INCLUSION

REPORTING TEMPLATE – WORK PACKAGES

NUMBER AND NAME OF WORK PACKAGE: 5 Quality Control and Monitoring

REPORT PROVIDED BY: Louise Sperl

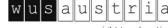| SHORT SUMMARY OF WORK PACKAGE AS IN PROJECT PROPOSAL |
|---|
| *State the main outputs and activities as per Logframe*

 Activities

 5.1   QCM plan and tools
 5.2   Internal QC reports per WP
 5.3   Reports on monitoring visits to PCUs
 5.4   Interim financial and audit reports
 5.5   Overall external and financial audit reports

 Outputs

 −   Project quality plan and respective tools approved
 −   Quality reports per each WP approved
 −   2 major and 3 minor (based on the needs) monitoring visits conducted[1]
 −   Interim financial audit organized
 −   Project interim report submitted
 −   1 overall external and financial audit report |

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[1] See following section with updated information on monitoring meetings with PCUs.

COMMENTS ON TIMELINE IN REFERENCE TO PROPOSAL *(are activities/outputs delayed and if so – why?)*

5.1 QCM plan and tools

The quality plan was developed before the KoM in November/December 2016, presented in short at the KoM and finalized and sent to the project coordinator by end of 2016. A QA session has been held at the KoM (presentation of QA plan and discussion of risk log) and QA sessions/updates were again incorporated in the following consortium meetings: Yerevan June 2017, Leuven November 2017, Travnik May 2018 and Leuven 2018, Graz in March and July 2019. The QCM plan was updated in March 2019 to reflect – inter alia - on necessary changes regarding the implementation of monitoring visits.

5.2 Internal QC reports per WP

WP progress reports were collected ahead of the consortium meeting in Yerevan in June 2017, ahead of the monitoring visits in autumn 2018 as well as ahead of the consortium meeting in Graz in Feb 2019. In addition, regular skype calls were conducted by WUS AT in particular with the leaders of WP 2 (UoR), WP 3 (UCLL) and the Coordinator. Information was also exchanged via phone, mail or during face to face meetings with AUA (lead of WP 4) and KFU (EU Partner, in charge of Graz meeting).

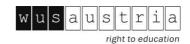### 5.3 Reports on monitoring visits to PCUs

Joint monitoring visits to all PCUs were conducted by WUS AT together with the coordinator in September (BiH: UNTZ and UNT) and October (Armenia: SAFAA and AUA) 2018. The visits were based on a concept including questionnaires for HEI staff and students (developed by WUS AT and feedbacked by the Coordinator and all partners). Findings from each monitoring visit were consolidated in 4 reports (available on dropbox together with the concept note). The monitoring reports on UNT and AUA were drafted by the Coordinator; the reports regarding UNTZ and SAFAA by WUS AT. Draft reports were shared with relevant PCUs for their comments and were also presented during the CM in Graz (Feb 2019). Furthermore, bilateral follow up monitoring meetings with PCUs were conducted with each PCU and WUS AT/the Coordinator during the CM in Graz (March 2019) in order to follow up on recommendations and findings from the monitoring report. For this purpose, guiding questions have been developed and shared with PCUs.

5.4 Interim financial and audit reports

Responsibility of Coordinator

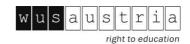**5.5** **Overall external and financial audit reports**
Due only in year 3

GENERAL COMMENTS ON WORK PACKAGE IMPLEMENTATION *(describe challenges and opportunities/success stories encountered in WP implementation, success in meeting major milestones…etc)*

The implementation of 5.1 QCM plan and tools in addition to other WP activities as mentioned above includes also feedback to project outputs and QA sessions (as an added value to the WP implementation). A QA session has been held at the KoM and sessions/QA briefs were also incorporated into the following CMs. It is the aim of these sessions and the overall intention of the WP leader to create a quality culture within the project consortium and project implementation, by challenging questions that motivate the project partners to leave their comfort zone (e.g. discussing the risk log) in order to encourage discussion as well as participation and ownership. As the case of discussing the risk log at the KoM has shown, seemingly "boring academic exercises" can lead to important discussions about the factors and strategies that will determine the success/failure of the project activities.

For reasons related to the flow/sequence of project activities, it was decided, to schedule monitoring visits at the end of the second project year (after finalization of master plans and at the end of WP3/start of WP4). After consultations with the Coordinator and within the Consortium, it was decided that the second round of monitoring visits will be replaced by bilateral follow up meetings with each PCU in the context of the project meeting in Graz, using synergies within the project and economizing travel costs to the extent possible. The QA Plan was also adapted to reflect on these changes.

GENERAL COMMENTS ON INDIVIDUAL ACTIVITIES

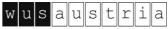| Activity No and title	
	5.1 QCM plan and tools
Description of implementation process	The Quality plan inter alia includes the following list of activities to be carried out (activities as proposed in the application and additional) of which the following have started to be implemented: − Review of WP progress − Feedback on products/outputs (through pre-defined templates, e-mail correspondence or discussions during meetings/skype) − Quality assurance sessions/briefs (at KoM and during CMs) WP leaders have provided regular updates on the implementation of their WPs as requested in line with the established template as well as through discussions during skype and face-to-face meetings. Feedback on products and outputs has been provided to WP leaders in different ways (through pre-defined templates, e-mail correspondence or discussions during meetings/skype). WP leaders are responsible to provide proof of documentation about feedback provided by other partners regarding key deliverables within their WP. Furthermore, an additional QA tool/template was presented at the Graz meeting in March 2019, which aims to assess the contributions made in the development of different tools/deliverables by each partner institution (monitored self-assessment). Based on inputs from the meeting, the final version of the tool was shared with partners and their inputs were

	requested until the Graz meeting in July 2019. Over the summer, partners were expected to update and finalize their report and to complete the online survey. A final report and compilation of inputs has been prepared and shared with partners by the end of project implementation.
	
	The following activities were due in year 2:
	
	  − Monitoring visits (see section above)
	  − Interim and overall external and financial audit (responsibility of coordinator).
	
	Event reporting and quality assessment of events/trainings is conducted by the respective host institution.

Challenges and opportunities/success stories	It remains challenging to get and keep people interested in quality assurance, which reflects and repeats our experience from many years of project implementation in different contexts. We try to counteract this challenge by highlighting the benefits of quality management in project implementation (e.g. reporting and discussion of difficult questions throughout the project to prevent "bad surprises" at a later stage he it might be too late to re-act) and by transforming, where possible, boring exercises into interesting events (risk log > wild discussion).
Deviation from the original plan (why?)	**n/a**

ANY OTHER COMMENT:

We appreciate that the project coordinator also understands and fosters quality management as an inclusive component of project management (QA concerns all partners, needs space and time).

The following section is to be filled in by person providing feedback to WP reporting template

FEEDBACK BY:

COMMENTS ON THE REPORT/IMPLEMENTATION OF WP: