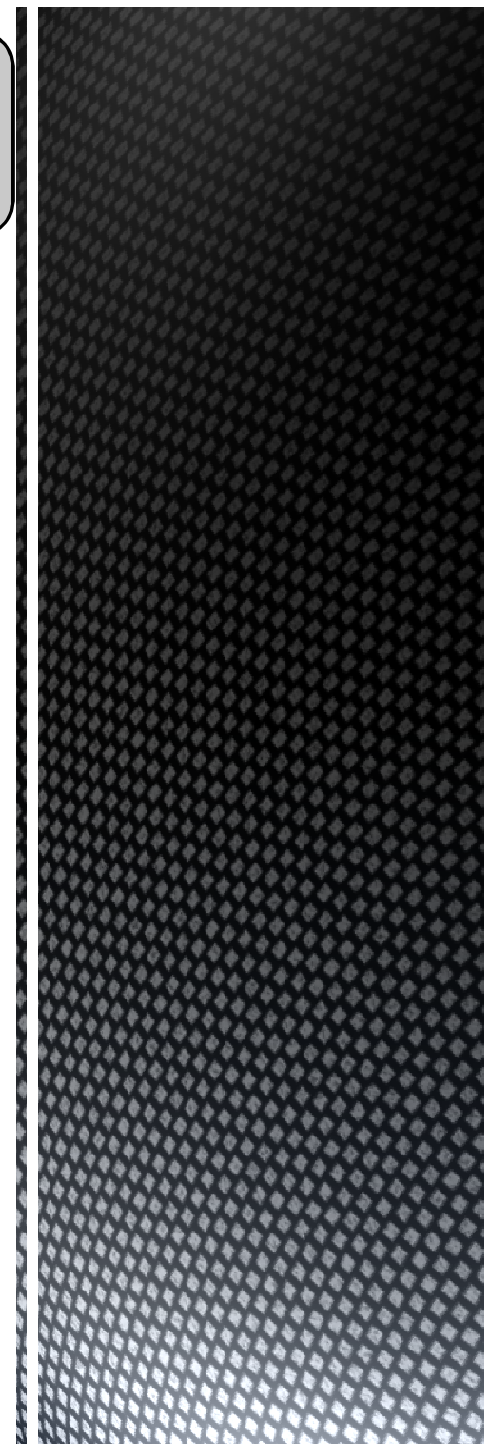
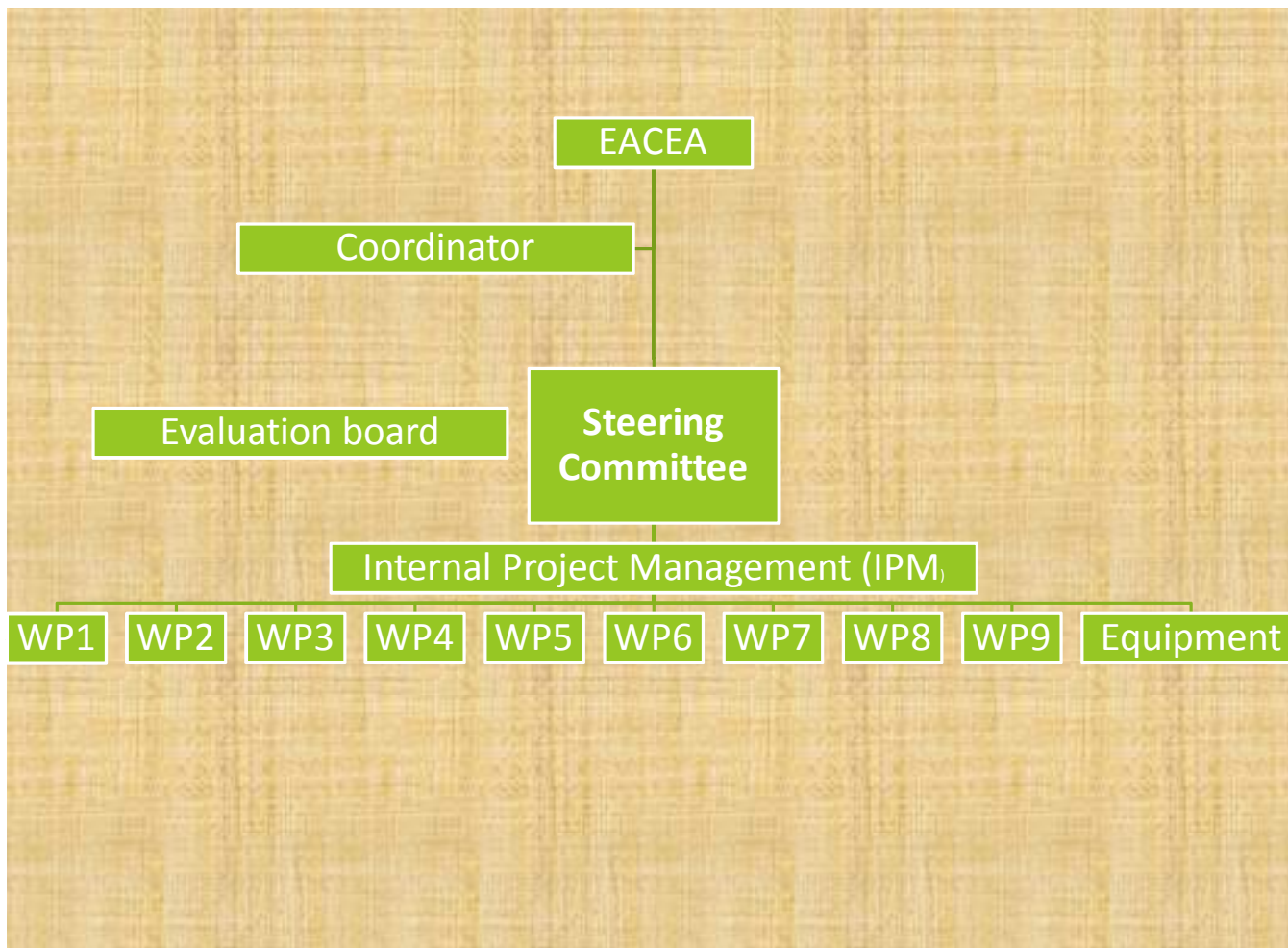
8.1	Accreditation of modernized and developed programs	01.12.2014.	31.05.2015.	Documentation submitted to CAQA	Obtained CAQA certificates on accreditation	1. M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
8.2	Implement employer/professional body/student support committees to help sustain student recruitment	01.01.2015.	30.11.2016.	Formed teams at higher education institutions	Adopted Reports on activities conducted by Teams	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
8.3	Raising community awareness about importance of tourism and tourism education	01.12.2013.	30.11.2016.	Number of conducted sessions with stakeholders, number of media appearances	Quality records on conducted sessions and media appearances.	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović 5.N. Benić 6.M.Rađen 7.D. Samardžić 8.Ž. Nestorović
8.4	Degree recognition between RS higher education partner institutions	01.05.2015.	31.07.2015.	Designed Agreement on Diploma recognition and ECTS	Concluded partnership Agreement on Diploma recognition and ECTS	1.M.Jovanović 2.M. Mandarić 3.T. Gajić 4.D.Stojanović
8.5	Development of institutional financial sustainability plan	01.10.2014.	31.11.2014.	Designed Plan	Plan adopted by the Steering Comity	1.B.Đuričić 2.M.Đuričić

9.1	Kick-off meeting	01.12. 2013.	31.12. 2014.	Meeting was held	Adoption of Minutes of the Kick-of meeting	1.Lj.Diković 2. M.Đuričić
9.2	Regular meetings of Steering Committee	01.11. 2014. And 01.11. 2015 and 01.11. 2016.	31.11. 2014. And 31.11. 2015 and 31.11. 2016.	Meeting was held	Adoption of Minutes of the meeting	M.Đuričić
9.3	Organization and coordination of project activities	01.12. 2013.	30.11. 2016.	Is Project implemented according to the adopted plan?	Adopted all the reports on the implementation of the Project	M.Đuričić
9.4	Project administration management	01.12. 2013.	30.11. 2016.	Timely reporting of project activities	Adopted all the reports on the implementation of the Project	N.Milutinović
9.5	Design of manual for financial project management	01.02. 2014.	31.03. 2014.	Designed Manual	Adopted Handbook at Kick off Meeting	1.B.Đuričić 2.M.Đuričić

Who

- Project Team Roles & Responsibilities
- Uloga projektne tima & Odgovornosti

Fig. 1. Management structure of the MHTSPS pt

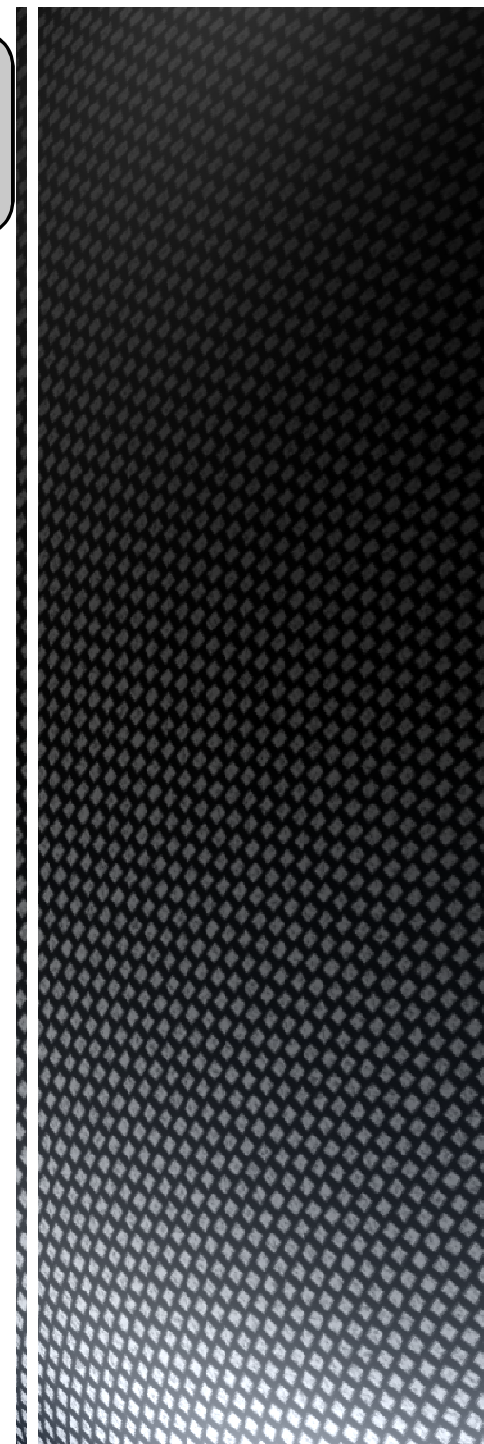


Who

- Project Team Roles & Responsibilities
- Uloga projektnog tima & Odgovornosti

■ Project Team Members

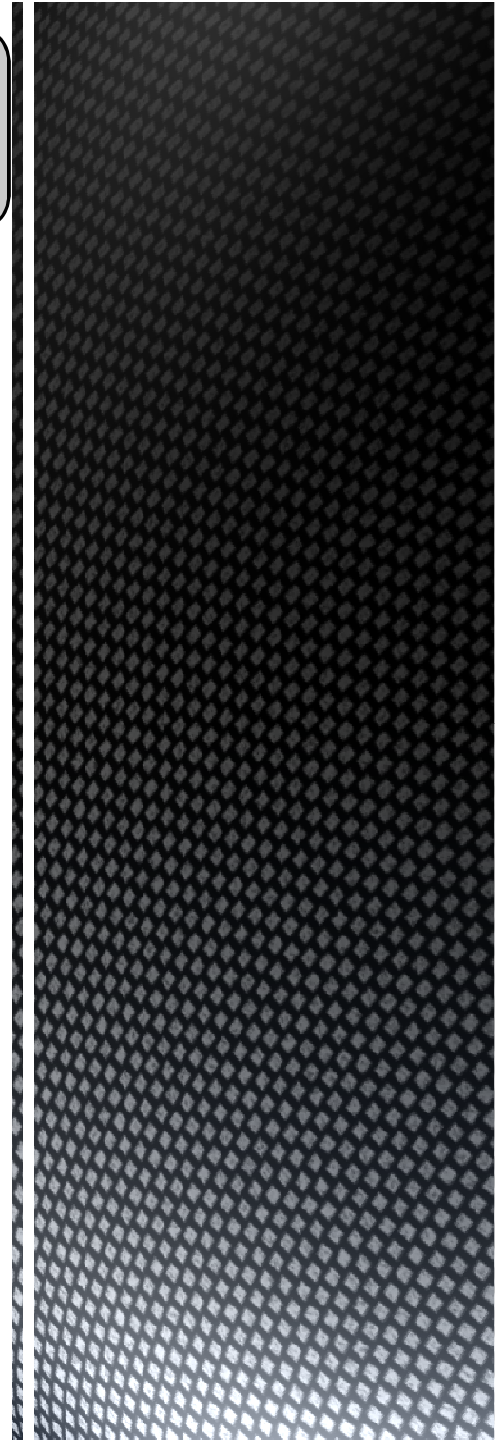
ORDINAL NUMBER	RESPONSIBLE PERSON - ROLE IN THE PROJECT
1.	Milutin Đuričić, Project Coordinator
2.	Miloš Jovanović, Team Lead
3.	Marija Mandarić, Team Lead
4.	Tamara Gajić, Team Lead
5.	Dragan Stojanović, Team Lead
6.	Milan Antonijević, Team Lead
7.	Ramona Suharosci, Team Lead
8.	Michael Koniordos, Team Lead
9.	Miroslav Radjen, Team Lead
10.	Benić Nataša, Team Lead
11.	Dragica Samardžić, Team Lead
12.	Žikica Nestorović, Team Lead
13.	Nenad Milutinović, Technical Secretary of the Project
14.	Biljana Djuričić, Finance Project Manager
15.	Slobodan Petrović, Team Lead for the purchase of IT equipment and extensive training from ITC
16.	Snežana Aksentijević, Team Lead for the purchase of laboratory equipment for ecotourism



Who

- **Project Team Roles & Responsibilities**
- **Uloga projektnog tima & Odgovornosti**

- **Technical Secretary of the Project**
- **Nenad Milutinović, Msc**



■ Meetings

9.1	Kick-off meeting	30.01. 2014.	31.01. 2014.	Uzice
9.2	Regular meetings of Steering Committee	01.11. 2014. And 01.11. 2015 and 01.11. 2016.	31.11. 2014. And 31.11. 2015 and 31.11. 2016.	

Issue Management

Remember well:

- Project is a learning organization.**
- Just one of us depends on the success of the project.**
- Just act responsibly and we will succeed!**

Upravljačka pitanja

DOBRO

ZAPAMTIMO:

- Projekat je organizacija koja uči.**
- Samo od nas zavisi uspeh projekta.**
- Ponašajmo se odgovorno i uspećemo!**

Change Management

- The changes are permanent.
- The project coordinator, project team members and the Board of Directors shall according to the actual needs take appropriate corrective action.
- Of all changes will be notified TEMPUS Office and EACEA Brussels.

Upravljanje promenama

- Promene su stalne.
- Projektni coordinator, članovi projektnog tima i Upravni odbor će prema stvarnim potrebama preduzimati odgovarajuće korektivne akcije.
- O svim promenama biće obavještena TEMPUS Kancelarija i EACEA Brisel.

Risk Management

- And our project has risks.
- Let's try to prevent them and prevent their occurrence.
- If the risk occurs Project Coordinator with the help of all participants in the project to take adequate measures to minimize harm to the project.

Upravljanje rizikom

- I naš projekat ima rizike.
- Pokušajmo da ih predupredimo i sprečimo njihov nastanak.
- Ako nastupi rizik Projektni koordinator će uz pomoć svih učesnika na Projektu preduzeti adekvatne mere da se šteta po projekat minimizira.

Questions

Pitanja

