WORKPACKAGE 5

WORKPLAN

WUS AT

inclusion

YEREVAN 2017

Co-funded by the
Erasmus+ Programme
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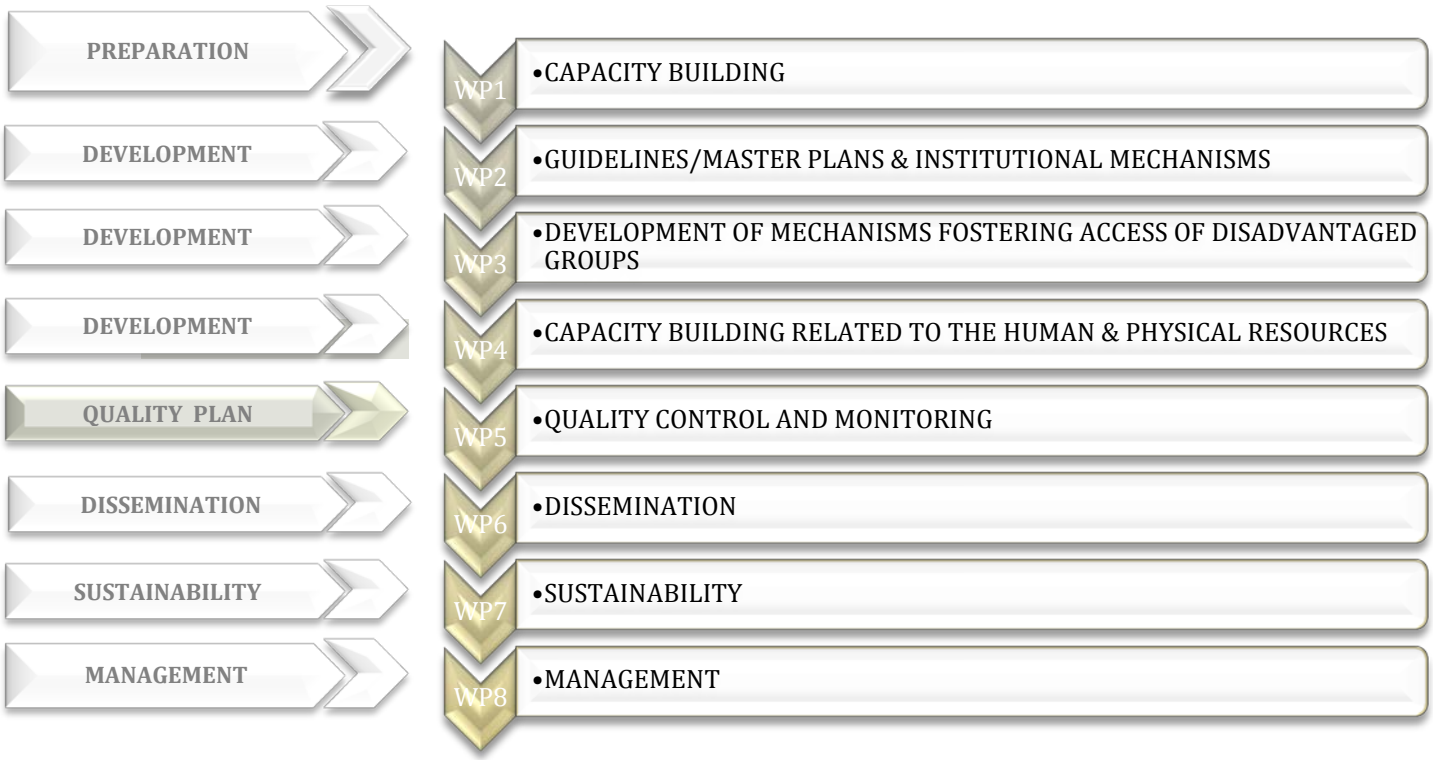
(1) GENERAL

Title of the project:	**INCLUSION – Development and Implementation of Social Dimension Strategies in Armenia and Bosnia and Herzegovina through Cross-regional Peer Learning**
Project reference number:	**574139-EPP-1-2016-1-AM-EPPKA2-CBHE-JP**
WP type:	*QUALITY PLAN*
WP N:	*QUALITY CONTROL AND MONITORING*
WP duration:	*36 months*
WP Lead Partner:	*WUS AT, AUSTRIA*
Partners involved:	***All partners:*** *YSAFA, AUA UNISON, UNT, UNTZ, SMOC, WUS, KFUG, UCLL, UoR, ANSA, MoES, FMON, MLSA*

(2) BACKGROUND



(3) IN BRIEF

AIM:

Quality control and monitoring are important keys to the successful implementation of a project and achievement of the objectives. QCM requires contributions from all partners.

Principle objectives for QCM within the project:

- ***Providing quality in the structure, processes and results of the project;***
- ***Responding effectively to emerging changes and challenges in the project environment;***
- ***Ensuring sustainability of project outputs/outcomes beyond the lifetime of the project.***

Procedures and tools related to quality management of project progress and outputs on the one hand and the quality of project management and work flow on the other hand are planned to achieve the above objectives.

DESCRIPTION:

Procedures and tools related to quality management of project progress and outputs on the one hand and the quality of project management and work flow on the other hand are planned and developed around the above objectives. A detailed Quality Management plan, with respective tools will be developed together with the project coordinator and the consortium at the launch of the porject. Basically, it will primarily evolve around planning, implementing, measuring and improving the project at each stage of its execution.

First of all, at each WP level, each lead partner will be provided with a report template to complete throughout the WP implementation and to provide an in-depth analysis of the major achievements and further areas of improvement. Further, each major activity will have its evaluation tool to better understand the implementation processes and ensure obstacles are removed and the necessary details of the plans are improved/modified if needed.

Annually a monitoring visit will be organized to the PC institutions to observe the developments, evaluate the situation and provide recommendations for imporvement. Apart from the internal measures, external quality assurance tools will be applied in the form of interim and final financial audits and interim and final reporting to the European Commission.

Throughout the project the consortium activities will be guided by the following QA principles:

-Quality management concerns all partners. WUS Austria coordinates quality management but all partners are responsible for implementing the quality procedures laid out in this workbook and support the implementation of activities for quality assurance.

-Quality management does not happen automatically if you work well. The project has to provide a platform for discussions, supervision and conclusions.

-Quality management is not about finding fault in your work. It is about discussing and using our experience for improving the project implementation and its deliverables.

-Proper documentation and sharing information is key to quality management. All partners need to have access to relevant information at all times/at the earliest stage possible in order to ensure a quality culture, trusting relationships between partners and an environment that supports an effective work flow.

-Long-term sustainability of project products/outputs and outcomes is understood as the basis for the conceptualisation and implementation of all activities (development workpackages).

WUS Austria is the lead partner for coordinating quality management and implementing the quality plan. Along with the coordinating HEI, WUS Austria will monitor, document and discuss project progress and the quality of project outputs as well as project management and cooperation in the consortium. Despite regular communication in the consortium (discussion, trouble shooting) and documentation (quality reports and recommendations), WUS Austria will organize project meetings to hold Quality Assurance sessions dedicated to discuss open/sensitive issues and challenges.

List of required documents/templates:

- QCM plan and tools as outlined in the QA Plan
- Internal QC reports per WP in line with established template (annex to QA Plan)
- Reports on monitoring visits to PCUs
- Interim financial and audit reports (coordinator)
- Overall external and financial audit reports (coordinator)

(4) ACTIVITIES AND DELIVERABLES

ACTIVITY	*DELIVERABLE/OUTPUT*	*INDICATOR OF PROGRESS*	*HOW TO MEASURE*
5.1.1 Quality plan and tools	5.1 QCM plan and tools	Project quality plan and respective tools approved	Minutes of the meeting approving the QC and monitoring plan
5.2.1.Reports per WP **5.2.2.Feedback on products/outputs**	5.2 Internal QC reports per WP	Quality reports per each WP approved	Approved quality reports published online WP reports approved by the coordinator
5.3.1 Monitoring visits	5.3 Reports on monitoring visits to PCUs	2 major and 3 minor (based on the needs) monitoring visits conducted	Reports on monitoring visits
5.4.1 Financial and interim audit	5.4 Interim financial and audit reports	Interim financial audit organized Project interim report submitted	
5.5.1.Overall external and financial audit reports	5.5 Overall external and financial audit reports	1 overall external and financial audit report	Approval of Interim and financial reports

(5) TIMELINE

TYPE	WORKPACKAGE		ACTIVITY	DURATION (MONTHS)																															
				YEAR 1 (2016-2017)												YEAR 2 (2017-2018)												YEAR 3 (2018-2019)									
				M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
QUALITY PLAN	WP5	Quality control & monitroing	5.1.1 Quality plan and tools																																		
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(6) EVENTS

No separate events. Brief QA sessions ate every coordination meeting.

(please note that the months are preliminary and can be shifted if justified)

1.4.1. SIte visits to AM and BiH HEIs - YEREVAN/TRAVNIK/TUZLA - April/May 2017 - 4 days
1.4.2. Training for the fact-finading - YEREVAN - June 2017 - 4 days (coordination meeting -1 - 8.3.1.)
2.1.1. Workshop for WP 2 - DIEPENBEEK - November 2017 - 4 days (coordination meeting - 2 - 8.3.1.)
2.3.1. Study visits for AM partners - LONDON - March 2018 - 7 days
2.3.1. Study visit for BiH partners - Diepenbeek - March 2018 - 7 days
2.4.1. 1st conference in BiH - TRAVNIK - April 2018 - 4 days
3.6.1. Training of the PCU staff - LONDON - July 2018 - 5 days (coordination meeting - 3 - 8.3.1.)
4.3.1. In-house trainings/workshops in Armenia - YEREVAN - November 2018 - 4 days
4.3.2. In-house trainings/workshops in BiH - TRAVNIK/TUZLA - November 2018 -4 days each
5.3.1. Monitroing visist (by the LP and YSAFA) - YEREVAN/TRAVNIK/TUZLA - for three years
8.3.1. Coordination meeting - 5 - GRAZ - April 2019 - 4 days
6.7.1. 2nd and final dissemination conference - YEREVAN - September 2019 - 4 days (coordination meeting - 6 - 8.3.1.)
8.2.1. Kick-off meeting - YEREVAN - December 2016 - 4 days

(8) ROLE OF EACH PARTNER IN THE WP (in line with the established QA Plan for the project)

INCLUSION activities, schedule and responsibilities for QA				
Activity	**Description of activity**	**Tools and deliverables**	**Responsible partner/s**	**Timeline/Deadlines**
Monitoring visits	Annual monitoring visit by WUS Austria to partner in Armenia and BiH.	Monitoring visit report (per country)	WUS AT and project coordinator	Year 2, year 3
Review of project products/outputs	A template to check the progress and finalisation of individual WPs is provided by WUS Austria and filled in by WP leaders. The template should be updated by the WP leaders before consortium meetings, and a final version has to be submitted to WUS AT and the project coordinator after finalization of the WP.	Template provided in Annex to QA Plan	WUS AT, all WP leaders	Ahead of each consortium meeting (6x) and final version upon finalization of WP.
Feedback on products/outputs	Pre-final versions of products/outputs must be sent to project coordinator and WUS AT for feedback. Feedback may be required also by other partners (upon demand).	Template provided in Annex to QA Plan	WUS AT and project coordinator, other partners upon demand	Upon submission of pre-final versions of product/outputs
Interim and overall external and financial audit	Interim financial and audit reports and overall external and financial audit reports – will be organized by project coordinator.	Audit reports	Project coordinator + external evaluation (tbd)	To be decided/confirmed by project coordinator
Quality assurance sessions	A quality session is integrated to every consortium meeting in order to provide space to discussions on risks and	Conclusions from QA sessions, updated WP reporting templates	WUS AT in cooperation with project coordinator	At all consortium meetings (6x)

	challenges with a focus on. changes to risk log, particular threads that need to be discussed and mitigated jointly etc.). as preparation for the quality sessions, WP leaders send their updated WP reporting template in advance to WUS AT and to the project coordinator.			
Event reporting and quality assessment of events/trainings	Events are evaluated via a questionnaire including a summative narrative of the results and recommendations for further events if applicable.	Template provided in Annex to QA Plan	Hosting institution	

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Contact details of the WP lead partner:

World University Service Austria

Louise Sperl and Michaela Handke – Project Managers

Project contacts:
E-mail: louise.sperl@wus-austria.org ***and*** michaela.***handke@wus-austria.org***