



MEDILINGUA - Advancing vocational competences in foreign languages for paramedics
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Author: **EEC**

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Introduction

This Quality Management Plan provides detailed information of the Quality Management aspect of the Medilingua Management Plan (Output No. 1).

Medilingua: Project summary

The primary focal group of the Medilingua project is paramedics. Across Europe the demand for qualified paramedic skills is increasing, as is the mobility of people across the EU. With increased mobility, however, comes an increase in medical emergencies.

Across Europe the training of paramedics in aspects of their professional work is high. However, in many Member States their ability to communicate with patients from other countries does not always keep pace with the range of languages they meet – generally in emergency situations where effective communication might save lives.

Using mobile podcasting technology as an innovative platform, the Medilingua project aims to raise the language skills of paramedics in partner countries by developing an English language-based communication course for paramedics. It will be directed towards the most commonly encountered emergency situations in the thematic areas of adults, children, infants, pregnant women, and elderly people.

Through Medilingua the vocational, educational and training (VET) competencies of paramedics will be raised in partner countries while, at the same time, the language skills of paramedics will be improved and more lives will be saved.

As well as dissemination, exploitation and evaluation, the project's activities include:

- Research to identify (a) the most commonly met health- or life-threatening situations in partner countries, and (b) the most commonly used mobile devices by people from the target groups.
- The development of an effective podcasting methodology for this client group in different partner countries
- The development of training content (in the five thematic areas), relevant to different countries.
- Testing both the delivery system and the training content, along with relevant iteration, to produce a robust and effective training system.

Definition of terms

Paramedics: people who are trained to do medical work, especially emergency first aid, but are not a fully qualified doctors (OED). *N.B. This definition does not concentrate solely on people who have specifically received formal paramedic training*

Podcasting: a program (as of music or talk) made available in digital format for automatic download over the Internet (Webster). *N.B. The Medilingua project concentrates on using podcasting technology delivered via mobile devices.*

Medilingua: Quality management

Communication & reporting

All partners are jointly and severally liable for the successful execution and outputs of the Medilingua project. These responsibilities concern the project itself (quality, value, valorisation) and its financial control. To assist effective management partners are individually responsible for good communication within the Partnership, timely and detailed reporting, and accurate and up to date record keeping.

It is the responsibility of each partner, individually, to respond in a full and timely fashion to requests for financial and/or activity information. This is particularly important when periodic reports are required by the NA, especially the interim and final reports. Such reports must adhere to a strict timetable or payments may be delayed/withheld.

Each partner is responsible for a separate workpackage and the role of workpackage leaders is particularly important. Their responsibility is to steer the WP and collect, coordinate and monitor the schedules of all related tasks and check their validity in terms of resources and competencies. The work package leaders have to monitor the progress of the WP, monitor the consideration of milestones and ensure timely availability of results. From the start, work package leaders should consider carefully how they intend to ensure that work package members operate effectively, particularly in relation to the methods of communication and the frequency and type of meetings that should be held.

Record keeping

All material relating to the project (financial and activity based) should be kept in a clear and orderly manner for five (??) years following the final payment being made (i.e. 2020). At any time during this period the Commission or the National Agency can undertake an audit of the finances and/or activities of the project as a whole or of one or more of the project partners. Failure to satisfy such an audit can result in some or all of the monies already paid to partners having to be paid back.

For financial record keeping partners must keep all supporting documents relating to the project, including airline boarding passes, train/bus tickets, and hotel receipts (as evidence of the number of days for subsistence). Costs which could be considered as eligible become ineligible if they are not supported by adequate supporting accounting documents.

Monitoring & evaluation

In accordance with the project Monitoring and Evaluation Plan the M&E activities of the project will have the objective to review, comment and offer advice as appropriate, the implementation and results of the Medilingua project. This will assist the partnership to maximise the outputs and impact of the project, and draw appropriate lessons from experiences to inform further work in the future.

Monitoring and evaluation will focus primarily on assessing the implementation and results of all aspects of the Project, with particular emphasis on the activities and products relating to the workpackages relating to research and testing, transfer of podcasting methodology, and development of content & delivery system.

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To facilitate these activities, when requested partners will supply appropriate reports and other information relating to planning and implementing the project. This material will be based on periodically circulated questionnaires from the evaluation partner (EEC) and, where appropriate, bilateral discussions with partners and with Danmar. Particular emphasis will be placed on project and output effectiveness and its potential impact for stakeholders, including:

- achievement of targeted results;
- levels of satisfaction on project activities and products amongst all stakeholders (including partners; paramedics; and employers and employees who have received training during the project);
- action taken or planned to valorise the work and outputs of the project; and
- partner plans for further action in the area, based on membership of the Medilingua consortium.

To develop formative (process) evaluation a quarterly questionnaire will be distributed to partners (starting 1 April 2014) to assess their views in relation to the project's development towards its aims and objectives, stakeholder involvement, impact, and value-addedness. The cumulative output from these questionnaires, along with input from any additional information gathering that may become necessary, will be presented as a report for discussion to each partnership meeting.

To develop summative (output and impact) evaluation an additional summative questionnaire will be completed by partners on three occasions: one before each report to the NA (interim and final) and one in between. A similar questionnaire will also be distributed via partners to relevant project participants and stakeholders to gather their input. The results of all of these interventions will be included in the interim and final project reports. Where appropriate they will also inform the dissemination and exploitation workpackage (D6).

Output quality

Responsibility for the output quality rests with the workpackage leader responsible for the output. Where outputs are related to the work of the Technical and Content management groups this responsibility is subsumed within the group members. To provide an over-arching monitor of output quality, within the project's Monitoring and Evaluation Plan (D16) partners have agreed to supply the evaluation partner (EEC) with a final draft copy **at least one month before the deliverable deadline** in order to provide sufficient time for effective review and discussion.

Quality benchmarks

The partnership has identified a range of benchmarks that will be collected during the management and the monitoring and evaluation processes:

Activity based

- Positive expressions of partnership coherence
 - Improved communication
 - Improved perceptions of realisation of project aims
- Strength of understanding of partner activities and workflow

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- Quality of partner financial management
- Quality of outputs
 - Timeliness
 - Coherence with project identity and quality procedures

Impact based

- Perceptions from (a) paramedics and (b) paramedic trainers, across partner countries, following project deliverables regarding
 - Improved employability and mobility of paramedics
 - Stronger positive attitude of VET providers towards podcasting technology as a delivery tool
 - Improved paramedic VOLL skills
 - Improvement in ICT utilisation
 - Improvement in state and scope of knowledge among paramedics
 - Integration of learners
 - Improvements in approach towards paramedics' own vocational skills & competencies
 - Quality of VET offerings and educational tools
- Quantitative indicators:
 - 125 registered users of the platform (at least 25 for BG, DE, PT; 50 for PL)
 - 5 course modules developed
 - 25 podcasts uploaded (at least 5 per country involved in testing phase)
 - 20,000 web site hits (at least 1,000 per country)
 - 200 attendees to international conference
 - 1200 disseminated copies of final publication (min 200 for BG, DE, PT, UK; 400 for PL)

Corporate identity

The concepts of corporate reputation and corporate identity represent an important tool for addressing strategic issues of the partnership. Corporate identity is tailored by how the partnership presents itself (its communications, symbols and behaviour) and influences reputation and how the project (and its success) is perceived by others. Effective corporate identity raises participant motivation and inspires confidence in stakeholder groups. A range of tools is available to the project to strengthen its corporate identity, including such features as products, logos, web and social media outlets, logos and statements, stationery, brochures, signs, etc.

Output (document) template

For all final document-based outputs the project will adopt a specific front page template that details the project title, output number and title, responsible partner, and delivery date (month and year).

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The template will also present the Medilingua and LLP logos, along with the LLP and IPR disclaimer statements (see below).

The logos and disclaimer statement must also appear on any material produced by the project for 'external consumption' (including web pages, brochures, questionnaires, presentations, etc.)

Logos

The official Medilingua and LLP logos can be downloaded from the files area of AdminProject.

Disclaimer statement and IPR licence

All written outputs from the project must contain, in a prominent position, the following disclaimer from the LLP programme:

„This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.“

All outputs should also include the IPR licence statement agreed by the partnership:

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