

ERASMUS+ PROJECT 2023-1-RS01-KA220-HED-000156660

EPIR | E-Procedure of Institutional Recognition of
Foreign Higher Education Documents

**WP2- Activity 4 - Tailor-made trainings in digital skills and competences for all
types of participants in the recognition process at partner organizations**

METHODOLOGY AND GUIDEBOOK FOR THE PREPARATION AND IMPLEMENTATION OF TRAINING AT THE QUALIFICATIONS AGENCY OF THE REPUBLIC OF SERBIA (ENIC/NARIC CENTER)

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1. GENERAL CONTEXT AND DIGITALIZATION GOALS

The Qualifications Agency of the Republic of Serbia, through its ENIC/NARIC center, is an active partner in the two-and-a-half-year international EPIR project, which focuses on the comprehensive digitalization of the foreign higher education document recognition process.

While the Agency already operates a fully developed and functional electronic submission system for recognition requests across all educational levels, its participation in the EPIR project has been leveraged to achieve a major leap forward in modernization. This advancement is highlighted by the introduction of an innovative digital assistant (chatbot) on the Agency's official website, providing candidates with instant, automated support and streamlined access to information.

The synergy between the existing e-system and the new chatbot directly contributes to:

- Optimizing and accelerating daily workflows within the Agency itself.
- Minimizing administrative and practical barriers encountered by applicants.
- Enhancing the digital literacy and professional competencies of both the ENIC/NARIC center staff and external educational stakeholders.

2. IMPLEMENTATION PILLARS AND KEY MILESTONES: THE TWO-DAY FORUM IN VRNJAČKA BANJA

EPIR project partners:



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REPUBLIC OF SERBIA
Qualifications Agency

As the central milestone of this activity, the Agency successfully organized and executed a **major two-day forum with integrated workshops in Vrnjačka Banja** (October 8-10), which gathered a large audience of relevant stakeholders from across the country.

This large-scale event served as the primary platform for:

- **The Public Debut of the Digital Assistant (Chatbot):** The technological solution was presented to the public for the first time and live-tested in real time.
- **Direct Dialogue on Legal Frameworks:** Interactive workshops, with a specific focus on "Workshop 3," provided an in-depth analysis of current legal provisions and identified key practical challenges.
- **Overcoming Administrative Barriers:** Through an active exchange of experiences between ENIC/NARIC center employees and directors of gymnasiums and secondary vocational schools, clear, actionable steps were defined to eliminate practical obstacles in the recognition pathway.

3. FOCUS AREAS AND CORE PURPOSE OF THE TRAINING PROGRAM

The conceptual development of this training program represents the final phase before full system integration and its widespread deployment to the public. The curriculum is uniquely designed to bridge technological innovation with the governing legal framework, focusing on three main areas:

- **Technical Capacity Building:** Training staff on backend system management, monitoring, and continuous optimization of the chatbot.
- **User Support Excellence:** Empowering external users to efficiently navigate the Agency's e-services and utilize the chatbot for first-line information retrieval.
- **Procedural Harmonization:** Achieving a unified interpretation of legal regulations by analyzing concrete practical examples, thereby preventing administrative delays.

4. CURRICULUM SPECIFICATION AND IMPLEMENTATION GUIDELINES

- **Title of the Training Program:** Modernization of the Recognition Process: Overcoming Administrative Barriers through Digital Tools and Chatbot Integration in the ENIC/NARIC Center.
- **Purpose and Mission:** To boost efficiency and accelerate the recognition process by embedding the digital assistant into daily operations, while resolving practical hurdles through the precise interpretation of legal workflows.
- **Target Competencies:** Developing high-level digital skills to manage the Agency's e-services, mastering all core features of the chatbot, and establishing synchronized operational routines.
- **Expected Outcomes:** Confident navigation within the modernized digital environment, effective deployment of the chatbot as an immediate support layer for candidates, rapid troubleshooting of administrative blockers, and streamlined processing of unique institutional cases.
- **Target Group Structure:** Training modules are executed separately for distinct user categories:
 1. *Internal Users:* Case officers, advisors, and administrators of the ENIC/NARIC center who process applications and supervise system health.

2. *External Institutional Users:* Directors and administrative staff of gymnasiums and secondary vocational schools from various regions who regularly interface with the recognition framework.
- **Format and Methodology:** Highly interactive workshops blending in-person and online delivery. The methodology heavily relies on:
 - *Live Software and Chatbot Demonstrations* alongside hands-on user guide walkthroughs.
 - *The Case-Study Method*, leveraging real-world examples and practical dilemmas to clear up legal and administrative ambiguities.
- **Training Parameters:** One-day intensive sessions lasting 2 to 3 hours, with an optimal group size of 20 to 30 participants to maintain a high level of engaging discussion and dialogue.

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