1st Quarterly Partnership Progress Report

1. Identification

Project Programme	LLP – Leonardo da Vinci Transfer of Innovation
Project Title	LEO quali-TC: LEarning Outcome-oriented quality mobility placements to gain transparency and recognition of qualifications within the Tourism and Catering field
Agreement No.	2013-1-IT1-LEO05-04022
Partner Organisations	P0 – Istituto Professionale di Stato per i Servizi Alberghieri e della Ristorazione "A. Saffi" P1 – FormAzione Co&So Network Consorzio s.c.s. P2 – Berufsförderungsinstitut Steiermark P3 – IHK-Projektgesellschaft mbH Ostbrandenburg P4 – Escuela de Hostelería de A Coruña "Á. Cunqueiro" P5 – Vocational High School of Tourism "Dr. V. Beron" P6 – INIT Developments Ltd
Reporting period	01/10/2013 – 31/12/2013

2. Activities implemented

Work Package: WP 1 – Project Management and Sustainability (01/10/2013 – 30/09/2015)			
Start date of reporting	01/10/2013	**End date of reporting**	31/12/2013
Description of specific tasks undertaken and outcomes	The WP1 Project Management and Sustainability ensures with the single activities that the whole project consortium runs through a smooth and feasible implementation process, that all deadlines are met and all outputs are developed in the planned quality in due time. The main element of the project management concept is a strong reliable partner relationship based on the principles of trust, transparency and equality and with high potential for long-lasting sustainability. Tasks undertaken in the Quarterly Partnership Progress Report No. 01: • Development of the partner contracts according to the tasks and		

	budgets provided in the project application; • Building of the transnational management committee consisting of one member of each partner organisation being the core body for all project related decisions (lead partner has primus inter pares function); • Communication and permanent project management, discussion with the partner organisations about single tasks, contents, deadlines, forms of delivery etc.; • Planning and realization of the Kick-off Project Meeting & Transnational Dissemination Start-up Workshop (Graz, AT, 21-22 October 2013); • Reporting for the Kick-off Project Meeting & Transnational Dissemination Start-up Workshop (included summary of decisions and agreed deadlines); • Active monitoring of the project process; • External communication on behalf of the project partnership with National Agency; • Strong link and permanent feedback to and from Quality Assurance (WP2) to allow ongoing reflection and consideration of findings.

Work Package: WP 2 – Quality Management and Assurance (01/10/2013 – 30/09/2015)			
Start date of reporting	01/10/2013	**End date of reporting**	31/12/2013
Description of specific tasks undertaken and outcomes	Being an ongoing process the Quality Assurance runs throughout the whole project. The process consists of a "virtuous" cycle based on continuous monitoring of the indicators of quality and the consequent continuous improvement of the processes under control. Therefore, at the beginning of this first Quarter the Quality Evaluator P6-INIT identified together with P0-IPSSAR “Saffi” and P1-FCN the processes to be monitored, indicators to be used and the metrics to be adopted. The Quality Assurance is developed during the whole project activities as a parallel activity to project management implementation. There is a constant relation between internal evaluation and project management, in order to calibrate project actions. The Quality Assurance Plan has the following objectives: • Applying systematic activities for monitoring the project implementation, recording deviations and shortcomings; • Set quality assurance procedure for review and approval of deliverables;		

- Introducing a formal and systematic testing to measure the effectiveness of the LEO quali-TC ECVET Model.

The Quality Assurance report will be issued before the ending of the project and it will made up of all the interim reports drawn up during the implementation of the project.

Develop a plan of quality means both to identify the criteria for completeness and accuracy of deliverables and to make a plan to assure the quality of the product to be developed.

The quality plan for the project takes as a reference the European Quality Assurance Reference Framework (EQARF). It is the Reference Model for VET quality assurance described in a Recommendation approved by the Parliament and the European Council. EQARF comprises a quality assurance and improvement cycle of planning, implementation, evaluation/assessment and review/revision of VET, supported by common quality criteria, indicative descriptors and indicators.

Tasks undertaken in the Quarterly Partnership Progress Report No. 01:

- Development of the QUALITY MANAGEMENT HANDBOOK: the handbook contains all necessary information how quality assurance is implemented in the project and focuses on the dimension of the process, product and impact quality and will be updated throughout the whole project duration to allow inclusion indicators if necessary. The handbook includes detailed information about:

The QM-concept: criteria, experts, objects

- *Criteria-based evaluation*
- *Scientific and methodological correctness*
- *Transparency*
- *Holistic approach*
- *Feasibility*
- *The European dimension*
- *Target orientation*
- *Definition of the evaluation expert*
- *Object of the project evaluation*

Evaluation of the project levels, methods, instruments and measuring points

Level 1: quality assurance during the project process

- *The snapshot analysis (deviance analysis)*
- *Project meetings and phases*

	▪ *Evaluation procedure – process level* Level 2: quality assurance at the project level ▪ *Problem identification* ▪ *Product evaluation methods* ▪ *Evaluation instruments* ▪ *Samples* Level 3: Quality assurance of the dissemination level ▪ *Introduction* ▪ *The project website* Level 4: Exploitation and sustainability ▪ *Introduction* ▪ *The project website* ▪ *Exploitation report* • Snap shot analysis No. 01: the so-called *snapshot analysis* helps to draw a comparison between the targets in the *project proposal* and other *quality guidelines* with the actual *progress of the project*. The *snapshot analysis* has the additional advantage that its underlying instrument represents clearly and in chronological order all individual *processes, activities, results, deadlines* and *partners' responsibilities.* The application documents from the funding programmes do not normally ask for such detailed overview plans and all relevant information is "hidden" in different places within the proposal document, e.g. *a general project description, description of work packages, description of the project results*, *dissemination plan*, *QM-plan etc.* It is therefore a great help for all involved in the project - primarily for the project lead organisation - if the entire course of the project with its steps is detailed and listed chronologically. Thus a management instrument for project lead organisations and partners is developed alongside the evaluation instrument.

Work Package: WP 3 – Dissemination (01/10/2013 – 30/09/2015)			
Start date of reporting	01/10/2013	**End date of reporting**	31/12/2013
Description of specific tasks undertaken and outcomes	Dissemination is essential for take-up, and take-up is crucial to the success of the project and sustainability of outputs in the long term. Dissemination informs the community about what you have developed and the benefits of using it.		

	To reach this aim the partner organisations developed in this first Quarter a comprehensive dissemination plan and strategy which contains all single activities on transnational, national, regional and local level for all participating organisations. The project is in the lucky position to contain a number of organisations, VET providers and companies in the tourism and catering industry which have a huge European wide and even beyond valorisation potential. Tasks undertaken in the Quarterly Partnership Progress Report No. 01: To support the single dissemination activities on the different levels a set of materials and initiatives for information diffusion were developed in this Quarter: • First draft of the Dissemination Strategy/Plan; • Project logo; • Project website and Forum, which serves as a partnership coordination tool, as well as a privileged channel for project dissemination and valorisation activities, filing and storage of all documentation produced within the project development, advertising events and connections with the EU institutional stakeholders, the National Agency and other EU project partnerships involved in similar activities and initiatives; • The Transnational Dissemination Start-up workshop (Graz, AT, 22 October 2013); • Project Newsletter No. 01. A questionnaire about the dissemination actions that each partner perform was provided to them. The information merges into the dissemination strategy/plan.

Work Package: WP 4 – Exploitation (01/10/2013 – 30/09/2015)			
Start date of reporting	01/10/2013	**End date of reporting**	31/12/2013
Description of specific tasks undertaken and outcomes	The WP4 for Exploitation runs in parallel with the WP3-Dissemination and has to be seen in close relation to the dissemination activities. The main aim of the activities under this WP is to ensure the sustainable use of the project outputs on one hand and the sustainable development of the project consortium as such on the other hand. Sustainable use is seen on the geographical and institutional level, this means that the activities of this WP should allow for the best and widest possible use		

	of the outputs in the European countries (and in the case of this project consortium even beyond). Furthermore the sustainable use should allow for a widest possible institutional spreading in Europe, ensuring that as many as possible institutions are sustainably using the outputs and the consortium as such as a reference point. Even if exploitation takes place after the project's lifetime, when all project results exist as final products, it is necessary to plan exploitation activities from the start. The basis for successful exploitation is a well planned and implemented dissemination strategy at different levels. Furthermore, the identification of stakeholders has to be carried out as early as possible. So partners in this first Quarter started to involve stakeholders and possible end-users in the project process. On the one hand they can be more easily convinced of the project outcomes when they have the chance to follow the development, but on the other hand also project consortia can benefit by including suggestions or recommendations from the stakeholders side in the development process. Two key aspects to successful exploitation of project results will be: - Producing relevant results of good quality to satisfy the demands of providers, policy makers and ultimately society more generally; - Ensuring that results reach the right target audiences in a format and at a time, that provides greatest benefit. Besides the huge network of all the involved partner organisations and associated organisations we will work in close co-operation with EFVET (European Forum for Technical and Vocational Education and Training) in quality of associated partner of the project in order to develop the exploitation plan and the implementation control in all involved partner organisations. EFVET will through its national representatives assist with information on the results to the target groups to attract these to the project outputs, but also more important to raise the use of the ECVET model as an European model for transparency and recognition of learning outcomes and qualifications in the Tourism and Catering sector. One final major conference event on ECVET in the Tourism and Catering sector in Europe will support this horizontal key action. This final Conference, which will be held in Italy (Firenze), has its main purpose in the exploitation of the final project results in a larger public. At this conference the main outputs will be presented to the public, furthermore the consortium will also present its sustainability strategy to the public aiming at a huge public support for the future activities.

Work Package: WP 5 – European Survey, peer review and development (01/10/2013 – 31/01/2014)			
Start date of reporting	01/10/2013	**End date of reporting**	31/12/2013
Description of specific tasks undertaken and outcomes	The European survey gives an overview about the requested and available competences in the tourism and catering sector in Europe. It is based on a questionnaire survey done in all partner countries where tourism schools, VET training centres, tourism and catering service providers (hotels, restaurants, etc.) have been asked about the demanded and offered competences in the sector. This is the basis of the development and finalisation of the Competence Grid as being the core instrument for the presentation of the whole set of competences and learning outcomes available and needed in the tourism and catering fields. Tasks undertaken in the Quarterly Partnership Progress Report No. 01: • Development of the Questionnaire used for the European survey; • 10 Stakeholders per partner country (T&C vocational schools, training centers providing VET in T&C, T&C companies, service providers, hotels, restaurants, etc.) interviewed (50 in total); • Development of the Competence Grid which includes 9 different professions in the tourism and catering sectors: ▪ Cook ▪ Cook assistant ▪ Waitress/waiter ▪ Waitress/waiter assistant ▪ Sales and marketing assistant ▪ Bartender ▪ Receptionist ▪ Room maid ▪ Guest relations assistant		
Milestones met	All partners developed all the tasks and project activities as scheduled in the WPs		
Describe and justify any changes to or variations from the original work plan	None		
Delays (if any) in planned			

activities and outputs? If applicable how will the team compensate for the delays and catch up?	None
External impact/ mainstreams	Externally, the project was promoted among partners networks which individually have quite a wide audience, thus generating a multiplier effect. P0-IPSSAR "Saffi" and all partners received also very positive feedback from stakeholders such as social partners, education and training providers, sectoral representatives, learners and civil society. They are now the key actors who define learning outcomes tailor made for the labour market needs. The project has been considered by all of them as an opportunity to tailor education and training to individual needs, improve links to the labour market and improve the way non-formally and informally acquired learning outcomes are recognised and piloted by competent national bodies.
Which partners have you had communications with? How often and in which way have you communicated?	The communication has been very fluent among all partners. Most communication has been by e-mail. E-mail have been sent to / received from P0-IPSSAR "Saffi" and P1-FCN and all partners mostly on a weekly basis. All partners met during the Kick-off Project Meeting held in Graz (AT) on the 21st and 22nd October 2013.
Do you feel the information relating to the management of the project is sufficient, relevant and effective?	The management of the project has been considered by all partners very satisfactory during this quarter of the project life. Internal management has been considered very satisfactory too.