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IN HIGHER EDUCATION

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**Training on the micro-credential certification and credit evaluation practice in Project Partner
countries higher education systems**

ANALYSIS OF MICRO-CREDENTIAL QUALITY ASSURANCE PRACTICE - SERBIA

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QUALITY ASSURANCE IN HIGHER EDUCATION IN SERBIA

The quality assurance system in higher education of the Republic of Serbia:

- follows the European standards and guidelines for quality assurance in the QF-EHEA
- includes competent bodies and procedures for ensuring the system of establishment and monitoring of quality in higher education

STANDARD	PROCESS	COMPETENT INSTITUTION / BODIES
qualification	development	Qualifications Agency Sector Skills Councils NQFS Council
	adoption	Ministry of Education
programmes	accreditation of programmes and higher education institutions	National Council for Higher Education (standards) National Entity for Accreditation and Quality Assurance
	issuing a work permit	Ministry of Education
student achievements / certification	grading final thesis	Higher education institution
quality of work of the institution	external evaluation	National Entity for Accreditation and Quality Assurance
	self-evaluation	Higher education institution

MICRO-CREDENTIALS AND QUALITY ASSURANCE PROCESSES

Quality assurance processes should be:

- transparent
- fit-for-purpose
- clearly documented
- accessible
- meet the needs of learners and stakeholders

A common framework for quality assurance system/processes for micro-credentials at European and national level should be created. Common framework and a set of guidelines should offer certain European standardization, but on the other hand allow enough flexibility needed on national level.

TOOLS FROM NATIONAL QUALITY ASSURANCE SYSTEM IN THE CONTEXT OF MICRO-CREDENTIALS

Quality of work of the institution - **External quality assurance processes**

- Use of self-evaluation results
- Areas of external quality control (classes, teaching staff, research, evaluation of students, textbooks and literature, library and information resources)
- Periodic review/ check
- Improvement of the external quality control procedure

TOOLS FROM NATIONAL QUALITY ASSURANCE SYSTEM IN THE CONTEXT OF MICRO-CREDENTIALS

Internal quality assurance processes (self-evaluation)

- The quality of the study programme
- Quality of teaching process
- Quality of learning material
- The quality of teachers and associates
- The role of students in self-evaluation and quality control
- Systematic monitoring and periodic review

EXTERNAL AND INTERNAL QUALITY ASSURANCE OF MICRO-CREDENTIALS - RECOMMENDATIONS

Micro-credentials - subject to internal and external quality assurance by the system providing them (the education, training or labor market context in which the micro-credential is developed and delivered).

External quality assurance should be conducted in line with national standards and procedures, as well as with Standards and Guidelines for Quality Assurance in the European Higher Education Area, where applicable. External QA should also be in line with other quality assurance instruments, including registers and labels, to build public trust in micro-credentials, where applicable.

The external QA should ensure that higher education institutions offering micro-credentials have a reliable and well-built system to monitor their quality internally. If the institution offers stand-alone micro-credential more elaborate QA procedures might be needed than for micro-credential being a part of full degree programme.

Internal quality assurance should cover following elements

- the overall quality of the micro-credential itself, based on the following standards: transparency, relevance, valid assessment, learning pathways, recognition, portability, learner-centered, authentic, information and guidance)
- the quality of the course, where applicable, leading to micro-credential
- learners' feedback on the learning experience

*In the case of micro-credentials that are not issued by higher education institutions, additional tools may be needed to build the necessary trust.

QUALIFICATION STANDARD

- Serves to harmonize education and employment policy
- Document that contains description of **learning outcomes**, as well as qualification data on the basis of which levels are determined, classified and evaluated (Act on NQFS)
- Document on the basis of which the teaching and learning plan and program is drawn up, i.e. study program and training program in Adult education
- **opportunities in the context of micro-credentials**

RECOMMENDATIONS - TRANSPARENCY, DATABASES AND RELIABLE INFORMATION

- Register of trusted issuers/providers on national and European level
- Database of External Quality Assurance Reports
- Promotion of transparent catalogues of micro-credentials, developed by registered providers
- Information on quality assurance mechanism for awarded micro-credentials provided by HEI/provider on their websites, as well as in micro-credential

CHALLENGES

Digitalization – particular aspect such as appropriateness of digital tools, digital learning materials, pedagogies and assessment methods and support systems for students should be considered in QA process. Additional guidance to address the digital modes of delivery might be needed.

Alternative providers – partnership with alternative providers, including companies, should be encouraged, as it might increase the relevance of MCs on labor market (especially for micro-credentials focused on upskilling/reskilling). It should be explored how QA procedures should be adapted for provision of micro-credentials in partnership.