

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

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

WORK PACKAGE 3

WP3 - Development and improvement of IT systems for the recognition process of foreign students' HE documents

Progress Report	
Project:	E-Procedure of Institutional Recognition of Foreign Higher Education Documents
Work Package 3:	Development and improvement of IT systems for the recognition process of foreign students' HE documents
Focus Activity:	Programming phase of writing the code for a new IT tool or an upgraded software for the process of recognition of foreign HE documents as an integral part for international students integration into EHEA and partner HEIs
Report Period	April 1, 2025 to December 15, 2025
Prepared by:	Qualification Agency

WP3 Activity 3 – Programming Phase Report

1. Introduction

During the reporting period, the Qualifications Agency implemented a series of activities under **WP3 Activity 3**, aimed at strengthening and upgrading IT solutions used in the academic and professional recognition process. Based on internal analysis, user feedback, and the System Requirements Specification (SRS), several priority enhancements were identified to improve efficiency, accessibility, and user experience.

2. Implemented Tasks According to the SRS

EPIR project partners:



UNIVERSITY
OF NOVI SAD



UNIVERSITÀ
POLITECNICA
DELLE MARCHE



ROMANIA
1 DECEMBRIE 1918
UNIVERSITY OF ALBA IULIA



50 years of
University
of Split



REPUBLIC OF SERBIA
Qualifications Agency

2.1 Chatbot Development, Testing, and Deployment

The core deliverable developed by the Agency under WP3 was the **AI-driven EPIR Chatbot**, designed to support applicants in all stages of the recognition procedure.

Key results:

- A structured knowledge base was created and integrated into the chatbot.
- Thorough testing was conducted, including functional, UX, intent, and slot accuracy testing.
- The chatbot was implemented on a dedicated database configured to ensure reliable, precise, and legally compliant responses.
- The system provides 24/7 guidance regarding documentation, procedures, fees, legal provisions, and digital credentials.

Presentation to Stakeholders

The chatbot was officially presented at the **Professional Forum of the Qualifications Agency**, held in **Vrnjačka Banja from 8–10 October 2025**, to representatives of all institutions involved in recognition procedures.

Internal meetings were also organized to train Agency staff on monitoring and maintenance.

Continuous Monitoring

After deployment, the Agency introduced a structured monitoring cycle.

Each user query and slot extraction is reviewed through the chatbot's database.

A **monthly report** is produced containing analysis, detected errors, and improvements. This ensures continual refinement and quality assurance.

3. Additional System Enhancements Under WP3

To further align the IT system with modern standards and user needs, additional improvements were planned and partially implemented:

3.1 Implemented Improvements

- **English version of the website:** Fully developed and published, improving accessibility for international applicants.
- **Enhanced website functionality:**
 - online problem-resolution options for specific cases,
 - document labeling aligned with international/national prestige lists,
 - applicants can choose delivery method for the final decision (in-person or postal).

3.2 Ongoing Improvements

- **International payment processing:** Development of functionality enabling applicants abroad to pay recognition fees easily and securely.

- **AI-driven Chatbot + FAQ integration:** Expanded database and automation to reduce manual inquiries.
- **Reduced documentation requirements:** Review of certified translation obligations to decrease administrative burden without affecting the integrity of recognition procedures.

4. Evidence of Implemented Activities

Screenshots, records of deployment, internal meeting notes, and demonstration materials from the Professional Forum are provided as supporting documentation for transparency and verification.

The top screenshot shows the homepage of the 'Agencija za kvalifikacije' (Qualifications Agency) of the Republic of Serbia. It features the agency's logo and a language selection prompt: 'Izaberite željeni jezik/Select language' with buttons for 'Srpski/Serbian' and 'Engleski/English'.

The bottom screenshot shows the 'Form for the Recognition of a Foreign Secondary School Certificate'. The form has a progress bar with four steps: Step 1, Step 2, Step 3, and Step 4 (current step). Step 4 is titled 'Submitting Documents'. It includes instructions, a file upload section, and a method of decision delivery selection.

Form for the Recognition of a Foreign Secondary School Certificate

Step 1 Step 2 Step 3 Step 4

Step 4: Submitting Documents Instructions

Please attach all scanned documentation required by the instructions for initiating the procedure for the recognition of foreign secondary school certificates for the purpose of continuing education or employment.

All submitted documents must be in the PDF format.

Choose the type of document... Choose Files | No file chosen Add

Method of Decision Delivery

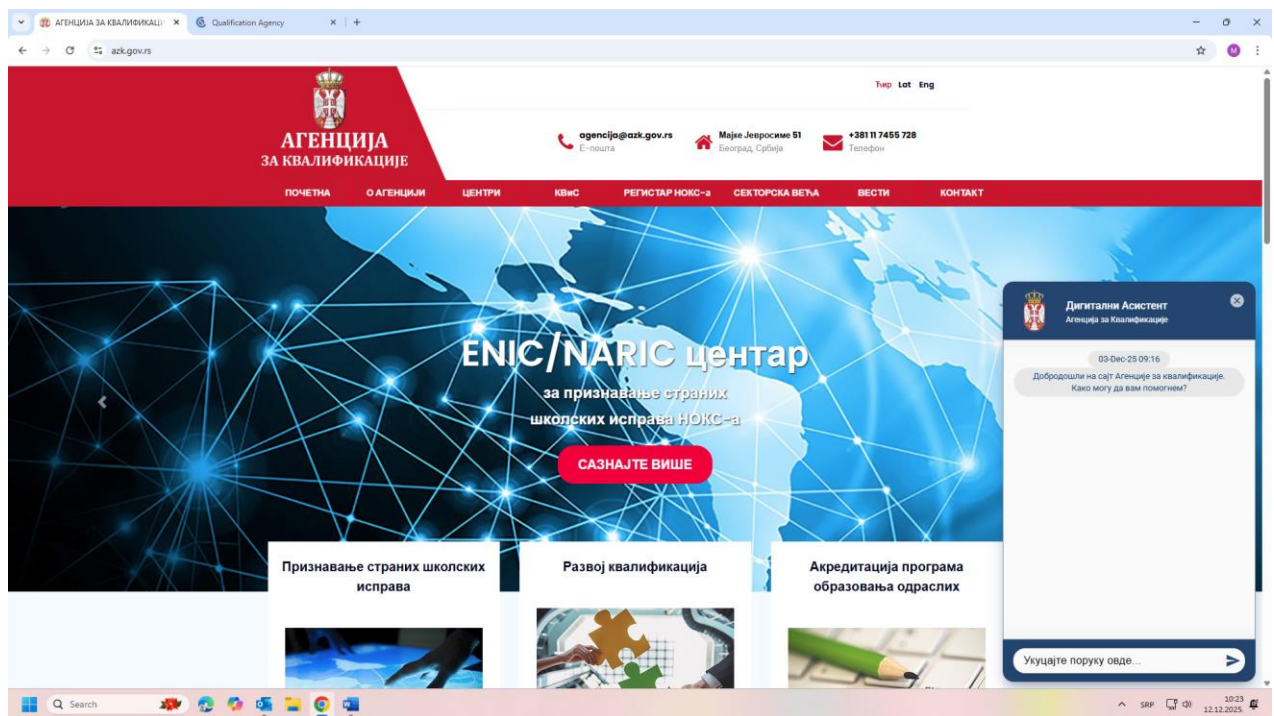
☒ Personal Pickup ☐ Delivery via Postal Operator

NOTE:

- In the case of personal pickup, if the recipient of the document does not collect it within 30 days, delivery will be carried out via a postal operator to the address of residence or the address specified in the request.

- In accordance with Article 75, paragraph 5 of the Law on General Administrative Procedure ('Official Gazette of the RS', Nos. 18/2016, 95/2018 - authentic interpretation, and 2/2023 - Constitutional Court decision), in the event of delivery via a postal operator, if the delivery person does not find the recipient of the document at the address where the document was to be delivered, the delivery person will attempt delivery again within 24 hours. If the recipient is still not present at the address where the document was to be delivered, the delivery person will leave a notice at the location where the document was to be delivered, providing details about the office within the authority where the document can be collected and the deadline for collection. Delivery is considered completed 15 days after the notice is left at the location where the document was to be delivered.

« Previous step FINISH »



5. Conclusion

Between April and December 2025, the Qualifications Agency successfully completed major programming tasks under WP3 Activity 3, including the development and deployment of the EPIR Chatbot and several website upgrades. Remaining features—international payment integration, FAQ-linked automation, and documentation simplification—are in development and are expected to further enhance user experience and streamline administrative workflows.

