

Based on article 15 paragraph 1 of the Law on Higer Education ("Official Gazette of RS"), no. 76/05, 100/07, 97/08, 44/10, 93/12. and 89/12.), and the article ___ of the Statute of the Academy, Board of the college of vocational studies in _____, on the session held on_____2014 has brought the

RULEBOOK

On the standards and the procedure for the quality assurance

Article 1.

College of vocational studies in _____ (hereinafter referred to as the College) by this Rulebook on the standards and the procedure for quality assurance defines the bodies and the procedures for control, assurance, improvement and development of the quality of the study programs, the teaching process and the working conditions.

Article2.

By determining the standards of quality and the procedure for quality assurance, a permanent quality control is ensured and a series of data are obtained based on which required measures can be taken in view of improving the quality.

Article 3.

Standards and procedures for quality assurance are brought by the Teaching Council on the proposal of the Commision for quality assurance.

The Teaching Council appoints the Commission for quality assurance consisting of 7 members, 4 of which are from the rank of teachers and fellow-workers, 2 of which are from the rank of students and one of which is appointed from the members of the non-teaching staff.

Article 4.

Standards and procedures for quality assurance are determined for the following areas:

1. study program,
2. tuition,
3. assessment,
4. scientific and research work,
5. textbook literature,
6. management and non-teaching support,
7. facility and equipment.

QUALITY OF THE STUDY PROGRAMS

Article 5.

Quality of the study program is assured through monitoring and checking of its aims, structure of the student work load as well as modernizing the curriculum and continuous collection of data from employers, National Employment Service and other relevant organizations.

Each year a college checks and determines anew:

1. aims of the study program and their harmonization with the main mission and aims of the college,
2. structure and content of the study program in respect to general-education, professional and professional-applicative courses,
3. student work load measured by ECTS credits,
4. outcomes and competencies that the students gain when completing the studies, possibility for their employment and further education.

The College assures that students participate in the evaluation of the quality of the study program through surveys and by delegating their representatives to the College Board, Commission of the Quality Assurance, Teaching Council and the Study Program Council.

QUALITY OF TEACHING

Article 6.

a) Standards for holding lectures

The teacher is obliged to hold course lectures according to the Syllabus which has been determined prior to the beginning of the semester.

The teacher submits the Syllabus to the students at the beginning of the semester in three copies. The Syllabus contains:

- basic data on the course- name, semester, number of ECTS credits, status
- aims of the course
- content and the structure of the course,
- plan and the timetable for teaching (lectures and practical classes),
- type of assessment on the course,
- textbooks, that is the obligatory and additional literature, and
- data on the teachers and fellow-workers on the course.

Thematic units for lectures must be covered in order and according to the dates envisaged by the Syllabus for that course with the possible deviations of up to 20%.

The teacher is obliged to cover at least 70% of the content of a certain thematic unit envisaged by the Syllabus for that class.

The teacher is obliged to hold lectures in time periods envisaged by the timetable of classes, that is to start and finish the class on time. The teacher can change the venue and time of holding lectures in agreement with the director's assistant for tuition and the head of the study program.

b) Standards for the content of lectures

Lecture content must cover at least 70% of the curriculum content for that course which is also envisaged as the exam material.

Lecture content must be organized in such a way to be useful for mastering the study material and preparation of exams.

It is obligatory to devote one part of lectures to examples, illustrations, tasks and other types of application of theoretical knowledge in practice.

c) Standards for the teaching methods

The teacher should teach in such a manner to stimulate critical thinking in students.

The teacher should teach in such a manner to hold the attention of the students.

The teacher should teach in an understandable and clear way.

The teacher must come well prepared to lectures.

The teacher should use different interactive types of activities during lectures (discussion, simulation, case study analysis, task completion, group problem-solving and the like). The teacher should ensure active participation of as many students as possible during class as well as two-way communication in class with students.

d) Standards for teacher behaviour

The teacher must have fair attitude towards students.

The teacher must behave properly and come to class suitably dressed.

The style of teacher's expression must be understandable to students. The use of foreign as well as too technical words and expressions which the students do not understand should be avoided.

The style of teacher's expression should be neutral, professional and must not contain offensive or discriminatory expressions towards any individual or any social group.

e) Standards for holding practical classes

A teacher or fellow-worker is obliged to conduct practical classes according to the Syllabus which has been determined prior to the beginning of the semester.

Thematic units of practical classes must be covered in order and according to the dates which have been envisaged by the Syllabus of the course, with the possible deviation of up to 20%.

The teacher or fellow-worker is obliged to cover during one practical class at least 70% of the content of a certain thematic unit envisaged for that class by the Syllabus.

The teacher or fellow-worker is obliged to hold practical classes in the time periods envisaged by the timetable of classes that is to start and finish the practical class on time. The teacher or fellow-worker may change the venue and time of holding practical classes in agreement with the students, the director's assistant and the head of the study program.

f) Standards for practical classes content

Content of practical classes must cover at least 70% of the material envisaged by the curriculum for that course and the material envisaged for the exam.

Content of practical classes must be organized in such a way to be useful for understanding the discipline which the course covers, mastering the material and preparing exams.

Practical classes must not be used to teach material which the students have not studied during lectures up to that moment.

Practical classes must involve the following types of work with students:

They must clarify the study material from the textbooks and lectures. The teachers and fellow-workers are obliged to repeat and elaborate on the main elements of the study material which has been covered during lectures.

The main part of a practical class must be devoted to some kind of application of knowledge gained from textbooks or during lectures. Ways of knowledge application can be various like: case study analysis, interpretation of examples and illustrations, task completion, simulation, group problem discussions, individual and group student presentations. Types of knowledge application should be harmonized with the type of the course and the size of the group. In mass group practical classes as well as in courses which ask for it, the main type of knowledge application can be task solving, preparation of individual student papers or analysis of the real-life practical examples by the teachers and fellow-workers. In smaller groups and courses whose nature asks for it, the types of student activities can be some of the following: student discussions, case study analysis in practice and simulations.

The type of activities for practical classes is not pre-determined but it is individually determined by teachers and fellow-workers during the teaching process.

g) Control of holding classes

Control of holding classes according to the adopted Syllabus and the teaching calendar is conducted by controlling the log file and the student survey.

The teacher and fellow-worker is obliged to write in the log file after each held class:

- type of tuition: lecture or practical class;
- number of classes held;
- theme of the lecture or practical class,
- number of the present students,
- date.

The Head of the study program monitors whether the teachers and fellow-workers register the classes that they have held at least twice a month. If the classes are not registered, the head of the study program informs the director's assistant and the director about it. The head of the study program who is in charge of a course for which the classes are not registered in the log file warns the teacher or fellow-worker who does not register classes to do so.

In 5 days from the day of the end of the teaching semester, the head of the study program encloses the log file and controls registered classes according to the themes and dates.

The head of the study program compares the dates and themes of classes held on each course with the course Syllabus and determines any deviations from the course Syllabus. For all the deviations greater than 20%, the head of the study program is obliged to have a discussion with the course teacher and make an agreement with him/her about the measures to prevent such deviations in the future.

The Head of the study program is obliged to inform the director's assistant for tuition about all the deviations from the set Syllabus on the course greater than 20% and the measures that have been taken.

h) Quality control of the teaching content and methods

Quality control of the teaching content and methods is done through student surveys. Student surveys result in the evaluation of the quality of teaching on a specific course for each teacher individually. The survey also determines whether the teacher adheres to the course Syllabus or not.

QUALITY OF ASSESSMENT

Article 7.

a) Strategy of student assessment

Students are assessed according to the pre-defined criteria, rules and procedures determined by the specification of the course that is the course Syllabus.

Success of students in mastering certain courses is constantly monitored and assessed during tuition and is expressed in credits. The maximum number of credits that a student can obtain on a course is 100. Student gains credits on a course by fulfilling the pre-exam requirements and by taking the final exam. The minimal number of credits that a student can obtain by fulfilling the pre-exam requirements is 30 while the maximal number is 70. Each course has a clear instructions for gaining credits, previously announced. Gaining credits during tuition involves number of credits that a student obtains

for each individual activity during tuition, that is the pre-exam requirements and taking the final exam. Overall mark of the student on a course is determined by the number of credits that the student has gained during tuition and on the final exam. The mark is set in the following way:

Less than 55 credits	- mark 5 (failed)
from 55 to 64 credits	- mark 6 (sufficient)
from 65 to 74 credits	- mark 7 (good)
from 75 to 84 credits	- mark 8 (very good)
from 85 to 94 credits	- mark 9 (excellent)
more than 95 credits	- mark 10 (excellent- exceptional)

b) Elements and methods of assessment

The teacher is obliged to assess the work of students during tuition.

Types of activities that can be assessed during tuition are the following:

- active presence in lectures and practical classes
- knowledge check during tuition- colloquia, tests, seminar papers, graphical papers, project tasks, etc.
- individual independent work of students outside the class, independent projects etc.
- group work of students- group projects or presentations.

Types of activities during tuition which can be assessed, the way in which the final test is taken, and the number of credits for each type of activity are pre-determined and presented in the Syllabus for that course.

c) Assessment process

The teacher is obliged to follow these standards when assessing the student activities:

- assessment must be objective and impartial,
- the teacher must adhere to clear and pre-determined criteria during assessment which are to be found in the Syllabus of the course,
- the teacher must rely on the same criteria in all the exam periods
- assessment of the students' knowledge during tuition and on the final exam is realized in pre-set time periods in the Syllabus of the course and the timetable for taking exams.

d) Quality control of assessment

Quality control of assessment includes:

- control of the content (elements) and the methods of assessment;
- quality control of assessment;
- control of the assessment results.

e) Student surveys

Quality control of assessment is done through a student survey. Student survey results in the evaluation of:

- implementation of the syllabus in respect to the content and the assessment methods;
- quality of the assessment on a course, individually for each teacher.

f) Control of the student pass rate

At the end of each semester and the end of each academic year, the student service makes a report about the student pass rate on different courses.

The report includes:

- the total number of enrolled students,
- number of students who have passed the course and
- the average score on the course.

The Student service submits a report on the results of the student pass rate at all the courses to the heads of the study programs and all the reports for all the study programs to the director's assistant.

The Head of the study program has an individual conversation with all of the course teachers whose student pass rate is lower than the average pass rate at the year of studies on which the course is. In conversation, the head of the study program and the the course teacher discuss the reasons for such a low level pass rate and make together arrangements for its improvement. The head of the study program makes a report for the director's assistant about the causes leading to such bad results and the measures to be taken for their improvement.

Director's assistant takes measures to improve the quality of assessment on the courses with a very low student pass rate. The director organizes a meeting with the heads of the study programs, the student representatives and the teachers whose assessment results are bad. The reasons for the low pass rate and the measures for its improvement are discussed and determined during that meeting. The director's assistant and the head of the study program are responsible for implementing the agreed measures.

If the teacher whose courses have such poor pass rate refuse to cooperate and does not take the measures for the improvement which have been agreed, or if it does not come to the improvement of success in the next academic year, the director can suspend the teacher form the teaching process and take other measures.

QUALITY OF TEACHERS AND FELLOW WORKERS

Article 8.

Qaulity of teachers and fellow-workers is assured by election of the best candidate on the public competition, the procedure and the conditions for election which are pre-determined and available to the professional and wider public.

When electing a teacher and promoting him/her to the higher professional title of a teacher and fellow-worker, the college especially evaluates the pedagogical abilities and educational work linked to the work on projects in other spheres of economic and social life.

When electing teachers and fellow-workers to the position, The College follows the regulations and conditions on the basis of which it evaluates their scientific, profesional, research and pedagogical activity.

QUALITY OF TEXTBOOKS, LIBRARY AND INFORMATION RESOURCES

Article 9.

a) Textbook literature

The college provides to students the textbooks and other literature needed for studying the material in an adequate number of copies, that is the needed amount prior to the beginning of course tuition.

Each course tuition is covered with adequate textbooks and literature which are set in advance.

In accordance with the regulations of the Rulebook on textbooks, the College systematically prepares and evaluates the quality of textbooks and literature from the aspect of quality:

1. content(contemporariness, precision)
2. structure (examples from practice, tasks, questions, summary)
3. style and scope (harmonization with the ECTS system).

Textbooks which do not satisfy the standard are withdrawn from tuition and replaced by higher quality ones.

b) Library and the information resources

Library provides at least 1000 library units from the scientific fields of the accredited study programs.

Library provides at least 100 library units relevant for the teaching process at the study program.

The college provides to students the required number of library units for each study program and each course of the study program.

The college has the IT equipment which is needed for studying. The college has the computer laboratory equipped with 20 computers with the internet access and other communication equipment.

Use of the library resources and access to its holdings is provided 12 hours a day.

QUALITY OF THE MANAGEMENT AND NON-TEACHING SUPPORT

Article 10.

The quality of the College management and the quality of the non-teaching support is ensured by determining the jurisdiction and the responsibilities of the professional services and by permanent monitoring and control of their work.

Jurisdiction and the responsibilities of the professional services are determined by the Law and the Statute of the College. The structure, organizational units of the secretary's office and the scope of work is determined by the Statute and other general acts of the College.

Work and the activities of the management and the non-teaching staff are available for assessment to teachers, non-teaching staff, students and the public.

Number, structure and the quality of the non-teaching staff ensures the fulfillment of conditions in accordance with the accreditation standards.

Work organization of the non-teaching staff makes it possible for students that their demands are efficiently addressed so that they can obtain an adequate certificate, decision, affirmation, document, and the like after a submitted request no later than 15 days.

A student cannot be directed to another service or forced to go from one office to another.

Deadlines for addressing students' requests are:

- for issuing documents – instantenous
- for semester verification, issuing certificate of the student status –deadline of 24 hours,
- for issuing certificate of exams passed and the extraction from the study curriculum– deadline of 48 hours.
- for issuing certificate of recognized semesters and exams passed at other higher education institutions –deadline of 15 days.

The college continuously and systematically monitors and evaluates the work of the management bodies and the non-teaching staff through the report on their work and takes measures to determine the quality of their work and especially monitors and evaluates their attitude towards students and their motivation in the work with students.

Evaluation of the attitude towards students is determined by the student survey.

QAULITY OF THE FACILITIES AND THE EQUIPMENT

Article 11.

The College provides the facilities (lecture halls, classrooms, cabinets, laboratories, the library, etc) for high quality performance of its activities in two shifts.

The College provides adequate and modern technological, laboratory and other specific equipment which enables high quality tuition both at undergraduate vocational studies and specialist vocational studies.

The College continually adjusts its spatial capacities and equipment to the requirements of the teaching process and the number of students.

The premises of the computer centre are equipped with modern computer equipment with 20 computers and the internet access. Students and all of the employees have a free access to all types of information in e-form and information technologies.

ROLE OF THE STUDENTS IN QUALITY CONTROL

Article 12.

The College gives students a significant role in the process of quality assurance through surveys, work of the Student parliament, representatives in the College board and the representative in the Commission for the quality assurance.

Students give opinion of and evaluate the strategy, standards, procedures and documents which serve for quality assurance, taking into account the self-evaluation results as well.

The College undertakes to organize and conduct the survey to examine the attitudes and opinions of students about the issues from all the relevant fields, to present the results of the survey to the public and include them in the evaluation of quality and the report on self-evaluation.

SYSTEMATIC MONITORING AND PERIODICAL QUALITY CONTROL

Article 13.

The College collects needed data continuously and sistematically about the quality assurance and performs periodic control in all the quality assurance areas at least once in 3 years.

The College gets regular feedback on the competencies of graduate students from employers, National Employment service and the alumni.

The College collects data for comparison with other higher education institutions of vocational studies in terms of quality.

The College informs the teachers and fellow-workers through professional bodies about the results of self-evaluation which is carried out at least once in 3 years, that is through the student organization when informing students.

TRANSITIONAL AND FINAL PROVISIONS

Article 14.

This rulebook comes into force the following day from the day of its approval.

ACAS Southern Serbia