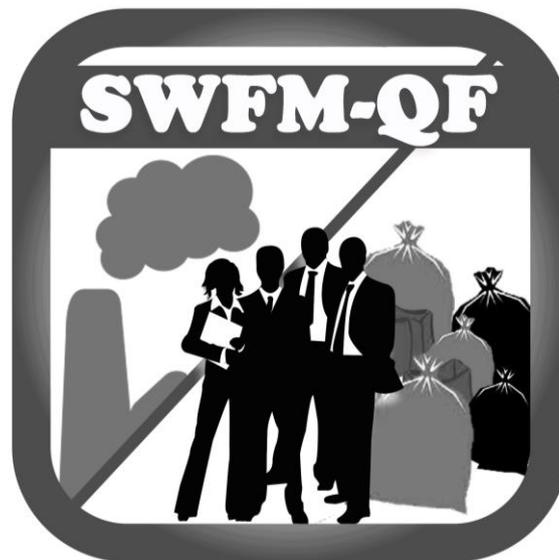




FINAL QUALITY REPORT
Reporting Period: 01/11/2012 – 31/10/2014

SWFM-QF



**SOLID WASTE FACILITIES' MANAGERS -
QUALIFICATION FRAMEWORK**

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CHAPTER 1 - OVERVIEW

1.1 Introduction

Quality management has a specific meaning within many business sectors. It does not aim to assure best quality of a product or a service, but rather to ensure that an organization or product is consistent meeting specific criteria/standards (including also time frameworks, financial resources, etc.). Quality management can be considered to have four main components: quality planning, quality control, quality assurance and quality improvement. Quality management is focused not only on product/service quality, but also the means to achieve it. Quality management therefore uses quality assurance and control of processes as well as products to achieve more consistent quality.

Quality Planning involves the setting of quality objectives and criteria. Quality assurance and control includes the specification and setting of the procedures, the necessary operational processes, the allocation of human and financial resources that will be needed to achieve those objectives and fulfill the quality criteria

1.2 SWFM-QF Quality Management System

Quality Management is an on-going, continuous activity during the materialization of the SWFM-QF project. The purpose of Quality Management is to assure that all quality criteria and objectives, set during quality planning phase, are being met, which means: providing good quality results in time and within budget. According to the initial internal auditing programme, quality control actions (internal audits and inspections) take place especially before deadlines, before reporting achieved results (comparing with quality criteria) to the project leader and before milestones such as interim and final reports, thus ensuring:

- SWFM-QF project aims and goals are achieved as scheduled and planned
- SWFM-QF results and deliverables satisfy the determined quality and quantity criteria
- the in-time detection of non-conformities and the implementation of the correspondent preventive and corrective actions;
- partners' operation on project administrative and financial issues are in compliance with Leonardo da Vinci (LdV) framework requirements
- dissemination and exploitation plans and actions are efficient.

The internal quality audits' programmes per Work Package for the first and second year of the project are presented at Table 1 and 2 respectively.



Table 1. SWFM-QF Internal Quality Auditing Programme for year 2013

		INTERNAL AUDIT PROGRAMME YEAR 2013													
No	Scope of Audit	Auditee	Auditor	January	February	March	April	May	June	July	August	September	October	November	December
1.	Project Management and Coordination Meetings	SIGMA	SIGMA	Kick - Off Meeting Work Plan						2nd Coordination Meeting			3rd Coordination Meeting	3rd Coordination Meeting Interim Report	
2.	Financial Management and staff hours' allocation	All partners	SIGMA												
3.	Project Network	KTU - APINI	SIGMA								Questionnaires Network		Survey reports		
4.	Comparison Report	SBG-DD	SIGMA										Comparison Report		
5.	Harmonised Competence Frame	SIGMA	SIGMA										Harmonised Competence Frame		
6.	Informative Workshops	IEP-NRI	SIGMA							Dissemination Handbook			Dissemination Activities Informative Workshops		
7.	Interim Quality Report	SIGMA	SIGMA											Interim Quality Report	



Table 2. SWFM-QF Internal Quality Auditing Programme for year 2014

		INTERNAL AUDIT PROGRAMME YEAR 2014											
No	Scope of Audit	Auditee	Auditor	January	February	March	April	May	June	July	August	September	October
1.	Project Management - Deliverables and Coordination Meetings	SIGMA	SIGMA			SWFM-QF Technical Meeting			4th coordination meeting				Final coordination meeting Final Report
2.	Financial Management and staff hours' allocation	All partners	SIGMA										Final Report
3.	Harmonised Competence Frame	SIGMA	SIGMA			Harmonised Competence Frame							
4.	Info Training Toolkit	SBG-DD	SIGMA						Info Training Toolkit				
5.	Revised Competence Framework	ICERMS	SIGMA										Revised Competence Framework
6.	Participation to Events and Conferences	IEP-NRI	SIGMA						Participation to Events and Conferences				
7.	Exploitation	SIGMA	SIGMA										Exploitation Plan Final Conference
8.	Dissemination	IEP-NRI	SIGMA			Dissemination Activities Informative Workshops							

A very important aspect on quality management is the managerial structure that undertakes the tasks to implement the phases of quality planning, assurance, control and improvement. For the effective quality management of the SWFM-QF project, clearly defined responsibilities for each person / partner have been assigned. This is of great importance in EU wide-cooperation projects where entities from different countries, training systems and mentalities are involved in the materialisation of the same actions, in a cooperative way, are involved in production of the same project results and deliverables.

More specifically in SWFM-QF project the overall quality management is under the responsibility of the SWFM-QF project coordinator (SIGMA). Namely, SIGMA is responsible for the quality planning of SWFM-QF project. All other partners have been involved in quality assurance and control phases of the project. For each separate SWFM-QF workpackage, responsible for the quality control and assurance of the workpackage actions and its deliverables is the workpackage leader. Workpackage leaders assure that workpackage actions and deliverables meet the quantifiable criteria and are in compliance with project financial resources. Each partners' responsibilities regarding the SWFM-QF quality management are described in paragraph 1.4 "Partners' Responsibilities" of the current Report.

The overall quality monitoring of the proper implementation of each Work Package (WP) has been undertaken at an initial stage by an internal quality manager-auditor, assigned by SIGMA and at second stage by a certified quality management auditor to ensure the objective perspective on project quality. The Quality Manager of SIGMA coordinates with the Project Coordination Unit and reports to the Steering Committee within the context of the project progress reports.

1.3 SWFM-QF Quality Management Procedures

In SWFM-QF Quality Handbook (Deliverable 2.1) the necessary procedures for:

- a) the efficient Quality planning, management and control
- b) a risk analysis

of each work package deliverables and the intermediate actions that have to be undertaken in order to achieve the project results and produce the SWFM-QF deliverables were developed. For each work package such a procedure was evolved, that contains:

1. The Aim of the work package.
2. The Responsibilities of each Partner in the work package.
3. Analytical description of the Work Package Procedure including the quality planning and control and the risk analysis of the work package deliverables and actions.

All this information is input and presented in a tabular format for each deliverable or intermediate action. In each work package's table there are the following contents:

- Name of the Deliverable or Action

- Partner that is in charge of the deliverable/action
 - Quality Criteria, Objectives / Time framework scheduled
 - Operational Process to produce the deliverable, materialize the action
 - Identified Potential Risks
 - Proposed Preventive and Correction Actions
4. The necessary Documents and Templates that are proposed for use
 5. Files that have to be kept by partners in their administrative and/or financial filing system and accordingly forwarded to the Project Coordinator

Sometimes it is difficult to identify and specify quantifiable quality parameters to certain project deliverables, such as the VET model. In this case the successful and on time implementation of the working process for the production of a project deliverable, as well as its acceptance from the project target groups can assure its quality level.

The quality of the overall project results depends on the valorisation of the project results, i.e. the adaptation and implementation of the VET training model into practice, while considering the relevant training procedures. The quality of the foreseen VET model and the training contents developed can be measured by the marketability of the products that will prove that it meets the real demands of the trainees and the trainers in Health and Safety issues of the eco-industry sector.

The deadlines set in for each deliverable and/or actions were rechecked after every coordination meeting and especially two months before any official reporting to EACEA. SWFM-QF partners were encouraged to develop and implement their internal quality plans, based on their internal operation that refer to the project actions and deliverables assigned to them according the SWFM-QF approved Application form and respective Work Plan. To make the valuable experiences of every single partner usable for the entire project, SIGMA has collected and integrated them in the work packages' procedures.

Interim Quality Report

The Interim Quality Report has been produced in the context of the interim progress report. It contains the results of the implemented measures for quality management and assurance from the project start to the half time of the project duration. The report is available in printed format and also as PDF version for download via the project's website.

Final Quality Report

The current Final Quality Report has been produced in the context of the final progress report. It contains the results of the quality management measures implemented from the start up to the end of the project. The report is available in printed format and also as PDF version for download via the

project's website not later than the 31-12-2014.

1.4 SWFM-QF Quality Management Partners Responsibilities

All partners have specific responsibilities, during the implementation of the SWFM-QF Quality Plan, resulting from the approved project proposal by Education Audiovisual Culture European Agency (EACEA), within the framework of the LdV programme. More specifically:

1.4.1 SIGMA Consultants – P1 (SIGMA)

SIGMA is responsible to:

- Implement and monitor the processes of internal quality audits.
- Coordinate the collection and evaluation of all relative information and data regarding the project's progress from all participating partners.
- Approve and monitor the corrective & preventive actions.
- All deliverables will be submitted to SIGMA Consultants (SIGMA) for final approval and submission.

1.4.2 Hellenic Federation of Environmental Protection Companies – P2 (PASEPPE), Saxon Education Company for Environmental Protection and Chemical Occupations Dresden Ltd – P3 (SBG-DD), Research Institute for Vocational Education & Training – P4 (F-BB), SINERGIE Società Consortile a responsabilità limitata – P5 (SINERGIE), Szent Istvan University – P6 (SZIE), Association of Environmental Enterprises – P7 (KSZGYSZ), International Centre for the Environment, Resource Management & Sustainability Limited – P8 (ICERMS), Institute of Environmental Protection - National Research Institute – P9 (IEP-NRI), Polish Chamber of Commerce – P10 (PCC), Kaunas University of Technology - Institute of Environmental Engineering – P11 (KTU- APINI), Alytus Region Waste Management Center – P12 (ARWMC), Bulgarian Industrial Association – P13 (BIA)

All partners are responsible to:

- Participate in the internal audits of the project's Quality Planning and Monitoring actions
- Provide information and data for the evaluation of the project's quantifiable progress / quality indicators.
- Elaborate any proposed corrective and preventive actions.

CHAPTER 2 – ASSESSMENT PER WORK PACKAGE

2.1. Work Package 1

PROJECT MANAGEMENT

2.1.1. Aim

WP1 aims to:

- Overall effective administrative and financial management of the SWFM-QF project.
- Compilation and submission of progress and final reports qualifying all standards and time frameworks set by Education Audiovisual Culture Executive Agency (EACEA).
- Effective communication and coordination of project actions between partners.

2.1.2. Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	Work Package Leader Responsible for the Strategic Project Management including monitoring, regular reporting and maintenance of the central project management office. P1 will undertake the Preparation – Submission of Reports to EACEA and the participation in the meetings and events organized by the Agency. P1 will organise two Coordination meetings in the beginning and at the end of the project.
PASEPPE (P2)	Members of the Steering Committee, attending project management and other relative meetings and contributions to the on-going monitoring and review processes. Task allocations have been made on the basis of an equitable balance of commitments from all project partners to providing the coordinator with data and local monitoring report on progress at a local level on an ongoing basis. Each of P3, P6, and P8 will organise one coordination meeting.
SBG DD (P3)	
F-BB (P4)	
SINERGIE (P5)	
SZIE (P6)	
KSZGYSZ (P7)	
ICERMS (P8)	
IEP-NRI (P9)	
PCC (P10)	
KTU-APINI (P11)	
ARWMC (P12)	
BIA (P13)	

2.1.3. Internal Audits Undertaken

Within the current Work Package, the following Internal Audits took place:

No	Date	Task	
1	17/01/2013	1.5	Kick-off Meeting
2	17/01/2013	1.1-1.2	Project Work Plan
3	17/07/2013	1.6 1.2	2 nd Coordination Meeting Project Work Plan Financial Management
7	24/10/2013	1.7	3 rd Coordination Meeting
13	30/11/2013	1.7 1.3	3 rd Coordination Meeting Interim Report
16	20/03/2014		Technical Meeting
19	25/06/2014	1.8	4 th Coordination Meeting
21	31/10/2014	1.9	Final Coordination Meeting
25	19/12/2014	1.4	Final Report

2.1.4. Internal Communication

Effective communication is assured by both conventional means (e-mail, telephones) and the online IT Platform (ITP) as a tool for internal communication, as a data store for documents, for reporting purposes, etc., whereas programming and significant decisions are pursued to be taken unanimously during the coordination meetings.

2.1.5. Document Management

The following rules for an efficient document management between partners have been applied. The internal documentation is available to all partners. For different versions of the same document it is appropriate to use a standard naming code of each document in order that every partner can identify, immediately, the origin and the version of each uploaded document. The proposed naming of the document is the following:

Purpose of the document_Version_Partner that produced it.

For example for the 1st modification (version) of the Quality Handbook, developed by P1 the name of the document will be



Quality Handbook_1st Version_P1. In case that a partner would like to propose some modifications without altering the document then can propose it to the author of the released version to include them in that version.

Table 3. Assessment Findings Log of Work Package 1

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Staffing of Project Governance Structures (PCU, SC, WG) (Tasks 1.1 – 1.2)	No 2 17/01/2013	All partners must have assigned their members to project administrative and working groups till 31/12/2013	The deliverable 1.1 was prepared in time, while deliverable 1.2 was delayed 14 days. No serious deviations were detected from the Work Plan. The partners' responded promptly to the requests of the Lead Partner providing proper feedback for the establishment of the Project governance structure Efficient dissemination of final deliverables to the project partners according the Communication and Dissemination Handbook.	-	-
Kick Off Meeting Date and Agenda (Task 1.5)	No 1 17/01/2013	Date according to the proposal. Meeting Agenda finalized 15 days before meeting.	The documentation and supporting material for the 1st CM were produced according to the Work plan. The meeting was realized 14 days earlier. Efficient communication among the project partners. All partners were informed in time about the meeting organization. The meeting was disseminated via the 1st e-Newsletter	-	-
2 nd Coordination Meeting Date and Agenda (Task 1.6)	No 3 17/07/2013	Date agreed 3 months before meeting. Meeting Agenda finalized 15 days before meeting.	No serious deviations were detected from the organization of the 2nd coordination meeting with regard to the timetable of the Application Form.	-	-
3 rd Coordination Meeting Date and Agenda (Task 1.7)	No 7 24/10/2013	Date agreed 3 months before meeting. Meeting Agenda finalized 15 days before meeting.	The 3rd Coordination Meeting is planned to take place on 14 - 15/11/2013. The draft agenda of the meeting is ready and already disseminated among the partners for approval.	-	-
	No 13 30/11/2013		No serious deviations were detected from the organization of the 3rd coordination meeting with regard	The current action for HQF is not a Corrective but an Improvement	7

Table 3. Assessment Findings Log of Work Package 1

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
			<p>to the timetable of the Application Form.</p> <p>The working team that has prepared the draft Harmonised Qualifications Framework (HQF) and is preparing, at the moment, the Information Training Toolkit (ITT) expressed the willingness to have an additional technical meeting in order to finalise the contents – details of the HQF (more specifically the activities, tasks and the corresponding qualifications of the Solid Waste Facility Manager) and the ITT contents before their final formulation and before the initialization of the respective evaluation process during April 2014.</p> <p>Furthermore, the working team wanted to start the planning of the SWFM-QF Evaluation Process. It had been decided the extra meeting to take place in Italy, at the offices of SINERGIE (Italian partner) on 24th-25th of February 2014.</p>	Action. For the further improvement and finalisation of the use of contents – details of the HQF and the ITT contents before their final formulation, an extra meeting will take place in Italy, at the offices of SINERGIE (Italian partner) on 24th-25th of February 2014. The contents - details of HQF and ITT will be discussed at the SWFM-QF Technical Meeting.	
Interim Report (Task 1.3)	No 13 30/11/2013	The Interim Report was submitted to EACEA on time, 29/11/2013, according to the Timetable of the approved Application Form.	The report was prepared on the standard forms provided by EACEA. All fields were completed. All necessary supporting documents were submitted. All project partners provided the Lead Partner with necessary feedback.	-	-
Final Report (Task 1.4)	No 25 19/12/2014	On-Time Submission – 31/12/2014 All contents must be filled in.	Nearly all partners submitted administrative and financial data till 30/11/2014. Missing financial data and statements. The submission of the Final Report is scheduled for the 15th of January 2015	Non conformities were detected during the internal Audit	14
SWFM-QF Technical Meeting	No 13 20/03/2014	Date agreed 3 months before meeting.	It was successfully organized by the Sinergie Soc. Cons. a r.l.. Main purpose of this technical meeting was to involve Partners to comprehend what they had to do	-	-

Table 3. Assessment Findings Log of Work Package 1

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
		Meeting Agenda finalized 15 days before meeting.	till end of July 2014- end of the Evaluation process and to finalise the Harmonised Qualifications Framework – EQF alignment and credit points allocation.		
4th Coordination Meeting (Task 1.8)	No 19 25/06/2014	Date agreed 3 months before meeting. Meeting Agenda finalized 15 days before meeting.	The 4th Coordination Meeting took place according the initial workplan. All partners except P2 and P4 participated in the Meeting.	-	-
Final Coordination Meeting (Task 1.9)	No 21 31/10/2014	Date agreed 3 months before meeting. Meeting Agenda finalized 15 days before meeting.	The 5th Coordination Meeting took place according the initial workplan. All partners except P2 participated in the Meeting.	-	-

2.1.6. Relative documentation audited

Administrational documents

1. Table for Assignment of staff of Project Governance Structures (PCU, SC, WG)
2. SWFM-QF Document Template
3. Regulation for editing SWFM-QF Documents
4. Internal Audit Forms. The template is attached in the Annex II of the present Final Quality Report
5. Corrective / Preventive Actions Form.
6. Time Audit Program (Tables 1 and 2)

Financial documents

1. Timesheets Worksheet (for staff costs)
2. Worksheet for calculating travel costs, subcontracting, other costs (all other costs except staff).
3. Financial worksheets.

Records' keeping

All administrative and financial files are filled in by responsible partners on time, as it is described in QMR-WP1 and kept in each partner's filing system for a period of five (5) years after the project completion.

All files can be accessed by SIGMA as the SWFM-QF Project Leader and EACEA respective auditing authorities as the principle administrative and funding organization of the SWFM-QF project.

2.2. Work Package 2

QUALITY MANAGEMENT AND ASSURANCE

2.2.1. Aim

WP2 aims to:

- ensure the appropriate quality planning assurance and control of SWFM-QF project actions, results and deliverables,
- identify potential risks that will jeopardize project progress, prevent their occurrence and minimize their impact by appropriate preventive and correction measures, respectively
- improve the actions, deliverables and results of the SWFM-QF project.

2.2.2. Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	P1 will be the Work Package leader and will undertake the task to evaluate the work progress throughout the duration of the project. SIGMA will prepare the Project's Monitoring and Evaluation System, the quality management procedures and elaborate the internal/external Quality Management auditing. Furthermore P1 will a) coordinate the collection and evaluation of all relative information and data regarding the project's progress from all participating partners and b) approve and monitor the corrective-preventive actions. P1 will prepare the Quality Handbook and the Quality Management Interim and Final Reports.
PASEPPE (P2)	Participation in the internal audits of the project's Quality Management System. Provision of information and data for the evaluation of the project's quantifiable progress / quality indicators. Elaboration of corrective and Contribution to the preparation of the Quality Management Handbook and Interim/ Final Reports. Provide the coordinator with data and local monitoring report on progress at a local level on an ongoing basis.
SBG DD (P3)	
F-BB (P4)	
SINERGIE (P5)	
SZIE (P6)	
KSZGYSZ (P7)	
ICERMS (P8)	
IEP-NRI (P9)	
PCC (P10)	
KTU-APINI (P11)	
ARWMC (P12)	
BIA (P13)	

2.2.3. Internal Audits Undertaken

Within the current Work Package, the following Internal Audits took place:

No	Date	Task	
4	17/07/2013	2.1	Quality Handbook
14	20/03/2014	2.2	Interim Quality Report
25	19/12/2014	2.3	Final Quality Report

2.2.4. SWFM-QF Quality Handbook

In SWFM-QF Quality Handbook, the procedures and guidelines which will be used by the project WP Leaders to ensure high standards of quality of the work produced during the project lifetime are defined. The necessary procedures and guidelines for the efficient Quality Planning, assurance and control plus a risk analysis of the work package deliverables and the intermediate actions that have to be undertaken in order to achieve the project results and produce the SWFM-QF deliverables were developed.

The deadlines set in Quality Deliverables matrix will be rechecked after every coordination meeting and especially two months before any official reporting to EACEA. In case of identified delays, opportunities to reduce the elaboration time of the following actions (corrective actions) will have to be checked, in order to catch-up with the delays. SWFM-QF Quality Handbook is a living document that will be under review on a constant basis, during the project.

The Handbook was prepared and distributed to the partners from the early stages of the project and is updated in a monthly basis. SWFM-QF Quality Handbook is a living document that will be under review on a constant basis, during the project.

2.2.5. Final Quality Report

The deadlines set in Quality Deliverables matrix are audited in a periodic base and prior the official reporting to EACEA, according the SWFM-QF Internal Quality Auditing Programme (Table 2). For the better monitoring of the project materialization, the Internal Audits that take place are combined with the use of the SWFM-QF Project's Monitoring and Evaluation System developed in WP – 2 (Annex) thus evaluating the progress of the project and identifying deviations, non-conformities, preventive and corrective actions.

The current Final Quality Report was produced in the context of the Final report. It contains the results of the implemented measures for quality management and assurance from the project start till 31/10/2014.



Table 4. Assessment Findings Log of Work Package 2

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Compilation of the SWFM-QF Quality Handbook (Task 2.1)	No 4 17/07/2013	On-Time Compilation 31/01/2013 (according to revised Work Plan)	SIGMA prepared the Quality Handbook that describes the procedures and guidelines which will be used by WP Leaders to assure and control production of high quality deliverables and results during project lifetime. Quantifiable quality objectives for all SWFM-QF deliverables and actions have been set.	-	-
Interim Quality Report and relative documentation (Task 2.2)	No 14 20/03/2014	On-Time Compilation 31/10/2013 (according to revised Work Plan)	The mechanism and the adopted Internal Quality Management procedures and documents as described at the SWFM-QF Quality Handbook (Deliverable 2.1) were inspected as well as Deliverable 2.2 - Interim Quality Report, summarizing the findings of the internal audits for the reporting period (01/11/2012 - 31/10/2013).	-	-
Final Quality Report (Task 2.3)	No 25 19/12/2014	On-Time Compilation 31/10/2014 (according to revised Work Plan)	Although the initial version of the Final Quality Report was prepared and submitted on time, nevertheless it will finish on the 19th December 2014.	Communication with all the partners briefing them about the missing points. Continuous follow up by both Project and Financial Manager.	14

2.2.6. Relative documentation audited

1. Communication and Dissemination Handbook.
2. Interim and Final Quality Reports.
3. SWFM-QF Deliverables – Action Evaluation Table

Records' keeping

All partners monitor and record project's activities and deliverables based on quantified criteria quoted in Quality Planning, Control and Potential Risk Analysis Matrices of each work package.

All data is recorded and documented to SWFM-QF Deliverables – Action Evaluation Table forwarded to SIGMA to evaluate successful project progress according the specified quantified quality criteria.

2.3. Work Package 3

SURVEY DEVELOPMENT AND IMPLEMENTATION

2.3.1 Aim

WP3 has the following aims:

- Conduction of a Survey that will focus on the assessment of the nature, content and regulation of qualifications for Managers in Solid Waste Management Industry in the eight EU countries which participate in the project. The survey will be conducted via the compilation of a structured questionnaire.
- Conduction of a Survey that will assess the existing national VET systems on the professions of Waste Management in industry. The learning procedures through which the identified qualifications are acquired will be mapped.
- Compilation of a Country Report at each participating country, identifying and documenting common and different qualifications demands and training needs, between the 8 participating countries, with respect to workers' knowledge, skills competences and attitudes
- Compilation of a Synthesis based on the 8 countries reports.
- Establishment of a project network. All partners will exploit the foreseen dissemination activities, i.e. informative workshops, informative material, project website and newsletters, in order to establish the project network of stakeholders. Initially, each partner will establish a national network. The eight national networks will be merged into the construction of the project network in which members of a broader European range will also be included.
- The project network will be hosted at a communication and knowledge exchange platform which will be established for the needs of the project (IT Platform).

2.3.2 Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Development of the project communication and knowledge exchange tool based on the template designed by the WP Leader. Contribution to the development of the IT Platform content.
PASEPPE (P2)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
SBG DD (P3)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
F-BB (P4)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
SINERGIE (P5)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
SZIE (P6)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
KSZGYSZ (P7)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
ICERMS (P8)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
IEP-NRI (P9)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
PCC (P10)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
KTU-APINI (P11)	WP Leader Development of the surveys' questionnaires. Development of the surveys' reports at national level. Coordination of survey at national level. Networking activities at national level. Design of the knowledge base template.
ARWMC (P12)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
BIA (P13)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.

2.3.3 Internal Audits Undertaken

Within the current Work Package, the following Internal Audits took place:

No	Date	Task	
5	08/08/2013	3.1.1 3.1.2 3.1.3 3.2.1	Questionnaire Compilation Questionnaire Distribution Assessment of Received Answers Assessment of Received Answers
8	24/10/2013	3.1 3.2	Survey national reports on the qualifications of professionals Survey national reports on the existing training procedures of professionals
6	08/08/2013	3.4	SWFM-QF Network

2.3.4 Conduction of Surveys

The National Survey Reports that were conducted in 8 EU countries summarize the results of two research surveys conducted at each participating country. **KTU-APINI** compiled the original questionnaire in English. Questionnaires were submitted to all partners for comments and translation to their languages.

Conduction of 1st Survey
Conduction of 2nd Survey

In each country a survey was carried out among waste management companies, associations, authorities and training organizations to obtain firsthand data on the work requirements and qualifications as well as the VET offers for technicians and managers.

Mainly by emailing and contacting focus groups by phone the relevant data and information for the structured questionnaires (for firms, VET-providers, associations) were gathered. The structured questionnaire, developed by the **KTU-APINI**, was changed in some countries by the relevant SWFM-QF project partner, to respond better to national needs. The average return rate of all partner countries is at a pleasant rate of almost 30%. More than 3700 contacts were made, by all partners, and 750 answers have been received.

Final Quality Report

SWFM-QF partners, in each participating country, compiled a Country Report based on the results of both surveys. (8 Country Reports in English).

2.3.5 Communication and Knowledge Exchange Tool

SWFM-QF IT Platform (ITP) is an online tool for internal communication, data store for documents, for reporting purposes, etc. Through a single secure login all SWFM-QF members will have access to all their specific contents, groups, and services from anywhere in the world with a web browser. Each service plays a vital role in delivering the value of online communities as well as communicating, sharing, and publishing many different types of information. Advanced services (engines) are available in ITP that caters for different needs: file & link libraries, project office and management, learning service development, competency framework tools, scenario-like solutions, newsletters, contact databases etc. New tools and features are added continually to the platform.

SWFM-QF documents draft deliverables are initially created or uploaded in SWFM-QF ITP and then made available through the public SWFM-QF website.

2.3.6 SWFM-QF Network

A national network was created in each participating country. The members of the eight networks are representatives of all stakeholders' target groups. Each member had to register to the e-platform. A complete data base of contact details was created and this comprises the SWFM-QF network.

Table 5. Assessment Findings Log of Work Package 3					
Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Questionnaire Compilation (Task 3.1.1)	No 5 08/08/2013	An original questionnaire was prepared in English by the Work Package Leader till 19/03/2013	The questionnaires were prepared and disseminated in time.	-	-
Questionnaire Distribution / Received Answers (Task 3.1.2) (Task 3.1.3) (Task 3.2.1)	No 5 08/08/2013	Distribution of 200 questionnaires per country till 30/04/2013 Receipt of at least 100 answers Number of satisfied participants from the questionnaires	Efficient communication among the project partners as far as the restricted interest of stakeholders to fill in the questionnaire. All corrective measures received like the organization of interviews with stakeholders asking for onsite questionnaires filling in, and frequent notifications to stakeholders. 719 questionnaires received. The questionnaires are available on the website in all the languages of the participating countries.	Target: >1600 questionnaires, >800 answers Achieved: >3736 questionnaires 750 answers	-
Survey national reports on the qualifications of professionals in Solid Waste Management industry (Task 3.1)	No 8 24/10/2013	Eight (8) Countries' report to be submitted till 30-06-2013	Time deviations were detected to both surveys. No corrective actions needed.	-	-
Survey national reports on the existing training procedures of professionals in Solid Waste Management industry (Task 3.2)	No 8 24/10/2013	Eight (8) Countries' report to be submitted till 30-06-2013		-	-
SWFM-QF Network (Task 3.4)	No 6 08/08/2013	The SWFM-QF network database was expected to be ready till 31/06/2013	Most of the partners expressed their difficulties to register stakeholders to SWFM-QF Network. Lack of interest as far as the stakeholders.	Consultation between partners for identification of different types of interested stakeholders. The registrations will continue during the project and after its conclusion.	3

2.3.7 Relative documentation audited

1. Questionnaire addressed to target groups which belong to the industrial organisations that have been included in the project partnership
2. Country Reports
3. SWFM-QF network database

Records' keeping

Partners P1, P3, P5, P6, P8, P9, P11 and P13 will keep filed all received answered questionnaires.

2.4. Work Package 4

COMPARATIVE ASSESSMENT OF QUALIFICATIONS - DEVELOPMENT OF A COMPETENCE FRAME

2.4.1 Aim

WP4 aims to:

- enhance the comparability and transferability of the Solid Waste Facilities' Managers qualifications in the context of the implementation of the EQF,
- develop of a harmonized frame, for the common recognition of the qualifications of the Managers in the Solid Waste industry within Europe, will be based on the comparative analysis of the respective qualifications in 8 EU countries,
- develop an Info - Training Toolkit in three phases steps for the SWFM's course implementation.

2.4.2 Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	Contribution to the development of final version of comparison report. Development of the Harmonised Competence Frame. Gathering of relative informative and training material.
PASEPPE (P2)	Not Assigned Responsibilities
SBG DD (P3)	Work Package Leader. Gathering of all eight countries' reports and incorporation into one. Development of the draft and final version of the Comparison report regarding the identified national qualifications and VET. Contribution to the development of the Harmonised Competence Frame and the training tool-kit.
F-BB (P4)	Not Assigned Responsibilities
SINERGIE (P5)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.
SZIE (P6)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.
KSZGYSZ (P7)	Not Assigned Responsibilities
ICERMS (P8)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.
IEP-NRI (P9)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.
PCC (P10)	Not Assigned Responsibilities
ARWMC (P12)	
KTU-APINI (P11)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.
BIA (P13)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.

2.4.3 Internal Audits undertaken

Within the current Work Package, the following Internal Audits have taken place:

No	Date	Task	
9	24/10/2013	4.1	Comparison report of the identified national qualifications and VET
10	24/10/2013	4.2	Harmonised Competence Frame
13	30/11/2013	4.2	Harmonised Competence Frame
15	20/03/2014	4.2	Harmonised Competence Frame
18	25/06/2014	4.3	Info - Training Toolkit

2.4.4 Comparison report of the identified national qualifications and VET

The aim of the current report was to enhance the comparability and transferability of the Solid Waste Facilities' Managers qualifications in the context of the implementation of the EQF. The comparison report was based on the national reports and compared the qualifications of Solid Waste Facilities' Managers in the 8 countries studied on three key dimensions:

- Governance, examining the different nature of the system of governance of qualifications and the different modes of VETs associated with them.
- Education and Training, examining the preferred mode and length of each country's VET and the content of the respective VET programs (types of knowledge and scopes).
- Labour Market, examining the value of qualifications/skills in each country's labour market, the status of Solid Waste Management in the occupation/sector/society, the activities that SWF' Managers carry out, the basis of the wage and employment conditions, and apprentices/ trainees for each country.

2.4.5 Harmonised Competence Frame

A harmonized qualification framework to fulfill the needs of for managers occupied in different types of solid waste management facilities was fully developed. The identified qualifications are

presented in the form of a matrix according to EQF level 6 knowledge, skills and competences descriptors, supporting to their recognition and adoption across the European Union countries. The methodology used to compile the SWFM Harmonised Qualifications Framework was based on the methodology implemented for the development of a Professional Profile.

It is anticipated, the developed qualification frameworks to contribute to a wider understanding of the roles and responsibilities, activities and tasks of waste managers in managing effectively and sustainably different solid waste management facilities.

2.4.6 Info - Training Toolkit

Based on the developed different, EQF level 6, qualifications modules the curriculum for the vocational training of Solid Waste Facilities' Manager is depicted in detail.

The courses concept and structure for each qualification module is analytically presented. Furthermore trainees' and trainers' requirements are described. Informative material that can be used for training is proposed.

Finally, a Multinational glossary of the relative technical terms used in different solid waste management technologies and facilities are presented.

Table 6. Assessment Findings Log of Work Package 4

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Comparison report of the identified national qualifications and VET (Task 4.1)	No 9 24/10/2013	Comparison report till 31/07/2013	Efficient communication among the project partners as far as their country reports, during the period of Comparison report compilation. Time deviation was detected but no corrective actions needed.	-	-
Harmonised Competence Frame (Task 4.2)	No 10 24/10/2013		The integrated frame with detailed definition of expected knowledge, skills, and competences concerning the profile of Facilities Managers in the Solid Waste Management industry will be structured (expected at EQF levels 6) based on the findings of the comparative assessment of qualifications. The preparation of Harmonizes competence framework will be ready in time.	-	-
	No 13 30/11/2013	On-Time Compilation according to revised Work Plan Development of the Harmonised Competence Frame (31/01/2014)	The working team that has prepared the draft Harmonised Qualifications Framework (HQF) expressed the willingness to have an additional technical meeting in order to finalise the contents – details of the HQF (more specifically the activities, tasks and the corresponding qualifications of the Solid Waste Facility Manager) before their final formulation and before the initialization of the respective evaluation process during April 2014. It had been decided the extra meeting to take place in Italy, at the offices of SINERGIE (Italian partner) on 24th-25th of February 2014.	The current action for HQF is not a Corrective but an Improvement Action. For the further improvement and finalisation of the use of contents – details of the HQF and the ITT contents before their final formulation, an extra meeting will take place in Italy, at the offices of SINERGIE (Italian partner) on 24th-25th of February 2014. The contents - details of HQF and ITT will be discussed at the SWFM-QF Technical Meeting.	7

Table 6. Assessment Findings Log of Work Package 4

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
	No 15 20/03/2014		<p>A harmonized qualification framework to fulfill the needs for managers occupied in different types of solid waste management facilities, was fully developed. The 12 identified qualifications are presented in the form of a matrix according to EQF level 6 knowledge, skills and competences descriptors, supporting to their recognition and adoption across the European Union countries.</p> <p>The methodology used to compile the SWFM Harmonised Qualifications Framework was based on the methodology implemented for the development of a Professional Profile.</p>	-	-
Info - Training Toolkit (Task 4.3)	No 18 25/06/2014	On-Time Compilation according to revised Work Plan Info - Training Toolkit (20/04/2014)	<p>Based on the developed different, EQF level 6, qualifications modules the curriculum for the vocational training of Solid Waste Facilities' Manager (12 courses) is depicted in detail.</p> <p>The courses concept and structure for each qualification module is analytically presented. Furthermore trainees' and trainers' requirements are described. Informative material that can be used for training is proposed.</p> <p>Finally, a Multinational glossary of the relative technical terms used in different solid waste management technologies and facilities are presented.</p>	-	-



2.4.6 Relative documentation audited

1. Comparison Report
2. Development of the Harmonised Competence Frame
3. Info – training toolkit

Records' keeping

Partners P1, P5, P6, P8, P9, P11 and P13 will keep back-up files of the training material.

2.5. Work Package 5

EVALUATION PROCESS

2.5.1 Aim

WP5 aims to:

- evaluate the proposed competence frame of the EQF levels 6,
- evaluate the proposed curriculum of the training course and
- evaluate the respective training and informative material.

The evaluation process was implemented in two phases, an internal and an external evaluation.

The first phase, internal evaluation, concerned the evaluation of the competence frame and the proposals by the members of the SWFM-QF Network. The second phase involved external evaluators for the assessment of the aforementioned products of Work Package 4.

2.5.2 Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	Contribution to the development of the questionnaire and evaluation reports' templates. Sensitization of the national network for active participation to the on line evaluation. Appointment of the national external evaluators.
PASEPPE (P2)	Sensitization of the national network for active participation to the on line evaluation
F-BB (P4)	
KSZGYSZ (P7)	
PCC (P10)	
ARWMC (P12)	
SBG DD (P3)	Sensitization of the national network for active participation to the on line evaluation. Appointment of the national external evaluators.
SINERGIE (P5)	Contribution to the development of the questionnaire and evaluation reports' templates. Sensitization of the national network for active participation to the on line evaluation. Appointment of the national external evaluators
SZIE (P6)	
IEP-NRI (P9)	
KTU-APINI (P11)	
BIA (P13)	Work Package Leader. Construction of the on-line questionnaire, preparation of the evaluation reports' template, processing of final results and revision of products. Preparation of the report for the on-line evaluation procedure. Sensitization of the national network for active participation to the on line evaluation. Appointment of the national external evaluators.
ICERMS (P8)	

2.5.3 Internal Audits undertaken

Within the current Work Package, the following Internal Audits have taken place:

No	Date	Task	
22	31/10/2014	5.1	Report based on the outcomes of internal evaluation
22	31/10/2014	5.2	Reports on the outcomes of external evaluation
22	31/10/2014	5.3	Revised Competence Frame and Proposals for the SWFM training course curriculum

2.5.4 Report based on the outcomes of internal evaluation

The internal evaluation was realised via the SWFM-QF website by the members of the project Network. The outcomes of the evaluation, including the results of the on-line questionnaire and the forum discussions were depicted on a report that was produced by the Work Package Leader. The questionnaire is available on the IT Platform in English, Greek, German, Italian, Hungarian, Polish, Lithuanian and Bulgarian. The report of results was developed in English.

2.5.5 Reports on the outcomes of external evaluation

In each participating country two external experts were appointed for the evaluation of the proposed competence framework, the proposed training course curriculum and the training material that were prepared under WP4. The external experts came from the vocational training and the solid waste management industry sector. The project partners selected the external experts in close cooperation with the national Life Long Learning authorities of each country. A common template for the reports' compilation was prepared and provided by the Work Package Leader to the external evaluators. The reports entailed a rigorous analysis of the proposed products and they resulted into suggestions for certain modifications.



2.5.6 Revised Competence Frame and Proposals for the SWFM training course curriculum

The Work Package Leader merged the results of the internal and external evaluation reports and incorporated the suggested modifications into a final version of the Competence Frame and the proposals regarding the curriculum and the training material of the training course.

Table 7. Assessment Findings Log of Work Package 5

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Reports based on the outcomes of internal and external evaluation (Task 5.1 – 5.2)	No 22 31/10/2014	Report based on the outcomes of internal and external evaluation till 31/07/2014	The internal evaluation was realised via the SWFM-QF website by the members of the project Network. The outcomes of the evaluation, including the results of the on-line questionnaire and the forum discussions were depicted on a report that was produced by the Work Package Leader. In each participating country two external experts were appointed for the evaluation of the proposed competence framework, the proposed training course curriculum and the training material that were prepared under WP4. The external experts came from the vocational training and the solid waste management industry sector.	P11 could not find a second experienced enough external evaluator to evaluate the contents of the abovementioned project's deliverables	9
Revised Competence Frame and Proposals for the SWFM training course curriculum (Task 5.3)	No 22 31/10/2014	Revised Competence Frame and Proposals for the SWFM training course curriculum till 30/09/2014	The Revised Competence Frame and Proposals for the SWFM training course curriculum was concluded before the SWFM-QF Final Conference and presented with the SWFM-QF project results and delivered products.	There is a time deviation as far as the translations of the Revised Competence Frame and Proposals for the SWFM training course curriculum	10

**2.5.7 Relative documentation
audited**

1. Internal Evaluation Report
2. External Evaluation Reports
3. Revised Competence Frame and Proposals for the SWFM training course curriculum

Records' keeping

Partners P1, P3, P5, P6, P8, P9, P11 and P13 will keep back-up files of the answered questionnaires and the internal and external evaluation reports.

Work Package 6

DISSEMINATION ACTIVITIES

2.7.1 Aim

WP6 aims to widely disseminate and promote to all related bodies, target groups, interested stakeholders, of the SWFM-QF project, the methodology, activities, results and outcomes of the project.

2.6.2 Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	Development of the website, participation to the Greek workshop, preparation of a press release and a technical article at national level, preparation of the article at EU level, translation in GR of the dissemination material (leaflet and brochure), promotion of informative material and newsletters to national network, representation of the project at a relevant conference.
PASEPPE (P2)	Promotion of informative material and newsletters to national network, target groups and key actors. Realization of the informative workshop in Athens, Greece. Preparation of a press release. Preparation and printing in GR of the dissemination material (leaflet and brochure).
SBG DD (P3)	Contribution to the content development of the website, preparation of a press release and a technical article at national level, translation in DE and printing of the dissemination material (leaflet and brochure), translation in DE and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop. Contribution to the organisation of the national workshop.
F-BB (P4)	Promotion of informative material and newsletters to networks, target groups and key actors. Realisation of the informative workshop at national level. Preparation of a press release.
SINERGIE (P5)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in IT and printing of the dissemination material (leaflet and brochure), translation in HU and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop.

Partner	Responsibilities
SZIE (P6)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in HU and printing of the dissemination material (leaflet and brochure), translation in HU and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop.
KSZGYSZ (P7)	Promotion of informative material and newsletters to networks, target groups and key actors.
PCC (P10)	
ARWMC (P12)	
ICERMS (P8)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical a article at national level, printing of the dissemination material (leaflet and brochure) and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop.
IEP-NRI (P9)	WP Leader, Development of the Communication and Dissemination Handbook, contribution to the content development of the website, preparation of the Newsletters, organisation of the national workshop, preparation of press releases and technical article at national level, preparation and printing in PL of the dissemination material (leaflet and brochure), representation of the project at a relevant seminar/workshop.
KTU-APINI (P11)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in LT and printing of the dissemination material (leaflet and brochure), translation in LT and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop, promotion of informative material and newsletters to networks, target groups and key actors.
BIA (P13)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in BG and printing of the dissemination material (leaflet and brochure), translation in BG and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop, promotion of informative material and newsletters to networks, target groups and key actors.

2.6.3 Internal Audits Undertaken

Within the current Work Package, the following Internal Audits have taken place:

No	Date	Task	
4	17/07/2013	6.1	Communication and Dissemination Handbook
4	17/07/2013	6.2 & 6.3	SWFM-QF Website - Newsletters
11	24/10/2013	6.3 6.5.1 6.7.1	SWFM-QF 3 rd Newsletter Informative Leaflets Press Articles and Magazines
12	24/10/2013	6.4	Informative Workshops
16	20/03/2014	6.3.3	SWFM-QF 3 rd Newsletter
17	20/03/2014	6.4	Informative Workshops
20	25/06/2014	6.2 6.7 6.8	SWFM-QF website Press Articles and Magazines Participation to Events and Conferences
24	31/10/2014	6.2 - 6.8	SWFM-QF website Project's Newsletters Informative Leaflets Brochure Press Articles and Magazines Participation to Events and Conferences

2.6.3 Communication and Dissemination Handbook

The Communication and Dissemination Handbook was compiled in the beginning of the project and is used by all project partners. The Handbook describes in detail the strategic objectives of the dissemination plan, internal and external communication, content and instruments of dissemination, tasks and responsibilities, rules and regulations, project logo.

2.6.4 Project Website

Project web-site was launched (in English) in the beginning of the project containing information on aspects like: project description and objectives, partners profile, contact details, calendar of events, announcement of meetings, workshops, presentation of results, links to other relevant EU projects, download area, collection of the frequently asked questions etc. The main core of website is available in the languages of all participating countries.

2.6.5 Project's Newsletters

All five Newsletters were created providing information about the project's progress and results/products and relative articles on Solid Waste Management issues. The Newsletters were disseminated in electronic format via e-Newsletter Services, direct emails to the stakeholders' networks of the project partners, and are also available on SWFM-QF project official website in the languages of all the participating countries.

2.6.6 Informative Workshops

Each one of the partners P2, P4, P5, P6, P8, P9, P11 and P13 organised one informative workshop at national level for the dissemination of the project identity. Each workshop last one day and the targeted number of participants was 50 persons. Presentations were given on project's actions, anticipated results and outcomes, vocational training aspects and needs on solid waste management, vocational training and waste management legislative framework. Stakeholders from all identified target groups and end users were invited. The outcomes of the workshops are: agendas, presentations, stationery, poster, banner, photos and list of participants. Presentations and other informative material resulting from the workshop were uploaded to project website.

2.6.7 Informative Leaflets

The "start-up" (first) leaflet was prepared in view of the informative workshops at the beginning of the project. The leaflet presents the project structure, objectives, targeted results and activities.

The final leaflet presents the core results and deliverables that have been reached by the project.

2.6.8 Brochure

SWFM-QF brochure contains the achievements of the activities realised during the implementation of SWFM-QF project. More specifically, the brochure presents the comparative report, the proposed competence frame and the info-training toolkit. The final version brochure is available on SWFM-QF project official website.

Informative brochures have been translated at all participating countries' languages and are being distributed during events for further exploitation

2.6.9 Articles and Press releases

SWFM-QF Project Partners publicized articles about SWFM-QF project to National Press and Magazines. Relative articles available on SWFM-QF project official website.

2.6.10 Participation to Events and Conferences

The Lead Partner (SIGMA) participated to the ATHENS2014 2nd International Conference on Sustainable Solid Waste Management where the main projects outputs were presented to the public. The ATHENS2014 Conference was organized within the LIFE+ ATHENS-BIOWASTE project and was under the auspices of the Hellenic Presidency in order to reach the target groups at the widest possible level. The other partners were realised at least one presentation at a relevant seminar or workshop (without subscription fees) at national level.

Table 8. Assessment Findings Log of Work Package 6

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Communication and Dissemination Handbook (Task 6.1)	No 4 17/07/2013	On – time operation according to the Work Plan Definition of the proper Communication and Dissemination Strategy. Final version till 31/01/2013	IEP-NRI has prepared the Quality Handbook that describes the procedures and guidelines which will be used by WP Leaders to assure and control production of high quality deliverables and results during project lifetime. Quantifiable quality objectives for all SWFM-QF deliverables and actions have been set.	-	-
SWFM-QF Website (Task 6.2)	No 4 17/07/2013	Development and launch of an informative interactive, user-friendly website until 31/01/2013 No of visits to SWFM-QF website per month = 400 Website languages: EN, GR, DE, IT, HU, PL, LT, BG	The preparation and operation of the website The targets set on the website visits and recipients of the newsletters were achieved.	-	-
	No 20 25/06/2014	The site is regularly updated. All deliverables are on-time uploaded and available.	There are direct links to the harmonized qualification framework and the Info-Training Toolkit. Until 25/06/2014 the number of visits and unique visitors were 21700 and 7519 respectively, overcoming the agreed target.		
	No 24 31/10/2014	Target: 400 visits per month Achieved: <1200 visits per month	The site is regularly updated. All deliverables are on-time uploaded and available. There are direct links to the harmonized qualification framework and the Info-Training Toolkit. Until 31/10/2014 the number of visits and unique visitors were 28996 and 10702 respectively, overcoming the agreed target.	Missing information in the SWFM-QF website: 5th Newsletter, SWFM-QF Brochure, and few Press Articles and Events	12

Table 8. Assessment Findings Log of Work Package 6

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Project's Newsletters (Task 6.3)	No 4 17/07/2013	One e-Newsletter every six months. Number of e-Newsletters : 5 E-newsletters languages will be: EN, GR, DE, IT, HU, PL, LT, BG Five articles at least in each newsletter. All e-Newsletters were e-mailed to nearly 1500 recipients.	Time deviations were detected to preparation of the 1 st and 2 nd Newsletter. The Newsletters were translated in the languages of the participating countries. The preparation of the 3 rd Newsletter has not started yet. The deliverable should be ready until 31/12/2013.	IEP-NRI prepared and disseminated the Newsletters after the realisation of the first two Coordination Meetings. The Newsletters were published in all the languages of the participating countries. Reminding of their obligations during the 3 rd CM.	1
	No 11 24/10/2013				2
	No 16 24/10/2013		No deviations detected for the 3 rd Newsletter	-	-
	No 24 31/10/2014		All newsletters have been issued and disseminated in electronic format via e-Newsletter Services (nearly 1500 recipients per Newsletter) and the direct emails to the stakeholders' networks of the project's partners. All newsletters are also available on SWFM-QF website in the languages of all participating countries (EN, GR, DE, IT, HU, PL, LT, BG). The 4 th Newsletter was not prepared according to the Timetable of the approved Application Form. A 32-days delay was detected due to summer vacations. No deviations detected for the 5 th Newsletter.	IEP-NRI prepared and disseminated the 4 th Newsletter after the realisation of the 4 th Coordination Meeting. All Newsletters were published in all languages of the participating countries.	13

Table 8. Assessment Findings Log of Work Package 6

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Informative Workshops (Task 6.4)	No 12 24/10/2013	Each one of the partners P2, P4, P5, P6, P8, P9, P11 and P13 will organise one informative workshop at national level for the dissemination of the project identity. 30/09/2013 Target: number of participants 50 persons per Workshop Achieved: number of participants 55 per Workshop	Until 31/10/2013 the partner P2 did not give a date for its informative workshop, while P8 and P4 will organize their informative workshop at the start and at the end of November 2013 respectively. The partners P5, P6, P9, P11 and P13 have completed the task.	Close communication with the partners that have to organize an informative workshop by the IEP-NRI so to accelerate the process. Reminding of their obligations during the 3rd CM	6
	No 17 20/03/2014	Each one of the partners P2, P4, P5, P6, P8, P9, P11 and P13 organised one informative workshop at national level for the dissemination of the project identity.	All the partners have completed the task.	-	-
Informative Leaflets (Task 6.5.1)	No 11 24/10/2013	Two informative three-folded leaflets will be created. The initial version of the leaflets will be English. Translations in Greek, Italian, German, Hungarian, Polish, Lithuanian and Bulgarian are foreseen. Target: 500 EN; 500 GR; 500 DE; 500 IT; 500 HU; 500 LT; 500 PL; 500 BG	The dissemination activities realised concern the operation and update of the website, leaflets, articles' releases and participation to various events.	-	-
Informative Leaflets (Task 6.5.2)	No 24 31/10/2014	The Final Leaflet is available on SWFM-QF website in the languages of all participating countries (EN, GR, DE, IT, HU, PL, LT, BG).	The final leaflet was presented during the SWFM-QF Final Conference and presents the core results and deliverables that have been reached by the project.		

Table 8. Assessment Findings Log of Work Package 6

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Press Articles and Magazines (Task 6.7)	No 11 24/10/2013		Until 28/02/2013 all the partners should have made press publications. Only Lithuanian and Hungarian partners have not completed the task.	Close monitoring of the partners' activities concerning their publications by the IEP-NRI. Reminding of their obligations during the 3rd CM.	5
	No 20 25/06/2014	Total Number of Articles: 8, at least one per country Total number of Press Articles: 2 in each participating country	All articles and press releases are available on the SWFM-QF website. Until 25/06/2014 8 articles have been released (target 8, at least one per country) and 12 press releases (target 16, at least two per country)	-	-
	No 24 31/10/2014		All articles and press releases are available on the SWFM-QF website 14 articles have been released (target 8, at least one per country) and 19 press releases (target 16, at least two per country).	-	-
Participation to Events and Conferences (Task 6.8)	No 20 25/06/2014	Target: One Participation and one presentation to an international conference – exhibition related to Waste Management or Vocational Training.	Until 25/06/2014 SWFM-QF has been presented in 14 dissemination events and conferences. Currently all partners are preparing for the SWFM-QF Final Conference, whereas some additional dissemination events are scheduled for months September and October of 2014.	-	-
	No 24 31/10/2014		Until 31/10/2014 SWFM-QF has been presented in 20 dissemination events and conferences. All the partners have overpassed their obligations and reached the agreed target.	-	-

Table 8. Assessment Findings Log of Work Package 6

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Brochure (Task 6.6)	No 24 31/10/2014	The Brochure is available on SWFM-QF website in the languages of all participating countries (EN, GR, DE, IT, HU, PL, LT, BG).	The core project deliverables that were produced under WP4 and WP5 were published in the form of a brochure. More specifically, the brochure presents the comparative report, the proposed competence frame and the info-training toolkit.	-	-

2.6.9 Relative documentation audited

1. Communication and Dissemination Handbook
2. e-Newsletters
3. SWFM-QF Leaflets
4. Technical Articles and press releases
5. Presentations to Conferences and/or seminars

Records' keeping

At least one copy of all documents produced during the dissemination actions of the project will be filed by the partners.

Partners must maintain records of all the deliverables of the events that will organize and participate, during the project.

All files can be accessed by P1 as the SWFM-QF Project Leader and EACEA respective auditing authorities as the principle administrative and funding organization of the SWFM-QF project.

Work Package 7

EXPLOITATION ACTIVITIES

2.7.1 Aim

WP7 aims

- develop an exploitation strategy, plan covering a 5 years period after the project conclusion.
- promote the sustainable use of the project outputs as well as the sustainable enlargement of the project network during and after the project lifetime.

2.7.2 Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	WP Leader. Creation of the exploitation plan Handbook. Realisation of the final conference. Submission of Informative material to EACEA. Control of exploitation activities. Exploitation of existing networks and identification of potential beneficiaries.
PASEPPE (P2)	Support of exploitation activities. Participation in final conference
F-BB (P4)	
KSZGYSZ (P7)	
PCC (P10)	
PCC (P10)	
ARWMC (P12)	
SBG DD (P3)	Contribution in the preparation of the Exploitation Plan. Support of exploitation activities. Participation in final conference in Greece. Exploitation of existing networks and identification of potential beneficiaries
SINERGIE (P5)	
SZIE (P6)	
ICERMS (P8)	
IEP-NRI (P9)	
KTU-APINI (P11)	
BIA (P13)	

2.7.3 Internal Audits Undertaken

Within the current Work Package, the following Internal Audits have taken place:

No	Date	Task	
23	31/10/2014	7.1 & 7.2	Exploitation Plan Handbook Final Conference

2.7.4 Exploitation Plan Handbook

The main goal of the Exploitation Plan is to serve as an on-going, concise work plan for setting out the main exploitation aspects of the SWFM-QF project and to establish suitable actions to make SWFM-QF a successful and sustainable project for a long period. The SWFM-QF Exploitation Plan Handbook was concluded after a successfully discussion between the partners at the end of the SWFM-QF Final Conference on issues related to the sustainability and further exploitation of SWFM-QF project results and delivered products. It serves as an agenda for future opportunities and possibilities of increasing the reach of the dissemination and communication project in the community.

2.7.5 Final Conference

The Final Conference of SWFM-QF Project “Towards a European Qualification Framework for Solid Waste Facilities’ Managers” was concluded on the 10th of October 2014 at the Mediterranean Palace Hotel, in the city of Thessaloniki, Greece, with more than 65 attendants. The Conference was hosted by SIGMA Consultants Ltd in cooperation with Regional Association of Solid Waste Management Agencies of Central Macedonia.

Table 9. Assessment Findings Log of Work Package 7

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
Exploitation Plan Handbook (Task 7.1)	No 23 31/10/2014	The first draft will be introduced in the 2nd session of the SC, while the final version will be delivered at the end of the project. Presentations at waste management seminars, conferences and at Vocational Training workshops, at each participating country, are foreseen in order to showcase project results and enhance networking after the project completion	The final version of the Exploitation Plan was prepared and distributed to the partners on the 31th of August 2014. The final version (V3) of the exploitation Plan will be uploaded at the SWFM-QF website upon completion of the project and fullfilment of all relative dissemination and exploitation activities.	A Confidentiality, Intellectual and Industrial Property Rights Agreement has been prepared and been distributed to all partners for signing	11
Final Conference (Task 7.2)		The conference will be held in Greece and will be organized by P1. During the conference the main results of the project will be presented to interested stakeholders, end users and the public.	The Final Conference of SWFM-QF Project “Towards a European Qualification Framework for Solid Waste Facilities’ Managers” was concluded on the 10th of October 2014 at the Mediterranean Palace Hotel, in the city of Thessaloniki, Greece, with more than 65 attendants. The Conference was hosted by SIGMA Consultants Ltd in cooperation with Regional Association of Solid Waste Management Agencies of Central Macedonia.	All relative documentation was audited and no deviations were detected.	-

2.6.9 Relative documentation audited

1. Exploitation Plan Handbook. It has been added to the Dissemination and Communication Handbook and uploaded to the project's website.
2. Networks

Records' keeping

Exploitation Plan Handbook will be available to all project partners and kept for at least five years after the project conclusion.



ANNEXES

- Annex I** SWFM-QF Monitoring Table
- Annex II** SWFM-QF Internal Quality Audit Forms

ANNEX I – Table 10. SWFM-QF Monitoring Table

Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Responsible Partner	Impacts	Internal Audit No	Internal Audit Date
1.1	31/12/12	31/12/12	0	Project governance structure with key personnel	Completed and updated on 30/03/2013, 30/09/2013 and 30/09/2014	P1		2	17/01/2013
1.2	31/12/12	15/01/13	15	Project Work Plan	Completed and updated	P1		2	17/01/2013
1.3	30/11/13	30/11/13	0	Interim Report	Completed	P1		13	30/11/2013
1.4	31/12/14	15/01/15	15	Final Report	Completed	P1	Small time extension	25	19/12/2014
1.5	31/12/12	17/12/12	0	Kick-off meeting in Thessaloni, GR	Completed	P1		1	17/01/2013
1.6	30/06/13	17/06/13	0	Second Coordination Meeting in Dresden, DE	Completed	P3		3	17/07/2013
1.7	31/12/13	14/11/13	0	Third Coordination Meeting in Budapest, HU	Completed	P6		7	24/10/2013
	28/02/14	24/02/14	0	SWFM-QF Technical Meeting	Completed	P5		13	20/03/2014
1.8	30/06/14	26/06/14	0	Fourth Coordination Meeting in Largs, Scotland, UK	Completed	P8		19	25/06/2014
1.9	31/10/2014	08/10/14	0	Final Coordination Meeting in Thessaloniki, GR	Completed	P1		21	31/10/2014



Final Quality Report

Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Responsible Partner	Impacts	Internal Audit No	Internal Audit Date
2.1	31/01/13	31/01/13	0	Quality Handbook	Completed on 31/01/13. Updated on 19/03/2013 and 30/09/2013	P1		4	17/07/2013
2.2	31/10/13	31/10/13	0	Interim Quality Report	Completed	P1		14	20/03/2014
2.3	31/10/14	31/10/14	0	Final Quality Report	Completed	P1		25	19/12/2014
3.1	30/06/13	15/07/13	15	Survey national reports on the qualifications of professionals	Completed	P11		8	24/10/2013
3.2	30/06/13	15/07/13	15	Survey national reports on the existing training procedures of professionals	Completed	P11		8	24/10/2013
3.1.1	19/03/13	19/03/13	0	Questionnaire Compilation	Completed	P11		5	08/08/2013
3.1.2	30/04/13	30/04/13	0	Questionnaire Distribution	Completed	P1, P2, P3, P4, P5, P6, P7, P8, P9, P10, P11, P12, P13	Target: >1600 questionnaires, >800 answers Achieved: >3736 questionnaires 750 answers	5	08/08/2013
3.1.3	15/06/13	10/06/13	0	Assessment of Received Answers	Completed	P1, P3, P5, P6, P8, P9, P11, P13	Eight (8) National reports	5	08/08/2013
3.2.1	15/06/13	10/06/13	0	Assessment of Received Answers	Completed	P1, P3, P5, P6, P8, P9, P11, P13	Eight (8) National reports	5	08/08/2013
3.4	30/6/13	30/06/13	0	SWFM-QF Network	Completed and updated	P11		6	08/08/2013



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Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Responsible Partner	Impacts	Internal Audit No	Internal Audit Date
4.1	31/07/13	15/08/13	15	Comparison report of the identified national qualifications and VET	Completed	P3		9	24/10/2013
4.2	30/11/13	31/01/14	62	Harmonised Competence Frame	Completed	P1		10, 13 &15	24/10/2013 30/11/2013 20/03/2014
4.3	31/03/14	20/04/14	20	Info - Training Toolkit	Completed	P3		18	25/06/2014
5.1	31/07/14	31/07/14	0	Report based on the outcomes of internal evaluation	Completed	P8		22	31/10/2014
5.2	31/07/14	31/07/14	0	Reports on the outcomes of external evaluation	Completed	P8		22	31/10/2014
5.3	31/08/14	30/09/14	30	Revised Competence Frame and Proposals for the SWFM training course	Completed	P8		22	31/10/2014
6.1	31/1/13	31/01/13	0	Communication and Dissemination Handbook	Completed and updated on 12/03/2013 and 30/09/2013	P9		4	17/07/2013
6.2	31/01/13	31/01/13	0	Project Web-site	Completed and updated	P1	Target: 400 visits per month Achieved: <1200 visits per month	4, 20 & 24	17/07/2013 25/06/2014 31/10/2014
6.3	31/10/13	-	-	Project's Newsletters	Completed	P9		4, 11 & 24	17/07/2013 24/10/2013 31/10/2014
6.3.1	31/12/12	21/01/13	21	1st Project's Newsletter	Completed (disseminated via e-Newsletter services, available on SWFM-QF website, communicated through partners)	P9	735 recipients via e-Newsletter services and emails	4	17/07/2013

Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Responsible Partner	Impacts	Internal Audit No	Internal Audit Date
6.3.2	30/6/13	16/07/13	16	2nd Project's Newsletter	Completed (disseminated via e-Newsletter services, available on SWFM-QF website, communicated through partners)	P9	1380 recipients via e-Newsletter services, emails and ENTER Network	4 & 11	17/07/2013 & 24/10/2013
6.3.3	31/12/13	08/01/14	8	3rd Project's Newsletter		P9	1562 recipients via e-Newsletter services, emails and ENTER Network	11	24/10/2013
6.3.4	30/06/14	01/08/14	32	4th Project's Newsletter		P9	1630 recipients via e-Newsletter services, emails and ENTER Network	24	31/10/2014
6.3.5	31/10/14	30/10/14	0	5th Project's Newsletter		P9	1416 recipients via e-Newsletter services, emails and ENTER Network	24	31/10/2014
6.4	30/09/13	07/03/14	158	Informative Workshops		Completed	P9	Target: number of participants 50 persons per Workshop Achieved: number of participants 55 per Workshop	12 & 17
6.5.1	28/02/13	21/02/13	0	Informative Leaflets	Completed	P9	Target: 500 EN; 500 GR; 500 DE; 500 IT; 500 HU; 500 LT; 500 PL; 500 BG	11	24/10/2013
6.5.2	31/10/14	29/09/14	0	Informative Leaflets	Completed	P9	Target: 500 EN; 500 GR; 500 DE; 500 IT; 500 HU; 500 LT; 500 PL; 500 BG	24	31/10/2014
6.6	30/09/14	10/10/14	10	Brochure	Completed	P9	Target: 800 copies (Achieved)	24	31/10/2014



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Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Responsible Partner	Impacts	Internal Audit No	Internal Audit Date
6.7	31/10/14	31/10/14	0	Press Articles and Magazines	In Progress - Exploitation	P9	Target: 11 articles Achieved: 12 articles Target: 16 press releases Achieved: 21 press releases	11, 20 & 24	24/10/2013 25/06/2014 31/10/2014
6.8	30/06/14	31/10/14	123	Participation to Events and Conferences	In Progress - Exploitation	P9	Target: 17 events Achieved: 27 events	20 & 24	25/06/2014 31/10/2014
7.1	31/08/14	10/10/14	40	Exploitation Plan Handbook	Completed and updated	P1	Exploitation Plan and IPR Agreement	23	31/10/2014
7.2	15/10/14	10/10/14	0	Final Conference	Completed	P1	65 participants	23	31/10/2014



ANNEX II – SWFM-QF Internal Quality Audit Forms

	SWFM-QF Project INTERNAL AUDIT FORM	
	Record of findings	No. _____ Date: _____
Auditor:		
Name _____		
Organisation SIGMA Consultants Ltd		
Position Internal Quality Auditor		
Auditee:		
Name _____		
Organisation SIGMA Consultants Ltd		
Position _____		
	Number	Title
Work Package:	1	_____
Task	1.2	_____
Checking Points		
Deliverable	<input type="checkbox"/>	_____
Allocated tasks/responsibilities	<input type="checkbox"/>	_____
Dissemination Event	<input type="checkbox"/>	_____
Other (please specify)	<input type="checkbox"/>	_____
Internal Auditing and Evaluation Criteria		
Criterion	Comments	
Work plan/Deadline	_____	
Financial	_____	
Staff days	_____	
Communication	_____	
Non Compliances		
Number	Description	Corrective Action No
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
Auditor	Auditee	
Signature	Signature	