



**LIFELONG LEARNING PROGRAMME**  
**Leonardo da Vinci Transfer of Innovation**

# Quality Assurance Guide

WorkPackage 5: Quality Assurance  
Task 5.2: Development of the Quality Assurance Guide

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<sup>1</sup> D= Draft, F=Final



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NATIONAL ORGANISATION FOR THE CERTIFICATION  
OF QUALIFICATIONS & VOCATIONAL GUIDANCE



Consultants



ΙΝΣΤΙΤΟΥΤΟ ΕΡΓΑΣΙΑΣ  
ΚΥΠΡΟΥ



## Table of Contents

1	Project Quality Plan Purpose.....	4
2	Quality Assurance Method .....	4
2.1	Quality Assurance Priorities .....	4
2.2	Quality Assurance Procedures .....	4
2.3	Quality Assurance Processes.....	5
3	Project Overview.....	5
3.1	Aims .....	6
3.2	Objectives .....	6
3.3	Target Groups.....	7
3.4	Expected Results .....	7
3.5	Project Deliverables.....	7
3.6	Milestones – Outcomes .....	10
4	Quality Standards/ Recommendations.....	10
4.1	Project Design Standards / Recommendations.....	10
4.2	Operational Standards / Recommendations .....	10
4.3	Documentation standards / Recommendations .....	11
4.4	Communications Standards / Recommendations .....	11
4.5	Quality Standards of Outcomes/Results .....	12
5	Quality Standards of Human Resources.....	13
6	Quality Tools.....	14
7	Quality Assurance Procedures.....	15
7.1	Quality Assurance Structure .....	15
8	Quality Assurance Indicators.....	16
9	Quality Assurance Methodology for the acceptance of each deliverable / procedure .....	19
10	Appendices .....	19
10.1	Appendix 1- Specifications .....	20
10.2	Appendix 2- Questionnaire .....	21
10.3	Appendix 3- Document Checklist.....	23
10.4	Appendix 4 – Document Preface .....	24
10.5	Appendix 5- Minutes .....	25
10.6	Appendix 6- Document Scoring Table .....	26



10.7 Logos ..... 27

## ABREVIATIONS

DM: Dissemination Manager

EC: European Committee

EU: European Union

FM: Financial Manager

LdV: Leonardo da Vinci

PM: Project Manager

QAA: Quality Assurance Assistant

SC: Steering Committee



## 1 Project Quality Plan Purpose

Quality Assurance Guide is an important document that secures the project's operational procedure, quality and sustainability. It concerns all the members of the Consortium and reflects their willingness to achieve and maintain high quality of all outputs throughout the project life.

The Quality Assurance process is a multi-level procedure which begins at the early stage of project's planning, continues throughout the project period and ends after the ending of the project's life- circle.

Evaluation is an essential element of Quality Assurance so various methods and evaluation tools will be used. Because of its continuous character, all evaluation results will be used to maintain and improve the quality of the project and its outputs. Any problems or deviations will be discussed immediately in order to have the minimum effect on the quality of the projects in general or on its outputs.

This plan will be used to monitor the progress of work carried out to date and the evaluation of both processes and products.

The Quality Assurance levels are presented below and will be analysed excessively on the following sections.

## 2 Quality Assurance Method

### 2.1 Quality Assurance Priorities

As it is impossible to evaluate everything it is essential to define the component parts of a project and make balanced decisions about the themes or areas which are to be evaluated. These should be spread across the following broad categories:

- The processes of the project (activities, meetings, communications).
- The ongoing project plans especially the plans for dissemination, exploitation and sustainability.
- The outputs or products (materials, website, DVDs, learning platform, conferences).
- The management and day to day operation of the project.
- The 'transnational element' (European added value).

### 2.2 Quality Assurance Procedures

In the context of a Multilateral Project evaluation should be seen as an important and productive process which supports the project, acts as a check on whether the targets have been met, allows the results to be improved based upon judgments made about the value and quality of the project, simplifies decision making and finally involves all partners and provides a context for open discussion, debate and agreement on project performance during managerial meetings.

Areas to be evaluated include:

- ✓ Implementation of all project activities (work packages) undertaken by each partner.
- ✓ Project partner meetings.



- ✓ On-going communication between partners.
- ✓ Products and results from project implementation.
- ✓ Problem tracking and reporting along with measures for improvement.
- ✓ Collection and analysis of necessary data at pilot tests.
- ✓ Target group involvement.

It is important to remember that evaluation and quality have an impact on each other. All evaluation results will be used to improve the quality of the overall project and its results. It is therefore important not to separate the two and to consider both. The work packages and partner meetings will be monitored and progress reported to ensure that all activities are on track. We must also evaluate how the partners are working together and whether the target group is involved at a sufficient level. We need to evaluate continuously during the project period to ensure a high quality consistent programme, efficient co-operation amongst all partners and to make sure that all project aims are met.

### **Approach**

Different approaches can be employed by the person involved in quality control such as:

- ✓ Participating into meetings.
- ✓ Reviewing the documentation.
- ✓ Engaging in discussions with those involved in preparing the deliverables.

## **2.3 Quality Assurance Processes**

Quality Assurance Process is the process containing all the objectives respect of progress defined in the workplan and in each workpackage, as defined in the approved proposal.

These objectives can be divided into 3 subcategories:

- ✓ Operational objectives are expressed in terms of outputs.
- ✓ Specific objectives are expressed in terms of results.
- ✓ Global objectives are expressed in terms of impacts.

In order to monitor the implementation process and to have tangible and objective measures of performance, a set of indicators is used to define the target level, which must be achieved for the successful implementation of the programme.

## **3 Project Overview**

Making career choices is sometimes challenging. The role of a career counsellor is to aid individuals in making those career decisions that suit them best. The evaluation of educational skills, work history and aspects of personality are often those to help recognize the inclination of the individual. On the other hand, existing career guidance systems are not closely related to the work and business life. Consequently, the final beneficiaries (especially young people) do not have a full and straightforward picture of whether they are suitable to work in the professions they have chosen. They are also unaware of the full content of workplace occupations in which they choose to work. Finally, most systems



rely on consultative diagnosis of the current situation of professions, without predicting their future development. It is necessary to develop the career counsellors' skills in handling the appropriate tools and methods that take into account these requirements. There is a need of a different type of counsellor, a type that will develop the skills and competencies in order to cope with the future challenges in the labour market.

### 3.1 Aims

The specific aims of this proposed project is the transfer of innovation on the following topics:

- ✓ Strengthening the link between Career Guidance Counsellors and working life (enterprises, occupational sectors, etc.).
- ✓ Developing the skills and capacities of Career Guidance Counsellors so as to be able to link job market opportunities with individual competencies of young people in order to help them in acquiring the best of their skills and choices.
- ✓ Improving the Career Management Skills of the citizens, supporting them to manage transitions and facilitate access to the labour market.
- ✓ Support the continuous training of Career Guidance Counsellors.

Therefore, the object of the proposed project is to develop, through the adaptation of existing innovative approaches - methods, a pilot training system for guidance counsellors, which is closely connected to the working life and will include:

- ✓ The development of a common European occupational profile for career guidance counsellors
- ✓ The adaptation and composition prototype training programs, methods and materials for career guidance counsellors, which are closely connected with the working and business life.
- ✓ The adaptation of accreditation and recognition criteria and procedures of qualifications acquired through the participation of the above programs.
- ✓ The pilot implementation and evaluation of the prototype training system on a representative group of Career Guidance Counsellors - Mentors, in each participating country.
- ✓ Disseminate and promote the results of the project, in order to develop new policy practices.

### 3.2 Objectives

The objective of the proposed project is to develop, through the adaptation of existing innovative approaches - methods, a short and specialized training program for career guidance counsellors, closely connected to the working and business life, and also complementary to the existing relevant training programs in each country. This system will include:

- ✓ The development of a common European occupational profile for career guidance counsellors.
- ✓ The adaptation and composition of existing prototype training programs, methods, materials, and ICT tools for career guidance counsellors, in order to develop a common innovative training program.
- ✓ The development of an accreditation procedure for the qualifications acquired through the participation in the above program.



- ✓ The pilot implementation and assessment of this innovative training & accreditation system on a representative group of Career Guidance Counsellors/Mentors, in each participating country.
- ✓ Dissemination and promotion of the results of the project, in order to develop new policy practices.

The Transfer of Innovation refers to:

- 1) Composition of a common European occupational profile for career guidance counsellors – mentors.
- 2) Design and adaptation of the training program and digital interactive training material for the career guidance training in each country.
- 3) Development of accreditation criteria and procedures of the qualification acquired through the participation in career guidance training program.

The transfer of innovation will take place through the transfer of know – how of innovative training programs / materials, and accreditation procedures from the partner, that has extensive previous expertise knowledge in the above themes, to the rest of the partners.

### 3.3 Target Groups

- ✓ Career Guidance Counsellors
- ✓ Public Career Guidance Authorities
- ✓ Career Guidance’s Institution Managers
- ✓ Unemployed Citizens (especially young and disadvantaged people)

### 3.4 Expected Results

The development of an innovative training program and materials for the career guidance counsellors/ mentors, based on individual and group career guidance techniques, closely connected with the working and business life. More specifically: the development of a common occupational profile & standards for career guidance counsellors. The design of a prototype four-language training program (four-language training guide) and the production of digital four-language training materials (e.g. e-training tool) for the career guidance counsellors. The development of an accreditation procedure for the qualifications acquired through the participation in the above program (accreditation procedure guide).The establishment of a career counsellor network (Network specification guide).The pilot implementation (assessment of the training program) and the accreditation procedure (Assessment – Monitoring Methodology & Report),an Exploitation Agreement.

### 3.5 Project Deliverables

PROJECT DELIVERABLES	
Work Package / Tasks	Deliverables
<b>WP1. Management</b>	
1.1. Development of the management system	<b>Project's Management Guide</b>
1.2. Monitoring and management of the project	<b>Interim and final progress and financial reports</b>

1.3. kick-off Meeting	Minutes
<b>1.4. Managerial Meetings</b>	
1.4.1. 1st Managerial Meeting	Minutes
1.4.2 2nd Managerial Meeting	Minutes
1.4.3. 3rd Managerial Meeting	Minutes
1.4.4. Final Managerial Meeting	Minutes
<b>WP2. Identification, evaluation and selection of the most appropriate existing innovative training systems and methods of career guidance counsellors</b>	
2.1. Specifications of the workpackage	Specifications of the workpackage
2.2. Research for the training systems for career guidance counsellors (Desk Research)	Intermediate Report
2.3. Collection of the national profiles about career counsellor (Desk Research)	Intermediate Report
2.4. Training needs research for the career counsellors (e-research with the use of a questionnaire to 100 career counsellors across EU and organization of 1 Focus in each participant country (Delphi method)	Intermediate Report
2.5. 1st Thematic Workshop on the results of the WP2 -CYPRUS	Minutes - Conclusions - Presentations - List of Participants
2.6. Finalization and composition of the deliverables	Final Research Report
<b>WP3. Elaboration of occupational profile and standards for career guidance counsellors, design prototype training program based on the occupational profile and description of the accreditation criteria and procedures of skills acquired through</b>	
3.1. Specifications of the workpackage	Specifications of the workpackage
3.2. Composition of a common European occupational profile for career guidance counsellors	Common Occupational Profile & Standards
<b>3.3. Design and adaptation of the training programme (training specifications and methods) and production of digital training material (e-training tools) for the career guidance training in each country</b>	
3.3.1. Design and adaptation of the training programme (training specifications and methods)	1 Training Course (Multilingual)
3.3.2. production of digital training material (e-training tools)	Training materials (multilingual), 1 Training Guide (multilingual)
3.4. Developing the accreditation methodologies, procedures, and tools of the qualification acquired through the participation to career guidance training program	Accreditation Procedures Guide
3.5. 2nd Thematic Workshop on the results of the	Minutes - Conclusions - Presentations - List of Par-

WP3 -CZECH	Participants
<b>WP4. Creating a network of career guidance counsellors in each participating country and pilot implementation of the prototype training programme</b>	
4.1. Specifications of the workpackage	Specifications of the workpackage
4.2. Developing the specifications for the establishment and operation of the network in each country	Network Specifications Guide
4.3. Establish the network of career guidance counsellors – mentors in each country	1 Intermediate Implementation Report per country 1 Network Implementation Report for all countries
4.4. Pilot Implementation of the training programme and accreditation procedure	1 Intermediate Implementation Report per country
4.5. Assessment and monitoring methodology of the pilot implementation	
4.5. 1 Assessment and monitoring report of the pilot implementation	1 Assessment - Monitoring Report
<b>WP5. Quality Assurance</b>	
5.1. Specifications of the workpackage	Specifications of the workpackage
5.2. Development of the Quality Assurance Guide.	Quality Assurance Guide
5.3. Implementation of Quality Assurance Procedures	Interim and final quality assurance reports
<b>WP6. External Evaluation</b>	
6.1. Specifications of the workpackage	Specifications of the workpackage
6.2. Development of the External Evaluation System	External Evaluation Plan
6.3. External Evaluation procedures	Interim and final external evaluation reports
<b>WP7. Publicity and Dissemination of the project's results</b>	
7.1. Specifications of the workpackage	Specifications of the workpackage
7.2. Development of the Dissemination Plan	Dissemination Plan
7.3. Development & info feed of the multilingual (EN,GR,IT,CZ) Web-Site	Project's web Site with link to each partner's website 4 semi-annual e-newsletters (EN), Dissemination mailing list
7.4. Production and printing of multilingual (EN,GR,IT,CZ) Dissemination Materials	1.000 Leaflets, 500 24 paged brochures, 500 cd
7.5. Dissemination events	1 Forum, 2 Articles/press releases, 1 press conference per participant country
7.6. Final Project's Conference (Athens),	Minutes - Conclusions - Presentations - List of Participants
<b>WP8. Exploitation of the project's results</b>	
8.1. Specifications of the workpackage	Specifications of the workpackage
8.2. Exploitation plan	Exploitation plan



### 3.6 Milestones – Outcomes

The identified project milestones/outcomes are summarized as:

- ✓ 1st Month, Kick – off Meeting.
- ✓ 3rd Month, Project’s Management Guide, Quality Assurance Guide, External Evaluation Plan, Dissemination Plan, web-site.
- ✓ 6th Month, 1st Managerial meeting & Workshop, WP2 Products Common European Occupational Profile- Standards.
- ✓ 12th Month, 2nd Managerial Meeting & 2nd Workshop, WP3 Products, Intermediate Progress, Financial, Quality Assurance, Dissemination & External Evaluation Reports, 1st brochure, Dissemination Events.
- ✓ 15th Month, Assessment – Monitoring Methodology, Network Specifications Guide.
- ✓ 18th Month, 3rd Managerial meeting, Networking Implementation report.
- ✓ 21th Month, Exploitation Plan, Assessment – Monitoring Report of the Pilot Implementation, Dissemination events.
- ✓ 24th Month, 4st Managerial meeting & 3rd Workshop, Final Progress, Financial, Quality Assurance, Dissemination & External Evaluation Reports, 2nd brochure, Final Conference, Exploitation Agreement.

## 4 Quality Standards/ Recommendations

### 4.1 Project Design Standards / Recommendations

- ✓ The project should match clearly identified needs in order to attract target groups and end users, for that an in depth assessment of the target group needs should be undertaken.
- ✓ Existing learning material and tools should be reviewed modernised and adapted to the project.
- ✓ Develop links to the labour market.
- ✓ Embed innovative with existing training materials and practices.
- ✓ Safeguard the quality of the project, during implementation, by using the appropriate tools and practices.

### 4.2 Operational Standards / Recommendations

- ✓ All partners should use the Monitoring Activity, Financial and Dissemination reporting templates provided by the co-ordinator and submit along with supporting documentation semi-annually. Deadlines set by the co-ordinator should be strictly adhered to. If there are any delays this should be discussed with the co-ordinator.
- ✓ All project outputs including reports, plans and dissemination materials should include the logo and disclaimer. All dissemination material, both paper and electronic, must carry the LdV logo (see Appendix). All project publications, forms and reports should carry the same look and feel in line with the project logo and image (see Appendix). All documents created should



be concise and to the point in order to ensure minimal time and money are spent on translation.

- ✓ All partners should be conscious of data protection and copyright issues clearly referencing any sources they are using when preparing materials for the project.
- ✓ All partners should use partner contact details provided by the co-ordinator to create a project email group so no one is left out of group communications.

#### 4.3 Documentation standards / Recommendations

- ✓ Abbreviations used should be stated at the beginning of each document.
- ✓ At the footer of each documents preface the exact following phrase should be written:  
*"This project has been funded with support from the European Commission. This publication [communication] 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 text documents shall use the Microsoft Word format (MS Office 2003 or newer version).
- ✓ All documents will be written using Calibri, size 12 for the body of the texts and 13 for headings.
- ✓ The documents' margins will be set as follows: 3 cm up, 2,5 cm down, 2 cm left, and 2 cm right.
- ✓ Each document has a main editor.
- ✓ Comments are given by MS Words track changes tool.
- ✓ Final text documents and especially all documents submitted to third parties (including the Commission) should be converted to PDF
- ✓ All documents have to be sent to Lead Partner also in editable format before submission to commission.
- ✓ All presentations (slide shows) should use the Microsoft PowerPoint format (MS Office 2003 or newer version).
- ✓ Slide shows provided to third parties (including the Commission) should be converted to PDF.
- ✓ All tables and calculations should use the Microsoft Excel format (MS Office 2003 or newer version), or a format predefined by the partner.
- ✓ Any widely accepted (by the academic community) statistical processing tools can be employed according to the needs and types of the data collected.
- ✓ Any diagrams or figures too complex to be realized by the internal tools of the corresponding applications above should use the Microsoft Visio format (MS Office 2003 or newer version).
- ✓ In general all images should use the JPEG format. In case layered images are required for further processing, the Adobe Photoshop format should be used.
- ✓ In order to minimize the size and to optimize the quality of project related videos, recent video codec (e.g. DivX) should be used.

#### 4.4 Communications Standards / Recommendations

- ✓ The INNO-CARREER email lists are:



- ✓ Internal e-mail list (Partnership).
- ✓ External e-mail list (Stakeholders, beneficiaries, project target-groups).
- ✓ All reports and deliverables that are generated within the project should use the official project templates with logo.
- ✓ The use of the corporate identity will be enforced by the internal reviewers.
- ✓ All templates and the logo are available for download on the project web site.
- ✓ All web pages and documents provided at the public web site must use the agreed Corporate Identity of the project.
- ✓ Each project partner is allowed to develop an individual web page about the project on her/his web site.
- ✓ These web pages should always provide a link to the public INNO - CARREER web site.
- ✓ Web sites that inform about INNO - CARREER should also include a section stating the following: INNO - CARREER is co-funded by the European Commission as part of the Lifelong Learning Programme 2007-2013 Leonardo da Vinci Tol (**LDV/TOI/ 2013-1-GR1-LEO05-13878**).
- ✓ The outcomes should be uploaded to ADAM base by the coordinator.

#### 4.5 Quality Standards of Outcomes/Results

##### 1. Studies and Researches

- ✓ It is essential for all partners to be careful in terms of copyright, ensuring that any resources used, are clearly referred.
- ✓ It is essential to have a clear definition of the target group, this will ensure that we are seeking feedback from the relevant people, clearly identifying their needs and tailoring the training materials accordingly to suit the right group of people.
- ✓ A structured questionnaire will be used to collect feedback for the needs analysis. This can be completed using the internet or face to face in a focus group environment.
- ✓ From a quality point of view it is recommended that all partners send more than the required 100 questionnaires to ensure enough responses to reach the target country. This will give a large enough sample and a true representation of the target group across Europe.
- ✓ We have to ensure that the responses are collated in a timely fashion and the results are circulated amongst all partners. This is important in order to develop the training materials and curriculum for the pilot training. This will also add to the quality of the training materials if all partners involve the target group and stakeholders from early in the project.
- ✓ It is essential that all partners adhere to deadlines.

##### 2. Training Materials

- ✓ The content should be simple and straightforward.



- ✓ All sources used should be clearly referenced. All sections should be clear and concise to reduce translation costs.
- ✓ Deadlines in this work package must be strictly adhered to as any delays will impact on the entire project.

### **3. Pilot Implementation**

- ✓ Standardized questionnaire will be used to collect feedback.
- ✓ Clear specifications of methodology concerning implementation of the pilot test should be provided by the work package leader.
- ✓ Feedback should be sought from both the trainers and trainees.
- ✓ The number of participants will be limited to 20 per country.
- ✓ Feedback from these pilot tests should be carefully analysed and adaptations to the training materials should be made as a result. This will add value to the training materials and increase the quality of the content.

### **4. Dissemination Events**

- ✓ All actions described in the Dissemination Plan should be strictly followed.
- ✓ Each partner should clearly follow dissemination instructions and meet deadlines.
- ✓ Each partner should develop a list of 50 contacts per country. This will be used to create a mailing list to ensure involvement of relevant stakeholders, obtain their expertise and best practice examples, send newsletters to keep the target group up to date with project activities and encourage people to attend pilot tests, workshops and the final conference.
- ✓ Partners should seek the involvement of policy makers and the media from the outset of the project.
- ✓ All partners should put a link on their official websites to the INNO-CAREER project website.

## **5 Quality Standards of Human Resources**

A very important factor of the project is Human Resources. In order to achieve a high level of services provided and outputs, first it's essential to secure the "quality" of personnel involved in the projects actions.

Staff Categories:	Description
All Categories	<b><u>Criteria 1. Specific area of expertise required</u></b> Expertise according the task undertaken within the project.
	<b><u>Criteria 2. Specific prior experience relevant to the assignment</u></b> Work experience on relevant to the project issues.
	<b><u>Criteria 3. Communication and presentation skills.</u></b> Intercultural communication and networking, presentation and communication skills, team- working spirit.
	<b><u>Criteria 4. Drafting and language skills.</u></b> Excellent Knowledge of written and spoken English.
	<b><u>Asset (Optional).</u></b> Working experience in EU funded projects, especially in LLP projects.
Researching/ Teaching Staff	<b><u>Criteria 5. Research and Training Skills</u></b> Experience in planning and designing seminars, workshops, conducting studies/researches and also experience in working with decision makers and stakeholders.
Technical Staff	<b><u>Criteria 6. ICT skills</u></b> All technical staff is required to have profound knowledge of ICT tools, programming tools and multimedia applications along with relevant experience.
Managerial Staff	<b><u>Criteria 7. Managerial Skills</u></b> All Managerial Staff should have strong Leadership Skills, previous experience in relevant positions. Working experience in EU funded projects, especially in LLP projects is necessary.

## 6 Quality Tools

The intention of this section is to help the project partnership to choose appropriate evaluation instruments which can be used to collect evidence both from project workers and from target groups. Experienced project co-ordinator have evaluation techniques which have been of previous successful use.

Available tools for evaluation and quality assurance methods of measurement are:

- ✓ Quality Indicators and relevant data,
- ✓ Specifications of Workpackages (Appendix 1),

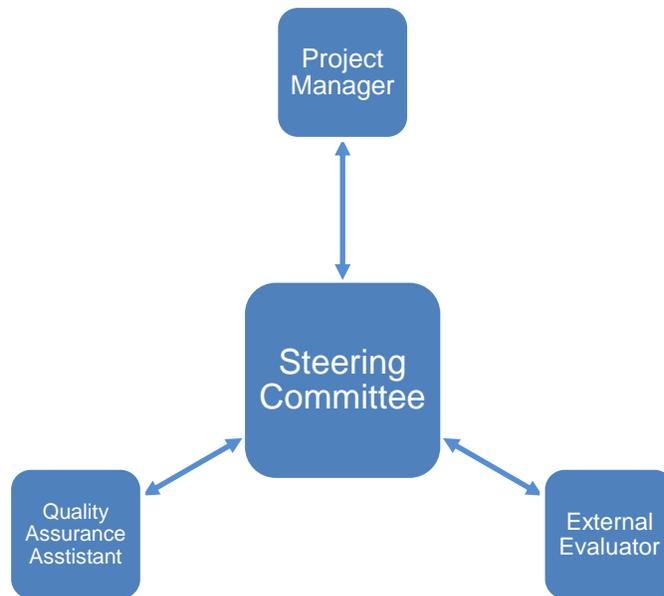


- ✓ Questionnaire (Appendix 2),
- ✓ Minutes and presentations from partner meetings and thematic workshops,
- ✓ Document Checklist (Appendix 3),
- ✓ Document Scoring Table (Appendix 6).

## 7 Quality Assurance Procedures

### 7.1 Quality Assurance Structure

For the more effective Quality Assurance of the project, the establishment of an organizational structure, as presented in the scheme below, is essential.



The **Project Manager (PM)**, within his broader duties, has the overall responsibility for the proper design and implementation of the Quality Assurance System. He organizes regular and irregular meetings and communicates in regular basis with each member of the Quality team in order to solve problems and resolve issues.

The **Steering Committee (SC)** is the higher organizational structure of the Consortium where all project partners are represented. Within its many and important responsibilities includes the monitoring



of the proper implementation of the Quality Assurance procedures as well as the acceptance of the deliverables according to the quality specifications set by the Quality Assurance Guide and the Specifications of each Work Package.

Each member of the Committee, who has also the role of the Work Package Leader, is obliged to conduct and submit, for approval to the Steering Committee, the Specifications of the Work Package according to the relevant sample (see Appendix).

The **Quality Assurance Assistant (QAA)** holds the most critical position in the Quality Assurance team since he has the following responsibilities:

- ✓ Distribution among partners and collection of the relevant annual Quality Assurance Questionnaires.
- ✓ The processing of these Questionnaires in order to draw conclusions.
- ✓ The completion of the Document Check-list.
- ✓ Participation in Deliverable receiving procedures.
- ✓ The utilization of any project deliverable and document, such as presentations e.t.c.

Finally, critical is the role of the External Evaluator, who is assigned to evaluate the project and create a unique and specified evaluation system (tools and questionnaires). The External Evaluator will participate in all managerial meetings and workshops and will co-operate closely with the PM, the DM and the SC. External evaluation will be continuous process, by monitoring each part of the implementation procedure and will produce specific reports and guidance at least twice during the project (WP6).

## 8 Quality Assurance Indicators

There are two types of performance indicators:

- ✓ **Output indicators** – these tend to be quantitative measures, and are based on project's key targets and objectives (such as numbers of beneficiaries, number of output/products).
- ✓ **Process indicators** – these can be quantitative or qualitative; they aim to discover how or why targets were achieved or not achieved with reference to a project's overall objectives, principles, philosophy and standards.

Indicators can be quantitative or qualitative. Quantitative indicators allow for easy comparison between different groups or different methods, and between different time periods. Qualitative indicators are often concerned with 'soft' factors, such as confidence, attitudes, 'prospects' or opinions, and are often difficult to measure directly.

For the purposes of our Project we will use the following Indicators:

Indicator	Amount
Number of Vocational counsellors that will be benefited by the project	80

Number of men Vocational counsellors that will be benefited by the project	40
Number of women Vocational counsellors that will be benefited by the project	40
Number of networking actions for the enhancement of vocational guidance and orientation	1 (networking action /country)
Number of participants per networking action	20 per country
Number of participants per training action	20 per country
Number of training actions for the enhancement of vocational guidance and orientation	1 (training action/country)
Number of Managerial Meetings	4
Number of dissemination events	1 / country
Number of participants in each dissemination forum	20 / event
Number of Workshops	3
Number of participants/ workshop	20
Number of Conferences	1
Number of participants in the project conference	100
Studies, Researches, Evaluations	5
Courses/ Training Materials	1
Guides	6
Number of Dissemination Materials	2000
Number of ICT- tools	1
Number of participants in training needs researches	100
Trainee's satisfaction after the pilot implementation expressed as a percentage %	80%



The above indicators are very useful tools for both the QAA and the External Evaluator, in order to investigate whether the project has accomplished its qualitative and quantitative goals, or not.

## 9 Quality Assurance Methodology for the acceptance of each deliverable / procedure

In order to achieve the aims of the project, we should use a scoring methodology for the acceptance or not of each project’s deliverable/procedure, based on criteria and defining the relative importance of these.

Specifically every deliverable/procedure will be scored with the use of the following specific quality assurance criteria:

	Criteria	Weight
1.	Compliance with the proposed aims, activities and methodologies.	10%
2.	Correspondence to the identified needs of target groups and end users	20%
3.	Compliance with the relevant WP specifications	30%
4.	Exploitation of existing learning materials, tools, and practices.	10%
5.	Involvement of relevant stakeholders	10%
6.	Participation of all relevant project’s partners	20%
	<b>TOTAL</b>	<b>100%</b>

**The rate of each criterion may be from 1 to 5.**

**(Very Low: 1, Low: 2, Medium: 3, High: 4, Very High: 5)**

The sub-rate of each criterion is the rate multiplied with the weight of each criterion. The total-rate of each deliverable/procedure is the sum of all sub-rates.

The minimum quality assurance criteria for the acceptance of each deliverable/procedure are:

- Minimum Total Rate: 3
- Maximum Delay from the scheduled finalization / submission deadline: 2 Months
- Full compliance with the project’s operational, documentation and communication standards

Finally in the Appendices you can see:

- The Document Check-list in order to check the compliance or not of the deliverable/procedure with the project’s operational, documentation, communication standards, and the scheduled deadlines.
- The Document Scoring Table of each deliverable/procedure.

## 10 Appendices



### 10.1 Appendix 1- Specifications

- **Activity No. Activity Title**
- **Partner:** .....

- **Tasks**

Describe the Tasks undertaken in this specific Activity

- **Schedule**

Write down the actions, the estimated time of accomplishment of these actions and the name of the responsible partner

For example:

*Questionnaire formulation: up to 15/02/2014 NVF*

- **Required Human Resources**

Fill in the following Table

REQUIRED DAY		
Staff Category	Planned workdays	Qualifications

- **Subcontracted Activities (if necessary)**

Describe if there is any subcontracting

- **Other Activities (if necessary)**

Describe in case of any other Activities

Repeat these steps for every Work-Package Activity.



10.2 Appendix 2- Questionnaire

## INNO-CARREER ANNUAL QUALITY ASSURANCE QUESTIONNAIRE

### Partners Info

Evaluation Period.....

Institutions Name.....

Surname.....Name.....

Role in the Organization.....

Date: dd/mm/yyyy

For the following questions, please check the option that best describes your opinion. You can only pick one option

	1	2	3	4	5
<b>Project Progress</b>					
Are you Satisfied by the progress of the programme?					
Do you consider that the Aims of the project have been met?					
Are you satisfied by the design of the website?					
Do you consider the website helpful?					
Do you consider the website user-friendly?					
Are you satisfied by the involvement of your institution in project planning so far?					
Do you consider the implementation methodology successful?					
Do you consider the methodological tools/ approaches useful?					
Do you consider the educational tool useful?					
How do you evaluate Dissemination of the Project?					
Do you consider dissemination material sufficient enough?					

	1	2	3	4	5
Do you consider the dissemination events successful and useful to the project purposes?					
How do you evaluate stakeholders' participation?					
How do you evaluate women participation?					
<b>Management</b>					
Evaluate Project Planning					
Evaluate Project Management					
Evaluate Project Timeframe					
Are you satisfied with the transnational composition of the partnership?					
Are you satisfied with the trans nationality of the project outcomes?					
Do you consider that there's a sufficient transfer of innovation?					
Are you satisfied with communication within the partnership?					
Evaluate Information Material					
<b>Project General Evaluation</b>					
Please Describe if there any problems/deviations/suggestions/remarks					
1= Unsatisfactory, 2= Minimum 3= Average, 4= Above Average, 5=Excellent					
<b>Stamp</b>			<b>Signature</b>		

### 10.3 Appendix 3- Document Checklist

<b><u>INNO-CARREER DOCUMENT CHECKLIST</u></b>				
<b>General Information</b>				
Title.....				
Workpackage.....				
Type of document : Please choose one of the above R = Report, P = Prototype, D = Demonstrator, O = Other				
Institutions Name:				
Author:				
Date: dd/mm/yyyy				
		<b><u>To be completed by Reviewer</u></b>		
<b><u>CRITERIA</u></b>		<b><u>COMPLY</u></b>		<b><u>REVIEWER COMMENTS</u></b>
		Y	N	
1	Compliance with the project's operational standards			
2	Compliance with the project's documentation standards			
3	Compliance with the project's communication standards			
4	Compliance with the Human Resources Standards			
5	Compliance with the scheduled finalization / submission deadlines.			



## 10.4 Appendix 4 – Document Preface

### ***LIFELONG LEARNING PROGRAMME Leonardo da Vinci Transfer of Innovation***

# Document Title

WorkPackage No: WP Title  
Task No: Task Name

Partner: .....

Date: DD/MM/2014  
Version<sup>2</sup>: Draft or Final

*“This project has been funded with support from the European Commission. This publication - communication 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.”*

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<sup>2</sup> D= Draft, F=Final



### 10.5 Appendix 5- Minutes

**Event Type.....– Project Title, City, Country**

**Venue: Name the Place where the event was held**

**Date: dd/mm/yyyy**

**Partners Present: Names of partners present in the event**

**Partners Name: Representatives Name**

*Fill in the following sections*

#### **MATTERS DISCUSSED AND DECISIONS REACHED**

- 1. Follow-up of the project**
- 2. Review of agreed issues and dates of WP No....**

Describe the agreed issues

Summarizing the following was agreed:

Agreed Action	Person/ Partner Responsible	Date

Repeat for each WP discussed

- 3. Internal Communication**
- 4. Update on the financial Issues**
- 5. Dissemination Activities**
- 6. External Evaluation**
- 7. Sort next meetings**
- 8. End of the meeting**

## 10.6 Appendix 6- Document Scoring Table

<b>INNO-CARREER DOCUMENT SCORING TABLE</b>				
<b>General Information</b>				
Title.....				
Workpackage.....				
Type of document : Please choose one of the above R = Report, P = Prototype, D = Demonstrator, O = Other				
Institutions Name:				
Author:				
Date: dd/mm/yyyy				
				<b><u>To be completed by Reviewer</u></b>
Criteria	Weight	Rate	Sub – Rate (Rate*Weight)	Justification
Compliance with the proposed aims, activities and methodologies.	20%			
Correspondence to the identified needs of target groups and end users	10%			
Compliance with the relevant WP specifications	30%			
Exploitation of existing learning materials, tools, and practices.	10%			
Involvement of relevant stakeholders	10%			
Participation of all relevant project's partners	20%			
<b>TOTAL RATE</b>	<b>100%</b>			

Very Low: 1, Low: 2, Medium: 3, High: 4, Very High: 5



## 10.7 Logos

### Leonardo Da Vinci



### Inno-Career

