Education and Culture DG

Lifelong Learning Programme

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Quality Management Plan

Project acronym: AMiCo

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Co-ordinator: beramì e.V. (DE)

Partners: P1 Balkanplan Ltd. (BG), P2 Hasociatia Habilitas (RO), P3 DRK (DE), P4 ANS (IT), P5 TRANSFER (PL) and P6 CJD Maximilansau (DE)

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1. INTRODUCTION

The project ***"Assessment of Migrants' Competences in the Elderly Care - AMiCo"*** is a two-year project implemented within the EC "Lifelong Learning Programme", sub-programme "Leonardo da Vinci"- Transfer of innovation. The project aims to develop and test a multilingual informational web-page and an ICT based self-assessment tool (AMiCo tool) providing information on the possibilities of acknowledgement, further VET, requirements regarding the professional profiles of professional personnel in elderly care in Germany and Italy, and language training specifically oriented towards labour market.

The project partnership is formed by 7 organizations from Germany, Italy, Romania, Poland and Bulgaria that will cooperate for achieving the project objectives. The core partners are **:** P0 beramì e.V. (DE**),** P1 Balkanplan Ltd. (BG), P2 Hasociatia Habilitas (RO), P3 DRK (DE), P4 ANS (IT), P5 TRANSFER (PL) and P6 CJD Maximilansau (DE)

Table 1: AMiCo partnership

	Country	**Organisation**
P0	Germany	beramì e.V.
P1	Bulgaria	Balkanplan Ltd.
P2	Romania	Hasociatia Habilitas
P3	Germany	DRK
P4	Italy	ANS
P5	Poland	TRANSFER
P6	Germany	CJD Maximilansau

The project duration is from 1 October 2012 until 30 September 2014.

This document outlines the ***Quality Management Plan (QMP)*** for the project ***"Assessment of Migrants' Competences in the Elderly Care - AMiCo"***. It has been developed within the WP 7 "Quality Management". The general aims of WP7 is to provide monitoring and evaluation of the project activities in order to support the management process, the effectiveness of the project activities and realisation of quality outcomes that will meeting the objectives that project partnership stated in the project plan.

The Quality Management Plan (QMP) describes the actual process, procedures and controls applied to the project activities with the aim to ensure that the project objectives are met to the highest standard. It defines the quality standards that will be used within the project, explains how quality requirements will be met and provides guidance to the implementation of the quality system.

The Quality Management Plan defines the Quality Management and Evaluation process within the project focusing on its objectives, methodology and deliverables. The document provides a detailed description of the indicators and criteria that will be used in order to evaluate and ensure the efficiency and quality of the project implementation process.

2. OBJECTIVES

The main aim of the Quality Management and Evaluation process in the project "AMiCo" is to outline quality standards regarding the project processes and products as well as the procedures to monitor and assess the project approaches, activities and deliverables, to match them against the project goals and to provide regular feedback to the partners.

The specific objectives of Quality Management and Evaluation process in "AMiCo" project are:

- Design of an evaluation strategy for the transfer process (focusing on the 3Ps model -process/partnership/products)
- Monitoring and assessing the progress of the project throughout the entire timeline (including tasks and activities in each country, positive and constructive partnership environment and partner goodwill)
- Establishing quality control (i.e. indicators and procedures to ensure project results)
- Evaluating the quality of the products including adaptation to each country, market sustainability and target group needs (cross information)

- Developing assessment tools (adapted to different users and target groups depending on the goals) to evaluate the application, efficiency and impact of the project
- Monitoring and tracking each WP, matching them to indicators agreed among the partnership and corresponding to the project objectives
- Providing periodical analysis of the gathered data and preparing recommendations to improve the project process and results

3. METHODOLOGY AND DELIVERABLES

3.1. Evaluation tools

For the purposes of the Quality management and evaluation process the following tools, common for all project partners, will be developed:

- **Questionnaire 1**, focusing on the monitoring and evaluation of the project implementation process (main activities and interaction among the partners within the project) and quality of the products/outputs (focused on the usability of the products)
- **Questionnaire 2** for evaluation of the efficiency of the project partnership meetings;
- **Questionnaire 3** (Self-evaluation tools), focused on the assessment of the project products/outputs (focused on the usability of the products)

3.2. Deliverables of the evaluation process

Deliverable 1: The 1st internal Evaluation Report will focus on the evaluation of the project period 1 Oct 2012 – 31 March 2013.

Deliverable 2: The 2nd internal Evaluation Report will focus on the evaluation of the project period 1 April 2013 – 30 Sept 2013.

Deliverable 3: The 3rd internal Evaluation Report will focus on the evaluation of the project period 1 Oct 2013 – 31 March 2014.

Deliverable 4: The final Evaluation Report will focus on the evaluation of the last 6 months of the project duration and will outline the main finding and conclusions of the project evaluation process.

3.3. Procedures of evaluation

3.3.1. Internal evaluation

- **Questionnaire 1:** Every 6 months all the partners will fill in questionnaire in order to gather their perception and data related to the progress, quality and efficiency of the project activities
- **Questionnaire 2:** After each project meeting the partners will fill in questionnaire focused on the efficiency of the activity
- **Questionnaire 3 (Self-evaluation tool)**: 2 times within the lifetime of the project the partners will fill in self-evaluation focused on the project products/outputs

Table 2: Timetable for the Monitoring and Evaluation process

	Oct'12	Nov'12	Dec'12	Jan'13	Feb'13	Mar'13	Apr'13	May'13	Jun'13	Jul'13	Aug'13	Sep'13	Oct'13	Nov'13	Dec'13	Jan'14	Feb'14	Mar'14	Apr'14	May'14	Jun'14	Jul'14	Aug'14	Sep'14
Questionnaire 1																								
Questionnaire 2 (according to the frequency of the project meetings																								
Monitoring reports																								
Self-evaluation tool																								

4. PROJECT MONITORING

4.1. STEERING COMMETTEE

The Steering committee of the project will consists of the project managers of each partner organisation in the AMiCo project.

4.2. COOPERATION AND COMMUNICATION

The consortium cooperation and communication will be based on 4 different pillars:

Management model: The partners will be organized by working groups and will be actively involved in project implementation. They will all participate in decision making process and validation. There is a partnership consensus on how the procedures within the project are established at the level of communication model, management of working groups, decision-making mechanisms and communication obligations of each partner;

Open and regular communication: The majority of technical communication and remote management will be done via email, Skype and telephone. The four partnership meetings planned will be a forum to discuss management issues and issues related to the technical implementation of the project work.

Risk assessment and associated contingency plans: The project risk analysis will be done at each project meeting and the consortium will identify the rates associated to any risks identified as well as contingency plans.

Decision making process: All situations will be analyzed and all decisions will be made collectively after all the facts are provided to all partners. If no decision is reached, the project coordinator will propose a preliminary decision to all partners for their comments and approval. The decision can be altered, taking into account all partners opinions, until an amicable and mutual decision is agreed.

4.3. MEETINGS

Meetings play a key role in AMiCo project. They provide the opportunity to strengthen the partnership allowing developing common tasks, information exchange, joint problem solving and definition of next steps.

In each meeting all partners will define the next meeting dates. The agenda will be sent by the project coordinator to all partners at least one month before each meeting.

During each transnational meeting the project coordinator will take the minutes. All minutes must contain: (i) date; (ii) location; (iii) presences; (iv)topics covered; (v) decisions reached; (vi) tasks to be carried out by all partners and deadlines. The minutes will be sent by e-mail within 15 working days. It is expected that the partners will give feedback and approval of the minutes within 10 days after they have received the minutes.

4.4. ACTIVITIES AND RESULTS

The definition of each WP has been designed to ensure a logical continuation of the activities in order to achieve the project objectives. The leadership of the Work packages has been shared according the competences of each partner and to guarantee that each partner would be leading at least one WP.

Within the monitoring process will be monitored the accomplishment of the products of each work package.

Table 3: Work packages and expected deliverables

WP	Leader	Performance indicators per work package	Duration
WP 1 Project management	P0 beramì e.V. (DE)	D1: Project documentation D32: Contract between partners D31: Minutes of all meetings	10/2012 – 09/2014

WP 2 Development of learning outcomes descriptions according to ECVET for the Elderly Care in Germany and Testing	P3 DRK (DE)	D2: Report on the comparison of Elderly Care workers profiles and “competence indicators” developed in IQEA with German professional profiles	11/2012 – 01/2014
WP 3 Development of Requirements for Questionnaires and functional requirements for the AMiCo tool	P5 TRANSFER (PL)	D29: Catalogue for questionnaires (draft version) D3 : Functional requirement for the software D4: Report of “competence indicators” including a credit system for assessment	02/2013 – 05/2013
WP 4 Testing phase and development of requirements of the web-site	P2 Hasociatia Habilitas (RO)	D5: Final catalogue of the questionnaires D6: Checklist for testers of the questionnaires D7: Catalogue of functional requirements of the web-site	06/2013 – 09/2013
WP 5 Software development for the assessment tool and creating the hosting web-page	P4 ANS (IT)	D8: Assessment tool (draft version) D9: Checklist for user acceptance and usability test of the assessment tool by different frontend users D10: Summary of the received feedback D11: Assessment tool (finished software) and installation in production environment D12: Summary of the relevant information for the website for each involved country D13: Launch of website	09/2013 – 01/2014
WP 6 Dissemination and Exploitation of results	P0 beramì e.V. (DE)	D14: Integration of interim AMiCo website into the berami webpage – for means of project announcement and integration D15: Concept of workshop for dissemination and exploitation D16: Project flyer (on AMiCo tool and website) D17: Workshop for dissemination and	10/2012 – 09/2014

		exploitation D18: Articles in publications in European ECVET network and other specialized publications D19: Final conference D20: Documentation of final conference D21: Final project documentation D22: Concept of information workshops D23: Information workshops D30: Newsletter to relevant addresses in all partner countries	
WP7 Quality management	P1 Balkanplan Ltd. (BG)	D24: Concept of workshop for internal evaluation D25: Workshop for internal evaluation D26: Concept of self-evaluation (methods, instruments, dealing with the results, etc.) D27: Questionnaires for evaluation D28: Documentation of evaluation results	10/2012 – 09/2014

5. QUALITY INDICATORS

Element 1	**Project management**
Dates or frequency	Throughout project duration
Summary	Coordination and leadership in the partnership
Quality indicators	• Adequacy of management model • The objectives set within the partnership are clear, relevant and feasible • Clear division of tasks between the partners • Clear work plan and timetable is available • Distribution of responsibilities among partners is fare, according to each partner competence and is corresponding to the allocated funding • Fulfillment of the planned schedule • Methods of communication between partners are agreed and regular • Contributions made by the partners are valued • Execution level of the financial resources
Evaluation mode	Internal evaluation
Evaluation	Interviews with project partners

instruments	Questionnaires completed by the project partners

Element 2	**Transnational partner meetings**
Dates or frequency	After each project meeting
Summary	Evaluation of the project partnership meetings
Quality indicators	• Quality of information and communication prior to and at the event • Participation and contribution at the event • Respecting the agenda and meeting the stated objectives of the event • Working environment • Participant understand the next steps • Accommodation, food and social element
Evaluation mode	Internal evaluation
Evaluation instruments	Evaluation questionnaires to be completed after each partnership meeting; Interviews with the participants in the meeting

Element 3	**Progress against agreed targets**
Dates or frequency	4 times within the project lifetime
Summary	Production of the main deliverables; quality of the transfer
Quality indicators	• Agreement on the objectives, sub-goals and performance indicators • Analysis and understanding of background data • Adherence to agreed timetable and work plan • Involvement and contribution of all partners
Evaluation mode	Internal and external evaluation
Evaluation instruments	Questionnaires and interviews

Element 4	**Dissemination, outputs and deliverables**
Dates or frequency	4 times within the project lifetime
Summary	Dissemination and exploitation measures
Quality indicators	• Outputs and deliverables are produced in line with the project proposal • They are disseminated effectively • Updating takes place through the lifetime of the project • Copyright agreements and IPR obtained are respected
Evaluation mode	Internal and external evaluation
Evaluation instruments	Questionnaires and interviews

Element 5	**Products**
Dates or frequency	2 times within the project lifetime
Summary	The level of the quality of the products and their usefulness for the partners, users and stakeholders and how they are evaluated will be explored, in a context of future sustainability
Quality indicators	• Level of product quality • Level of product incorporation by each of the partners • Level of product transfer to the external stakeholders • Identification of weak and strong points of the product/results • Reengineering of the product/results
Evaluation mode	Internal and external evaluation
Evaluation instruments	Questionnaires Statistics

ANNEX 1

Questionnaire 1 Evaluation of the project implementation progress:

ANNEX 2

Questionnaire 2 Evaluation of the partnership meetings

ANNEX 3

Self – evaluation tool