



# Quality Assurance Strategy

**“UP skillinG Refugees And aDult Educators”**



<b>IO1 – Capacity Building Course</b>	
<b>Project Title</b>	<b>“UP skillinG Refugees And aDult Educators”</b>
<b>Project Acronym</b>	<b>UPGRADE</b>
<b>Project Reference №:</b>	<b>2018-1-EL01-KA204-047774</b>

## Introduction

The methodology to be followed for ensuring quality is the following:

**Step 1 - General Design of Quality:** Achieving quality requires careful planning. Therefore, the first step is designed to achieve the objectives of quality. The objective of this step is to ensure that all Standards and Guidelines required for the design, administration, resources and project control, are sufficiently determined.

**Step 2 - Define Quality Assurance Framework:** The objective of this step is to ensure that the Standards and Guidelines, which were determined in the Design of Quality Management, are realistic and correspond to the specific conditions of the project; the activities of the quality control are performed normally and without irregularities and that; the analysis of errors and defects will provide the basis for improving the quality of the projects' deliverables.

**Step 3 - Perform Quality Control Activities:** The purpose of this step is to identify defects so as to be able to correct them. This control is under the collective responsibility of the consortium partners and shall be performed during the whole project, not solely on the completion of an output/ outcome/ deliverable, so as to check the completeness, consistency and the fulfilment of the objectives.

**Step 4 - Perform corrective/preventive actions (target < 20%):** The defects and discrepancies identified by quality control must be corrected. For this purpose and to maximize the relevance of the proposed plan on the standards set in place, the Coordinator will proceed with a detailed analysis of the critical points of the proposed methodological approach as regards to the overall Management and Quality Assurance of the project.

## QUALITY ASSURANCE COMMITTEE

In order to ensure the quality of the project the consortium will form a Quality Assurance Committee, with one representative from each partner, with enough experience so as to be able to identify risks and decide upon the necessary corrective/ preventive actions. Please find the synthesis below:

Consortium partner	Name of the representative
University of Piraeus (GR) Greece	Dr. Christina Kontogoulidou
UNIMED – Unione Delle Universita Del Mediterraneo Italy	Ms Cristina Stefanelli

<b>Enoros Consulting Ltd Cyprus</b>	Ms Irene Smeraidou
<b>European Association of Career Guidance Cyprus</b>	Mr Nikos Peristianis
<b>NGO Organization Earth Greece</b>	Ms Foteini Retzo
<b>Haute ecole de la province de Liege Belgium</b>	Mr Philippe Parmentier

The committee will meet four times to discuss the progress made, as well as assess the risks identified and if needed revise them. Meetings will take place in the sidelines of the Transnational Project Meetings or digitally if deemed necessary.

**Quality Assurance Committee “UP skillinG Refugees And aDult Educators” meetings:**

<b>Quality Assurance Committee meetings</b>	<b>Meeting date</b>
<b>QAC 1<sup>st</sup> Meeting</b>	
<b>QAC 2<sup>nd</sup> Meeting</b>	
<b>QAC 3<sup>rd</sup> Meeting</b>	
<b>QAC 4<sup>th</sup> Meeting</b>	

For this project, two quality evaluation reports are foreseen (one at the end of the first year of the project and the other at the closing of the project), which will incorporate both internal evaluation questions, as well as external ones. The reports will be compiled by the Quality Assurance Committee, with the constant collaboration of the partners for the provision of information and feedback when necessary.

<b>Quality Assurance and project Evaluation Deliverables</b>	<b>Scheduled</b>
<b>Quality Assurance plan</b>	January 2019
<b>Interim quality assurance report</b>	September 2019
<b>Final quality assurance report</b>	August 2020

## APPENDICES

### Appendix 1

The following indicators should be taken into consideration by the Quality Assurance Committee:

#### QUALITY ASSURANCE INDICATORS

The Basic Indicators of progress and success are:

##### At Project Management Level:

- ✓ Schedule performance index (budgeted cost of work performed/budgeted cost of work scheduled)
- ✓ Cost performance index (budgeted cost of work performed/actual cost of work performed)
- ✓ Number of meetings carried out (target 4 transnational meetings)
- ✓ Number of deliverables/ outputs submitted on time (Target 100%)
- ✓ Number of budget revisions (target <2)
- ✓ Number of reallocation of responsibilities (target <10%)

##### At Project Quality and Impact Level:

- ✓ Number of events organized per partner  
One Local multiplier event per partner country (target =6)
- Partners' meeting in the Coordinator's country (target=1)
- ✓ Number of trainings to be provided (target=1 in the Coordinator's country)
- ✓ Number of visits of the project website (target >60/month)
- ✓ Number of stakeholders reached (target >50000)
- ✓ Number of persons in the target groups that

Participate in the pilot course

Participate in the various quality assurance activities (including the evaluation of the course)

Express interest for the multiplier events.

##### At Monitor and Evaluation performance Level:

- ✓ Fulfillment indicators, related to a task conclusion. They are related to ratios that indicate the achievement degree of task and/or duties, e.g. number and quality of duties fulfilled, minimum number of participants, etc.;
- ✓ Evaluation indicators, related to the ratios and/or methods that help in performance identification and improvement opportunities for tasks, process or intellectual outputs activities. Some examples include the qualitative and quantitative results obtained in the validation phase, or the internal communication indicators;
- ✓ Efficiency indicators, related to the ratios that indicate the invested time for the fulfillment of tasks/duties and the costs of it. Some examples: the use of resources in different work packages, the incurred costs in management, etc.
- ✓ Efficacy indicators: related to ratios that indicate the capacity or success in the fulfillment of task and duties, such as the percentage of task accomplished at any moment or evaluation of intellectual output activities quality

- ✓ Management indicators, related to management and/or establishment of concrete actions to realize the planned activities. They are related to the ratios that allow the real management of a project, like project management tools use, the quality of the communications between the general coordinator and other partners, accuracy of the procedures, etc.

**Qualitative and quantitative indicators of the overall project management:**

- ✓ Quality of Project management arrangements – no more than 20% rate of delays in delivering results throughout the project
- ✓ Effectiveness of coordination by the project coordinator – no more than 20% rate of issues and problems detected in coordination
- ✓ Effectiveness of the monitoring and evaluation processes – 100% of partners and coordinator compliance with the quality monitoring process tasks.
- ✓ Effectiveness of quality arrangements – 100% rate of compliance with recommendations and amendment according the problems detected.

The Evaluation and Monitoring of the Quality of the project’s activities and results will be achieved through the Quality Assurance Strategy which will be agreed amongst the project partners. Furthermore indicators of success, on the qualitative aspects, will be gathered through the analysis and review of the various answers to the assessment tools (questionnaires etc) for the various activities.

Appendix 2

The following Outline could provide sources for the development of the Quality Assurance Plan Evaluation and Quality Plan of UP skillinG Refugees And aDult Educators: Outline

Action	point in time	Activity	Means	Main Responsibility
<b>Pre-evaluation</b>	at each meeting	Monitoring, Collection of opinions of partners, observations	Questionnaires, Observations	The Quality Assurance Committee
	whenever any partner identifies a risk/ issue/ difficulty	Consideration of the risk plan Consideration of the risk plan	Discussions Communication between partners, feedback	Project Coordinator Leaders of each IO
	in the context of the development of each IO	Identification of needs	Interviews, Questionnaires	

<b>Post-Evaluation</b>	End of each meeting	Monitoring, Collection of opinions of partners	Questionnaires, Observations	The Quality Assurance Committee
	End of the project	Monitoring the achievement of goals and the status of each deliverable	Discussions, Questionnaires	Project Coordinator Leaders of each IO
	in the context of the testing each IO	Identification of outcomes	Interviews, Questionnaires	
<b>Continuous evaluation of development IO and other expected activities</b>	At each meeting	Consideration of issues in the meetings Consideration of the state of materialization of each expected outcome/ result	Discussions Reviews of the content of the deliverables	The Quality Assurance Committee Project Coordinator Leaders of each IO
	At various instances after the completion of parts of the contents of IO and other activities/ expected results	Consideration of the state of materialization of the stages of each expected outcome in the context of the GANDT plan	Discussions, Questionnaires	
<b>Continuous evaluation of partnership</b>	At each meeting, During the managing of various phases	Monitoring the communication between the partners Consideration of the Risk Plan Consideration of the extent of materialisation of each deliverable	Discussions Questionnaires Monitoring facilities of the communication network of the project	The Quality Assurance Committee Project Coordinator Leaders of each IO
<b>Risk Plan</b>	At each meeting	Monitoring the various risks in the development of the project and designing a contingency plan for managing such risks	Discussion and review of a document providing for these risks	The Quality Assurance Committee Project Coordinator Leaders of each IO

<b>Quality Assurance Statement</b>	At each meeting	Identifying the Basic aspects that have been undertaken and identifying the degree of their materialisation (quantitatively and qualitatively)	Discussion and review of a document providing for the aspects that reflect the quality of the project and undertaking the responsibility of promoting/ materialising them	The Quality Assurance Committee
	At the preparation of the Interim Report			Project Coordinator
	At the preparation of the Final Report		Pilot testing	Leaders of each IO
<b>Quality Of each output/ outcome/ deliverable</b>	At each meeting	Identifying the extent of the quality of each deliverable	Discussions	The Quality Assurance Committee
	At the preparation of the Interim Report		Questionnaires Monitoring the related parts of the developed Deliverables.	Project Coordinator
	At the preparation of the Final Report			Leaders of each IO