Quality Management Plan

ECO.TOUR

Acronyms

PO   - Partner Organization

QF   - Quality Form

QM   - Quality Manager

QMP   - Quality Management Plan

QR   - Quality representative

TE   - Training Event

TM   - Transnational Meeting

TSO   - Training Section Outline

Introduction

Quality management is an integral part of the project and aims to ensure that it is implemented in coherence with the application.

This document defines the detailed approach to quality management and sets the internal evaluation and monitoring framework.

It has been conceived to be a reference material for the Project Quality Manager and for all the partnership.

uniser with the contribution of all partnerships, will be responsible for the finalisation and implementation of this quality management plan. The Draft of the QMP will be validated during the first Coordination meeting and it will be improved and integrated.The quality plan is divided into 7 sections:

1. *Objectives* - contain main and specific objectives of the quality plan

2. *Methodology -* Describe the strategy that will be put into action in order to

3. *Organization -* Include Roles and responsibilities of Quality manager and all partners

4. *Timetable -* Gantt of the main activity of Quality management

5. *Performance Indicator matrix -* contains, project objectives and related expected results, performance indicators and tools for verifying the achievement for each project objective.

6. *Monitoring and evaluation tools -* Instruments for the monitor activity

7. *References and input of quality management plan*

Quality Management Objectives

The general objective of the quality management plan is to ensure that the results reached by the project are in compliance with the objectives outlined in the application form. In order to accomplish with the general objective the following specific objectives have been identified:

1. Evaluate, monitor and support the improvement of the project implementation **effectiveness** (degree of achievement or deviation of results in relation to the objectives) by verifying that real activities timetable and content are coherent with the application form.

2. Monitor, assess the project implementation **efficiency** (ratio between results and human/financial resources used to achieve them) and provide suggestions for improvements.

3. Provide suggestions in order to maximize the long-term impact of the project and its sustainability

4. Assess project deliverables and stakeholder appreciations

5. Detect potential pitfalls and provide suggestions for avoiding it

Methodology

Verification of the QMP objectives is guaranteed by the monitoring, assessing and reporting the following aspects:

1. Project management and coordination

2. Project objectives achievement

3. Follow-up

Monitor, assessment and **reporting** procedures will be carried through a continuous and cyclic process all along the project duration and according to the project timetable and implementation. More specifically:

- *Monitoring* activity allows QM to keep continuous records on the project activities and derivables. It is done through:

  - Planned surveys carried out periodically throughout the project duration (indicators, satisfaction questionnaires etc...).

  - Dedicated time during transnational meetings among partners.

  - In progress questionnaires from all the actors involved in the project to QM.

  - Transnational and online meeting agenda and/or minutes

- *Assessment* procedures analyses the information collected during the monitoring phase (ej. causes of the facts, critical points of the project), in order to highlight strengths and weaknesses of the three aspects previously listed.

- *Reporting* consists of summarizing the main highlights of the assessment, making considerable conclusions and providing recommendations to the partnership. Reporting will be done during the online and transnational meeting to improve the efficiency and effectiveness of the project. Mid-term and final evaluation reports will contain detailed information and analysis on the general trend on the three aspects.

Quality Management Team

Uniser is the Quality manager (QM) and therefore are responsible for:

- Drafting the Quality Plan;

- Taking care of possible ongoing updates;

- Arranging monitoring and evaluating tools, and handing them out to the partners;

- Creating, distributing and collecting the evaluation forms from all partners for the assessment of quality every six months;

- Being the reference point for the partnership in order to record and manage complaints and non-compliances;

- Drafting the mid-term and final internal quality reports;

- Coordinating and supporting each partner in activities related to the quality management plan such as in the collection of the indicators;

On the other hand, all partner representatives involved in the project are expected to contribute to the implementation of the Quality Plan.

In view of the better flow of information, each partner will identify one representative for the quality management(QR), to whom QM will refer:

Partner	Name , Surname	E-mail
FORMA CAMERA		
IS LUIGI EINAUDI		
UNISER		
Dr. Vasil Beron		
BRAGA MOB		
ROC NORDERPOORT		
AKMI		

Performance indicators Matrix

Performance indicators are directly linked to the project objectives and their correspondings expected results:

General Objective

To foster the use of innovative teaching methodologies on sustainable tourism in VET schools. Participants will acquire specific competences and have some examples of practical applications. The specific objectives are: updating teachers' competences in teaching technical subjects in training courses pertaining the tourism sector; integrating in VET curricula training activities aimed at strengthening the education on environmental sustainability; enhancing the internationalisation strategies for the development of competences on sustainable tourism in teachers and learners.

Specific Objectives

1. Updating teachers' competences in teaching technical subjects in training courses pertaining the tourism sector;

2. Integrating in VET curricula training activities aimed at strengthening the education on environmental sustainability;

3. Enhancing the internationalisation strategies for the development of competences on sustainable tourism in teachers and learners.

In addition, the QMP aims to assess the relevant project related activities such as, project management, finance, administration etc.

The Performance Indicator Matrix in annex A has been drafted in order to guarantee that project impact and results will be effectively assessed. It includes the Project Objectives, expected results, associated performance indicators, target values and sources or means of verification. Estimation of the target values has been based on the following main aspects: partner organisation typology and structure, amount of people reachable that belongs to the target group, stakeholder map, activities foreseen in the project.

An indicator grid, based on the final version of the Performance indicator matrix, will be used by partners for recording quantitative indicators on a semestral basis while qualitative indicators will be recorded mainly through questionnaires, interviews and focus groups.

Impact Assessment

The impact of the project pertains to change and the medium/long-term benefits of the project for the target groups belonging and beyond the partnership.

For this reason particular attention will be paid to

- Dissemination and valorisation of the project results that maximize the effect of the activities being developed so that they will impact on the immediate participants and partners for years to come.
- Relevance changes in the Partnership and target groups resulting from the project results

Annex B provides the previsional impact assessment analysis that will be the basis for the preparatory activities during the first months of the project. It includes the aspects to be evaluated, the indicators and target values

Impact indicators and target values have been defined based on the organisational and context analysis of each partner organisation. During the preparation phase the QM will be in charge of producing a survey for collecting a more accurate estimation by the partners and will draft a final target objective that will be presented on occasion of the first transnational meeting.

Monitoring And Evaluation Tools

For each of the quality assessment areas main tools are identified. They conceived to be integrated and analysed together with other existing tools and any other support is produced during the Project Implementation

1. Project management and coordination

    a. Agendas and Minutes of TM meetings

    b. Project Implementation Questionnaires

2. Project objectives achievement

    a. Teachers self assessment and evaluation questionnaires

    b. Participant lists

    c. Performance Indicators grid

    d. Performance indicator matrix

    e. Project Implementation Questionnaires

3. Follow-up

    a. Impact assessment forms

    b. Questionnaire on perception of quality of the project outputs

Quality Management Output

The first output of the Q&E activities is the Q&E Plan. Two Q&E reports will be produced during the project: an interim report halfway through the project and a final report at the end of the project. The outputs and the partners responsible for their delivery are listed in Table below

Output	Due Date	Partner Responsible
Quality and Evaluation Plan	M2	uniser
Interim Evaluation Report	M12	Formacamera;Uniser
Evaluation of the Testing Activities	M19	All partners
Final Evaluation Report	M24	Formacamera;Uniser

Reports are generated to indicate status and make recommendations. Based on a participatory approach, the results of the evaluation will be shared and discussed within the partnership during the project meetings on the basis of the feedback from partners, corrective actions will be taken whenever necessary. Improving activities will be strategic since the project is set up to allow sustainability and prosecution of activities.

References And Input Of Quality Management Plan

The project Quality management plan has been conceived based on the following documents:

- Project proposal

- Partnership agreement;

- Risk management strategy;

- Work plan;

- Dissemination plan;

- Sustainability strategy;

- Project website

- Teamwork project platform

- Documents about the quality management systems of the partners;

Annex

Annex A. Performance Quality indicator matrix
Annex B. Impact assessment indicators

Quality Plan Annexes

VET PROVIDERS

- Number 30 of VET teachers reached by the project

- Nr. 10 of headmasters reached

- Nr. 6 of stakeholders involved at all levels (as a consequence of improved networking skills)

- Nr. 6 of teachers expressing interest in continuing using the practices exchanged and tested, after the end of the project

- Percentage 100% of teachers self assessing an improvement in teaching competences related to environmental sustainability and tourism.

- Percentage 100% of teachers self assessing a better knowledge of other VET systems

- Percentage 100% of teachers self assessing a better knowledge of the Erasmus+ programme and its opportunities

- Nr. of follow-up projects at transnational level

VET STUDENTS

- Nr. students involved in the practices transferred at local level

- Nr. 50 of students reached by project activities

- 70% Satisfaction rate about the project and the practices introduced.

VET PROVIDERS

- Nr. 30 of practices exchanged and showcased in the collection at the end of the project

- Nr. 10 schools acknowledging the importance of training actions targeted to teachers

- Nr 1 of follow-up projects generated by ECO.TOUR

PARTICIPATING ORGANISATIONS

- 90% Satisfaction rate for the project results and the collaboration among organisations

- 90% Satisfaction rate for the internal management strategy and communication strategy set up in the project by the applicant

- Nr. 2 of partners willing to continue the collaboration in follow-up projects (even non EU-funded)

LOCAL LEVEL:

- Nr. VET schools outside the partnership expressing interest in using the practices exchanged

- Nr. VET schools outside the partnership reached by project activities

- Nr. of Business Actors reached by the project activities

- Nr. of Business Actors willing to continue the collaboration with the partners for new projects/activities
REGIONAL/NATIONAL LEVEL
- Nr. public or private stakeholders expressing interest in showcasing the practices collected and promoting them
- Nr. public or private stakeholders acknowledging the importance of the project and considering to take part in follow-up initiatives
EUROPEAN LEVEL
- Nr. of expressions of interest for using the practices exchanged in ECO.TOUR from countries outside the partnership
- Nr. of stakeholders interested in future capacity building actions targeting VET staff.
Please note that to establish the exact numbers, in the preparation phase all partners will be asked to provide an estimated value for all the indicators (not too low but either not too high). The final target value will be calculated with the average of all estimations collected. This will be done though a survey and a workshop during the first transnational meeting (see previous answer).