

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 5:	Implementation of the new/upgraded IT systems at each partner organization
Prepared by:	Qualification Agency, Serbia

Implementation and testing

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

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.

Programming follows, where software engineers use the system design document to write code and develop the initial working program. This phase includes detailed unit testing to ensure individual components of the software meet specified requirements. Testing progresses through Structured Testing, involving system tests to validate inter-component interactions and a user acceptance test to ensure the system meets user expectations.

Upon successful testing, the system moves to the Implementation phase, where it is deployed across partner organizations. This phase includes user training, documentation provision, and data conversion from legacy systems, ensuring a smooth transition to the new IT solutions.

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.

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.

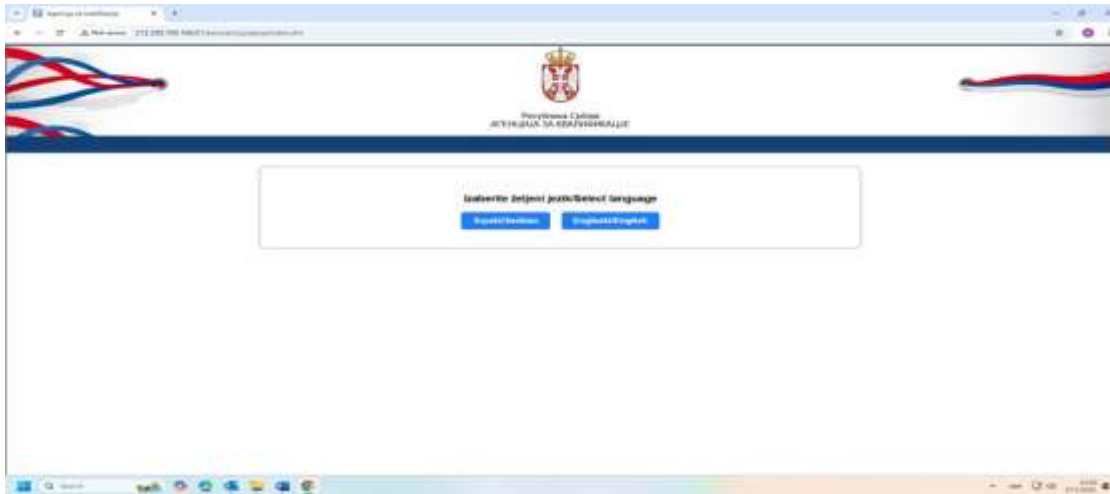


Continuous Monitoring

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. 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.



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.