



Agency for Development of Higher
Education and Quality Assurance
of Bosnia and Herzegovina

METHODOLOGY OF WRITING THE REPORT OF THE COMMISSION OF EXPERTS FOR ACCREDITATION OF STUDY PROGRAMS



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Agency for Development of Higher Education and Quality Assurance of Bosnia and Herzegovina



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“We cannot solve our problems with the same thinking we used when we created them.”



Albert Einstein

A publication **Methodology of writing the report of the commission of experts for accreditation of study programs** has a dual purpose. It is intended primarily for experts in the accreditation of study programs in Bosnia and Herzegovina in the preparation of a quality report on the external evaluation of study programs. At the same time, the publication can also serve higher education institutions in the preparation of self-evaluation reports of study programs.

Considering that the self-evaluation report and the external evaluation report are key documents in the accreditation process, the Agency created this instructional publication, the use of which in accreditation was approved by the Agency's Staring Board

The publication is fully accompanied by the documents of the Agency for the Development of Higher Education and Quality Assurance of BiH:

- **Decision on norms for determining minimal standards in higher education in BiH**
- **Decision on the criteria for accreditation of I and II cycle study programs in BiH**¹

These documents, based on the best European practice, respecting the specificities of higher education in Bosnia and Herzegovina, are the elaboration of the fulfilment of the Standards and guidelines for quality assurance in the European area of higher education, a key European document for this area.

In the columns of the tables next to the text of the criteria and sub-criteria, instructions are given on the basis of which expert committees can assess the new fulfilment of the criteria (and sub-criteria) for the accreditation of study programs: **unfulfilled, partially, substantially and completely fulfilled**.

In the horizontal rows below each criterion are instructions on what to write and describe in the Report as evidence for the given assessment.

The publication is equally applicable in the accreditation of an individual study program or a cluster of study programs.

¹ http://hea.gov.ba/Dokumenti/dokumenti_agencije/Archive.aspx?template_id=52&pageIndex=1

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Criteria 1. POLICY FOR QUALITY ASSURANCE OF STUDY PROGRAMES					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
1.1	HEI has adopted and publicly available the policy of internal quality assurance of study programs as part of its strategic management.	HEI doesn't have an internal quality assurance policy for study programs; or the drafting of the act is in the initial phase.	Internal quality assurance policy of study programs is in the final stage of development; or has been already adopted, but isn't publicly available; or policy is available, but there is no evidence of its practical application.	Internal quality assurance policy of study programs has been adopted and made publicly available, there is evidence of its application, the results of application are analysed, but there is no evidence of improvement; or improvement is in the initial phase.	The internal quality assurance policy of the study programs has been adopted and made publicly available, there is evidence of its application, the results of the application are analysed and there is evidence of its improvement.
1.2	The quality assurance policy of study programs is aimed at promoting: research, teaching and coaching, mobility and internationalization in study programs, as well as the prevention of plagiarism of teacher work and student final work in all study cycles.	The quality assurance policy of study programs doesn't exist at all or is only in the initial stage of development and / or adoption. There is no mechanism for preventing the plagiarism of teacher work and student final work in all study cycles or the establishment of	The quality assurance policy for study programs is in its final stages of development or has recently been adopted and there is no evidence of its application. It is principally aimed at promoting: research, teaching and	The quality assurance policy of study programs is aimed at promoting: research, teaching and coaching, mobility and internationalization in study programs, and there is evidence of application that is being analysed, but there is no evidence of improvement, or is	The policy of quality assurance of study programs is aimed at promoting: research, teaching and coaching, mobility and internationalization in study programs, and there is evidence of application, which is analysed and improved. The mechanism for preventing the plagiarism

Criteria 1. POLICY FOR QUALITY ASSURANCE OF STUDY PROGRAMES					
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		<p>this mechanism in the initial phase.</p>	<p>coaching, mobility and internationalization.</p> <p>The mechanism for preventing the plagiarism of teacher work and student final work on all study cycles has been established, but there is no evidence of application.</p>	<p>it only at an early stage.</p> <p>The mechanism for preventing the plagiarism of the teacher's work and the final work of students on all study cycles has been established, there is evidence of application, analysis, but no measures for improve has been taken or is at an early stage of development.</p>	<p>of teacher work and student final work on all study cycles has been established, and there is evidence of application, analysis and improvement on this issue.</p>
1.3	The policy supports the development of a culture of quality in which all internal participants contribute to the quality of study programs, and defines the method of involving external participants in this.	<p>The quality assurance policy of study programs doesn't exist at all or is only in the initial stage of development and / or adoption.</p>	<p>The quality assurance policy of study programs is adopted for the first time and in principle supports the development of a quality culture, inclusion of internal and external participants is imprecisely regulated and their contribution is weak; or external</p>	<p>The quality assurance policy of the study programs supports the development of a quality culture, and the method of involving internal and external participants is regulated in such a way to make a significant contribution to internal and external</p>	<p>The quality assurance policy of study programs supports the development of a quality culture, and the method of involving internal and external participants is regulated in such a way to make a significant contribution to internal and external participants</p>

Criteria 1. POLICY FOR QUALITY ASSURANCE OF STUDY PROGRAMES				
Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
		participants are irrelevant	participants, but nothing is done to improve it.	and there is evidence of improvement.

Criteria 1. POLICY FOR QUALITY ASSURANCE OF STUDY PROGRAMES

During the assessment of the fulfilments of the criteria Policy for Quality Assurance Policy for the study programs, the experts should describe in the report:

- *What body and when is adopted or revised the policy of internal quality assurance of study programs;*
- *Where is the quality assurance policy of the study programs published (link);*
- *Whether and in what way the quality assurance policy of study programs is reflected in everyday activities;*
- *Whether and in what way is secured promotion of research work, learning and teaching, mobility and internationalization in study programs;*
- *Whether and in what way is prevented plagiarizing works by teachers and final student work in all study cycles;*
- *Whether and in what way, quality assurance policies are encouraged and supported by activities focused on mobility and internationalization;*
- *In which way internal and external participants contribute to strengthening the quality of study programs;*
- *Please, give a brief overview of the achieved results of applying the quality assurance policy and the institution's efforts to improve them in the segments of research work, learning and teaching, mobility and internationalization in study programs; quality culture, involvement of stakeholders.*

Criteria 2. DESIGN AND APPROVAL OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
2.1	The HEI has established procedures for the creation and adoption of study programs, which involve students and all stakeholders	There is no defined procedures for proposing, creating, adopting, monitoring and conducting study programs, or it is only in the initial stage of development.	Procedures for proposing, creating, adopting, monitoring and conducting study programs have been recently adopted and there is no evidence of application or evidence are irrelevant due to the non-inclusion of students and other stakeholders; or the stakeholders of a professional profile is irrelevant to the program's objectives and outcomes. HEI doesn't conduct analysis of study programs for the purpose of improvement.	Procedures for proposing, creating, adopting, monitoring and conducting study programs have been established and there is evidence of prudent application. During the creation and adoption of study programs, all relevant stakeholders have been consulted. Occasional, analysis of study programs is undertaken, measures for improvement have been made, but the application is in the initial phase.	Procedures for proposing, creating, adopting, monitoring and conducting study programs have been established and there is evidence of prudent application. During the creation and adoption of study programs, all relevant stakeholders have been consulted. The HEI regularly analyses and successfully implements measures for improvement.
2.2	Study programs are in line with the scientific and educational standards and achievements of a certain scientific / artistic field, requirements of related scientific	Study programs are incompatible with scientific and educational standards and	Harmonization of study programs with scientific and educational standards and	Study programs are mostly in line with scientific and educational standards and	Study programs are in line with scientific and educational standards and achievements of certain scientific /

Criteria 2. DESIGN AND APPROVAL OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
	fields in order to acquire multidisciplinary knowledge, labour market requirements and international reform processes	achievements of certain scientific / artistic fields, requirements of related scientific fields in order to acquire multidisciplinary knowledge, labour market requirements and international reform processes.	achievements of a certain scientific / artistic field, requirements of related scientific fields in order to acquire multidisciplinary knowledge, labour market requirements and international reform processes is still planned or is in the initial stage of realization.	achievements of certain scientific / artistic fields, requirements of related scientific fields in order to acquire multidisciplinary knowledge, labour market requirements and international reform processes.	artistic fields, requirements of related scientific fields in order to acquire multidisciplinary knowledge, labour market requirements and international reform processes.
2.3	The objectives of the study program and learning outcomes are clearly defined and consistent with the content of the study programs and the level of the study cycle and are in line with the institution's strategy. The goals of the study program and learning outcomes are comparable to the same and / or similar programs at higher education institutions in BiH and abroad	The study program doesn't have defined goals and learning outcomes, and therefore doesn't coincide with the contents of the study program, the level of the study cycle, the institution's strategy (if any) and are not comparable with the same and / or similar programs at higher	The study program has defined goals and learning outcomes, but they are not or are poor: - consistent with the content and level of the study program; - harmonized with the institution's strategy; - comparable to the same and / or similar programs at higher education	The study program has defined goals and learning outcomes that are consistent with the content and level of the study program; with the institution's strategy and are comparable to the same and / or similar programs at higher education institutions in BiH and abroad.	The study program has defined goals and learning outcomes that are consistent with the content and level of the study program; they are in line with the institution's strategy and are comparable with the same and / or similar programs at higher education

Criteria 2. DESIGN AND APPROVAL OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
		education institutions in BiH and abroad	institutions in BiH and abroad		institutions in BiH and abroad The coincidence, comparability and consistency analysed and the results are used for improvement
2.4	Learning outcomes have been identified and listed at each level of the study program, and are related to qualification standards, the Qualification Framework in BiH and the Qualifications Framework of the European Higher Education Area (FQ-EHEA)	The study program doesn't have a defined learning outcome at all levels.	The study program has defined learning outcomes but not at all levels and is poorly and unclearly linked to the Qualification Framework in BiH and the Qualifications Framework of the European Higher Education Area (FQ-EHEA)	The study program has established learning outcomes at all levels, but it is necessary to achieve a higher level of connection with the Qualification Framework in BiH and the Qualifications Framework of the European Higher Education Area (FQ-EHEA)	The study program has established learning outcomes at all levels that are clearly linked to the Qualification Framework in BiH and the Qualifications Framework of the European Higher Education Area (FQ-EHEA)
2.5	The curriculum contains minimum requirements: a review of compulsory and elective subjects, the curriculum content of the teaching material for each subject (divided by the number of weeks /	The curriculum doesn't contain all the minimum required elements	The curriculum contains only the minimum required elements	The curriculum contains all the necessary elements, but within them some segments are not precisely defined,	The curriculum contains all necessary elements and all segments are precisely defined

Criteria 2. DESIGN AND APPROVAL OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
	units per semester), the student load by subject, the scoring value of each subject reported in accordance with the ECTS- methods for ensuring quality, list of mandatory and supplementary literature for each subject, compulsory and specific equipment for the implementation of the program / curriculum, the methodology for assessing the continuing acquisition of student knowledge, the ECTS score of the final work on the 1st and 2nd cycle of studies, objects according to the requirements of the scientific / artistic field			and need to be improved	
2.6	The HEI provides: interdisciplinarity/multidisciplinary plans and programs, internationalization of the curriculum, interaction with professional practice, realization of practical teaching and active participation of students in scientific / artistic research within the study program	There is no evidence that the HEI has provided: interdisciplinarity / multidisciplinary of plans and programs, internationalization of the curriculum, interaction with professional practice, realization of practical teaching	There is poor evidence that the HEI has partly secured: interdisciplinarity / multidisciplinary of plans and programs, internationalization of curriculum, interaction with professional practice, realization	There is evidence that the HEI provides: interdisciplinarity / multidisciplinary of plans and programs, internationalization of curriculum, interaction with professional practice, realization of practical teaching and active participation of	There is evidence that the HEI provides: interdisciplinarity / multidisciplinary of plans and programs, internationalization of curriculum, interaction with professional practice, realization of practical teaching and active participation of

Criteria 2. DESIGN AND APPROVAL OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
		and active participation of students in scientific / artistic research within the framework of study programs	of practical teaching and active participation of students in scientific / artistic research within the study program	students in scientific / artistic research within the study program. The results of meeting these requirements are analysed and improvements are planned or are only starting to be realized.	students in scientific / artistic research within the study program. The results of meeting these requirements are analysed, measures for improvement are realized and improvements are evident.

Criteria 2. DESIGN AND APPROVAL OF STUDY PROGRAMS

During the assessment of the fulfilments of the criteria Design and approval of study programs, the experts should describe in the report:

- *specify the acts regulating the creation and adoption of study programs and describe the procedure for adopting these acts within the institution (scientific / artistic-teaching councils, relevant committees, senate sessions, etc.);*
- *specify what body at the higher education institution initiates the procedure for changing the study program, who adopts the changes, participates in the dissipation of the proposed change, etc.;*
- *indicate on the basis which indicators the needs for creating new study programs are define (labour market impact / employability, economic local or regional environment, interest of future students) and relevance of participants in consultations; the procedure for the adoption of new study programs (the composition of the bodies proposed by the new or revised study program, the composition of the body that adopts it, the relationship with the licensing of study programs, whether the analyses serve for the audit of study programs when it is responsible for them);*
- *indicate whether all interested parties (members of the academic community, representatives of the founders, representatives of the business environment and professional associations, representatives of the alumni association, representatives of the community and students' representatives) participated in the creation and adoption of study programs, and what was their contribution,*

Criteria 2. DESIGN AND APPROVAL OF STUDY PROGRAMS

- *indicate whether the learning outcomes are developed and published for each study program and each course / subject, and how the expected student load is determined; whether the learning outcomes clearly describe the knowledge and skills that students will have at the end of the studies;*
- *specify the teaching methods used for transferring knowledge, and whether they are adequate and whether they encourage students to self-study and their own responsibility (case studies, projects, workshops, seminar papers, interactive learning, etc.)*
- *indicate how students are enabled to apply acquired new practical knowledge such as: professional practice, volunteering, as well as other opportunities for acquiring knowledge and skills outside of teaching;*
- *did the innovation of the study program increase the interest of students and / or employers?*
- *indicate how to ensure that the allocation of ECTS points represents a realistic assessment of the amount of student load;*
- *whether the study program is also conducted in English or another foreign language;*
- *does the study program include internationalization in its educational goals and in what way?*
- *whether the study program curriculum has elements of interdisciplinarity / multidisciplinary*
- *indicate if the program has undergone expert pilot projects through specific projects, or has been evaluated by professional associations and has implemented / or implemented recommendations for improvement resulting from evaluation*

Criteria 3. STUDENT- ORIENTED LEARNING, TEACHING AND EVALUATION					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
3.1	Academic staff who execute teaching are previously prepared and motivated for this activity. In the preparation for this activity, they take into account the results of student surveys evaluating the quality of learning and teaching.	There are no surveys on the quality of learning and teaching in the study program.	Surveys on the quality of learning and teaching are conducted periodically, academic staff do not take into account the results of surveys in order to adequately prepare for teaching.	Surveys on the quality of learning and teaching are conducted regularly, the results of surveys are taken into account to some extent in order to improve the teaching process. Surveys of at least three years show a slight improvement.	Academic staff takes into account the results of surveys on the quality of learning and teaching when preparing and implementing teaching activities. Surveys of at least three years, show a significant improvement.
3.2	Academic staff motivates and involves students to take an active role in the research, scientific-research and teaching-educational process with appropriate guidance, consultation and support.	Students do not have information on the possibilities of active involvement in the research, scientific-research and teaching-educational process at the level of the study program, as well as the possibilities of support and consultations.	Academic staff selectively informs students about the possibilities of active involvement in the research, scientific-research and teaching-educational process, as well as the possibilities of support and consultations.	Academic staff informs, motivates and involves students in the research, scientific-research and teaching-educational process, gives them appropriate support and consultations. There are results analysed and improvements are planned.	Academic staff informs, motivates and involves students in the research, scientific-research and teaching-educational process. Consultations are a regular activity carried out in order to guide and support students. There are results that are analysed and evident improvements back to three years.

Criteria 3. STUDENT- ORIENTED LEARNING, TEACHING AND EVALUATION					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
3.3	Students are assessed through a publicly available procedure for fair, transparent and consistent assessment, as well as through various forms of knowledge and skills testing in accordance with the specifics and objectives of the study program subject.	There are no defined procedures at the level of the study program, as well as defined and described ways of students' knowledge testing or they are in the adoption phase.	There are defined procedures for student assessment, as well as described ways of knowledge and skills testing but (that) are not consistently applied at the level of the study program.	There are defined procedures for assessing students, as well as described ways of knowledge and skills testing that are applied consistently at the study program level, but additional harmonization with the set goals of the study program is needed.	There are consistently applied procedures for student assessment at the study program level, as well as ways of knowledge and skills testing that are in line with the set goals of the study program.
3.4	Assessment procedures regulate: the organization of tests and exams, criteria and methods of assessment by examiners and the commission, assessment transparency and the possibility of student complaints about assessment.	There are no procedures on the study program that determine: the manner of organization of tests and exams, criteria and methods of assessment and the possibility of appeals in the assessment process or these procedures are in the process of adoption.	There is a defined way of organizing tests and exams, evaluation criteria and methods, as well as the possibility of appeals, but there is no evidence that it is applied transparently and consistently at the study program level.	There is a defined way of organizing tests and exams, criteria and assessment methods at the study program level, as well as the possibility of appeals. There is evidence of consistent and transparent application. The results of the application of	There is a defined way of organizing tests and exams, evaluation criteria and methods at the study program level, as well as the possibility of appeals. There is evidence of consistent and transparent application. The results of the application of the procedures are analysed and improvements are

Criteria 3. STUDENT- ORIENTED LEARNING, TEACHING AND EVALUATION					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
				procedures are being analysed, and improvements are planned or are just beginning to be realized.	evident in the past three years
3.5	The HEI has a procedure that defines the process of preparation, structure and evaluation of the student final work of a certain study cycle, as well as the rights of the student and mentor and the conditions for mentoring.	There is no procedure that defines the method of preparation, structure and evaluation of the final work, as well as the conditions, rights and obligations of students and mentors, or these procedures are in the adoption phase.	There are procedures that define the manner of preparation, structure and evaluation of the final work, rights and obligations of students and mentors, but there is no evidence that it is applied transparently and consistently.	There are procedures that define the method of preparation, structure and evaluation of the final work, the rights and obligations of students and mentors. There is evidence of consistent and transparent application. The results of the application of the procedures are being analysed, and improvements are planned or are just beginning to be realized	There are procedures that define the method of preparation, structure and evaluation of the final work, the rights and obligations of students and mentors. There is evidence of consistent and transparent application. The results of the application of the procedures are analysed and improvements are evident in the past three years.

Criteria 3. STUDENT- ORIENTED LEARNING, TEACHING AND EVALUATION					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
3.6	Student representatives are involved in the work of the higher education institution bodies whose competence is to manage and make certain decisions about study programs.	There is no procedure or evidence that students are part of the governing bodies and participate in decision-making processes on study programs or that these procedures are in the process of being made.	There are procedures on the possibility of involving students in governing bodies and in making decisions on study programs, but the contribution of students in the work of this body is weak	Procedures that involve students in governing bodies and in making decisions about study programs are consistently applied. There is evidence of active student work in these bodies that is being analysed, and improvement measures are planned to be taken or are just beginning to be implemented.	Procedures involving students in governing bodies and in making decisions about study programs are consistently applied. There is evidence of active student work in these bodies that is being analysed and improvements are evident.
3.7	The HEI has established a mechanism and procedures to support students in advising on future career development	There is no established mechanism or procedure for advisory support to students in career development or it is still in the establishment phase	Procedures for the career development support mechanism exist, but there is no evidence of application.	Procedures and a mechanism for career development support exist, are applied, analysed, and improvement measures are planned to be taken or are just beginning to be implemented.	Procedures and a mechanism to support career development exist. The results of the application of procedures and mechanisms are analysed and measures for improvements are taken, improvements are evident.

Criteria 3. STUDENT- ORIENTED LEARNING, TEACHING AND EVALUATION

When assessing the fulfilment of the criteria for student-centered learning, teaching and evaluation, while writing the Report, the experts should describe:

- In what way is the motivation of teachers encouraged? Is that question formalized?
- How do the results of student evaluations affect the quality of teaching and motivation of academic staff?
- To give an overview of the results of inclusion and motivation of students by academic staff in the research, scientific-research and teaching-educational process with appropriate guidance, consultation and support.
- Teaching methods are appropriate for the transfer of knowledge and skills, and encouraging students to learn independently and responsibly
- Describe the student assessment procedures adopted at the HEI, which are transparent and consistently applied (link to the procedure);
- State whether the assessment procedures regulate the continuous monitoring and assessment of student progress for each subject, the existence of the possibility of insight into the papers, and the appeal procedures and the possibility of taking exams before the commission;
- State whether the criteria and methods of evaluation and assessment have been published in advance, and state whether the schedule of exams with terms, locations and names of responsible teachers has been stated in advance, i.e. at the beginning of each semester;
- whether students are acquainted in advance with the procedures and methods of assessment in the case of written / practical work, oral examination, seminar work, etc., exam schedule; exam results are public
- who and in what way monitors the implementation of procedures (questionnaires, surveys, evaluations, number of complaints, number of withdrawals, pass rate);
- state how in practice the outcomes of appeal procedures affect the improvement of teaching processes and student progress during studies
- describe how students are involved in the management of the higher education institution and in the internal quality assurance system, and evaluate their contribution in practice. List the acts regulating student engagement, which define the manner of student selection in administrative bodies, student participation in the work of quality assurance and development bodies, in student surveys, as well as in other activities of the higher education institution;
- describe how the HEI encourages and supports the work of student bodies, as well as the election of student leadership and student representatives in the governing bodies of the higher education institution;
- describe how the HEI provides support to students for academic advancement (mentors, counselling services and support services) and their availability;
- Also, list the act (s) that form the basis for conducting the procedures.

Criteria 4. STUDENT ENROLMENT AND PROGRESS, RECOGNITION AND CERTIFICATION					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
4.1	The enrolment of students in the study program of any cycle is based on legal guidelines, clear and transparent criteria that include checks of knowledge, preferences and abilities of candidates and success in previous schooling, and in accordance with the analysed social needs and provided resources for the program. The competition for enrolment is publicly announced on the institution website and in the media.	There are no procedures governing the enrolment of students in the study program of any cycle on the basis of legal provisions, clear and transparent criteria that include tests of knowledge, preferences and abilities of candidates and success in previous education, and in accordance with analysed social needs and provided resources for program or these procedures are in the enactment phase. There is no evidence of transparency in the publication of the Competition for enrolment on the institution's website and in the media.	There are procedures that regulate the enrolment of students in the study program of any cycle on the basis of legal provisions, clear and transparent criteria that include tests of knowledge, preferences and abilities of candidates and success in previous education. Analyses of market needs and available resources are not taken into account or the analyses themselves are incomplete. Information on the Competition for enrolment is published on the website and in the media.	There are procedures that regulate the enrolment of students in the study program of any cycle on the basis of legal provisions, clear and transparent criteria that include tests of knowledge, preferences and abilities of candidates and success in previous education. Analyses of market needs and available resources are taken into account. Information on the Competition for enrolment is published on the website and in the media.	There are procedures that regulate the enrolment of students in the study program of any cycle on the basis of legal provisions, clear and transparent criteria that include tests of knowledge, preferences and abilities of candidates and success in previous education. Analyses of market needs and available resources are taken into account. Social needs analyses are continuously conducted and measures are taken in order to provide resources for the implementation of the program.

Criteria 4. STUDENT ENROLMENT AND PROGRESS, RECOGNITION AND CERTIFICATION					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
					Information on the Competition for enrolment is published on the website and in the media.
4.2	Procedures for the recognition of higher education qualifications, periods of study and prior learning, including the recognition of non-formal and informal learning, have been established. Recognition procedures are in line with the Lisbon Recognition Convention	Procedures for the recognition of qualifications, study periods and prior learning, or these procedures are still in the adoption phase	There are established procedures defining the recognition of qualifications, but there is insufficient evidence of a transparent and clear way of application.	There are established procedures defining the recognition of qualifications, as well as evidence of a transparent and clear way of application that are analysed, and improvement measures are planned to be taken or are just beginning to be implemented.	There are established procedures that define the recognition of qualifications, there is sufficient evidence of a transparent and clear way of application to be analysed, and improvement measures are being taken and improvements are evident.
4.3	Graduates are awarded a document explaining the qualification acquired, including the learning outcomes achieved, and the context, level, content and status of the studies they	There is no clearly defined procedure for issuing a graduation certificate, nor a diploma supplement;	There is a defined procedure for issuing a graduation certificate, and a diploma supplement that is too	There is a defined procedure for issuing a certificate of graduation, as well as an adopted form of diploma	There is a defined and efficient procedure for issuing a certificate of graduation, which includes the

Criteria 4. STUDENT ENROLMENT AND PROGRESS, RECOGNITION AND CERTIFICATION				
Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
have attended and successfully completed.	or that procedure is in the enactment phase.	bureaucratic and slow, and causes student dissatisfaction.	supplement, which needs to be further improved in terms of providing the necessary information or up-to-datedness.	issuance of a diploma supplement that provides students or other interested parties with sufficient information about the qualifications acquired by the student during his studies.

Criteria 4. STUDENT ENROLMENT AND PROGRESS, RECOGNITION AND CERTIFICATION

When assessing the fulfilments of the criteria enrolment and student progress, recognition and certification, while writing the Report, the experts should:

- *describe the adopted procedures for student enrolment, procedures for recognition of achievements and study time at other higher education institutions, and state whether the enrolment processes and criteria are conducted consistently and transparently, and whether they are publicly announced;*
- *state whether the HEI has a defined procedure for collecting, monitoring and acting on the basis of information on student progress during their studies;*
- *state whether the HEI continuously collects data and analyses student achievement (pass rate analysis) at the level of the study program, and whether it undertakes activities, measures and recommendations to improve student achievement based on pass rate analysis, surveys and opinions of students and teaching staff;*
- *state how the HEI provides equal conditions for acquiring knowledge and competencies for the student population (foreign students, part-time students, employed students, etc.) and regardless of their national, ethnic, racial, sexual affiliation as well as adequate access and space for disabled and people with special needs;*
- *describe how the HEI consistently implements pre-established and published regulations that cover all phases of study, i.e. enrolment, progression through study and recognition of acquired qualifications;*

Criteria 4. STUDENT ENROLMENT AND PROGRESS, RECOGNITION AND CERTIFICATION

- *describe how the HEI implements fair recognition of higher education qualifications, periods of study and prior learning, recognition of non-formal and informal learning, etc.; describe how the system for recognition of qualifications at HEIs in accordance with the Lisbon Convention has been established, implemented and monitored;*
- *describe how institutional consistency is ensured in the recognition of qualifications promoting mobility (periods of study and prior learning, including recognition of non-institutional and implicit learning);*
- *state whether the HEI has and consistently applies the procedure for issuing certificates / certificates of graduation, as well as diplomas and diploma supplements;*
- *state which internal acts regulate the issuance of the Diploma Supplement, in accordance with the valid Instructions on the issuance of the Diploma Supplement;*
- *provide links to all documents referred to in the report*

Criteria 5. HUMAN RESOURCES					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
5.1	The number and competence of academic (teachers and associates) and non-academic staff for the quality implementation of the study program is in accordance with the relevant act of the competent educational authority which prescribes the criteria for licensing.	The number and competence of academic (teachers and associates) and non-academic staff engaged in the study program is significantly below the requirements of the relevant act of the competent educational authority.	The number of academic and non-academic staff engaged in the study program is slightly below the requirements of the relevant act of the competent education authority. There is no evidence of staff competence	The number of academic and non-academic staff engaged in the study program is in accordance with the requirements of the relevant act of the competent educational authority. Staff competencies are being analysed and improvement measures are planned to be taken or are just beginning to be implemented.	The number of academic and non-academic staff engaged in the study program is in accordance with the requirements of the relevant act of the competent educational authority. Staff competencies are analysed and improvement measures are taken and improvements are evident.
5.2	The HEI has a defined human potentials/resource management policy with clear and transparent criteria for the employment of academic staff, duties, workload and responsibilities, criteria for professional development, advancement and professional development of academic staff and mechanisms for monitoring the	The HEI does not have or is just establishing a human potentials resource management policy with criteria for employment, professional development, advancement and	The HEI has a formally adopted human potentials resource management policy, but in practice it is not implemented transparently and consistently.	The HEI has a formally adopted human potentials resource management policy. There is evidence that the criteria of recruitment, professional development, professional and	The formally adopted human potentials resource management policy is fully transparently implemented, thus ensuring the employment, professional development, professional and

Criteria 5. HUMAN RESOURCES					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
	work of academic staff with improvement measures.	professional development and responsibilities of academic staff.		scientific training of academic staff are applied transparently. The activities defined by the policy and criteria need to be further improved in order to provide additional resources for the implementation of mechanisms for monitoring the work of academic staff.	scientific training of academic staff. There are training plans and programs, records of fulfilment and improvement measures are being implemented.
5.3	Academic staff is dedicated to research, i.e. scientific research and artistic work, especially through international scientific research projects, and joint activities of mentors and students in finding grants or scholarships.	The HEI does not have or is just establishing procedures and resources to support research, i.e. scientific research and artistic work and activities of academic staff. The HEI does not have mechanisms to support academic staff and students	The HEI has procedures and resources to support research, i.e. scientific-research and artistic work and activities of academic staff. The HEI has mechanisms to support academic staff and students for the award of grants and scholarships. The	The HEI has procedures and resources to support research, i.e. scientific-research and artistic work and activities of academic staff. The HEI has mechanisms to support academic staff and students for the award of grants and scholarships. The	The HEI has procedures and resources to support research, i.e. scientific-research and artistic work and activities of academic staff. The HEI has mechanisms to support academic staff and students for the award of grants and scholarships. The

Criteria 5. HUMAN RESOURCES					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
		for the award of grants and scholarships	results of the application of these procedures and mechanisms are not analysed and no improvement measures are taken.	results of the application of these procedures and mechanisms are being analysed, and improvement measures are planned to be taken or are just beginning to be implemented.	results of the application of these procedures and mechanisms are analysed, and improvement measures are taken and improvements are evident.
5.4	Administrative and support staff are provided with training through participation in trainings, especially regarding information systems and management systems.	the HEI does not have a plan and program for the training of academic and non-academic staff or is in the process of adoption.	The HEI has a plan and program of professional development of academic and non-academic staff in order to make good use of the information system and management system, but does not monitor its results and application.	The HEI has a plan and program of professional development of academic and non-academic staff in order to make good use of the information system and management system, monitors its results and application, and improvement measures are planned to be taken or are just beginning to be implemented.	The HEI has a plan and program of professional development of academic and non-academic staff in order to make good use of the information system and management system, monitors its results and application, and improvement measures are being taken and improvements are evident.

Criteria 5. HUMAN RESOURCES

When assessing the fulfilments of the criteria human potentials, while writing the Report, the experts should:

- *state the number of employed teachers according to the official documentation, i.e. state the total number of teachers at the HEI and the study program that is the subject of evaluation;*
- *specify the categories of academic staff (e.g. professors, assistants, visiting professors), teacher / student ratio, ratio of own and visiting staff, availability of teachers to students, teaching coverage; the ratio of students and teachers per study program, and indicate whether a sufficient number of academic and non-academic staff is engaged at the HEI to implement the study program being evaluated, in accordance with the workload norms set by the competent education authorities;*
- *whether and how many foreign teachers are engaged in teaching in the study program that is the subject of evaluation;*
- *state whether the HEI regularly analyses the academic staff based on indicators: teaching plans, data on the number, gender, age, length of service, titles of academic staff, the ratio of full-time employees and external associates, the ratio of teachers / students, analysis of teacher evaluations of by students, etc., and whether it adopts measures to improve the situation;*
- *state how much the teacher is burdened by the study program in relation to the norms, and whether this issue is regulated by internal documents;*
- *state how the continuity of academic advancement and the development of its own staff is ensured in order to ensure the sustainability of study programs, and state what kind of support the HEI provides to employees during the duration of professional development;*
- *state how the HEI provides financial and other resources aimed at continuous professional development;*
- *state how the selection of staff who are given the opportunity for professional development is done (transparency of procedures, pre-determined selection criteria, good information), what type of financial support is offered by the HEI (e.g. contracts, projects, cooperation ...);*
- *describe whether the HEI has a defined and adopted procedure for the selection of academic staff, based on announcing a competition, known criteria for selection in scientific-teaching and artistic-teaching titles, deadlines, method of evaluating scientific and artistic and teaching achievements, composition of the commission for selection and appeal procedures, which are defined by formal acts;*
- *state whether the HEI has the prescribed nomenclature of scientific fields, if so, according to which criteria it was made and whether a teacher elected to one narrow scientific field may be elected to another narrow scientific field upon promotion;*
- *state how the HEI supports research activities (research support service, grant award support), how the HEI allows flexibility between research and teaching obligations, how much time academic staff can use for research (teacher workload level), whether there is a possibility to reduce the teaching load in the period when intensive research is planned;*
- *state where, how and when the HEI presents the journalism of its own teaching staff; whether analyses of annual journalism are performed and by which indicators;*

Criteria 5. HUMAN RESOURCES

- *at which scientific gatherings, in the country and abroad, there were teaching staff; give examples of commercialization of research, or consultative, activities of teaching staff;*
- *how to ensure the correct and transparent procedure of employment at HEIs in accordance with the plan and needs of higher education institutions; describe the competition procedure, the dynamics of announcing and conducting the tender procedure, defined by deadlines and the appeal procedure; Investigate the criteria for selecting the members of the selection committee and how the conflict of interest is defined, who have given one in accordance with the applicable legal regulations;*
- *how the implementation of employment and career development plans and compliance with the strategy of high insurgent affairs follows, how it is possible to use American use and footwear;*
- *the number of employed teachers is prescribed by the rulebook of the competent educational authority for licensing the institution and study program;*
- *what is the weekly hourly load of teachers with lectures;*
- *whether the same teacher is selected at the university in several scientific fields*
- *describe whether the HEI continuously creates, prepares and implements scientific research projects of national and international importance, and whether the results of scientific / artistic research work and professional activities of the higher education institution are in line with the strategic goals of the institution;*
- *state whether the institution continuously monitors and analyses financial investments in scientific research infrastructure and the use of research capacities, and prepares investment plans for improving the conditions for scientific research work.*
- *Whether and in what way the administrative staff is enabled to improve in relation to the tasks they perform, information systems and management systems*
- *Also, state the act /s that are the basis for meeting the requirements of this criterion.*

Criteria 6. RESOURCES AND FINANCE					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
6. 1	Resources for conducting the study program are in accordance with the Agency's Recommendations on licensing criteria for higher education institutions and study programs in BiH and the relevant act of the competent education authority prescribing licensing criteria, are sufficient and available to students.	The HEI does not have sufficient resources to conduct the study program as prescribed by the acts of the competent educational authorities or is in the phase of developing a plan for the procurement of resources for the implementation of the study program.	The HEI has at its disposal the minimum necessary resources for conducting the study program as prescribed by the acts of the competent educational authorities, but analyses their use.	The HEI ensures sufficient and efficient use of resources to conduct the study program. Resource use analyses are performed periodically, but it is necessary to work additionally on the availability of resources in accordance with the needs of the study program.	The HEI provides sufficient resources to conduct the study program for staff and students. Resource use analyses are continuously conducted and the results of the analyses are used for improvement in accordance with the needs of the study program.
6. 2	Mandatory and specific necessary equipment for conducting the study program / subject according to the requirements of the scientific field / narrow scientific field is available. The HEI provides mandatory and supplementary literature for each individual subject, which in terms of content supports the realization of the subject.	There is no provision of the required mandatory and specific equipment for conducting the study program. Mandatory and supplementary literature is not provided for each subject studied in the study program. The institution is still adopting a plan for	There is a plan to provide the necessary mandatory and specific equipment as well as mandatory literature in accordance with the requirements of the scientific / narrow scientific field, but it is not implemented	Necessary obligatory and specific equipment is provided, as well as obligatory and additional literature for performing the study program. Implementation results are monitored and analysed, and improvement measures are	Necessary obligatory and specific equipment is provided, as well as obligatory and additional literature for performing the study program. Analyses are continuously performed in order for the equipment and literature to be in line with the

Criteria 6. RESOURCES AND FINANCE					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
		the procurement of these resources.		planned to be taken or are just beginning to be implemented.	current modern requirements of the subjects studied in the study program, and measures for improvements are being taken and improvements are evident.
6.3	The HEI makes available to students and academic staff a sufficient number of computer rooms with internet access and a library with an adequate reading room, search engines, scientific and other databases.	The HEI does not have a sufficient number of computer units with internet access for academic staff and students. The HEI does not have a library or is in the phase of equipping the library with a certain number of library units in printed or electronic form and access to modern databases. The investment plan in terms of securing these resources is in the adoption phase.	The HEI has and makes available a sufficient number of computer units with internet access for academic staff and students. There is a library equipped with a number of library units in printed or electronic form and access to modern databases. The use of these resources is not monitored.	The HEI has and makes available a sufficient number of computer units with internet access for academic staff and students. There is a library equipped with a number of library units in printed or electronic form and access to modern databases. The results of resource use are monitored and analysed, and measures for improvements are planned to be taken	The HEI provides a sufficient number of computer units with internet access for academic staff and students. The library is equipped with an appropriate number of library units in printed and electronic form and access to modern databases. The results of resource use are monitored and analysed, and measures for improvements are implemented and

Criteria 6. RESOURCES AND FINANCE					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
				or are just beginning to be implemented.	improvements are evident.
6.4	The HEI monitors the implementation of the investment plan in physical resources and equipment for scientific research and teaching and educational activities.	The HEI does not have a plan for investing in physical resources and equipment for the implementation of scientific research work and teaching and educational activities, or this plan is only in the process of being adopted.	The HEI has a plan to invest in physical resources and equipment for the implementation of scientific research work and teaching and educational activities, but the plan is not being implemented or implementation is weak.	The HEI is implementing a plan for investing in physical resources and equipment for the implementation of scientific research work and teaching and educational activities. The implementation of the plan is systematically monitored, and measures for improvement are planned to be undertaken or are just beginning to be implemented.	The HEI is implementing a plan for investing in physical resources and equipment for the implementation of scientific research work and teaching and educational activities. The implementation of the plan is systematically monitored, and measures for improvement are being implemented and improvements are evident.
6.5	The HEI ensures the possibility of using their resources through contractual relations with other HEIs and research centres.	The HEI does not have a contractual relationship with other HEIs and research centres for	The HEI has formally established contractual relationships with other HEIs and research centres for	The HEI has signed agreements with other HEIs and research centres on the possibilities of using their	The HEI has established a procedure and signed agreements with other HEIs and research centres on

Criteria 6. RESOURCES AND FINANCE				
Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
	the possibility of using their resources	opportunities to use their resources, but there is no evidence of practical application.	resources. The implementation of the contract is being monitored, and measures for improvements are planned to be taken or are just beginning to be implemented.	the possibilities of using their resources. The implementation of the contract is systematically monitored, and measures for improvements are implemented and improvements are evident.

Criteria 6. RESOURCES AND FINANCE

When assessing the fulfilments of the criteria of: Finance and resources, while writing the Report, the experts should:

- describe the availability of resources at the HEI for performing scientific and teaching activities to all students and complete staff; Indicate the availability of useful space per student;
- describe whether the HEI has adequate infrastructural resources (classrooms, laboratories, individual and group learning spaces, rooms for teaching staff and professional and administrative services) in accordance with the standards and norms adopted by the competent education authorities;
- state whether the HEI provides sufficient laboratory space for learning and research work according to the study program and in accordance with the number of study programs;
- state whether the institution has adequate material and technical resources in order to support the teaching process and students and regularly audits the efficiency of their use, collects the opinion of staff and students on their availability and adequacy, and makes plans to invest in resources to improve efficiency;
- on the basis of which indicators determines the quality of existing and the need for new resources; mechanism for assessing the adequacy / quality of library resources (topicality, age, authors, compliance of resources with study programs conducted at the institution ...); indicate representative equipment, if any;

Criteria 6. RESOURCES AND FINANCE

- *describe the library resources of the higher education institution, in which way the availability of library services to academic staff and students is ensured (space, availability, available literature in relation to the number of students); state the number of books per student, the number of available scientific databases and which ones;*
- *state whether the library premises and reading rooms for students are adequately equipped, their work is managed by professional staff, working hours are adjusted to the needs of students, academic staff, and possibly external visitors;*
- *whether an electronic repository of final papers of all study cycles has been established;*
- *state whether the HEI provides the quality of library services and resources, the harmonization of resources with the needs of study programs, and conducts user satisfaction surveys.*
- *Indicate whether there is a plan for investing financial resources for the improvement of infrastructure and other resources that are in line with the Strategy of the higher education institution;*
- *state whether the HEI has signed agreements on cooperation with other universities and institutions in and outside BiH; and research centres for the possibility of using their resources and whether they apply them in practice*
- *give an example of commercialization and acquisition of own funds using equipment (stakeholder analysis)*
- *state as an example of good practice equipment obtained through the EU and other international projects,*

Criteria 7. INFORMATION MANAGEMENT OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
7.1	A system of regular collection and processing of information on all aspects of study programs (on student success rate, dropout, student satisfaction, employability of graduates, etc.) is established and used to improve the quality of study programs	The HEI does not have an information system in place, nor does it collect information to improve the quality of study programs or is in the process of being established.	The HEI has an established information system, but it does not systematically and occasionally collect information relevant to improving the quality of study programs, but does not analyse them for the purpose of improving study programs.	The HEI has established an information system that collects, analyses and to some extent uses information relevant to improving the quality of study programs. The information system is periodically evaluated and technical improvement is planned or in progress.	The HEI has established an information system that continuously collects, analyses and fully uses information relevant to improving the quality of study programs. The information system is periodically evaluated and technically improved.
7.2	The HEI regularly collects and analyses data on the number and age structure of academic staff, gender, the ratio of teachers to students, the ratio of own and visiting staff, as well as data on staff surveys by students.	The HEI does not have an information system that enables regular collection and analysis of data on the number and age structure of academic staff, gender, ratio of teachers and students, ratio of own and visiting	The HEI has established an information system for the purpose of collection and analysis data on the number and age structure of academic staff, gender, ratio of teachers and students, ratio of	The HEI has established an information system that enables the collection and analysis of data on the number and age structure of academic staff, gender, the ratio of teachers to students, the ratio of	The HEI has and systematically uses information systems that enable accurate collection and analysis of data on the number and age structure of academic staff, gender, ratio of teachers and students, ratio of

Criteria 7. INFORMATION MANAGEMENT OF STUDY PROGRAMS					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
		staff, as well as data of staff surveys by students or is still working on establishing that system.	own and visiting staff, as well as data of staff surveys by students, but collects unsystematically and periodically analyses, but does not use analysis results for improvement.	own and visiting staff, as well as data on staff surveys by students. This information is being systematically analysed, and improvement measures are planned to be taken or are just beginning to be implemented	own and visiting staff, as well as data of staff surveys by students. This information is systematically analysed, and measures for improvements are implemented and improvements are evident.

Criteria 7. INFORMATION MANAGEMENT OF STUDY PROGRAMS

When assessing the fulfilments of the criteria: Management of the study programs information, while writing the Report, the experts should:

- *Indicate which information systems the HEI uses to collect and analyse data on the number and age structure of academic staff, gender, ratio of number of teachers and students, ratio of own and visiting staff, as well as data of staff surveys by students*
- *whether the HEI has defined unique forms created in a way to enable a fast data analysis*
- *describe in what way the system of internal quality assurance of the institution is based on effective processes of collecting and analysing various types of information about the activities and all other activities of the higher education institution;*
- *state whether the information is systematically and purposefully exchanged between all organizational units of the higher education institution.*

Criteria 7. INFORMATION MANAGEMENT OF STUDY PROGRAMS

- *state which body of the higher education institution makes decisions on the establishment, maintenance and improvement of information systems; the manner of functioning of information systems at the HEI (e.g. internal platforms, software-centralized / decentralized system, etc.) in the phases of collecting, analysing and using information; functioning of the student database (s), and state what information is collected (data on students by study program, cycles, years of study, gender and age structure, period of study, percentage of graduates);*
- *whether the information systems are based on the minimum required requirements from the criteria;*
- *functioning of the database (s) of teaching staff (state what information is collected, e.g. data on academic and other staff, data on the reference of academic staff, published journalism, engagement by subjects, gender and age structure, election to the scientific-teaching title, etc.)state whether the HEI provides the quality of library services and resources, the harmonization of resources with the needs of study programs, and conducts user satisfaction surveys.*
- *Indicate whether there is a plan for investing financial resources for the improvement of infrastructure and other resources that are in line with the Strategy of the higher education institution;*
- *state whether the HEI has signed agreements on cooperation with other universities and institutions in and outside BiH; and research centres for the possibility of using their resources and whether they apply them in practice*
- *give an example of commercialization and acquisition of own funds using equipment (stakeholder analysis)*
- *state as an example of good practice equipment obtained through the EU and other international projects,*

Criteria 8. INFORMING THE PUBLIC ABOUT STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
8.1	The HEI objectively and timely informs the public with updated information on all aspects of approved (licensed) and / or accredited study programs that it offers with special reference to the defined goals of study programs and learning outcomes. Data on the academic careers of employees and hired staff have been made public. A minimum of 50% of the total information is in English.	Not all relevant information about all study programs offered by the institution is published on the website. The CV of the academic staff engaged in the study program is not available. The website is in one of the BiH official languages, but not in English. There are no public information procedures or they are still in the adoption phase.	Not all relevant information about all study programs offered by the institution is published regularly. The CVs of the academic staff are available but not updated regularly. The website is in one of the official languages of BiH and more than 50% in English. There are procedures for informing the public, but the results of the application of the procedures are not being analysed.	Not all relevant information on all programs offered by the institution are published regularly. The academic staff CVs engaged in the study programs are available and updated. The website is in one of the official languages of BiH and more than 50% in English. There are procedures for informing the public, and the results of the application of the procedure are being analysed, and measures for improvements are planned to be taken or are just beginning to be implemented.	The all-relevant information of all programs offered by the institution are published regularly. The academic staff CV –s engaged in the study programs are available and updated. The website is in one of the official languages of BiH and more than 50% in English. There are procedures for informing the public and the results of the application of procedures are analysed, measures for improvements are implemented and improvements are evident.

Criteria 8. INFORMING THE PUBLIC ABOUT STUDY PROGRAMS

When assessing the fulfilments of the criteria: Informing the public, while writing the Report, the experts should:

- *whether objective and timely information on all study programs of interest to students and other interested parties is published;*
- *that the website is in one of the official languages of BiH and min. 50% in English.*
- *whether there is a procedure or strategy for communication with defined target groups, whether its implementation has been analysed and whether*
- *improvement measures have been taken; when the act was passed; who is responsible for communicating with the public*
- *describe the procedure of publishing the information stated in the requirements of this criterion on the website (IT / technical support on website maintenance;*
- *web editorial office);*
- *whether user satisfaction with the quality of the website and the offered information is monitored and analysed (relevance of information, timely publication, page traffic, page visibility, design, ...);*
- *describe the manner of promoting the higher education institution to future students (a special person in the student service who provides information only to future students); development and distribution of guides for freshmen, information packages containing all relevant information on study programs, including curriculum with ECTS number and other promotional materials)*
- *whether the HEI has defined target groups (students, alumni, founder, community, business environment, etc.) through the established policy of communication with the public, as well as forms of communication with each of the target groups as well as with the public;*
- *state whether the HEI develops an information package that is useful for future students and that contains all relevant information about the study programs, including curricula and syllabi, as well as the titles of the acquired titles;*
- *state whether all relevant information on the mission, vision, strategy, organizational structure, management, academic staff, study programs and titles, research activity and all events and current events in the work of the higher education institution on the website, and whether it is regularly updated and whether it is in one of the official languages of BiH and in English;*
- *state how the HEI monitors and supports the scientific / artistic research work of the academic staff and presents information on the results on its website;*
- *Also, state the act / acts, as well as the link of the act / acts that represent the basis for fulfilling the requirements of this criterion.*

Criteria 9. CONTINUOUS MONITORING, PERIODIC EVALUATION AND REVISION OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
9.1	Procedures for periodic evaluation, improvement and restructuring of existing study programs have been established. Procedures include the views of students and other internal and external stakeholders.	Procedures for periodic evaluation, improvement and restructuring of existing study programs do not exist or are still in the process of adoption. The HEI does not have a formally defined role and engagement of internal and external stakeholders, as well as students.	There are defined procedures for periodic evaluation, improvement and restructuring of existing study programs, but there is little evidence of application in practice. There is a formally defined role and engagement of internal and external stakeholders, as well as students.	There are defined procedures for periodic evaluation, improvement and restructuring of existing study programs with a clearly defined role of internal and external stakeholders as well as students. The application of procedures and the quality of study programs are regularly analysed, and measures for improvements are planned to be taken or are just beginning to be implemented.	There are defined procedures for periodic evaluation, improvement and restructuring of existing study programs with a clearly defined role of internal and external stakeholders as well as students. The application of procedures and the quality of study programs are regularly analysed, and measures for improvements are implemented and improvements are evident.
9.2	The HEI periodically evaluates the curriculum, the teaching process, the degree of realization of learning outcomes and their relevance for the labour market through surveys	The curriculum, the teaching process, the degree of realization of learning outcomes	The curriculum, the teaching process, the degree of realization of learning outcomes	The curriculum, the teaching process, the realization level of learning outcomes and their	The curriculum, the teaching process, the realization level of learning outcomes and their

Criteria 9. CONTINUOUS MONITORING, PERIODIC EVALUATION AND REVISION OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
	of students, academic and administrative staff, and uses the feedback to innovate and improve it.	and their relevance for the labour market are not evaluated periodically through surveys of students, academic and administrative staff.	and their relevance for the labour market are periodically evaluated by surveying students, academic and administrative staff, but there is no evidence that evaluation results are taken into account and used for improvement.	relevance for the labour market are periodically evaluated by surveying students, academic and administrative staff, but there is no evidence that evaluation results are taken into account and used for improvement.	relevance for the labour market are periodically evaluated through surveys of students, academic and administrative staff. There is evidence that the results of the evaluation are being taken into account and measures for improvements are being implemented and improvements are evident.
9.3	The HEI monitors and evaluates the implementation of: the internationalization action plan, the benefits of the signed Agreements on International Cooperation, the percentage of foreign students and professors; the number and progress of its students in professional training abroad;	They do not exist or are in the process of adopting the procedure; nor are evaluations of the implementation of the internationalization action plan carried out without	There are procedures for monitoring and evaluating the implementation of the internationalization action plan, monitoring the benefits of signed	There are procedures for monitoring and evaluating the implementation of the internationalization action plan, monitoring the benefits of the	There are procedures for monitoring and evaluating the implementation of the internationalization action plan, monitoring the benefits of the

Criteria 9. CONTINUOUS MONITORING, PERIODIC EVALUATION AND REVISION OF STUDY PROGRAMS					
	Text of criteria	non-compliant	partial compliant	substantially compliant	fully compliant
	employment of graduate students, etc.	procedures, monitoring of the benefits from the signed Agreements on international cooperation, progress of their students in professional training abroad, employment of graduate students.	agreements on international cooperation, progress of their students in professional training abroad, employment of graduates, but there is no evidence that evaluation results are taken into account and used for improvement.	signed Agreements on International Cooperation, the progress of their students in professional training abroad, and the employment of graduate students. There is evidence that the results of the evaluation are being taken into account and improvement measures are planned to be taken or are just beginning to be implemented.	signed Agreements on International Cooperation, the progress of their students in professional training abroad, and the employment of graduate students. There is evidence that the results of the evaluation are being taken into account, and measures for improvements are being implemented and improvements are evident.
9.4	The quality, modernity and availability of resources are evaluated through surveys of academic staff and students	the procedures for the evaluations of surveys quality, modernity and availability of resources by academic staff and students do not exist	The procedures exist and the quality evaluations of the modernity and the availability of resources by academic staff and students are	The procedures exist and the quality evaluations of the modernity and the availability of resources by academic staff and	The procedures exist and the quality evaluations of the modernity and the availability of resources by academic staff and

Criteria 9. CONTINUOUS MONITORING, PERIODIC EVALUATION AND REVISION OF STUDY PROGRAMS					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
		or are in adoption phase.	implemented, but there is no evidence that the results of the evaluation are taken into consideration and used for improvement.	students are implemented. There is evidence that the results of the evaluation are taken into consideration, while the improvement measures are planned to be taken or are just beginning to be implemented.	students are implemented. There is evidence that the results of the evaluation are being taken into account, and measures for improvements are being implemented and improvements are evident.

Criteria 9. CONTINUOUS MONITORING, PERIODIC EVALUATION AND REVISION OF STUDY PROGRAMS

When assessing the fulfilments of the criteria: Continuous monitoring, periodic evaluation and revision of study programs, while writing the Report, the experts should describe:

- *Are there procedures for monitoring, periodic evaluation and revision of their study programs in place; which key indicators have been determined by the institution related to the quality of study programs.*
- *Which stakeholders are involved in the revision and changes of the existing study program*
- *Give examples of revision of the study program and the reasons for it*
- *How the study program is monitored and evaluated: individual student progress, study time, completion rate, improvement of skills acquired in the learning / research process, equipment and resources.*

Criteria 10. MOBILITY OF ACADEMIC STAFF AND STUDENTS					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
10.1	The mobility of academic staff and students in the study program is promoted and promoted through joint applications and participation in projects with other higher education institutions from the country and abroad.	There are no established procedures for promoting and enhancing the mobility of academic staff and students. The HEI does not participate in joint projects with other higher education institutions from the country and abroad.	There are procedures to promote and enhance the mobility of academic staff and students, but it is not applied consistently in practice which yields poor results. The HEI has established certain contacts with other higher education institutions from the country and abroad in order to participate in joint projects and a small number of projects are still in preparation and / or the application phase.	There are procedures to promote and enhance the mobility of academic staff and students. The HEI has participations in joint projects with other higher education institutions from the country and abroad. There is evidence that the results of mobility are being taken into account and improvement measures are planned to be taken or are just beginning to be implemented.	There are procedures to promote and enhance the mobility of academic staff and students. The HEI has participations in joint projects with other higher education institutions from the country and abroad. There is evidence that mobility outcomes are taken into consideration, and improvement measures are being implemented and improvements are evident.
10.2	Mechanisms for achieving bilateral and multilateral exchange of students with foreign higher education institutions through various programs and networks of student exchange with the recognition of time, grades and	The HEI does not have established mechanisms for the realization of bilateral and multilateral exchange of students with foreign higher education institutions	The HEI has defined procedures and mechanisms for establishing bilateral and multilateral exchange of students with foreign higher education institutions,	The HEI has defined procedures and mechanisms for establishing bilateral and multilateral exchange of students with foreign higher	The HEI has defined procedures and mechanisms for establishing bilateral and multilateral exchange of students with foreign higher

Criteria 10. MOBILITY OF ACADEMIC STAFF AND STUDENTS					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
	ECTS credits achieved during the exchange have been established	through various programs and networks of student exchange with the recognition of time, grades and ECTS credits achieved during the exchange.	with the recognition of time, grades and ECTS credits earned during the exchange. There is no evidence that the results of the exchange are taken into consideration and used for improvement.	education institutions, with the recognition of time, grades and ECTS credits earned during the exchange. There is evidence that the results of the exchange are being taken into consideration and measures for improvements are planned to be taken or are just beginning to be implemented.	education institutions, with the recognition of time, grades and ECTS credits earned during the exchange. There is evidence that the results of the exchange are being taken into consideration, measures for improvements are being taken and improvement is evident.
10.3	The HEI strengthens the capacities of the services for international cooperation and two-way mobility of academic staff and students. This service monitors and evaluates mobility, and submits to the Senate an annual Report on the mobility of academic staff and students with proposed measures for improvement.	The HEI does not have an established strategy for personnel and financial support of international cooperation services or no office / service for international cooperation at all.	The HEI is just establishing an office / service for international cooperation and is still working on defining human and financial support for international cooperation and two-way mobility of academic staff and students. The service does not monitor and	The HEI has established an office / service for international cooperation, but it needs to be further improved in terms of staff and finances in order to achieve the best possible mobility of academic staff and students. The Service monitors and evaluates the	The HEI has established an office / service for international cooperation, but it needs to be further improved in terms of staff and finances in order to achieve the best possible mobility of academic staff and students. The Service monitors and evaluates the

Criteria 10. MOBILITY OF ACADEMIC STAFF AND STUDENTS					
	Text of criteria	non- compliant	partial compliant	substantially compliant	fully compliant
			evaluate to a sufficient extent the achieved mobility of academic staff and students.	achieved mobility, and submits annual reports to the Senate, and measures for improvements are planned to be taken or are just beginning to be implemented.	achieved mobility, and submits annual reports to the Senate, and measures for improvements are implemented and improvements are evident.

Criteria 10. MOBILITY OF ACADEMIC STAFF AND STUDENTS

When assessing the fulfilments of the criteria: Mobility of academic staff and students, while writing the Report, the experts should:

- *describe the structure, capacity and work of the international cooperation service and the manner in which the HEI encourages and ensures the international mobility of students and employees, as well as the manner of dissemination of acquired experiences and examples of good practice;*
- *describe how the HEI encourages academic staff and students to go on study stays or exchanges abroad;*
- *state whether the HEI provides conditions for the arrival of visiting professors and students from abroad, visits of the academic staff of the higher education institution to foreign universities, organization of international summer schools, etc.;*
- *describe the mechanisms for supporting the mobility of students and employees (names of programs through which mobility is realized - ERASMUS +, EURAXESS, etc.; mobility support service; recognition of knowledge acquired during the exchange; membership in European associations that bring together higher*
- *education institutions such as EUA, EURASHE, Danube Rectors' Conference, etc.*
- *provide data on the achieved mobility of students and employees (number of students studying at other institutions abroad, institutions where they study, number of foreign students and lecturers at higher education institutions);*
- *give an example of commercialization and acquisition of own funds using equipment (stakeholder analysis)*
- *state as an example of good practice equipment obtained through the EU and other international projects*

Appendix

Accreditation of study programs

Process of accreditation of study programs, as well as higher education is a graduated competence between the state of BiH and lower levels of: the entity of Republika Srpska (RS), the cantons in the entity of the Federation of BiH (FBiH) and the Brčko District of BiH (BD BiH). The participants in the accreditation process are:

1. Higher Education Institution,
2. CEAs²
3. Agency for the Development of Higher Education and Quality Assurance of Bosnia and Herzegovina
4. Commission of domestic and international experts for accreditation³.

The process of accreditation in BiH is structured in 4 steps:

1. Report prepared by the higher education institution through self-evaluation (Self-evaluation report),
2. Visit of a committee of experts to a higher education institution,
3. External evaluation report published by the competent educational authorities, and
4. follow-up activities carried out by the higher education institution according to the recommendations from the external evaluation report.

² CEAs are Competent Education Authorities. I FBiH CEAs are cantonal ministries of education; in BD BiH Department for Higher Education; in RS CEA is HEARS (Higher Education Agency of Reublika Srpska)

³Them members of Commission of domestic and international experts for accreditation are: representative of the academic community in BiH; representative of economy and practice in BiH; student and international expert.

All steps and intermediate steps of the accreditation process are listed below and shown in the figure

- HEI applies the Request for accreditation to the CEA
- CEA defines with its act the content of the Request for accreditation
- CEA check the completeness of the Request for accreditation
- CEA prescribe the form of the Request
- SER of HEI is the most important part of the Request
- CEA check the structure of the SER
- The structure of the SER must be in accordance with the Decision on norms that define minimum standards in higher education in BiH
- SER must be in one of the languages in BiH and in English
- CEA define the manner of reply, deadlines for amendments to the Request for accreditation

- CEAs deliver the completed Request and the Proposal of the Panel of Experts (PoE) to the Agency
- The proposed experts must be from the List of Experts
- The Proposal must contain all categories
- The Proposal (should) contain(s) more than minimum number of experts from all categories

- The Agency reviews the proposal, checks the conflict of interest and the availability of experts. Agency has criteria for the selection of proposed experts:
 - *The absence of conflict of interest.*
 - *Availability and possibility to participate in the Committee,*
 - *Experience in the internal and external processes of QA*
 - *Participation in trainings*
 - *Experience in projects related to quality assurance*
 - *promptness in submitting data to the Agency*
 - *gender representation*
- The Agency passes the Decision on the appointment of PoE. For each expert Committee Agency named coordinator from Agency staff.
- The Decision is brought by coordinator to: each member of the PoE, CEA, HEI and the archives of the Agency. The Decision for international expert who does not speak any of the official BiH languages must be in English.

- The Decision defines: the composition of the PoE, the rights and obligations of the PoE, referring to the acts of the Agency and the CEA.
- The coordinator organise first online introducing meeting, informs the commission about the task, method of work, the obligations of the participants and the deadlines.

- The members of PoE agree on terms and schedule of visits.
- The day before the visit the coordinator has a consultative meeting with PoE and the CEAs
- The Secretary of the PoE takes the minutes of the meeting as a rule

- The PoE as a rule brings decisions unanimously, and if not than each member of the PoE can give their own opinion
- The PoE describes the completeness of criteria as: fully completed, substantially completed, partially completed and unfulfilled
- The Report on external evaluation (EER) must be in one of the BiH official language and in English
- The structure of the EER must be in accordance with the Decision on norms that define minimum standards in HE in BiH
- The Agency analyses EER and has the option of returning the EER for additions and clarifications.

- The Agency issues a Recommendation on the accreditation of HEIs (one copy for HEI, CEA and the Agency's archive).
- The recommendation refers to the outcome of accreditation.
- The recommendation reviews the fulfilments of each criterion.

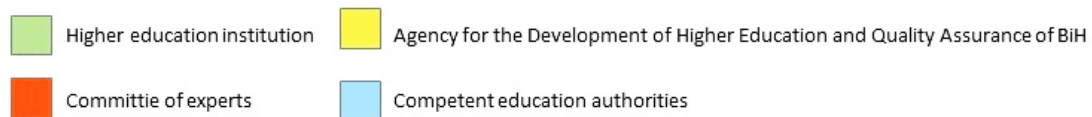
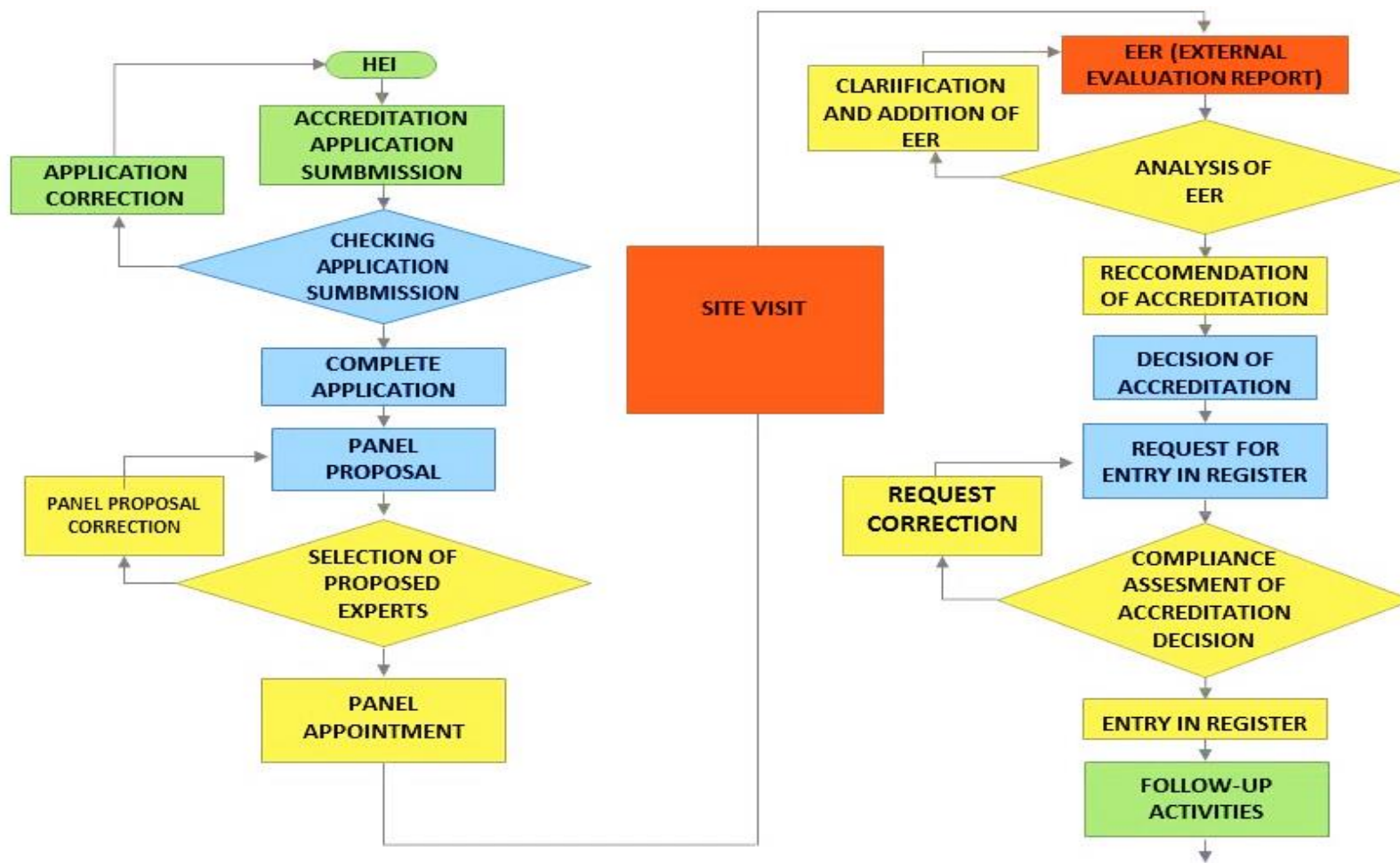
- CEA issues a Decision of accreditation.
- The decision is issued for a period of 5 years.
- The decision refers to the Agency's Recommendations.
- CEA submits a request to the Agency for assessment of compliance of Decision of accreditation and entry in the State Register of Accredited HEIs in BiH

- The Director of the Agency appoints the Committee for Assessment of Compliance.
- The Committee consists of three civil servants in the Agency.
- The committee works in accordance with the Instruction on the evaluation method of compliance of the decision on accreditation with the minimum standards in the area of HE and the criteria for accreditation of HEIs in Bosnia and Herzegovina.

- The Committee keeps the minutes and gives the director a proposal on the entry of the HEI into the Register.
- Members of the Committee have the right to separate opinions.

- The Director of the Agency issues a Decision on the entry of the HEI into the Register.
- The person responsible for keeping the Register enters the HEI in the Register.
- The Agency informs the CEA about the entry in the Register, within three days after the entry has been made (Rulebook on Keeping the State Register of Accredited HEIs).

- The HEI prepares an Action plan of Follow-up activities and publishes it on its website.
- Once a year, the HEI prepares a report on the activities undertaken to implement the Action plan. The report on the undertaken activities of the HEI should be published on the website.
- The implementation of Follow-up activities is monitored by CEA and the Agency.



SMEQA project BiH HEI consortium partners:



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