



PROCEDURE FOR PROVIDING QUALITY OF STUDY CURRICULUM PROGRAMS

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	Prepared:	Monitored:	Approved:
1.	Zoran Ivanovski Vice-Chancellor International Cooperation	for Secretary General of UTMS	Rector's Office
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2.	Zoran Ivanovski Vice-Chancellor International Cooperation	for Secretary General of UTMS	Rector's Office
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3.			
4.			

I Introduction

The University of Skopje strives to improve the quality of the curriculum in accordance with the recommendations and provisions of the state institutions and agencies, laws and regulations of the University and the needs of the economy. The University of Skopje is an important part of the educational system of North Macedonia and strives to reach the world standards for higher education and the faculties that are part of the University contribute to the development and the energy in the areas that are their specialty. The processes are connected with the curriculum and they are defined as a need that arises from the application of the standards, the recommendations of the competent authority, the regulations and laws or as needs of the economy.

The University of Skopje has clear procedures for making, proposing and adopting the curriculum which implies an involvement of the subject teachers, the labour market, professional associations and students. It is especially important for the University to participate in the proposals for specific requests of certain qualifications so that the students who graduate have the necessary knowledge and skills that are needed for the labour market. The procedures are determined by a formal decision and the curriculum is designed in accordance with the Rulebook for mandatory components that should be part of the curriculum for the first and second cycle of studies.

The University of Skopje provides consistency of the curriculum and the educational system in the global mission and there is a bond between the mission and the purposes of the curriculum i.e the curriculum is in accordance with the mission of this institution and supports it. The purposes of the Global Ethical Code for tourism are also implemented in the mission and the activity plan of the University. The mission of the University of Skopje is creating, implementing and sustaining of the highest quality in education. The main purpose of the University is to enable the students to gain the necessary knowledge and to take care of the real priorities in order to create a better future and to create employees that will be necessary for the new scientific and technical needs of the society and the business community.

The University of Skopje and its methodology is almost identical with the work of all the universities in the world, using classes and practical examples which wake the creativity of the students and their investigative spirit when gaining new knowledge and skills. The students of the University of Skopje have firm academical basis and they have access to different specialized sources of knowledge and they are prepared to become productive, competent professionals and responsible citizens in the dynamic global environment. The University promotes the regional economic development, leadership development and developing skills for a lifelong learning.

II Activities

1. The procedures for proposing, acceptance and implementation of the curriculum that apply for every study program regulate the following activities:

1. Title and purposes of the study program
2. Results from the learning during the entire study program and every study program
3. Conditions for enrolment in a study program
4. Type of studies and manners of their performant
5. Credits for every study program listed in ECTS
6. Manners of grading the subject
7. Relevancy of the qualifications of the staff and resources

1. Title and purposes of the study program

The title and purposes of the study programs of the three faculties which are part of the University of Skopje in Skopje, the Faculty for tourism, the Faculty of Economic and Faculty of Informatics are defined by the procedure for acceptance of the new programs of study.

With these programs of study which are clearly defined, the process for education of future graduates of the faculties that are part of the University of Skopje in Skopje, will be internationally oriented and yet they will be based on the needs in Republic of North Macedonia and will be focused on understanding the current processes in the region and respecting the way of living in this state.

Aim:	The main purpose of the faculties that are part of the University of Skopje is to shape individuals, in accordance with the study program of each of the faculties, that will be able to become part of the labour market that is connected with performing the most complicated activities of the area of that particular faculty, whether it is about particular knowledge and skills regarding economy, informatics or tourism. The main purposes of the faculty are the following: knowledge and skills in the area of informatics, economics and tourism. The main strategic goals of the university are: ☐ Improving the standards and criteria in all areas of teaching in order to improve the quality of teaching; ☐ establishment of conditions for scientific research in the field of theory and research aspects; ☐ Adjusting the curricula of European experience and global trends in tourism, economy, and informatics.
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	☐ Support for the internationalization of universities through exchange of students and teachers with similar foreign higher education institutions
Person in charge:	President of the Commission Head of the study program
Procedure:	- The title and purpose of the study program are regulated the procedure for acceptance of the study programs - It establishes a working group to develop new curricula, which defines the conditions for registration of study programs, the title and aims of study programs, the credit value of each subject expressed in the program credits, general and specific descriptors
Availability of results:	The results are available to all students
Dynamics of implementation:	The analysis is conducted every year

2. Learning outcomes expressed for the study program and for each subject program

Learning outcomes obtained for the study program and for each subject program poodlno expressed through descriptors of each faculty of the University of Skopje separately and the curricula of the first and second cycles of study. To dobjat these results described general and specific knowledge that students receive the Faculty of Economics, Faculty of Informatics and the Faculty of Tourism.

The results from the first cycle of studies 240 ECTS at the UTMS in accordance with the Regulation for national framework of the high educational qualifications	
Faculty of tourism	The Faculty of tourism allows to the first cycle students to gain basic knowledge and understanding for the methodology, tourist research and their practical implementation, knowledge and understanding of the basic Tourist subjects and the possibility to use that professional knowledge to help certain accesses and instruments that they have learned during their studies. The Faculty of tourism gives an opportunity to the students to apply the knowledge that they gained during their studies, to apply it when resolving different tourist prejudice, to organize forums, public debates and workshops, to prevent the damages that can occur as a result of excessive tourism development. The students learn how to present by giving them the opportunity to present a specific knowledge for certain tourism related issues, in front of the professional and general public.

	Regarding the specific knowledge that the students gain during their first cycle of studies at the Faculty for tourism, they must have knowledge and understand the methodology of the tourism as well as to be competent to make a comparative analysis between the different systems of tourism. The Faculty of Tourism enables students to develop strategies and opportunities to improve the process of policy and decision making within the functioning of tourism industry The Faculty of Tourism produces personnel who are able to communicate and discuss with the professional and lay public, to provide information, ideas, problems and solutions when the criteria for deciding and scope of assignment are clearly defined. Faculty of Tourism establishes and maintains professional contact with people which is the essence of good practice. Partnerships are build and consultations and advices regarding the work of different tourist subjects are being offered. Eventually, the Faculty for tourism takes initiative to identify the needs for gaining further knowledge with a high degree of independence, appears proactive when identifying opportunities for lifelong learning by demonstrating changes in practical work, the ability to educate the basis of practical work and ability to integrate scientific and practical knowledge in the field of tourism.
Faculty of economics	The students of the first cycle of studies at the faculty should be able to transmit knowledge and understanding of basic economic phenomena, themes and processes as well as knowledge, understanding and explanation of the various economic principles, social processes and events, and knowledge and understanding of the methodology of the economic research and their practical implementation. The students of the faculty allows their application in practice of all relevant knowledge in the field of economy, adopted during the theoretical study. Students of the Faculty of Economics affinities for proper assessment of knowledge, demonstrate an ability to confront and interpretation of some complex and provocative questions of modern life and show the ability of ethical and professional valuing stakeholder knowledge and skills. In fact, they may present expert knowledge on certain economic issues before professional and lay public. Faculty of Economics demonstrates skills of the most

	important economic transmission issues and dilemmas in the field of economic sciences. Based on specific knowledge that students gain on the faculty, they show affinity for accumulation, synthesis and pragmatic selection of relevant knowledge in society. They demonstrate the ability to meet and interpret some complex and provocative issues of contemporary life, and also know the ability of ethical and professional valuing gained with knowledge and skills. The faculty of Economics establish stable communication system with students from primary and secondary education in order to transform the economic content. Students Faculty of Economics acquire skills to identify the pragmatic issues that can be used in everyday life, economic transmission of the most important themes and dilemmas in the field of economic sciences, and show an affinity for the pragmatic resolution of issues that can be used in everyday life.
Faculty of informatics	The Faculty of Informatics expects its first-cycle students to demonstrate a solid understanding of fundamental concepts and phenomena in the field of information technology, as well as key theories related to systems management and digital innovation. Students will exhibit knowledge of core principles, processes, and social implications of technology, alongside a foundational grasp of research methodologies relevant to business and their practical applications. Students will be able to apply the theoretical knowledge acquired in their studies to address various economic, social, and cultural challenges through organizing public debates and workshops. First-cycle students at the Faculty of Informatics should possess a keen ability to assess situations in the IT sector, demonstrating their capability to address and interpret complex issues relevant to contemporary digital environments. The Faculty of Informatics has established a robust communication system among all stakeholders to effectively convey the essential content related to information technology management. In terms of specific knowledge imparted to first-cycle students, the faculty encourages active learning in modern teaching methodologies pertinent to information systems and management. Students will demonstrate comprehension of various technological phenomena and possess the competencies necessary to conduct comparative

	analyses between simple and complex organizational structures. The Faculty of Informatics has developed strategies to enhance policies related to information management and decision-making processes within control systems, adhering to both national and international regulations and trends. Additionally, the faculty has fostered a modern working environment that promotes the effective development of skills and techniques in information management, encouraging creative and innovative approaches to technology management. The Faculty of Informatics maintains professional relationships with industry practitioners to identify best practices and proactively address the need for ongoing education and skill development, promoting a high degree of independence among students. The faculty has created opportunities for lifelong learning by fostering adaptability in practical work and encouraging systematic exploration of diverse information sources related to the field of informatics.
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Results of learning a second cycle 60 ECTS UTMS under the Decree on the national framework of higher education qualifications	
Faculty of tourism	The students of the second cycle of the Faculty of Tourism, should be able to transmit knowledge and understanding it in the field of tourism, which builds on previous education, including knowledge in the domain of theoretical, practical, conceptual, comparative and critical perspectives in the field within with appropriate methodology and understanding of a particular field and knowledge of current issues related to scientific research and new sources of knowledge. The students of this cycle can apply their knowledge and understanding in a manner that indicates a professional approach to work or profession and demonstrate competencies to identify, analyze and solve problems in scientific subject areas. Faculty of Tourism enables students from second cycle to be able to devise and sustain arguments within the field of study, the possibility of collecting, analyzing, evaluating and presenting information, ideas, concepts of relevant information, the opportunity to communicate and discuss, and professional, and the lay public, for information, ideas, problems and solutions when

	decision criteria and scope of the task is clearly defined opportunities for independent participation, with a professional approach, specific, scientific and interdisciplinary discussions. As to the specific knowledge that these students acquire the Faculty of Tourism, they are trained to critically synthesize and integrate relevant knowledge from different disciplines that underpin tourism in all aspects and individual segments. Faculty of Tourism applies knowledge and skills to assess the quality workflow of most tourist disciplines, from philosophical, historical, sociological and practical aspects in the country through the implementation of new methods and practices in the work aimed at better promoting the economy between State and think creatively about values into practical applications in the field of tourism. Students create the ability to communicate and discuss with the expert and the lay public, for information, ideas, problems and solutions when decision criteria and scope of the task is clearly defined and take initiative to identify needs for further knowledge and learning with a high degree of independence. Faculty of Tourism developed the identification of the opportunities for lifelong learning by demonstrating changes in practical work, ability to educate the based on practical and the ability to integrate scientific and practical knowledge in the field of science of the faculty of Tourism.
Faculty of economics	The students in the second cycle of studies at the faculty are transmitted knowledge in the field of economic science, which builds on previous education, including knowledge in the domain of theoretical, practical, conceptual, comparative and critical perspectives in the field appropriate methodology. Also, students develop research skills and understanding of a specific area and current issues related to scientific research and new sources of knowledge, knowledge and understanding of the various theories and methodologies, they can apply their knowledge and understanding in a way that shows professional approach to work or profession. Students affinities and competencies for identifying, analyzing and solving problems in related research areas, and the ability to devise and sustain arguments within the field of study. Students can make an appropriate assessment

	taking into account the personal, social, scientific and ethical aspects. They are trained to evaluate the theoretical and practical issues, to explain the reasons and to choose an appropriate solution. Based on specific knowledge that students acquire the second cycle Faculty of Economics, they can synthesize and integrate relevant knowledge from different disciplines that uphold The economic science in all aspects and individual segments, get more knowledge about the theoretical and practical methodological the economic approaches in science and develop strategies and opportunities to improve the process of policy and decision making within The economic function of the state system. Students develop the ability to communicate and discuss with professional and lay public, for information, ideas, problems and solutions when decision criteria and scope of the task is clearly defined, established and are maintaining a professional contact with people. Faculty of Economics are taking an initiative to identify needs for gaining further knowledge and learning with a high degree of independence and proactive in identifying opportunities for lifelong learning by demonstrating changes in practice. Also, the Faculty of Economics gives students the opportunity to educate basing on practical work and the opportunity to integrate scientific and practical knowledge in the field of Economics Sciences. Students are able to search for sources of information from a wide range studies from the economic sciences.
Faculty of Informatics	At the second-cycle level, students at the Faculty of Informatics receive advanced knowledge in the field of information technology and systems, building upon their prior education. This includes insights from theoretical, practical, conceptual, comparative, and critical perspectives, all within an appropriate methodological framework. Students enhance their research skills and deepen their understanding of specific areas and contemporary issues related to scientific inquiry and emerging sources of knowledge. They learn to apply their knowledge in a manner that reflects a professional approach to their field. Students develop competencies in identifying, analyzing, and solving problems within relevant research domains, and they are equipped to construct and defend arguments in their area of study. They are trained to evaluate theoretical and practical issues, explain underlying reasons, and

	select appropriate solutions, considering personal, social, scientific, and ethical dimensions. Through the specific knowledge gained in the second cycle at the Faculty of Informatics, students synthesize and integrate relevant insights from various disciplines that support the field of information technology in all its aspects. They acquire a deeper understanding of the theoretical and practical methodologies used in informatics and develop strategies to enhance policy-making and decision-making processes within the technological framework of the state system. Students cultivate the ability to communicate effectively and engage in discussions with both professional and general audiences regarding information, ideas, problems, and solutions when the decision criteria and task scope are clearly defined. They maintain professional contacts with industry practitioners. The Faculty of Informatics takes the initiative to identify the need for ongoing education and encourages students to pursue lifelong learning opportunities with a high degree of independence. The faculty emphasizes practical work, allowing students to integrate scientific and practical knowledge in the field of information technology. Students are also trained to seek out diverse information sources relevant to their studies in informatics.
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3. Conditions for registering the study program

Enrollment of new students on **4-year studies of the first cycle**, each academic year are realized according to a competition for entry announced by the University in accordance with the legislation, Which prescribes the conditions and criteria for admission of new students.

Aim:	The University lays down the procedure for the selection of candidates for enrollment in a way that guarantees the equality of all applicants regardless of race, color, sex, language, religion, political or other opinion, ethnic, national or social origin, property, birth, social position, disability, sexual orientation or age. The University establishes the criteria under which the selection and election of candidates for enrollment. The University determines the state exam subjects that are of vital importance for the study of this study program and is publishing them as a part of the public
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	competition for enrollment and on its website. The University arranges a test of English language as a necessary prerequisite for attending classes.
Person in charge:	President of the Commission First person in charge of the study program
Procedure:	According to the Law on Higher Education, the first cycle of studies enrolling students from secondary schools that completed their four years secondary education and the attached certificates and certificate of secondary education, citizenship and birth certificates. According to the Law on Higher Education, the first cycle of university and professional studies may enroll a person who passed the matriculation exam or International Baccalaureate. If the competition for enrollment of students in the first cycle of university and vocational studies in the first enrollment period does not appear sufficient number of candidates who meet these conditions, the right to register the first cycle of studies can have people who passed school graduation in high school or completed exam completed appropriate vocational secondary education for four years. The registration of the studies carried out on the basis of a public competition announced by the University in accordance with the legislation. Enrollment of new students to the 1-year studies of second cycle, each academic year are realized according to a competition for enrollment, which prescribes the conditions and criteria for admission of new students According to the Law on Higher Education, the second cycle of studies may enroll a person who has acquired 240 ECTS and diploma work that show that the student has completed the first cycle of undergraduate studies. The registration of the studies carried out on the basis of a public competition announced by the University in accordance with the legislation. Foreign citizens are admitted to study under the same conditions as nationals of the Republic of Macedonia, but may, in accordance with the decisions of the competent authorities or in the accordance with the decisions of the University of them to demand payment of part or the full participation of the studies. Admissions also have the persons who completed education abroad under equal study program. Equality of the study program is evaluated according to established procedure at the University in accordance with state authorities.

	Despite the competition requirements and enrollment criteria include: number of students, enforcement procedures, deadlines, exam and enrollment.
Availability of results:	The results are available to all students
Dynamics of implementation:	The analysis is conducted every year

4. Type of study

The curricula of all schools within the UTMS such as the Faculty of Tourism, Faculty of Informatics and the Faculty of Economics, for the first and second cycle of studies at the University of Skopje academic type.

As levels of education include the following:

- University academic first cycle, 240 ECTS, VIII semesters
- University second cycle of academic studies, 60 ECTS, II semesters

According to this study program, all of the above mentioned faculties across the UTMS organize studies of first cycle as a four-year degree and second cycle, one-year programs, structured and organized in accordance with the Law on Higher Education.

After completing the first cycle students acquire 240 ECTS credits, and after the second cycle students acquire 60 credits or 300 ECTS credits in total.

The study program the first cycle in all faculties at UTMS a period of four years - eight (8) semesters.

The study program second cycle of all faculties at UTMS is for one year - two (2) semesters. The study program of all faculties across the UTMS is harmonized with the Act of higher education, including the amendments to the Law on Higher Education (Official Gazette, No.82 /8.5. 2018).

The choice of subjects and their representation in the curriculum is aimed at educating high-quality professional and creative staff.

In curricula, particular attention was paid to the implementation and application of the European Credit Transfer System (ECTS) to allow smooth acutenessand international mobility of students of other higher education institutions.

Aim:	The purpose of this procedure is to determine the level of compliance of individual learning curricula with defined structure of accepted study programs and compliance with the inspection and evaluation of the same. Notwithstanding this procedure provides planning making the content of curricula according to the weeks of maintenance of teaching, and therefore the actual student workload. With insight from the Syllabus-students provides realistic distribution of obligations which are defined at the level of study programs themselves. The structure of the subject content is conceived according to the actuality of the topic, with connectivity needs comprehensive linking theory and practice. Nuclear specialist education students
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	realized through the introduction of current elective courses in all years, with corresponding relations of compulsory and optional subjects and optional subjects.
Person in charge:	President of the Commission Person in charge of the study program
Procedure:	The holder of the study program prepares Syllabus: • the holder of the study program is delivered Syllabus adopted definition of the level of department • committee Quality department defines levels of learning outcome of the whole process of individual study programs • Adopted lectures available to all teachers. • The written Syllabus are given to the professors to return them to the deadline by using electronic mail or by writing it to the commission. Syllabus appear on the student's webpage
Availability of the results:	The results are available to all students
Dynamics of implementation:	The analysis is conducted every year

5. Credit value of each subject expressed in ECTS program

The study program of the first cycle provides 240 ECTS, or 30 ECTS credits per semester, based on the principle of 60 + 30 + 10 (compulsory elective from faculty and university courses).

The study program of the second cycle provides 60 ECTS, or 30 ECTS credits per semester, based on the principle of 60 + 30 + 10 (compulsory elective from faculty and university courses).

After graduation from the first cycle, the student acquires 240 ECTS, and if it continues on the second cycle postgraduate gets another 60 ECTS or 300 ECTS in total.

Aim:	The curricula of faculties at UTMS are organized according to the European credit-transfer System (ECTS) and the goal is for every student each subject to get a certain number of credits depending on the quality and quantity of student work during the academic year.
Person in charge:	President of the Commission Person in charge of the study program
Procedure:	The student can take the exam in a specific subject as if the minimum number of credits from the continuous evaluation provided by the program. According to the nature of the subject matter, the scope of required activities by the student in each subject is sized and the size of the necessary commitments. For each subject the student can get a maximum of 100 points on a maximum of 78 tests (three colloquia on the maximum 16 points and

	final exam a maximum of 30 points), maximum 4 points for activities, maximum 2 points for attendance of lectures and exercises, a maximum of 10 points for the preparation and presentation of a project work and a maximum of 6 points for making the essay. Credits are awarded to those students who qualify for exam and successfully complete pre-thrown program. Assessing the cases are conducted in accordance with the statute. Through continuous evaluation of educational process on which Professor shape opinions and assesses the qualifications of each student. The choice of method depends on the assessment of the study material in the present case, and teachers are individually responsible for determining the method of assessment (testing activities in class, project assignments, colloquia, final exams)
Availability of the results:	The results are available to all students
Dynamics of implementation:	The analysis is conducted every year

6. Evaluation of the case

The subjects of the curriculum of the faculties at UTMS are assessed according to predefined framework. In doing so they are divided into compulsory and elective courses. The main objectives of each subject program is to familiarize students with the fundamentals and concepts of object definitions, and their applicability to the level of mastering the subject matter. Each subject is divided into eight thematic units in order to facilitate and better acquiring knowledge. Students take three colloquiums and final exam. Namely, all the faculties apply an interactive approach to mastering the subject matter, ie students are divided into groups to work in pairs, frontal, team, group work and the like. The studies are in Macedonian and English.

Aim:	The purpose of monitoring the quality of educational performance is to ensure transparency of the criteria, rules and procedures properly, accurate and timely evaluation of cases. Instruction is public availability thereof by posting on the website of the University.
Person in charge:	Subject teacher
Procedure:	In defining the rules and criteria must be included: • Index of student • structure of the exam • Data professor / assistant / demonstrator • Conditions for scoring colloquiums / papers, presentations, essays / final exams • scoring conditions of regularity and activity classes

	• conditions for the establishment of final grades • required literature • consultation with students Students take written and also present oral study papers
Availability of results:	The results are available on all

7. Relevance of staff qualifications and resources

University of Skopje aims at maximizing resources to support its students studying taking account of their nationality, ethnicity, race, gender, social class, preferences and desires. The University reconciles modus operandi and functioning according to the profile of students studying at the University. This process is defined in the following way:

Aim:	For insuring the quality of studying at the University of Skopje, it is necessary to provide the necessary resources to support the studies of the students.
Responsible person:	Deputy Head
Procedure:	The procedure shall be prescribed by the University Senate.
Dynamics of operation:	Continuously

Notwithstanding, the person in charge of the quality study at the University, in order to ensure and improve the quality of resources to support the cold defines several processes:

1. Evaluating procedure at the secretariat of the department,
2. University provides mandatory procurement of literature of all faculties of the University,
3. University provides subscription research databases from the area of tourism, economics, marketing, management and human resources

1. Evaluation of the work of the secretariat

Goal:	The purpose of evaluation of the secretariat to collect, process and analyze the opinions and experiences of the students and professors of exhaustive work secreteriat and based on the results to improve their work or making significant changes in the functioning of this governing body
Person in charge	President of the Commission
Procedure:	The survey in the form of a printed form among professors is conducted between committee members and between students assistants who are proposed by professors The recommendation is that the survey among students to be carried out before the start of classes. Assistants who are determined to implement the survey shall:

	• Determine the number of students who will fill the questionnaire • to share samples for evaluation • Give instructions to fill • Collect the completed forms • to write basic information on the envelope of the collected samples (date, time of commencement and completion of the survey, the number surveyed students, number of collected samples) • the envelope is shuttered with a signature and submitted to the committee members • the questionnaire after the commission is collected • the results are submitted to the expert council for interpretation
Availability of results:	The results are available to the expert advice
Dynamics of implementation:	The evaluation is conducted every 3 years

1. Purchase of compulsory literature

Goal:	The purpose of this procedure is to ensure compulsory literature of all study programs of the students providing them conditions for better monitoring of the teaching process, and better preparation for the evaluation of the obtained knowledge and skills.
Person in charge:	Deputy Head
Procedure:	The supply of compulsory literature is conducted in the follow way: • holders of study programs fill forms for procurement of compulsory literature for its programs. • the list is checked and then adjusted with the permanent title. • prepare a construction financial costs for mandatory literature. • • University Senate in accordance with the financial possibilities decide on the purchase of literature.
Availability of results:	The results are available on the University Senate
Dynamics of implementation:	The analysis is conducted every year

1. Subscribe to scientific databases

Goal:	The purpose of this procedure is to ensure access of students and teaching staff of the
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	particular database in the field of tourism, economics, marketing management and other related areas in order to achieve overall quality teaching process, as well as scientific research.
Person in charge:	Deputy Head
Procedure:	Subscription database in the field of tourism, economy marketing, management ichovechkite resources are implemented as follows: • check for that database is no subscription by the Ministry. • expert advice determines that bases in the future will perform subscription depending on the financial possibilities. • requiring offer • expert council makes the final decision.