

## 1.1 QUESTIONS

### 1.1.1 Why does the service for quality assurance exist?

- To relieve teachers of the additional workload
  - to identify, unify, analyse, monitor standards and educate teachers about these standards
- To realise and implement standards
- to control realised standards and analyse the achieved results
- to give proposals and measures for quality improvement
- To provide adequate interpretation and SWOT analysis of values, weaknesses, opportunities
- To define unified measures and models for quality implementation
- to assure the quality of study programs, tuition, course books, student service work, election and the quality of teachers and their work and elections
- To define methodology of evaluation and evaluation of student work and success at studies

### 1.1.2 Who are our customers? What can they expect from us?

Note: there are also internal customers

#### Customers:

- High school education
- institutions –members of the Academy and Conference
- teaching and non-teaching staff
- students
- conference of the Academy of the vocational studies of Serbia
- Commission for the quality control
- National Council
- the Ministry of Education
- economy
- local government
- Expectations: results from the 1.1.1

### 1.1.3 Which activities does the academy pursue? For which customers?

#### Activities:

- to identify, unify, analyse, monitor standards and educate teachers about these standards
- to realise and implement standards
- to control realised standards and analyse the achieved results
- to give proposals and measures for quality improvement

## 1.2 TODO: SUMMARIZE THE ANSWERS TO PREVIOUS QUESTIONS IN A FEW KEY PHRASES.

- to provide services based on given standards towards internal and external customers
- integrated analysis, specification definition, informing about and education on work standards
  - realization of adopted standards from the aspect of the quality of study program tuition
- defining of the methodology for evaluation of work progress and student, teaching and non-teaching staff success
- defining of measures and the model for quality assurance, analysis of the achieved results ( SWOT)

## 2.1 QUESTIONS

### 2.1.1 What are the main key processes the service is providing?

-Standardizing the methodology work and informing students and external customers

## 2.1.2 TASK: DESCRIBE FOR EACH PROCESS IN BRIEF: INPUT, TRANSFORM, OUTPUT

1)

input: standards, customers

transformation: common adoption, monitoring and unifying,  
education

output: unique attitude toward standards, unique methodology of  
implementation and evaluation of standards ( eg. Unique attitude  
on ECTS credits for each subject in relation to the number of  
classes, practice, pre-examination activities and other activities

2)

input: the old method of work

T: realisation

Output: new study programs , methodologies

3)input: defining the requests for new work procedures

transformation:

output:

4) input: realised documents on standards

transformation: control

output: evaluation of the input documents and proposals of measures for quality improvement

5)

input: standards and existing methodologies and the achieved results of work

transformation: evaluation

output: defined new methodologies for evaluation, and marking of work results of students, teachers and others (defining new measures and models for quality implementation)

## 3.1 QUESTIONS

3.1.1 How would you describe the attitude of staff necessary to fully contribute to the smooth functioning of the service ?

- aware of the importance of the service ( clarity of the mission and vision)

-active, professional, competent, flexible, motivated

3.1.2 How would you describe the necessary attitude of staff to colleagues?

-professional

- cooperative

-self-critical

3.1.3 How would you describe the necessary attitude of staff towards students?

-dedicated to work, cooperative, approachable, user-friendly

3.1.4 How would you describe the necessary attitude of staff to third parties (work field, visitors, ...)?

-active, cooperative, team work, readiness for co-operation

## 4.1 QUESTIONS ANSWERED WITH EXAMPLES

4.1.1 To where the service wants to go to?

--connecting with international institutions of the same kind with the aim to exchange experiences

-to achieve the quality results of the similar institutions in the region and abroad

## 4.1.2 What will the service reach within 5 years?

-to achieve the quality results of the similar institutions in the region and abroad

### 4.1.3 Are we expanding our activities or target groups or do we study them more thoroughly?

- some activities are expanded
- some of them are studied more thoroughly and then analysed altogether

### 4.1.4 What do we change in our approach?

- responsibility
- our starting points
- openness to new standards, methods and work methodologies

### 4.1.5 Will we need other qualifications?

- quality control in each sector
- engagement of the relevant subjects from the EU
- the awareness of legislation and supposedly qualification from the domain of education of the Academy