

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

WP3_A3.1_System Analysis and System Design Specification	
<b>Project:</b>	<b>E- procedure of institutional recognition – EPIR</b>
<b>Work Package 3:</b>	<b>Development and improvement of IT systems for the recognition process of foreign students' HE documents</b>
<b>Focus Activity:</b>	<b>WP3_A3.1_System Analysis and System Design Specification</b>
<b>Prepared by:</b>	<b>Qualifications Agency (ENIC/NARIC center)</b>

As part of the ongoing project activities, we have recognized the importance of enhancing our QA software in accordance with the objectives of Work Package 3 (WP3), which focuses on the development and optimization of IT systems used in the academic and professional recognition process.

Through internal analysis and stakeholder feedback, it became evident that the existing system needed upgrades to better serve both applicants and administrative staff. As a result, we have outlined several key improvements that aim to streamline procedures, improve accessibility, and increase the overall efficiency of the recognition process.

These planned enhancements include:

- 1) Payment processing from abroad:  
To support international applicants more effectively, we are introducing the ability to process payments from outside the country. This feature will simplify financial transactions and eliminate common barriers related to international banking.

РЕПУБЛИКА СРБИЈА  
МИНИСТАРСТВО ФИНАНСИЈА  
УПРАВА ЗА ТРЕЗОР  
Филијала СТАРИ ГРАД

07.03.2024  
14:20:58

PAYMENT INSTRUCTIONS  
SWIFT MESSAGE MT103-EUR

FIELD 32A: VALUE DATE-EUR-AMOUNT  
FIELD 50K: ORDERING CUSTOMER

FIELD 56A: DEUTDEFFXXX  
(INTERMEDIARY) DEUTSCHE BANK AG., F/M  
TAUNUSANLAGE 12  
GERMANY

FIELD 57A: NBSRRSGBXXX  
(ACC.WITH BANK) NARODNA BANKA SRBIJE(NATIONAL BANK  
OF SERBIA-NBS)  
BEOGRAD,KRALJA PETRA 12  
SERBIA

FIELD 59: /RS35840000000051879414  
(BENEFICIARY) QUALIFICATION AGENCY  
Majke Jevrosime br.51  
BEOGRAD  
SERBIA

FIELD 70: DETAILS OF PAYMENT

EPIR project partners:



UNIVERSITY  
OF NOVI SAD



UNIVERSITÀ  
POLITECNICA  
DELLE MARCHE



ROMANIA  
1 DECEMBRIE 1918  
UNIVERSITY OF ALBA IULIA



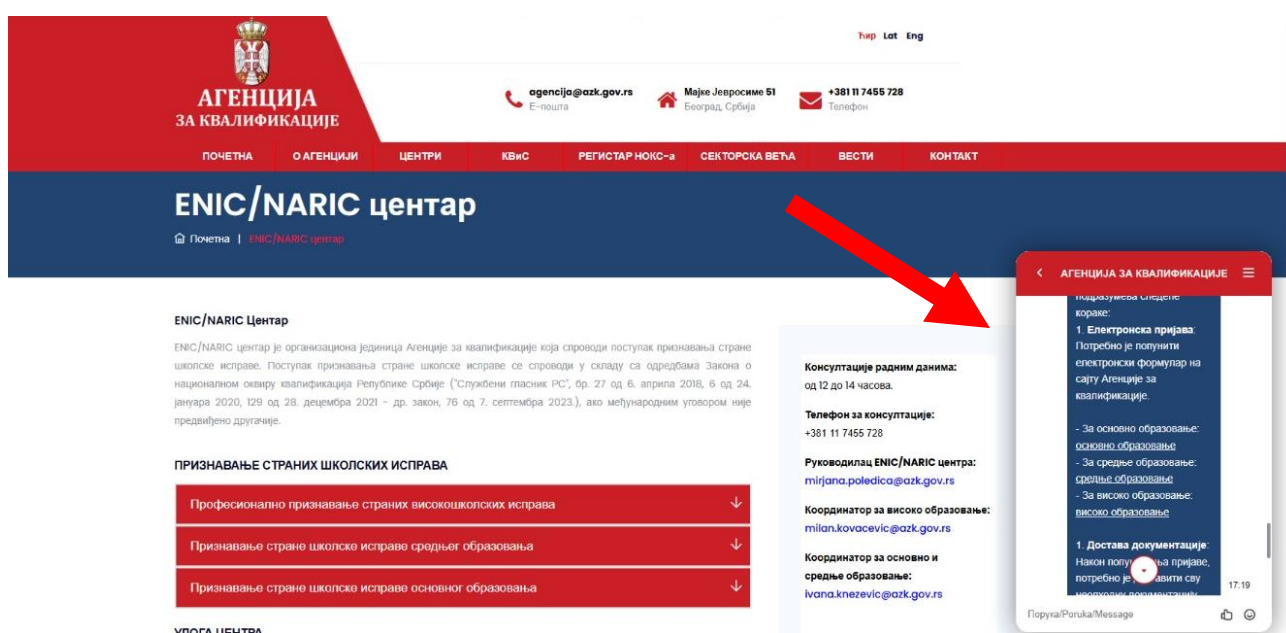
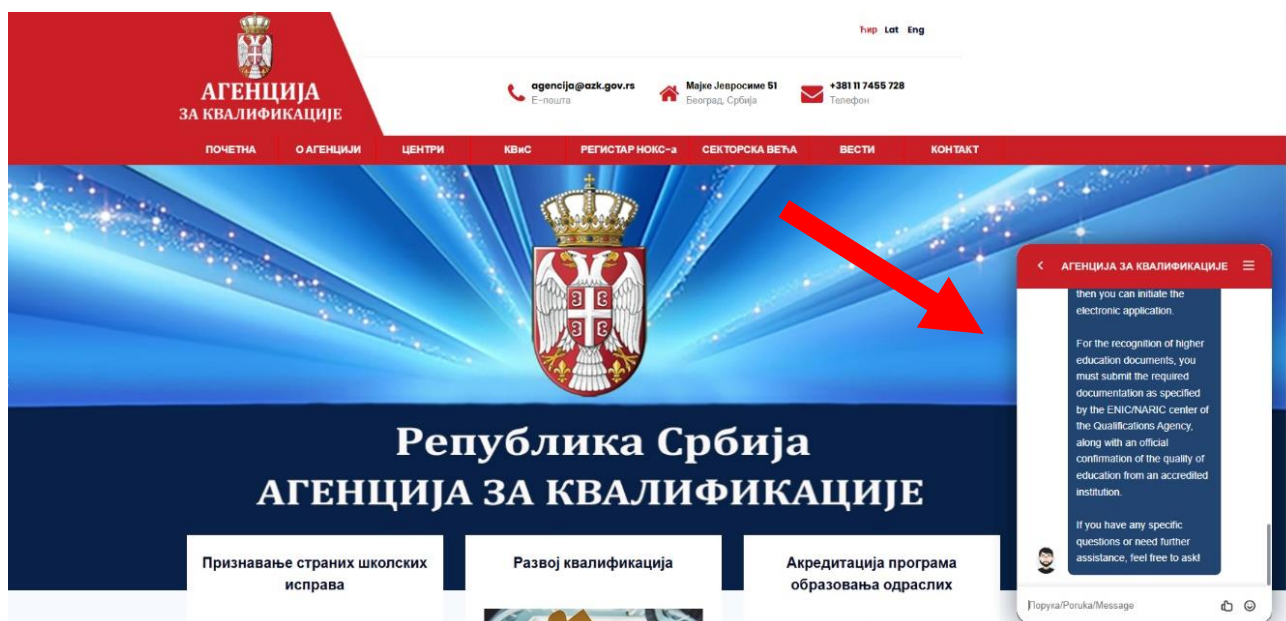
50 years of  
University  
of Split



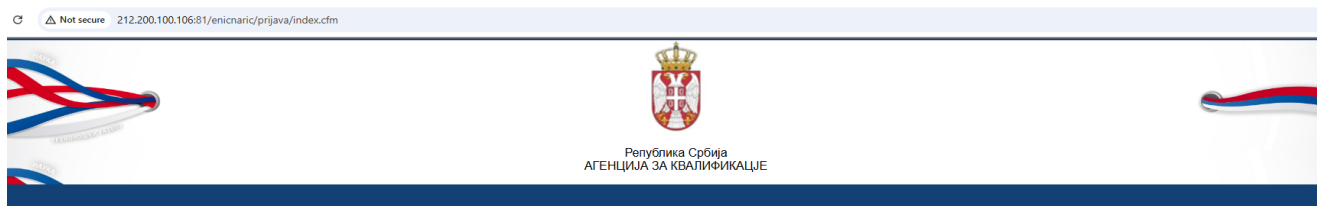
REPUBLIC OF SERBIA  
Qualifications Agency

- 2) AI-driven Chatbot with FAQ integration: An intelligent chatbot will be implemented to provide users with immediate, 24/7 assistance. It will be integrated with a comprehensive FAQ database covering the most common questions related to the recognition process, thereby reducing the volume of inquiries handled manually and improving response times.

Reduced documentation requirements: We are reviewing and simplifying the required documentation, especially in terms of certified translations. The aim is to reduce the administrative burden on applicants without compromising the quality and reliability of the recognition process (English and Serbian version).



- 3) English version of the website: To improve accessibility for international users, an English-language version of the official website has been developed and is already available. This enhancement ensures that applicants who do not speak the local language can easily navigate the system and understand the requirements.



- 4) Enhanced website functionality: Several usability improvements have already been implemented on the website. These include options for resolving specific case issues online, marking documents according to recognized international and national prestige lists, and allowing applicants to choose their preferred delivery method for the final recognition decision (either in person or via postal service).

## Form for the Recognition of a Foreign Secondary School Certificate



### 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 »](#)

## Form for Recognition of a Higher Education Diploma for Employment Purposes



### Step 2: Details of the Higher Education Diploma for Which the Recognition is Requested

[Instructions](#)

Name of the institution/university (in the original language) *	Name of the institution/university (in Serbian) *	
<input type="text"/>	<input type="text"/>	
Name of the faculty (in the original language) *	Name of the faculty (in Serbian) *	
<input type="text"/>	<input type="text"/>	
Faculty website	<input type="text"/>	
<input checked="" type="checkbox"/> Yes Studies Attended at the Institution's Headquarters	<input checked="" type="checkbox"/> Yes Studies Attended at the Branch or Satellite Department	
Country of the University/Institution *	City of the University/Institution *	
<input type="text"/>	<input type="text"/>	
Street *	Number *	Letter
<input type="text"/>	<input type="text"/>	<input type="text"/>
Is your faculty among the first 500 places on the Shanghai list, the rating list of US News and World Report or the Times ranking of world universities? *		
<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

« Previous step

Next step »

We are pleased to report that the English version of the website and the enhanced website functionality have already been successfully implemented. Work is ongoing on the remaining features, which are expected to significantly improve the experience of applicants and streamline the work of our administrative teams.

We are also providing evidence of the activities that have already been implemented, as part of our commitment to transparency and accountability within the project.