

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

EPIR | 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

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
Activity 4	Testing in which the programming phase is put through a series of structured tests at each partner
Activity Period	December 15, 2025 to March 1, 2026
Prepared by	Qualification Agency, Serbia

System enhancements

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. System Enhancements Under WP

To further align the IT system with modern standards and user needs, additional improvements

EPIR project partners:

UNIVERSITY
OF NOVI SADUNIVERSITÀ
POLITECNICA
DELLE MARCHEROMANIA
1 DECEMBRIE 1918
UNIVERSITY OF ALINA IULIA50 years of
University
of SplitREPUBLIC OF SERBIA
Qualifications Agency

were planned and partially implemented:

2.1 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).

2.2 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 procedure.

3. 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 screenshot displays a web form titled "Form for the Recognition of a Foreign Secondary School Certificate". At the top, a progress bar shows four steps: Step 1 (blue), Step 2 (blue), Step 3 (blue), and Step 4 (red, indicating the current step). Below the progress bar, the heading "Step 4: Submitting Documents" is followed by a "Submissions" link. The main text area contains instructions: "Please attach all scanned documentation required by the instructions for processing the application for the recognition of foreign secondary school certificates for the purpose of continuing education at an institution." and "All submitted documents must be in the PDF format." Below this, there is a dropdown menu for "Choose the type of document:" with a value of "Certificate Title" and a "No file chosen" button. To the right of the dropdown is an "Add" button. Under the heading "Method of Decision Delivery", there are two radio buttons: "Personal Pickup" (which is selected) and "Delivery via Postal Operator". A "NOTE:" section follows, providing detailed information about the delivery process, including a 30-day deadline for personal pickup and the role of the postal operator in the event of a delay. At the bottom of the form, there are two buttons: "Previous step" (blue) and "Finish" (red).



4. 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.