



598236-EPP-1-2018-1-LT-EPPKA2-CBHE-SP

QUALITY CONTROL AND MONITORING (QCMP)

Quality Control and Monitoring plan

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Work Package 5: Quality Control and Monitoring (QCM)

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Deliverable 5.1: Quality Control and Monitoring plan

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Introduction

1.1 Purpose of the Quality Management Plan

The Quality Management and Monitoring Plan is created during the Planning Phase of the project and is considered a component of the Project Management Plan.

QCMP is a part of the documents produced by the project Digital competence framework for Ukrainian teachers and other citizens / dComFra funded by Erasmus+ programme of the European Union under the KA2 Cooperation for innovation and the exchange of good practices.

It covers quality issues regarding dComFra project: monitoring the project's progress, project management, communication, role of partners, process of decision making and approvals and document management.

Detailed information about project objectives, activities, task leaders, project plan, deliverables and budget are given in dComFra proposal. Hence, QCMP refers to those documents regarding detailed information and focuses on project quality issues. The document is intended to create a clear understanding, secure monitoring, review in order to guarantee that project runs as planned and to guarantee the high quality of the work and the outcomes of the project by ensuring high quality products and project impact.

The entire implementation of the project will be accompanied by on-going monitoring and evaluation process starting from the beginning of the project and continuing until the end of the three-year-period. The results of each activity will be compared to the concrete objectives and targets described in the proposal as well as to the indicators and detailed success and quality criteria developed during the first meeting.

1.2 Project data

The dComFra was initiated to produce UA Digital competence frameworks; to ensure reforming in-service training for Schools and Vocational Teachers (Teachers) from DC point of view; to expand the horizons and opportunities of citizens, including refugees and ATO-veterans, and therefore enhancing their national/international employability and self-sustainability, ensure their involvement in social life; and to realize these through innovative initiatives appropriate to digital society requests and European standards.

The dComFra promotes the exchange of experience and good practices in field of ICT and DC by EU HEI and training/research organization with HEI and organizations of Ukraine. The project is sustain the link HEIs with EU-UA labor markets, and, therefore, enhance its impact on the EU landscape.

The purpose of this project is to improve the Digital Competence (DC) development situation in Ukraine (UA), to harmonize it with the European mainstream by adaptation of the Digital Competence Frameworks for Citizens and for Educators, creation Ukrainian National Digital Coalition (UNDC); to reform in-service training for teachers and to provide "best practices"



experiences of how DC could be further developed in general and adapted to the challenges of the Higher Education sector within society at large. The motivation for this comes from the goal set by the European Commission in Digital Skills and Jobs Coalition, DigComp frameworks and the Digital Agenda for Europe (DAE).

Programme	Erasmus+
Key Action:	Cooperation for innovation and the exchange of good practices
Action	Capacity Building in higher education
Action Type	Structural Projects
Project Title	Digital competence framework for Ukrainian teachers and other citizens
Project Acronym:	dComFra
Project Identification	No. 598236-EPP-1-2018-1-LT-EPPKA2-CBHE-SP
Start Date:	15/11/2018
End Date:	14/11/2021
Project total	36 months
Grant:	952 946,00 €
National project	Region 2 Eastern Partnership countries Territory of Ukraine as recognised by international law

Project Partners

dComFra consortium consists of 15 partners with required expertise as well as business and education links. The team demonstrates a dynamic and strong fusion of 12 higher education institutions – 5 from European Union (Lithuania, Austria, Check Republic, Poland, Romania) and 7 from Ukraine.

The expertise of EU partners covers entire range as well as all levels of required knowledge and skills in the field – from DC curriculum, through implementation DC training to DC testing & certification and DC for refugees.

The participation of Ukrainian Universities is significant to integrate new methodologies, educational materials, to define requirements and improve the results with different perspectives and realities in different parts of Ukraine.

Table 1. Project Partners

No	Name of Partner	Abr.	Country	Type
P1	Vytautas Magnus University	VMU	Lithuania	Programme Countries
P2	Carinthia University of Applied Sciences	CUAS	Austria	Programme Countries
P3	Czech University of Life Sciences	CULS	Czech Republic	Programme Countries



No	Name of Partner	Abr.	Country	Type
P4	Pedagogical University of Cracow	UP	Poland	Programme Countries
P5	University Politehnica of Bucharest	UPB-CAMIS	Romania	Programme Countries
P6	Kyiv National University of Culture and Arts	KNUCA	Ukraine	Partner Countries
P7	Taras Shevchenko National University of Kyiv	TSNUK	Ukraine	Partner Countries
P8	National Technical University "KhPI"	NTU "KhPI"	Ukraine	Partner Countries
P9	Donetsk National Technical University	DonNTU	Ukraine	Partner Countries
P10	Yuriy Fedkovych Chernivtsi National University	CHNU	Ukraine	Partner Countries
P11	Kharkiv National University of Radioelectronics	KNURE	Ukraine	Partner Countries
P12	Kremenchuk Mykhailo Ostrohradskiy National University	KrNU	Ukraine	Partner Countries
P13	Ukrainian association of IT professionals	UAITP	Ukraine	Partner Countries
P14	Information Technologies Institute	ITI	Lithuania	Programme Countries
P15	Ministry of Education and Science of Ukraine	MESU	Ukraine	Partner Countries

1.3 Evaluation

The partnership will apply the DAC Criteria of OECD for evaluation of projects, in particular documenting the relevance, effectiveness, efficiency, impact and sustainability of the project.

1.3.1 Internal evaluation

The evaluation will be split up into four main parts:

1. Evaluation of Project management The project will be constantly measured by the effectiveness of the management and communication within the project team. Starting from Kick-off meeting, these evaluation surveys will be distributed at each meeting.

2. Evaluation of Project core developments The extent to which the project meets its objectives will be addressed in this category. The evaluators will check if the outputs are consistent with the intended characteristics and effects on the target groups. Recommendations from internal and external evaluation will be given to WP leaders to make necessary changes or adaptations.



3. Evaluation of Project Dissemination and Sustainability strategies Evaluators will pay attention to the relevance, coherence, effectiveness and efficiency of the long-term strategies to certify outputs (accreditation); to spread outputs and findings to HE providers, and other stakeholders (transferability and multiplier effects).

4. Transversal Evaluation of horizontal issues Finally, the evaluators will test the results of the project against the principles of equal opportunities, non-discrimination, cultural and linguistic diversity.

All partners will contribute to the evaluation process and continuous monitoring. This shall allow the consortium to receive a constant feedback on the performed work and allow partners to make corrections wherever necessary.

Evaluations are done by all participant partners through satisfaction questionnaires.

The process and project results will be evaluated internally every **6 months**.

1.3.2 External evaluation

The external evaluation will be done through satisfaction questionnaires. Target audience representatives and prospective stakeholders will be invited to evaluate project results via agreed questionnaires by the consortium. All data gathered from the questionnaires will be collected by the promoter and analysed in the consortium. Corrective measures will be taken where necessary according to the target audience feedback.

Conflicts or different views regarding the reviews are discussed on the consortium meetings, where a general review is made of the project's progress at the time. The consortium meetings are obliged to result in a mutual agreement on the proceedings.

Specific questionnaires will be drafted and distributed among partners for the evaluation purpose of all project materials/results/deliverables.

2. Assumptions/Constraints/Risks

2.1 Assumptions

- Availability of data is basic prerequisite of QCM;
- Collaboration and cooperation of all consortium partners is essential;
- Recommendations by external QCM experts ensure positive influence on the project outcomes/results.
- Infrastructure is available to a project such as networks and communications tools.
- Strong contribution of partner universities in Ukraine
- Involvement of other universities and/or organisations



- Activeness of all target groups
- Active contribution of UNDC stakeholders and members
- Contribution of EU partners
- Adequate competence of academic and administrative staff
- Support by Ukrainian state organizations and ministers (UNDC)

2.2 Constraints

- Compatibility of technical equipment, quality of Internet connection
- Rejection or absence at planned trainings of project participants
- Trained staff may leave the university, which may affect the sustainability of results achieved
- Reducing or misusing the budget
- Unexpected changes in the questionnaires
- Reports and necessary information are not provided in time
- Interview and questionnaires do not provide objective information and results
- Missing support by the partner organizations



2.3 Risks

The aim of this report is to summarize the risk analysis performed by the dComFra project partners. The risk analysis is aimed to provide partners with a strategy on how to mitigate risks if and when they arise.

The main risks identified for the dComFra project and the measures suggested to mitigate them are provided in the table below.

Table 2. Project Risks

No	Risk	Probability (1=low, 3=high)	Impact (1=low, 3=high)	Threat	Strategy	Who Responsible
1.	Drop out of a partner	2	3	6	The partner leaving for any reason should inform the coordinator immediately. Coordinator have to communicate with the agency and other partners. Organize an emergency Skype meeting with other partners to divide or re-distribute budget and tasks	All partners
2.	Change of project coordinating person	1	2	2	-Inform EACEA with official paper -send scanned document to EACEA by email -EACEA have to approve this	Coordinator staff
3.	Change of official (legal) representative of project coordinator	2	2	4	-Inform EACEA with official paper -send scanned document to EACEA by email -EACEA have to approve this	Project coordinating person
4.	Change of names and addresses for coordinator or partners	1	1	1	-Inform EACEA with official paper	Coordinator, all partners



No	Risk	Probability (1=low, 3=high)	Impact (1=low, 3=high)	Threat	Strategy	Who Responsible
					-send scanned document to EACEA by email -EACEA have to approve this	
5.	Change of timetable	2	2	4	-inform EACEA by email -EACEA have to approve this	Coordinator
6.	People miss the meeting	2	2	4	Organize skype meeting with them, either during meeting or afterwards	Coordinator
7.	Travel meeting costs exceed travel grant	2	2	4	-host partner have to find hotel for good value of money -dates to be agreed early to book cheap travel tickets	Coordinator, all partners
8.	Delay in the generation of WP's	2	3	6	The coordinator and partner, who is responsible for particular WP, regularly monitor progress	Coordinator, partner, who is responsible for particular WP
9.	Conference have poor attendance	2	2	4	Have an interesting agenda, Invite the right people, Organize in the suitable date	The partner hosting Conference
10.	Low dissemination	2	2	4	All partners should disseminate an interesting information about project, The coordinator to regularly monitor partners' dissemination report	All partners
11.	Project time delay	1	3	3	-inform EACEA by official paper	Coordinator



No	Risk	Probability (1=low, 3=high)	Impact (1=low, 3=high)	Threat	Strategy	Who Responsible
					-send original document to EACEA by post -EACEA have to approve this	
12.	Budget changes via categories more than 10%	1	3	3	-inform EACEA by official paper -send original document to EACEA by post -EACEA have to approve this	Coordinator



Table 3. Threat level chart

		Probability		
		Low	Medium	High
Impact	High	3	6	9
	Medium	2	4	6
	Low	1	2	3

The identified risks and their mitigation have been agreed by the partners during meeting in Kaunas. Risks were re-visited during meeting in Villach (2020) to monitor the project’s progress and take corrective action if necessary.

3. Quality Management Approach, Planning & Overview

3.1 Quality Planning

The Action Specific activities this application addresses

- Strengthening of relations between higher education systems and the wider economic and social environment.
- Developing the Higher Education sector within society at large.
- Development of school and vocational education at post-secondary non-tertiary education level.

The project is aimed at reforming in-service training for teachers. Methodology: didactical approach in training. Methodology of training organization: 1-day full-time training, then remote in-service trainings.

Curricula: competences needed for mostly all kind of teachers, but not pedagogic.

Furthermore, trainings divide on complexity levels, according to UA DC frameworks (during the project, based on DC & DC Edu).

Process quality will be monitored through project meetings and reports.

- Project meetings
- Progress monitoring
- Process reports

During project meetings the progress of the project will be monitored by structured reporting. Each partner will provide a short report about national implementation and tasks the partner is responsible for.



3.1.1 Define Project Quality

The consortium drafted a common working control procedure for 3DP project. Its role is to ensure that the proposed results and activities are successfully obtained.

To achieve the project goals, the following activities will be implemented:

- EU DigComp frameworks analysis will be done;
- Elaborating DC needs analysis report for UA will be conducted;
- Concept, structure, and facilities of dComFra will be designed and implemented;
- DC offices & DC e-Platform and 14 learning modules for different citizens groups and educators with practical tasks will be developed;
- To improve DC for target groups the pilot trainings for 210 Teachers/140 refugees and ATO-veterans will be conducted;
- Different workshops, events, etc. for target groups and wide society will be organized by UA partners for better awareness raising. UNDC will be launched for better influence;
- Project outcomes and results will be delivered with various dissemination channels including professional societies, stakeholders of UNDC and project conference on DC in UA

Learning process will consist of 3 steps:

- Step 1 – Skills assessment;
- Step 2 – Learning offer;
- Step 3 – Validation and recognition.

The results of evaluation and 2-steps testing will be summarized in the reports on evaluation of the target groups' experiences and testing.

Data Collection Summary

For HEI - UA partners

Data to collect	<u>Before</u> the Didactical Implementation	<u>After</u> the Didactical Implementation
Number of existing programs and curricula <ul style="list-style-type: none"> • High-school statistics records • HEI statistics records • HEI courses fact-files (collection of information about DC training) 	In the last 5 years, in percentage	Over the two years of the project, in percentage



For each teacher/citizens groups (implementation)

Data to collect	<u>Before</u> the Didactical Implementation	<u>After</u> the Didactical Implementation
Information about Target Trainings: <ul style="list-style-type: none"> • Trainings (the level of training, duration period); • Curricula (contents, education material, teaching and learning strategies, assessment tools) • Schedules (types of groups, hr/week, teaching staff) 	Previous period	At the end of each training/period
Information about Learning Modules: <ul style="list-style-type: none"> • Didactical designs in course curricula, plans of the target trainings 	n/a	At the end of each training/period
Information about the Implementation Satisfaction: <ul style="list-style-type: none"> • Satisfaction questionnaire for teachers/target groups • Satisfaction questionnaire for partners • Satisfaction questionnaire for external evaluators • Some interviews or informal comments from external evaluators 	n/a	At the end of each training/period

3.1.2 Measure Project Quality

- Consolidated work plan
- Financial sustainability plan
- Project reports
- Internal portal content and statistics
- Partners' websites content about the project
- Official data provided by the partners
- Number of modules and DC modules' blocks
- Learning content quality
- Survey and questionnaires of teachers, refugees and ATO veterans
- Results of initial and internal tests
- Assessment of satisfaction and success level
- Number of the people in the target group participated in training compared to the number planned
- Number of minutes of the coordination meetings



- Social media
- Number of dissemination events organised
- Programmes and materials of dissemination events
- Involvement of target groups in general
- Production of reports on quality control and overall management of the project

3.1.3 Quality and Standards

The project aims to establish an effective UNDC network amongst UA educational institutions, associations, public authorities, business representatives; to design and implement UA DC frameworks; to improve and modify DC studies curriculum according to the DAE and modern labour market needs; to create DC trainings for teachers and for citizens; to provide high-quality DC trainings for various social strata of society.

These objectives respond to the UA national priorities – Development of school and vocational education at post-secondary non-tertiary education level (reforming in-service training for teachers and reforms to the teaching profession) and Recognition of qualification and qualification frameworks. Realization of this project help to achieve continue EU and UA integration, modernization of school and vocational education in Ukraine, employability and quality of life in general.

This Quality Control and Monitoring plan aims to:

- ensure that the quality objectives are achieved for the project
- reduce lost time and rework
- increase efficiency
- provide for early detection of problems

3.1.4 Objectives

General objectives:

The Quality Control and Monitoring Plan aims to assure a quality management of the overall project activities, processes and outputs and to build a long term strategy and set of evaluation tools to accompany the development of the project, to assure quality control (and if necessary corrective actions) of processes, resources and outcomes and to collect data for the sustainable continuation after the end of the project.

Aim is also to clearly define the tasks, activities and objectives within the work-package “Quality Control and Monitoring”. The Quality Control and Monitoring Plan is designed as a short and compact work document, which can be used as a guideline for the work-package 5 during the project.



Special objectives:

- To launch Ukrainian National Digital Coalition (UNDC) promote Digital Agenda, DC frameworks, other EU initiatives as for e-Society on Ukrainian territory, raise awareness about ICT importance, and contribute to the goals of the EU Digital Skills and jobs coalition.
- To develop major requirements for building the dComFra program for target groups' DC needs on a base of UA/EU labor market, socially significant UA e-Sources and according to DC frameworks.
- To develop concept, structure, and facilities of dComFra (each UA HEI) as a basis for developing and offering DC education resources.
- To develop dComFra resources including module(s) for social inclusion, with practical tasks using facilities the university's DC offices.
- To improve professional DC & DC in e-Services for self-sustainability and qualitative involvement in social life for project target groups.
- To authorize DC offices by European well-known program and to provide international certification for higher attractiveness of initiative.

3.1.5 How project addresses the aims and objectives

The project contributes to the aims in modernization of methods and methodology (didactical approaches, gamification, etc.), internationalisation and EU-UA cooperation (DigComp frameworks, EU trainings and training materials, international certification, etc.).

Objectives: designing and developing new and innovative DC curricula, according to the labour market and society needs (social inclusion modules, refugees' and veteran's trainings), based on adopted EU DigComp frameworks.

3.1.6 Organization, Responsibilities and Interfaces

Table 4. Quality Roles and Responsibilities

Name	Role	Quality Responsibility
VMU (P1)	Project dComFra coordinator	P1 will work in collaboration with the named contact persons for the project in the partnering countries. Coordinator is necessary and serves the whole project partnership in keeping the project plan together and maintaining the network and contacts. P1 is responsible for meeting all project's obligations towards the European Community and for the communication with the European Commission.
TSNUK (P7)	National coordinator in Ukraine	P7 will be responsible for effective running of the project, administration of resources, project monitoring, management and the coordination of activities
CUAS (P2)	lead QCM activities	The P2 will be responsible for development of the Quality Control and Monitoring Plan (QCMP); takes part to the



Name	Role	Quality Responsibility
		internal and external project evaluation exercises; supports the validation activity with the stakeholder groups; supports the validation and assessment activity during the pilot phase.
ITI (P14)	lead QCM activities	P14 will be responsible for the quality and evaluation plan procedures; takes part to the internal and external project evaluation exercises; supports the validation activity with the stakeholder groups; supports the validation and assessment activity during the pilot phase

The consortium drafted a common working control procedure for dComFra project. Its role is to ensure that the proposed results and activities are successfully obtained.

4. Methods and Tools

- Deliverable/outcomes of the work-packages will be evaluated by comparing them with the specifications described in the application form. Each deliverable of WP 1-7 will be evaluated by a defined group of project members with support of the project coordinator and leader of WP5, to verify if the requirements, specified in the application form of the project, are met. The Quality Control group thus differs for each deliverable.
- In reasonable time (about three weeks) before each project meeting, the project coordinator together with the work-package leader of WP5 will determine the status of the project, deliverables and tasks.
- Status reports will be developed after **12** and **24 months** and a final report at the end of the project; The internal interim evaluation will be presented during consortium meetings

Evaluation tool and timeline:

Quality of the project processes:

- self-evaluation of the consortium by the project partners themselves through persons assigned by the QCMP
- Project Quality Assessment Form (template)
- frequency: twice a year, every year, during the lifecycle of the project
- due time: two weeks prior to the 6 months report



Table 5. Quality Processes

Quality Process	Indicators of achievement	Tools & Techniques	Who sets up tools
Project process (project management): Partner satisfaction (collected by questionnaire at the end of every face-to-face Project Meeting):	-90% of deliverables no later than 1 month after deadline; -equal or higher than 80% of highest attainable score on a Likert-type scale (5 points).	-List of participants; - Reporting of the project management meeting; - Satisfaction questionnaires	P1-VMU
Quality Results of the EU-trainings for UA HEI	scores no less than 80% of highest attainable score on a Likert-type scale (5 points).	-List of participants -Satisfaction questionnaires -Summary reports	P14-ITI; P2-CUAS
Quality Results of the UA-internal trainings (workshops) for other teacher of their HEI	scores no less than 80% of highest attainable score on a Likert-type scale (5 points).	-List of participants - Evaluation questionnaires -Survey (teachers feedback: strengths/weaknesses) - internal reports	P6-P12; P14-ITI; P2-CUAS
Pilot trainings for target groups (140 participants: schools and/or vocational organizations, refugees, ATO-veterans)	number of members of target groups informed about the project no less than 80% of the goal set in the project, number of members of target groups involved in the project (i.e. participants in the pilots) no less than 80% of the goal set in the project.	-Supporting photos; -Event description; -Evaluations questionnaires; - Impersonal list of participants (as option); -Report on training participants' evaluation	P14 – ITI; P2 - CUAS P1-VMU; P6-P12

4.1 Tools, Environments and Interfaces

As tools for constant monitoring will be used partner meetings and the feedback received from them, project plans developed by the project coordinator, monthly reports on project status by all WP leaders. These tools will help project team to identify any potential problems or risk areas and undertake corrective or preventive actions.

Table 6. Quality Tools

Quality Tool	Application description
Partner meetings and their feedback	use for constant project monitoring
Project plans	use for constant project monitoring (developed by project coordinator P1)



Quality Tool	Application description
Reports of project status	use for constant project monitoring (monthly developed by all partners)
Satisfaction questionnaires for project participants	use for undertake corrective or preventive actions
Survey of teachers, refugees and ATO veterans	use for identify any potential problems and corrective actions
Reports of quality control and management	use for project monitoring and undertake preventive actions
Results of initial and internal tests	use for identify any potential problems or risk areas
Report on external quality assessment (4)	use for undertake correctives and success rate (made by EU partners)
CBHE coaching minutes	use for constant project monitoring
Final OCM internal reports (7)	use for undertake success rate of the project

Project communication and exchange of information:

The internal and external communication during the project implementation will be overseen by the coordinator P1 – VMU. Communication between participants are kept open and transparent, typically via email with the subject marking dComFra.

Minor conflicts or misunderstandings are sorted out in the regular Skype meetings or consortium meetings. Progress is reviewed on the consortium meetings and decisions made on possible correctional actions. In case of unexpected issues or need for immediate discussions, additional Skype meetings are arranged. If serious conflicts arise, direct Skype meetings and direct visits of the Project Coordinator to the involved Project Manager will be put in place and, if necessary, an expert in negotiation and conflict resolution will participate in the Project Meeting.

All dComFra documents are uploaded on a Google Drive storage place and shared with all participants. Partners are alerted whenever new material is uploaded on the site. Participants are urged to make comments and air their opinions on all documents – through group emails.

Partner communications will have the following frequencies:

- email communication by the coordinator to all task leaders at least once a month and more when necessary;
- email communication by the coordinator to all partners at least once every two months and more when necessary;
- Skype between task leaders once every two months and more when considered necessary.
- each partner reporting internally on the project state on a two month basis, monitoring reports on a six month basis.



External Communication:

For project visibility the dComFra logo will be used on all the documents.

Communication with external stakeholders will be via the e-Learning platform, the project web page and dComFra Social media pages. Also, the stakeholders will be reached through a number of project multiplier events held in every partner country.

Communication with external stakeholders will have the following frequency:

- as established in the dates for defined multiplier events;
- updating of the project news section in the project web page, at least once every two months.

4.2 Transnational Management Meeting (first year)

Table 7. Management Meetings

No.	Venue	Host Organization	Date	Topic/Objectives
1st meeting (kick-off)	Kaunas	VMU	16-18 th January 2019	Presentation of the Partnership members Presentation of the project, Work Packages, deliverables, activities, etc. Presentation of the Project management plan Discussion of Dissemination & Exploitation plans Discussion of risk analysis document Management Issues, Contractual Obligations Financial & Admin Rules Project Reporting templates
2nd meeting	Krakow	UP	15-17 th May 2019	WP1 results (presentation of work accomplished/remaining); WP2 (tasks, timeline) WP3 - planning ahead Presentation of Quality Control and Monitoring Plan (QCMP) Discussion of Project Management Plan (draft version) Discussion of e-Handbook design (draft version) Discussion of Dissemination & Exploitation Discussion of risk analysis document
3rd meeting	Prague	CULS	16-18 th October	WP1 results (presentation of work accomplished/remaining); Planning ahead



No.	Venue	Host Organization	Date	Topic/Objectives
				Management Issues, Contractual Obligations Financial & Admin Rules Project Reporting templates

4-th, 5-th, 6-th, 7-th project meetings are planned within the framework of the Project management plan. The venue, dates and topics of these meetings will be communicated in addition and reflected in the Quality Control and Monitoring reports (Living document).

4.3 EU Project Trainings

EU teachers' trainings and partner meetings (11 during 3-years period) in Kaunas (Lithuania), Villach (Austria), Prague (Czech Republic), Krakow (Poland) and Bucharest (Romania) also will use for EU dissemination: workshops/roundtables/meetings (on EU HEIs level), meetings with EU companies (on EU regional level), cooperation with national IT professional societies (on EU national and international levels).

Table 8. Project trainings

No.	Venue	Host Organization	Date	Topic/Objectives
1st training	Kaunas	VMU	18-22 th February 2019	Organizing visits of teaching staff representatives of UA HEIs. Organizing different meetings and discussions with Lithuanian national digital coalition's representatives and other institutions involved in DigComp frameworks implementation in Lithuania, industry's representatives for interview about DC needs.
2nd training	Krakow	UP	18-22 th March 2019	Organizing visits of teaching staff representatives of UA HEIs. Organizing different meetings and discussions with Polish national digital coalition's representatives and other institutions involved in DigComp frameworks implementation in Poland, industry's representatives for interview about DC needs.
3rd training	Prague	CULS	8-12 th April 2019	Organizing visits of teaching staff representatives of UA HEIs. Organizing different meetings and discussions with Czech national digital coalition's representatives and other



No.	Venue	Host Organization	Date	Topic/Objectives
				institutions involved in DigComp frameworks implementation in Czech Republic, industry's representatives for interview about DC needs.
4th training	Villach	CUAS	8-12 th July	Organizing visits of teaching staff representatives of UA HEIs. Organizing different meetings and discussions with industry's representatives for interview about DC needs, Austrian institutions involved in DigComp frameworks implementation in Austria. Organizing meetings with representatives of special program of DC for refugees.
5th training	Bucharest	UPB-CAMIS	9-12 th September	Organizing visits of teaching staff representatives of UA HEIs. Organizing different meetings and discussions with Romanian national digital coalition's representatives and other institutions involved in DigComp frameworks implementation in Romania, industry's representatives for interview about DC needs.

5. Quality Assurance

The Quality Assurance of the project is to define:

- the evaluation criteria and evaluation mechanisms for internal and external QCM as well as the number and structure of QCM reports
- the list of the methods that will be used to ensure the required level of quality, project quality policies and procedures, project standards/ checklists for reviews, process quality and project quality goal
- the quality expectations for project deliverables (outcomes and outputs)
- the internal monitoring and quality management
- the content, format, review and approval process of the project deliverables;
- the responsibilities of the project partners regarding those deliverables.
- identifies all the different tools and means to be applied throughout the project duration
- provides guidelines for adequate implementation and thereby assure that certain quality standards in the performance of our tasks are fulfilled.
- the quality requirements that must be obtained throughout the project lifecycle, those that the deliverables, actions and results must be conform.



Periodic reviews/review procedures:

Quality assurance of this project will be undertaken on a cyclical basis. The length of the cycle and the review procedures will be defined in this QCM-plan. When necessary, this Quality Control and Monitoring Plan will be adopted during the project-life cycle in order to assure the quality, relevance, coherence, transferability, innovation of the project intermediate and final outputs.

5.1 Quality Analysis

Satisfaction questionnaires:

Rating scale	Description
2 rating scales	The activity is considered successful if the percentage of satisfaction is more than:
4 points rating scale: (1 - excellent, 2- good, 3-average and 4 - poor)	75% for 4 points rating scale
5 points rating scale: (1 - strongly agree, 2 - agree, 3 - neither agree nor disagree, 4 - disagree, 5 - strongly disagree).	80% for 5 points rating scale

Scores less than this will require corrective actions.

5.2 Improve Project Quality

Invited external experts will evaluate dComFra' processes after the finishing WP2 – Development. The recommendations provided in a form of a report (QF-External quality assessment) will improve the quality of dComFra reducing the possible mismanagement. The second external evaluation will be done during the pilot phase. The reports for 2nd external evaluation will be provided as well (QF-External quality assessment).

Responsible for invitation and cooperation both external experts are P1 and P7.

The European external experts will be presented by CUAS (P2), ITI (P14).

Breaking and final external audit will be also provided, VMU (P1) is responsible.

Apart from documents created as direct deliverables of dComFra project, each partner has to keep track of working hours spent for the project via timesheets (a template is provided by the coordinator). Each partner is also responsible for book-keeping of financial documents that their corresponding institutions demand for final settlement of the project.



Each partner is responsible for providing demanded data for the reports according to the Partnership Agreement. i.e. Interim Report and Final Report, including financial data. The Coordinator (P1) is responsible for submitting these reports.

Document Control:

- Responsibilities for drafting, issuing and upload on project's intranet:
- The WP5 Leader (P2; P14) with the contribution for the Quality Control and Monitoring Plan.
- The WPLs any other internal document. Templates:
- Deliverable Template (plan, procedure, work instruction etc.)
- Quality Form Template (forms).

For revision of documents the following rules apply:

- Any change in the document leads to increasing the version number by one unit (in the document footer and revision sheet).
- The modified text will be highlighted in yellow.
- The revision date, the reviewer and details about the revision will be mentioned in the revision sheet of the document (for itself and/or its annexes).

A single copy of the obsolete internal documents withdrawn, is maintained in a different location identified as "Obsolete documents", under control of WP5 leader (P2, P14).

Documents for public use:

Documents or other material that is addressed to the public (informative material, brochures, leaflets, posters, presentation etc.) must bear:

- The logo of DcomFra project;
- The logo of Erasmus Plus;
- The title and reference number of the project;
- The following disclaimer: "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 use which may be made of the information contained therein".

The same with project's website.

Document Archiving:

1. The documents will be grouped according to the work package to which they belong.
2. Separate document groups for:
 - The application phase;
 - The contractual phase;



- Project's results;
- Different reports.

If a document belongs to more than one group, for example a result belonging both to a work package and to the results group, copies of the document will be created in all the respective groups. All the documents will be maintained by the partners for a 5-year period after the project completion.

5.3 Quality Control

P2, P14 monitor and manage the communication among partners, while all partners contribute to the evaluation activities by:

- providing feedback on the evaluation framework;
- respecting the quality and evaluation plan procedures;
- taking part to the internal and external project evaluation exercises;
- supporting the validation activity with the stakeholder groups;
- supporting the validation and assessment activity during the pilot phase.

Project deliverables according to the proposal, such as survey material and report, study material (slides, e-learning material, notes, tests, etc.) are uploaded onto common web folders in Google Drive, accessible by all partners. To ensure common format, creation of a template is the responsibility of the corresponding leading organization for each activity.

A list of project results/deliverables is shown below.

Table 9. Project results/deliverables

Abbreviation	Full name of document
QCMP	Quality Control and Monitoring Plan
QF-DTM	Deliverable Template
OF-QFT	Quality Form Template
QF-WPM	Work packages monitoring
QF-DES	Deliverable evaluation
QF-PQA	Project Quality Assessment
OF-TCE	Training Session Evaluation
QF-EVE	Event Evaluation
QF-SAQ	Satisfaction Questionnaire
QF-IEF	Indicators Evaluation Results
QF-CME	Coaching Minutes
QF-CID	Contact Information Details



5.4 Corrective Actions

P2 und P14 ensure a quality management of the overall project activities, processes and outputs. They accompany the development of the project, guarantee quality control and make corrective actions of processes, resources and outcomes and to collect data for the sustainable continuation after the end of the project.

If corrective action is required, the following steps will need to be taken:

- P2, P14 together with P1 - select the right corrective action;
- P14 - identify all errors and deficiencies
- P2 and P14 - determine the underlying cause of the error, not just the surface cause
- P1- collect all ideas even though all may not be feasible or implemented
- P2 - set achievable deadlines, targets and milestones
- P2 und P14 - evaluate and monitor the corrective action progress

5.5 Quality Schedule

Table 10. Quality Schedule

Quality reviews (description)	Tools	Responsibility	Deadline
Development of the Quality Control and Monitoring Plan	Plan	P2, P14	30.03.2019
Establish set of evaluation questionnaire for participants of the EU trainings	Evaluation questionnaire	P1, P2, P14	After every training: 10.10.2019
Evaluation Summary (EU trainings)	Reports	P14, P2	After every training: 10.10.2019
Quality assessment (internal and external) of the dComFra processes	Reports (4): -1st two Reports on external evaluation; -2nd two Reports on external evaluation	P2, P14	15.07.2020 30.05.2021
Invitation of 2 external experts	Invitation	P1	01.03.2020
Establish set of evaluation questionnaire for different target groups: 1.university teacher;	Evaluation questionnaire	P2; P14 P7; P1	01.02.2020



2.school and vocational teachers; 3.other participants – refugees and ATO-veterans			
Evaluation Summary (UA trainings/pilot)	Reports	P1, P2, P14, P6-P12	30.05.2021
CBHE coaching inviting the Tempus/Erasmus+ project experts	CBHE coaching minutes	P1, P2, P-14 P6-P12	After every coaching: 30.11.2020
Quality validation of pilot training	Reports	P6-P12 P2; P14	01.06.2021
7 Final Quality Control and Monitoring internal reports on project outputs (dComFra resources and pilot)	7 Reports	P2, P14 P6-P12	30.10.2021



Annexes

Annex 1. Glossary

Term	Definition
Quality	The degree to which a set of inherent characteristics fulfil requirements (i.e., the degree of excellence which a thing possesses).
Quality Assurance	The operational techniques and activities that are used to fulfil requirements for quality.