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# QUALITY ASSURANCE REPORT

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## QUALITY EVALUATION FOR SHNW PROJECT

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## 1. INTRODUCTION

SHNW – Safety and Health for new workers is a EU funded project with duration of 24 months that began on 1st October 2009 and have finished on 30<sup>th</sup> September 2011.

The project proposal includes the production of a report on the Quality of the Project to be submitted with the Final Report. The Quality Plan was outlined in the project proposal and has been followed through the life time of the project.

The Evaluation Plan has been structured in three procedures:

- a) Coordination of the Actions.
- b) Following-up of the results.
- c) Quality control of the deliverables.

This international report has as main aim to evaluate in global terms the results of the project, through the completion of the instruments designed to this purpose, and the opinions of the partner/ participants. To achieve this goal, the individual aspects of each participant country has been taken into consideration, and have been aggregated in common templates and questionnaires shared by the full consortium.

The evaluation of the SHNW project has been continuous through the project with an update of the relevant instruments and the completion of formularies every six/ eight months, taking advantage of the transnational meetings.

This report has been produced by the WP leader, who counted with the support of accredited external evaluator via subcontracting. Role of the subcontractor has consisted of:

- Supervising the Internal Quality Plan via verification of the internal evaluation instruments.
- Programming a Controlling Tool for progress evaluation based on the internal evaluation instruments. (Software “Openwerkbench”). Some views provided in Annex 1.
- Verification of data input.
- Assistance in the production of this report, including data analysis from the output of the tool and the charts representing this data analysis.

## 2. OBJECTIVES AND SCOPE

The main goal of this overall assessment of results is to determine to what extent the results obtained in the SHNW project contribute to the project aim, namely: to put at the disposal of training departments of SMEs and business run by self-employed workers three innovative experiences developed in Occupational Safety and Health in Spain, Greece and Czech Republic in cooperation with Professional Associations and Trade Unions. And to disseminate these results among Public and Private Institutions involved and competent in Vocational Training and Employment.

To achieve this goal we have focused on the main specific objectives of the SHNW project linking them to the actual results accomplished.

The scope of this evaluation of results consists on the analysis of the instruments and data collected following the three procedures designed in the quality plan.

a) Coordination of the Actions.

Measuring the clarity of the instructions, the participation of the partners, and the effectiveness of the Actions. (achievement of the goals with the resources available).

b) Following-up of the results.

Measuring the progress of the tasks and deliverables against the time planned at application level and the financial resources initially allocated.

c) Quality control of the deliverables.

Measuring the level of contribution of the partners and external stakeholders to the results; controlling than drafts are produced and circulated to the partnership for approval; checking that the every deliverable is verified by the partner in charge and validated by the Promoter before approval and/ or publication; recording the impact obtained and verifying it meets the initial expectations.

### 3. METHODOLOGY

The methodology for the analysis of data from the evaluation questionnaires is considered as part of a cyclical process of categorizing, comparing and interpreting this information and data. This allows a better understanding of the information and the constant reworking of it. Questionnaires have been used in every progress meeting.

To complete this analysis of the information, the source of the national reports issued by each project partner for each concerned task has been taken as a contrast element for the final aggregated reports.

The methodology of evaluation is based on ISO:10005:2005 standard for project management. In particular the quality plan has followed the assessment all the elements of the standard, namely:

a) stages of the project.

They are structured in a table related to each workpackage in the present report, including the planned and delivery dates.

They correspond to those included in the project proposal.

b) documentary procedures.

They are described for each of the main activities of each workpage in the present report, individualising the different procedures related to each particular task.

c) Tools, techniques, equipment and methods to meet the objectives sought.

They are described for each of the main activities of each workpage in the present report, individualising the different techniques, tools and methods, related to each particular task.

d) Control of the conditions required to fulfil the signed agreements.

The conditions required to fulfil the agreements were controlled according to a procedure in five steps related to each single main activity, mainly:

- Proposal of the WP leader of contributions to receive from the partners.
- When the contributions required aggregation, the WP leader aggregated the contribution of the partners in a structured document.
- Contributions of the partners (including the aggregated ones) were passed from the WP leader to the coordinator, who reported the project promoter.

- Once the project promoter verified the contributions of the partners, these were sent back to the coordinator, who either: a) requested the WP leader further information if so demanded by the promoter ; b) circulated the verified version to the consortium for final validation.
  - After verification by Promoter and validation by all partners of the consortium, the concerned activity is considered finished and the related deliverables approved.
- e) Mechanisms of control to determine the progress of the initial conditions.

The progress of the work against the initial conditions has been verified every six months according to the following procedure.

- Partners report to the coordinator the progress of the tasks under their responsibility.
  - When the tasks were finished they include the date of completion. When they are in progress they estimate the date of completion.
  - Partners report the resources deployed in the performance of the tasks, including the financial expenditure.
  - The coordinator aggregates the figures and presents them in each of the progress meetings.
  - The consortium decided in each progress meeting the best way to approach any deviation, whether technical or financial in the project performance.
- f) Details of the qualification/ certification of the staff involved in the project.

The staff involved in the project is the staff of the partners. Their profiles appear in the project proposal. For those tasks where specific abilities were needed or new staff has been deployed, they are registered in individual timesheets. All the staff participating in the project has signed the relevant timesheets with indication of tasks performed. The accreditation of being staff of the partners directly linked to the project is further certified through the financial supporting documents (payrolls). All the relevant information is included in the financial dossier.

In addition, key personnel participating in transnational meetings or conducting the most relevant tasks of the project are registered through participation lists, audiovisual means and signed documents, which are part of the technical results.

- g) Criteria of delivery of works and services

The delivery of works and services follow the criteria established in the bilateral agreements bonding the promoter with each of the partners.

Every partner committed in the beginning of the project with a task planner and individual budget related to the tasks to perform.

All the partners have reported accordingly to the stipulations of the bilateral agreements with the project promoter.

Quality criteria apply to the final results. Tools and techniques to control the quality of the results are established for each delivery as outlined in point c) above.

In this quality report, the following indicators have been taken into consideration as general criteria of validity of the services:

- 1) All the results planned in the project proposal are produced and respond to the criteria of type of service, format and accessibility of target sector.
  - 2) Deviation margin admitted in the delivery date has been that of the delay in the effective start of the project, which was of three months from the formal start of the contract, due to the late reception of the contract model and the additional procedure of establishing a bank guarantee.
  - 3) Deviation margin admitted in the budgeted spent for the accomplishment of each service is the margin admitted by the rules governing the contract between the Promoter and the National Agency, i.e. 10% of cost deviation. Deviations have been considered globally in those cases where different partners contribute to the same service.
- h) Any legal/ regulatory requirement applicable to the contract.

The bilateral agreements between the promoter and each partner include all the relevant legal and regulatory conditions. The bilateral agreements are inspired in the models made available by the Programme Long Life Learning, and by the National Agency in charge of main contract of the grant with the promoter. Additional clauses have been adapted to the reality of the partnership and the conditions to participate described in the main contract between promoter and National Agency, which discussed and agreed with all partner.

Model of bilateral contracts with the promoter is the same for each partner. Signed bilateral agreements were already submitted to the National Agency with the Interim Report.

- i) Any specific code/ practise related to the specific work.

Due to the specificity of the project topic: occupational safety and health, the main deliverables have been double checked by specialists in the topic. Four of the project partners are qualified experts in this topic. Verification and validation of the specific aspects of the results concerning this topic have been produced, and are detailed for each particular case below in this report.

## 4. OUTCOMES

Comparison of Experiences		WP1	
<b>Activities or Works included:</b>		<b>Foreseen date / delivery</b>	
Presentation and analysis of existing experiences of training in PRL	30/11/2009	05/02/2010	
Definition of a comparative model of training resources	01/03/2010	01/04/2010	
Drafting of conclusions for next phase of the project	30/04/2010	28/05/2010	
Comparative Analysis on PRL	30/04/2010	10/05/2010	
<b><i>EVALUATION DESCRIPTION</i></b>			
The evaluation has been carried out according to the following criteria.			
<b>Documentary procedures.</b>			
The procedures established for documenting this workpackage correspond to those planned beforehand at application level.			
<ul style="list-style-type: none"> <li>• A presentation of the training experience in PRL in the different countries was made in the second day of the kick-off meeting taking place in Madrid.</li> <li>• The definition of the comparative model for the existing training resources was discussed in the kick-off meeting and elaborated further by the WP leader.</li> <li>• The main deliverable of the project, the Comparative Analysis on PRL was compiled and published online.</li> <li>• The drafting of conclusions for the next phases of the project followed the publication of the Comparative Analysis. It is an internal document that was used of guideline for starting the work in WP2.</li> </ul>			
<b>Tools, techniques, equipment and methods to meet the objectives sought.</b>			
The techniques and methodological tools applied in this workpackage have been:			
<ol style="list-style-type: none"> <li>1.- PPT Presentations during the kick-meeting.</li> <li>2.- Template for the comparative model, including the structure and criteria to follow by all partners.</li> <li>3.- Compilation of all the individual templates per country and aggregating them in a single report, called Comparative Analysis on PRL. The Comparative Analysis is publicly available online. Several updates have been produced following a dynamic approach for this deliverable.</li> <li>4.- The conclusions in the Comparative Analysis have been the main input to draft the guidelines for the next phase of the project WP2.</li> </ol>			
<b>Control of the conditions required to fulfil the signed agreements.</b>			
The conditions required to fulfil the agreements were controlled according to a procedure in three steps:			
<ol style="list-style-type: none"> <li>1.- Proposal of the WP leader of contributions to receive from the partners.</li> <li>2.-When the contributions required aggregation, the WP leader aggregated the contribution of the partners.</li> <li>3.- Contributions of the partners (including the aggregated ones) were passed from the WP leader to the coordinator, who reported the project promoter.</li> <li>4.- Once the project promoter has verified the contributions of the partners, these are send back to the coordinator, who either: a) request the WP leader further information if so demanded by the promoter ; b) circulate the verified version to the consortium for final validation.</li> <li>5. After verification by Promoter and validation by all partners of the consortium, the concerned activity is considered finished and the related deliverables approved.</li> </ol>			

**Mechanisms of control to determine the progress of the initial conditions.**

The progress of the work against the initial conditions has been verified every six months according to the following procedure.

- Partners report to the coordinator the progress of the tasks under their responsibility.
- When the tasks were finished they include the date of completion. When they are in progress they estimated the date of completion.
- Partners report the resources deployed in the tasks, including the financial performance.
- The coordinator aggregated the figures and presented them in each of the progress meetings.
- The consortium decided in each progress meeting the best way to approach any deviation, whether technical or financial in the project performance.

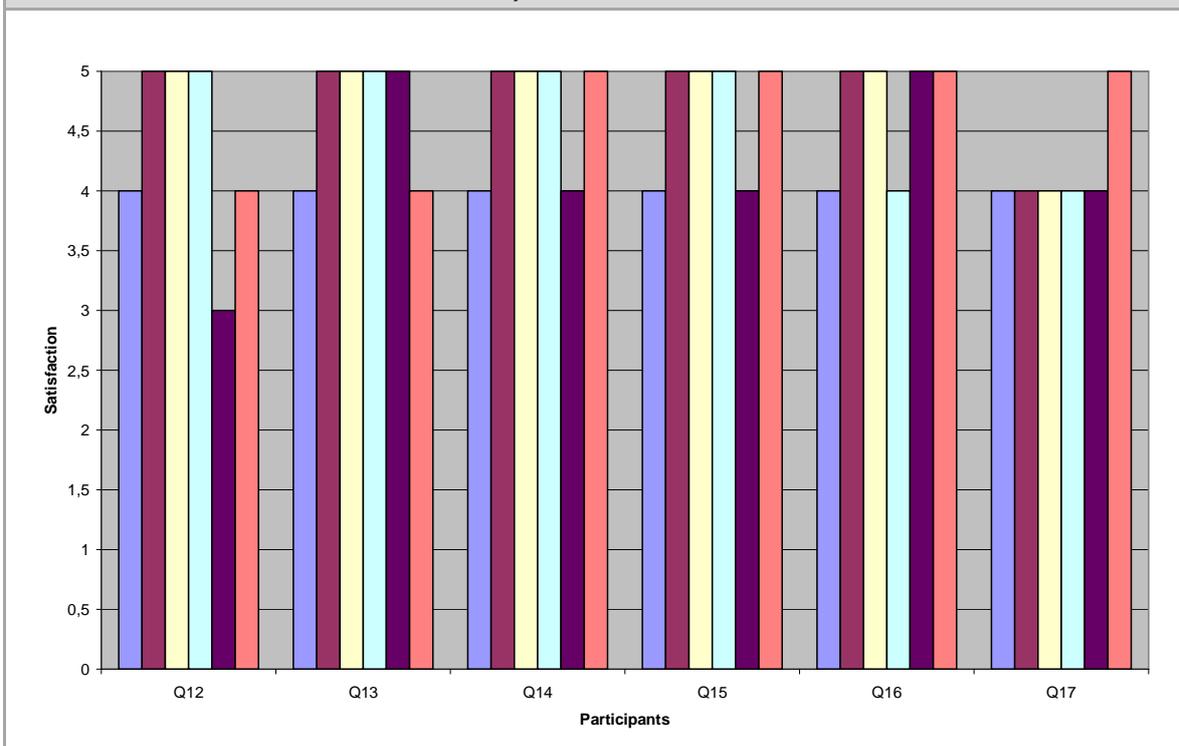
**Criteria of delivery of works and services**

In order to appraise the results of the work and services provided by the consortium, specific questionnaires have been filled out by all the partners concerning each individual workpage. The analysis of the questionnaires is included with charts. (See figure below)

**Conclusions**

- 1.- Tasks are perceived as performed with a high level of completion and on time (all participants agreed on a score of 4 points out of 5). Most of the delays relate to the start the project, whose contract was signed later than expected.
- 2.- Working days and programmed schedule was considered as fitting the needs of the tasks to be performed. Most of the partners give the highest score.
- 3.- Instructions to fulfil the tasks have been communicated and are relevant for the completion of the job. Most of the partners give the highest score.
- 4.- Means and resources have been adequate and used efficiently. Most of the partners give the highest score.
- 5.- Output and final products met the expectations of the partners to a high degree. One partner is totally satisfied and the satisfaction of another partner is only partial.
- 6.- The outcomes and products of the project are relevant and contribute to improve and innovate the reality of the topic in the different partner’s local context. Most of the partners give the highest score.

**APPRAISAL OF THE PARTICIPANTS/PARTNERS**



<b>Adaptation of Existing Training Resources</b>		<b>WP2</b>
<b>Activities or Works included</b>		<b>Foreseen date / delivery</b>
Needs analysis for the adaptation of materials to the game		01/05/2010 30/06/2010
Effective adaptation of materials to the format of an educational game		01/07/2010 31/01/2011
Prototype of the Multilingual Educative Game		31/01/2011 01/03/2011
Elaboration of brief explanatory guide to the use of the game		15/03/2011 03/05/2011
<b>EVALUATION DESCRIPTION</b>		
The evaluation has been carried out according to the following criteria.		
<b>Documentary procedures.</b>		
The procedures established for documenting this workpackage correspond to those planned beforehand at application level.		
<ul style="list-style-type: none"> <li>Needs analysis was carried out by the two technological partners LINK and ITURBROK, based on the feedback and material selected and provided by the rest of the partners. Evidences are reflected in the final storyboard of the project.</li> <li>Adaptation of the materials provided to conduct the need analysis to the most adequate format for the technological solution implemented. Pictures, dialogues, situations have been reused or adapted and then translated to the language of the consortium. Full description of the different adaptation requirements is presented in the deliverable: Guide of Lessons Learnt.</li> <li>The Users' Guide has been implemented as an add-on to the game, which is accessible also online and translated in all the languages of the consortium plus English.</li> </ul>		
<b>Tools, techniques, equipment and methods to meet the objectives sought.</b>		
The techniques and methodological tools applied in this workpackage have been:		
<ol style="list-style-type: none"> <li>1.-Feedback of pre-existing materials from the partners to the technological partners.</li> <li>2.- Subsequent prototypes of the game and evolving specifications in direct contact with stakeholders and target groups.</li> <li>3.- Elaboration of final story board of the project based on final specifications.</li> <li>4.- Elaboration of User's Explanatory guide and translation in all the languages of the consortium.</li> </ol>		
<b>Control of the conditions required to fulfil the signed agreements.</b>		
The conditions required to fulfil the agreements were controlled according to a procedure in three steps:		
<ol style="list-style-type: none"> <li>1.- Proposal of the WP leader of contributions to receive from the partners.</li> <li>2.-When the contributions required aggregation, the WP leader aggregated the contribution of the partners.</li> <li>3.- Contributions of the partners (including the aggregated ones) were passed from the WP leader to the coordinator, who reported the project promoter.</li> <li>4.- Once the project promoter has verified the contributions of the partners, these are send back to the coordinator, who either: a) request the WP leader further information if so demanded by the promoter ; b) circulate the verified version to the consortium for final validation.</li> <li>5. After verification by Promoter and validation by all partners of the consortium, the concerned activity is considered finished and the related deliverables approved.</li> </ol>		
<b>Mechanisms of control to determine the progress of the initial conditions.</b>		
The progress of the work against the initial conditions has been verified every six months according to the following procedure.		

- Partners report to the coordinator the progress of the tasks under their responsibility.
- When the tasks were finished they include the date of completion. When they are in progress they estimated the date of completion.
- Partners report the resources deployed in the tasks, including the financial performance.
- The coordinator aggregated the figures and presented them in each of the progress meetings.
- The consortium decided in each progress meeting the best way to approach any deviation, whether technical or financial in the project performance.

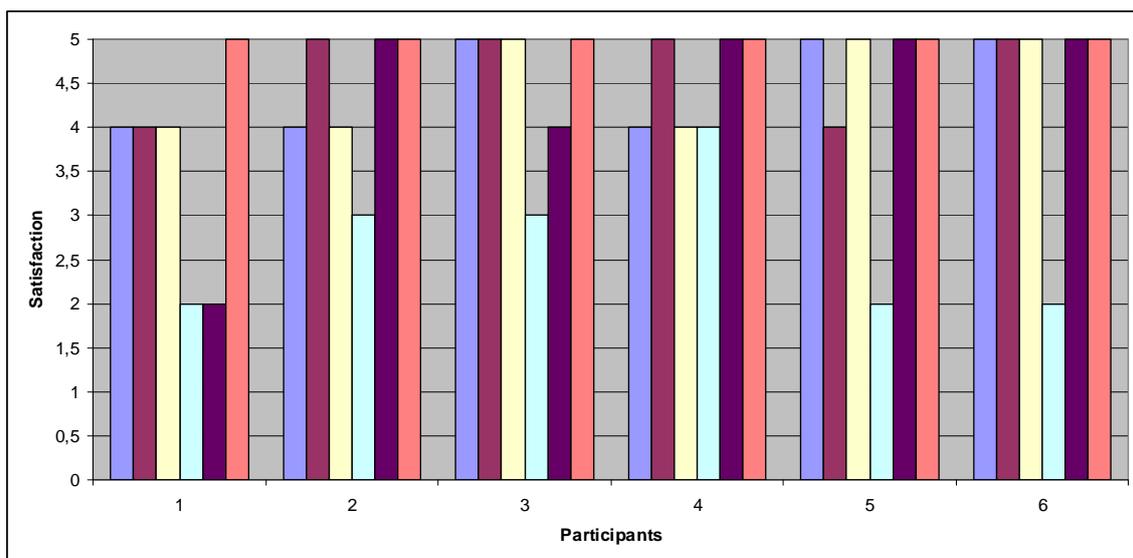
**Criteria of delivery of works and services**

In order to appraise the results of the work and services provided by the consortium, specific questionnaires has been filled out by all the partners concerning each individual workpackage. The analysis of the questionnaires is included with charts. (See figure below)

**Conclusions**

- 1.- Tasks are perceived as performed with a high level of completion and on time (all participants agreed on a score of 4 or 5 points out of five).
- 2.- Working days and programmed schedule was considered as fitting the needs of the tasks to be performed. Most of the partners give the highest score.
- 3.- Instructions to fulfil the tasks have been communicated and are relevant for the completion of the job. (all participants agreed on a score of 4 or 5 points out of five).
- 4.- Means and resources have been adequate and used efficiently only partially. All the partners seem to give just an average score to this aspect, in some cases even a poor. score  
Certainly the requirements to produce a professional product exceed the resources available for the main deliverable. All the partners needed extra efforts in elaborating the specifications, functionalities and conception of the game. Particularly, delays in the production due the integration of the multiple language versions caused some stress at the end of the project. On the other hand subcontracting costs, could only be incurred once the specifications were almost completed, requiring extra efforts in having the major technological parts done in time and with the quality expected.
- 5.- Output and final products met the expectations of the partners to a high degree. One partner is poorly satisfied, whereas the rest are highly satisfied. No particular comments are found in this topic in the questionnaires.
- 6.- The outcomes and products of the project are relevant and contribute to improve and innovate the reality of the topic in the different partner’s local context. All of the partners give the highest score. This could mean that the main problems in this workpackage relate to the complexity of the creation of the final products with the resources foreseen and deployed (time and funds).

**APPRAISAL OF THE PARTICIPANTS/PARTNERS**



<b>Validation</b>		<b>WP3</b>	
<b>Activities or Works included:</b>			
	<b>Foreseen date / delivery</b>		
Organisation of national Focus Groups (including expert panels)	01/04/2011	28/05/2011	
Validation report of national Focus Groups	01/04/2011	20/06/2011	
Direct test with group of beneficiaries	30/04/2011	30/07/2011	
Validation report beneficiaries	01/06/2011	30/09/2001	
Small adaptations for parts of the game	30/06/2011	31/08/2011	
Finalised Educational Game	30/06/2011	02/09/2011	
Quality Assurance Report of the Project	30/08/2011	02/09/2011	
<b>EVALUATION DESCRIPTION</b>			
The evaluation has been carried out according to the following criteria.			
<b>Documentary procedures.</b>			
The procedures established for documenting this workpackage correspond to those planned beforehand at application level.			
<ul style="list-style-type: none"> <li>• Focus groups were organised as planned. Format changed from partner to partner in order to reach the maximum number of representative of stakeholders and target groups. In general, at least two workshops took place in each country: one with experts in the field (whether OSH, or technological educational game providers) and another one with the beneficiaries, which was combined with broader presentation of the project and its results. Evidences are presented in the gathered conclusions of the focus groups, presentations prepared by the partners and testimonials.</li> <li>• Modification of the educational game according to the feedback from the partners. The final storyboard of the game incorporates most of the changes suggested by the testing phase. The evidence of it can be seen in the finalised version of the game.</li> <li>• The results of the evaluation of the level of achievement for the project objectives are presented in this document.</li> </ul>			
<b>Tools, techniques, equipment and methods to meet the objectives sought.</b>			
The techniques and methodological tools applied in this workpackage have been:			
<ol style="list-style-type: none"> <li>1.-Organisation of national focus groups with the purpose to test the first prototype of the game and gather suggestions and recommendations.</li> <li>2.- Aggregation of the suggestions of the focus groups by the WP leader and transferring them to the technological partners in a specific template.</li> <li>3.- Collecting feedback from the game developers on the most suitable solution to incorporate the suggestions.</li> <li>4.- Organising a coordination meeting (Promoter, Coordinator, Technological partner), to agree on the final specifications to be confirmed by all partners, via the minutes of such meeting.</li> <li>5. Implement the evaluation of the results of the whole project, with the assistance of an accredited external evaluator, as to the method and the tools.</li> </ol>			
<b>Control of the conditions required to fulfil the signed agreements.</b>			
The conditions required to fulfil the agreements were controlled according to a procedure in three steps:			
<ol style="list-style-type: none"> <li>1.- Proposal of the WP leader of contributions to receive from the partners.</li> <li>2.-When the contributions required aggregation, the WP leader aggregated the contribution of the partners.</li> <li>3.- Contributions of the partners (including the aggregated ones) were passed from the WP leader to the coordinator, who reported the project promoter.</li> <li>4.- Once the project promoter has verified the contributions of the partners, these are send back to the coordinator, who either: a) request the WP leader further information if so demanded by the promoter ; b) circulate the verified version to the consortium for final validation.</li> <li>5. After verification by Promoter and validation by all partners of the consortium, the concerned activity is considered finished and the related deliverables approved.</li> </ol>			

**Mechanisms of control to determine the progress of the initial conditions.**

The progress of the work against the initial conditions has been verified every six months according to the following procedure.

- Partners report to the coordinator the progress of the tasks under their responsibility.
- When the tasks were finished they include the date of completion. When they are in progress they estimated the date of completion.
- Partners report the resources deployed in the tasks, including the financial performance.
- The coordinator aggregated the figures and presented them in each of the progress meetings.
- The consortium decided in each progress meeting the best way to approach any deviation, whether technical or financial in the project performance.

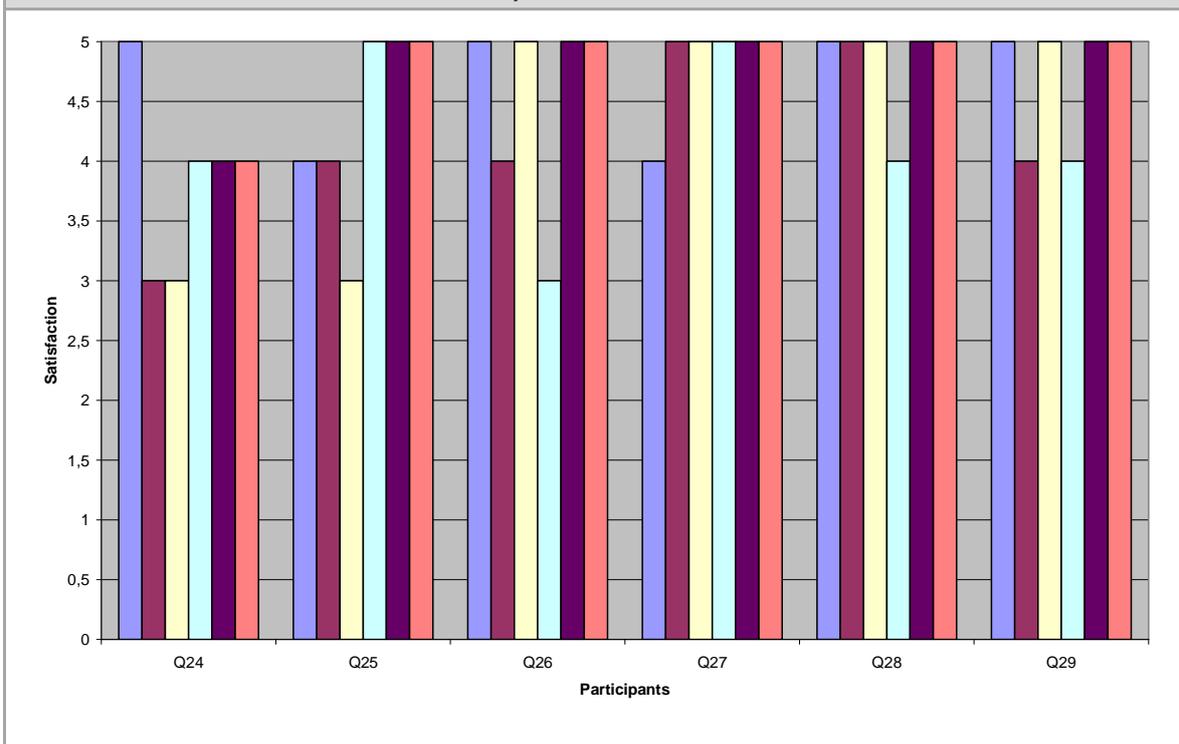
**Criteria of delivery of works and services**

In order to appraise the results of the work and services provided by the consortium, specific questionnaires have been filled out by all the partners concerning each individual workpackage. The analysis of the questionnaires is included with charts. (See figure below)

**Conclusions**

- 1.- Tasks are perceived as performed with a high level of completion and on time. Most of the partners give the highest score.
- 2.- Working days and programmed schedule was considered as fitting the needs of the tasks to be performed. Average was a high score on this aspect. However some partners give the highest score and other partners just average. Main comments indicate that the validation period extended over a longer part of the project than expected, to progress at the same time than the development of the main deliverable
- 3.- Instructions to fulfil the tasks have been communicated and are relevant for the completion of the job. The average score was high (4 out of 5). However one participant gave an average score and two the highest score.
- 4.- Means and resources have been adequate and used efficiently. The average score was high (4 out of 5). However one participant gave an average score and two the highest score.
- 5.- Output and final products met the expectations of the partners to a high degree. Most of the participants agree and provided the highest score in this aspect.
- 6.- The outcomes and products of the project are relevant and contribute to improve and innovate the reality of the topic in the different partner’s local context. Most of the participants agree and provided the highest score in this aspect.

**APPRAISAL OF THE PARTICIPANTS/PARTNERS**



<b>Dissemination and Exploitation of Results</b>		<b>WP4</b>
<b>Activities or Works included:</b>		
	<b>Foreseen date / delivery</b>	
Project Webpage	01/06/2010	30/05/2010
Design and lay-out of Best Practice Manual	01/08/2011	05/09/2011
Translation of the User's Guide to the languages of the consortium	30/06/2011	02/09/2011
Production of Best Practices Manual	01/09/2011	23/09/2011
Distribution of Manual of Best Practices	30/09/2011	26/09/2011
Organisation of Closure Meeting	11/09/2009	27/09/2011
Market study for the introduction of the game in training tools	30/09/2011	30/10/2011
<b>EVALUATION DESCRIPTION</b>		
<p>The evaluation has been carried out according to the following criteria.</p> <p><b>Documentary procedures.</b></p> <p>The procedures established for documenting this workpackage correspond to those planned beforehand at application level.</p> <ul style="list-style-type: none"> <li>• A Guide of Lessons Learnt and good practices was elaborated under the supervision of the Promoter and with the contribution of the different partners. It was produced in English and Spanish in hard copies, and some partners decided to translate it also into their own languages.</li> <li>• A User's Guide to facilitate playing with the education game was also produced and integrated in electronic way in the web based game. It is translated in all the languages of the consortium as previously planned.</li> <li>• Dissemination of the Guide of Lessons learnt and the game has been made directly by the different project partners in dissemination events. Up to 100 copies were distributed in the final conference in Valladolid.</li> <li>• Most partners produced promotional materials (posters and USB keys) with the project logo. Some specimens are provided.</li> <li>• The Closure Conference was organised as planned. Different press coverage was produced and is available. Including a TV short reportage.</li> <li>• The Webpage of the project collects all the deliverables and the number of hits has been relevant alongside the last months of the project, with an average of 1.000 visits (higher than initially expected). Reports from Google Analytics are provided.</li> </ul> <p><b>Tools, techniques, equipment and methods to meet the objectives sought.</b></p> <p>The techniques and methodological tools applied in this workpackage have been:</p> <ol style="list-style-type: none"> <li>1.-Dissemination strategy was quite flexible. The partners organised the events according to the relevant target groups in the most accessible way for them.</li> <li>2.- The promoter provided the patterns, models and general image of the project. Webpage was subcontracted as to the structure and composition, included an intranet for management purposes. Periodical updates were directly uploaded by the coordinator under the supervision of the Promoter.</li> <li>3.- Partners reported periodically of their dissemination events, normally during the progress meetings. A documentary dossier has been created.</li> <li>4.- The promoter organised the final conference with an audience of some 50 people, and broad press coverage.</li> </ol> <p><b>Control of the conditions required to fulfil the signed agreements.</b></p> <p>The conditions required to fulfil the agreements were controlled according to a procedure in three steps:</p> <ol style="list-style-type: none"> <li>1.- Proposal of the WP leader of contributions to receive from the partners.</li> <li>2.-When the contributions required aggregation, the WP leader aggregated the contribution of the partners.</li> <li>3.- Contributions of the partners (including the aggregated ones) were passed from the WP leader to the coordinator, who reported the project promoter.</li> <li>4.- Once the project promoter has verified the contributions of the partners, these are send back to the</li> </ol>		

coordinator, who either: a) request the WP leader further information if so demanded by the promoter ; b) circulate the verified version to the consortium for final validation.

5. After verification by Promoter and validation by all partners of the consortium, the concerned activity is considered finished and the related deliverables approved.

**Mechanisms of control to determine the progress of the initial conditions.**

The progress of the work against the initial conditions has been verified every six months according to the following procedure.

- Partners report to the coordinator the progress of the tasks under their responsibility.
- When the tasks were finished they include the date of completion. When they are in progress they estimated the date of completion.
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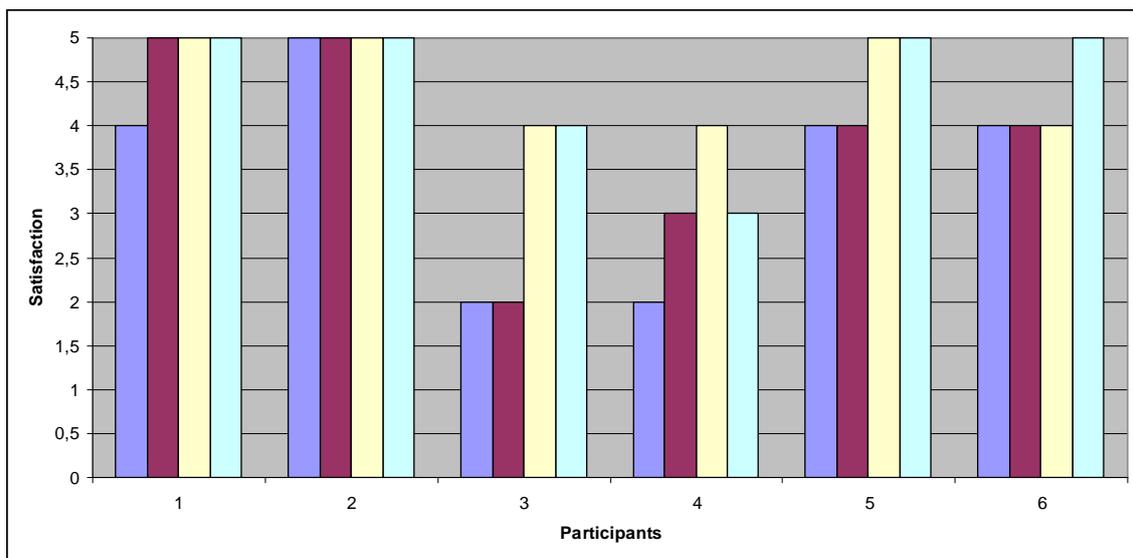
**Criteria of delivery of works and services**

In order to appraise the results of the work and services provided by the consortium, specific questionnaires have been filled out by all the partners concerning each individual workpackage. The analysis of the questionnaires is included with charts. (See figure below)

**Conclusions**

- 1.- The participants estimate that the project website includes updated information partially. The comments of partners show an average rate, varying from highly updated to poorly updated. The main suggestions go in the sense that not only the deliverables and results but also news should have been also updated more frequently.
- 2.- The webpage shows updated versions of results to a high extent. Most of the comments give a high score. There are also partner indicating the highest score and partners indicate just an average score.
- 3.- All the partners consider that dissemination activities conducted by the partners had a highly relevant impact.
- 4.- Regarding exploitation most of the participants consider that the results obtained are highly useful for educational purposes within their organisation and towards the beneficiaries. Only one partner expresses just average this aspect, with no further comments.

**APPRAISAL OF THE PARTICIPANTS/PARTNERS**



<b>Management of the Project</b>		<b>WP5</b>	
<b>Activities or Works included:</b>		<b>Foreseen date / delivery</b>	
Coordination, planning and administration of Project performance	30/09/2011	30/09/2011	
Preparation and organisation of transnational meetings	30/09/2011	30/09/2011	
Delivery of Intermediate report	01/12/2010	23/11/2010	
Delivery of Final report	01/12/2011	01/12/2011	
Approval of meeting minutes	30/09/2011	30/09/2011	
<b>EVALUATION DESCRIPTION</b>			
The evaluation has been carried out according to the following criteria.			
<b>Documentary procedures.</b>			
The procedures established for documenting this workpackage correspond to those planned beforehand at application level.			
<ul style="list-style-type: none"> <li>• Transnational meetings with coordination and administration of the project were held as planned. Participation of the partners was almost total, with some few absences in the first two meetings. List of participants were collected and minutes of the meetings produced and approved by the partners within 15 days. Kick –off meeting was organised with some delay due to the late signature of the contract.</li> <li>• The project roadmap was the dynamic tool uses to measure the progress of the project. It was updated every six months before the progress meetings. A financial template was also updated with the same periodicity to account for the expenditure of the consortium.</li> <li>• Reports both intermediate and final were produced and delivered on time with the approval of all partners.</li> </ul>			
<b>Tools, techniques, equipment and methods to meet the objectives sought.</b>			
The techniques and methodological tools applied in this workpackage have been:			
<ol style="list-style-type: none"> <li>1.-Coordinator provided the control and administrative instruments, which were approved during the kick-off meeting.</li> <li>2.- Partners updated and reported their tasks according to the task planner accompanying the bilateral contracts.</li> <li>3.- Coordinator aggregated the data provided by the partners and submitted them to the Promoter.</li> <li>4.- The promoter took the relevant decisions about approval of tasks, reported costs and payments.</li> </ol>			
<b>Control of the conditions required to fulfil the signed agreements.</b>			
The conditions required to fulfil the agreements were controlled according to a procedure in three steps:			
<ol style="list-style-type: none"> <li>1.- Proposal of the WP leader of contributions to receive from the partners.</li> <li>2.-When the contributions required aggregation, the WP leader aggregated the contribution of the partners.</li> <li>3.- Contributions of the partners (including the aggregated ones) were passed from the WP leader to the coordinator, who reported the project promoter.</li> <li>4.- Once the project promoter has verified the contributions of the partners, these are send back to the coordinator, who either: a) request the WP leader further information if so demanded by the promoter ; b) circulate the verified version to the consortium for final validation.</li> <li>5. After verification by Promoter and validation by all partners of the consortium, the concerned activity is considered finished and the related deliverables approved.</li> </ol>			
<b>Mechanisms of control to determine the progress of the initial conditions.</b>			
The progress of the work against the initial conditions has been verified every six months according to the following procedure.			
<ul style="list-style-type: none"> <li>• Partners report to the coordinator the progress of the tasks under their responsibility.</li> </ul>			

- When the tasks were finished they include the date of completion. When they are in progress they estimated the date of completion.
- Partners report the resources deployed in the tasks, including the financial performance.
- The coordinator aggregated the figures and presented them in each of the progress meetings.
- The consortium decided in each progress meeting the best way to approach any deviation, whether technical or financial in the project performance.

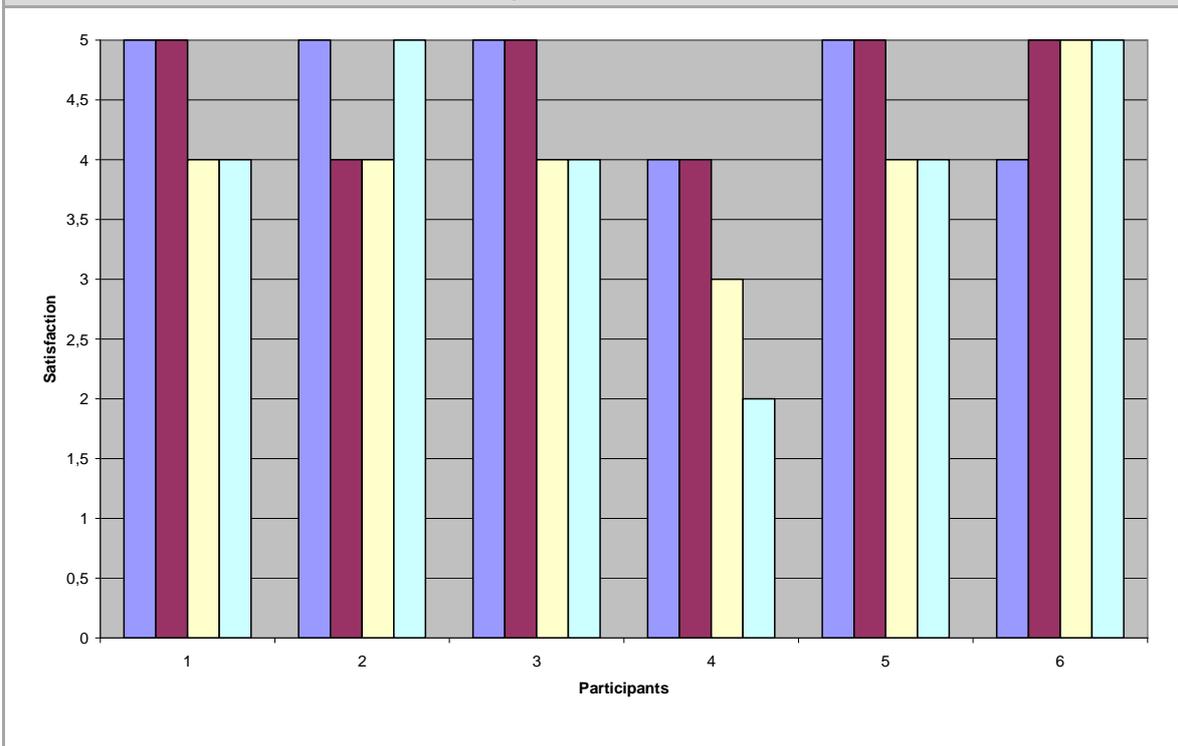
**Criteria of delivery of works and services**

In order to appraise the results of the work and services provided by the consortium, specific questionnaires have been filled out by all the partners concerning each individual workpackage. The analysis of the questionnaires is included with charts. (See figure below)

**Conclusions**

- 1.- The participants estimate that the coordination of the project has been highly clear, participative and effective.
- 2.- The organisation of the activities has been precise and according to the common agreements to a very high extent.
- 3.- The participation of the partners in the development of activities have been complete and balance to a high extent.
- 4.- Most of participants consider that communication between all the partners has been permanent, enriching and varied in suggestions and ideas. However this is the aspect with major dispersion, since for two participants it involves the highest score whereas for one participant this was only poorly achieved.

**APPRAISAL OF THE PARTICIPANTS/PARTNERS**



## 5. CONCLUSIONS

The evaluation realized, by the evaluation team, in terms of effectiveness, efficiency, pertinence and coherence of the Project, is summed up here:

**EFFECTIVENESS:** The implementation of the project was efficient to a high degree. All the workpackages indicate an effectiveness rate higher than 90% according to the indicators of this evaluation. All deliverables were produced according to the workplan, most of them on time and only a few required some additional time to be completed due to their complexity (the full final prototype of the game). It is worthwhile to mention that the partners managed to catch up with the two months of delay of the start of the project, due to late signature of the contract.

**EFFICIENCY:** The implementation of the project was efficient to a high degree. All the workpackages indicate an efficiency rate higher than 80% according to the indicators of this evaluation. The less efficient workpackage was "Validation", since the project required working alongside the building of the game. Difficulties were found on how to test at national level with national versions, while preserving the resources needed to outsource (dubbing, designing, programming). Means and resources were planned to deploy in specific times, whereas reality demanded a continuous work in the different parts of this workpackage. Lack of resources was covered with the extra effort of the partners.

**PERTINENCE:** The results are considered pertinent by the participants. This is even reinforced by the impact achieved with target groups and beneficiaries as well as by institutions competent in the topic of OSH and Education. Press coverage and access to the webpage shows higher figures than planned proving the pertinence of the project and its results.

**COHERENCE:** All the documents analysed show that the implementation of the project was coherent. There are no gaps observed, whether in terms of tasks, deliverables, or timing. Evaluation of the questionnaires (final one and progress one) indicates that opinions were consistent along the project lifetime. Opinions do not show great discrepancies among participants, although perception from different partners differs from task to task and few questions have neither total consensus as to the evaluation, nor remarkable heterogeneity.