



SETOF Soil Erosion and TOrrential Flood
*Prevention: Curriculum Development at the
Universities of Western Balkan Countries*

WP4 – Quality Control – QUALITY PLAN AND MONITORING

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QUALITY PLAN AND MONITORING

- 1 - Quality assessment and assurance
- 2 - Tools and procedures for quality assurance
- 3 - Internal monitoring
- 4 - External monitoring
- 5 - Inter-project coaching
- 6 - Quality plan schedule

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The SETOF management structure

- Steering Committee (SC)
- Project Management Committee (PMC)
- Quality Assurance Committee (QAC) is responsible for the quality of entire SETOF project implementation.





QAC and Members

- Internal work quality standards and procedures will be agreed, established for the Consortium partners by the Quality Assurance Committee (QAC).
- The QAC consists of four members, nominated during the kick-off meeting held in Belgrade in December 2018:

UNIRC-Italy	Paolo Porto
UB-Serbia	Miodrag Zlatić
UNSCM –Republic of North Macedonia	Ivan Minčev
FRI-BAS-Bulgaria	Ivan Marinov

The quality control of the project progress will be done every year, consisting of:

- a critical assessment of the activities already carried out;
- the implementation of the future activities.





What is Quality control?

The Quality Control Plan defines the main procedures to be followed by the partners, to ensure the optimal quality of the project activities, results and management.

These procedures will concern internal and external monitoring, quality management and quality requirements for the project deliverables.

It provides four templates as annexes of the Plan.





Chapter-1 - Assessment and assurance

This defines quality standards, methods for quality assessment and methods to detect and correct the problems that have occurred.

Internal and external monitoring of the SETOF project will be used to ensure the project efficiency, progress and improvement, and the respect of time schedule.

Corrective actions will be taken on time keeping project on right direction.





Chapter-1 - Assessment

The QAC will organize qualitative reviews, once a year, by each WP and by each Partner institution.

Activities of each WP

Each work package should (it can vary case by case):

- realize a minimum of 40% of planned outcomes for the year, at the end of year 1 (14 November 2019);
- 80% of planned outcomes for years 1 and 2 by the end of year 2 (14 November 2020);
- all planned outcomes by the end of the project (14 November 2021).





Chapter-1 - WP SELF-ASSESSMENT

WP and Partner reports will use critical self-assessment forms (Annex Q and Annex R) and will be evaluated according to:

light-touch self-evaluation, with the main purpose of identification of short-fall and any issues that might militate against the full achievement of project objectives.





Chapter-1 - Assurance

- Quality assurance tasks:
- **Establishing** the internal work quality standards and procedures;
- **Monitoring and reviewing** reports from WP leaders and contact persons on behalf of the Project Management Committee;
- **Preparing** regular reports to the Project Management Committee;
- **Arranging and establishing** independent monitoring evaluations by expert(s) (mid-term and end);
- **Reviewing of financial**;
- **Analysing** of EACEA evaluation and monitoring reports.





Chapter-1 - Committee meetings and reporting

UNIRC will encourage the discussion of quality assurance items, via QAC meetings, followed up together with the Project Coordinator and with all partners.

The role of UNIRC is to prepare and moderate the meeting together with the Project Coordinator. Partners are responsible for contributing to the meeting by preparing questions and solutions

The results of the QAC meetings and field visits will be included in the Interim and Final project reports (analysis of the current status of development). The drafts of the meetings reports will be discussed with the Project Coordinator and the final version made available to all partners.





Chapter-2 Tools and procedures for quality assurance

They have to ensure:

- 1) the quality of the project implementation (see structure of the SETOF);
- 2) the quality of the project deliverables. The SETOF activities will result in:
 - documents
 - promotional material
 - printed materials regarding events
 - website and other electronic tools for dissemination purposes
 - all assessed regarding the relevance of the project activities and the possibility of their future improvement.





Chapter-2 - Quality of produced SETOF documents

- All partners will use a consistent format for all documents in order to ensure a common appearance for all deliverables.
- Templates are provided at the website <https://www.setof.org>
- All documents will be stored on SETOF website and platform for visibility and use for all partners when needed.
- Partners are obliged to use the Erasmus+ logo consisting in the following sentence “*Co-funded by Erasmus+ Programme of the European Union*”, on the cover or the first page.
- And the following disclaimer on the inner pages: “*The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.*”





Chapter-2 - Quality of produced SETOF documents continues ...

- The Project Coordinator is responsible for:
- designing and printing all promotional material for dissemination during the SETOF project events, and other general events
- the draft version will be sent to all partners for comments and suggestions, before printing, publishing and distribution and the materials will be disseminated by partners at relevant events, to reach the project's target groups.





Chapter-2 - Quality of website

- The Project Coordinator will be responsible for setting up and maintaining the SETOF web-site <https://www.setof.org> with all information and materials received from the project partners.
- All partners are asked to promote the SETOF project on their websites and social networks, providing a short description of the project, logo, and link to the SETOF website.
- News about the SETOF project will be published in different languages including English, Serbian, and Bosnian.





Chapter-2 - Quality of events

- Participants should be registered
- Event must respect the scheduling time
- Events should be evaluated by the participants
- Organizer should organize meetings and event report including the collected statistical data, a summative narrative of the data and recommendations for the implementation of upcoming events within the SETOF project.
- The event must visibly indicate “*with the support of the Erasmus+ Programme of the European Union*” as well as the graphic logos of the project and Erasmus+ Programme.





Chapter-3 INTERNAL MONITORING

The aim of internal monitoring is to steer the SETOF project into the right direction through:

effective methods for quality assessment, controlling and improving project implementation.

Internal quality monitoring concerns:

financial and administrative, management, deliverables, dissemination, academic dimension, impact and relations with EU.

It involves:

WP leaders, Partners.





Chapter-3 INTERNAL MONITORING

All partners are responsible for regular internal monitoring and assessment of compliance with the Logical Framework Matrix (LFM), work plan and budget.

Management structure is obliged to judge objectively project achievements and give recommendations for improving project quality standards.

The QAC will prepare evaluation reports (based on the project outputs and outcomes), for the Project Management Unit (PMU), which will, in turn, notify all the partners on the issues related to project quality.





Chapter-3 INTERNAL MONITORING

Chain of responsibility

Project Management Unit (PMU), Steering Committee (SC) and Quality Assurance Committee (QAC) are responsible for internal monitoring of deliverables, meaning on project realization, implementation and supervision.

Work package leaders are responsible to PMU with reporting on the progress of the work. PMU is governing financial and legal aspects of the project and it reports to the SC during the realization of the project.

SC is responsible for the operational, administrative and financial implementation of the project, and for cooperation with EACEA.

QAC is responsible for the implementation of the quality plan and the Project Coordinator will be responsible for cooperation with the national Erasmus + Offices.





Chapter-3 INTERNAL MONITORING

Deliverables

The WP leader and the Partner submit deliverable to QAC and Project coordinator

The QAC assigns deliverables to an appointed reviewer (external)

Within two weeks, the reviewer prepares a report and sends it back to the WP leader

Within one week, the WP leader submits the revised form to the Project coordinator and SC

The Project coordinator can intervene and propose changes/corrections

The SC, as the highest level of final decisions, accepts and officially approves the deliverables





Disagreement

- In case of profound disagreement between reviewers and WP Leaders, the Project Coordinator will undertake the necessary actions to intensify the solution and has the right to make the final decision.
- When a deliverable has passed all previous controls with the need for major modifications and got the adoption status by SC, it can be treated as the final deliverable and included in the project.





Chapter-3 INTERNAL MONITORING

Impact assessment

Impact is defined as ‘The intermediate and long-term effects of the SETOF project’

Object: The satisfaction of the project beneficiaries will be investigated

Targeting analysis will take into account:

- 1) purpose of project activities
 - 2) specificity of target groups
 - 3) project events (workshop, training of teaching staff, study visits, meetings)
- will be evaluated by the SETOF participants using Event evaluation form.





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Chapter-3 INTERNAL MONITORING

Periodic and summative internal project quality evaluation report

WP Leader duties

Work Progress Report of WP leader (WP self-assessment report – ANNEX Q)
(to be filled annually by the WP leader)





Chapter-3 INTERNAL MONITORING

Periodic and summative internal project quality evaluation report

Partner duties

Work Progress Report of each project partner (Partner self-assessment report – ANNEX R)

(to be filled annually by each partner)

Quality evaluation of structure of the project, implementation of the project activities, dissemination, management of the project, partnership efforts, exploitation - ANNEX S

(to be filled annually by each partner)

QAC will prepare annually the Internal project quality evaluation report (Annex T) based on previous collected data using Annex S.





Chapter-4 - External monitoring

Independent external expert(s) will carry out monitoring evaluations to review, and report three times during the project to make sure that the project is carried out according to plan and to improve its quality.

Time: at the end of each year (end of October).

Financial evaluation will take place during the final year.

Criteria for the selection of external evaluator(s) need to be defined





Chapter-4 - External monitoring

What aspects will be assessed?

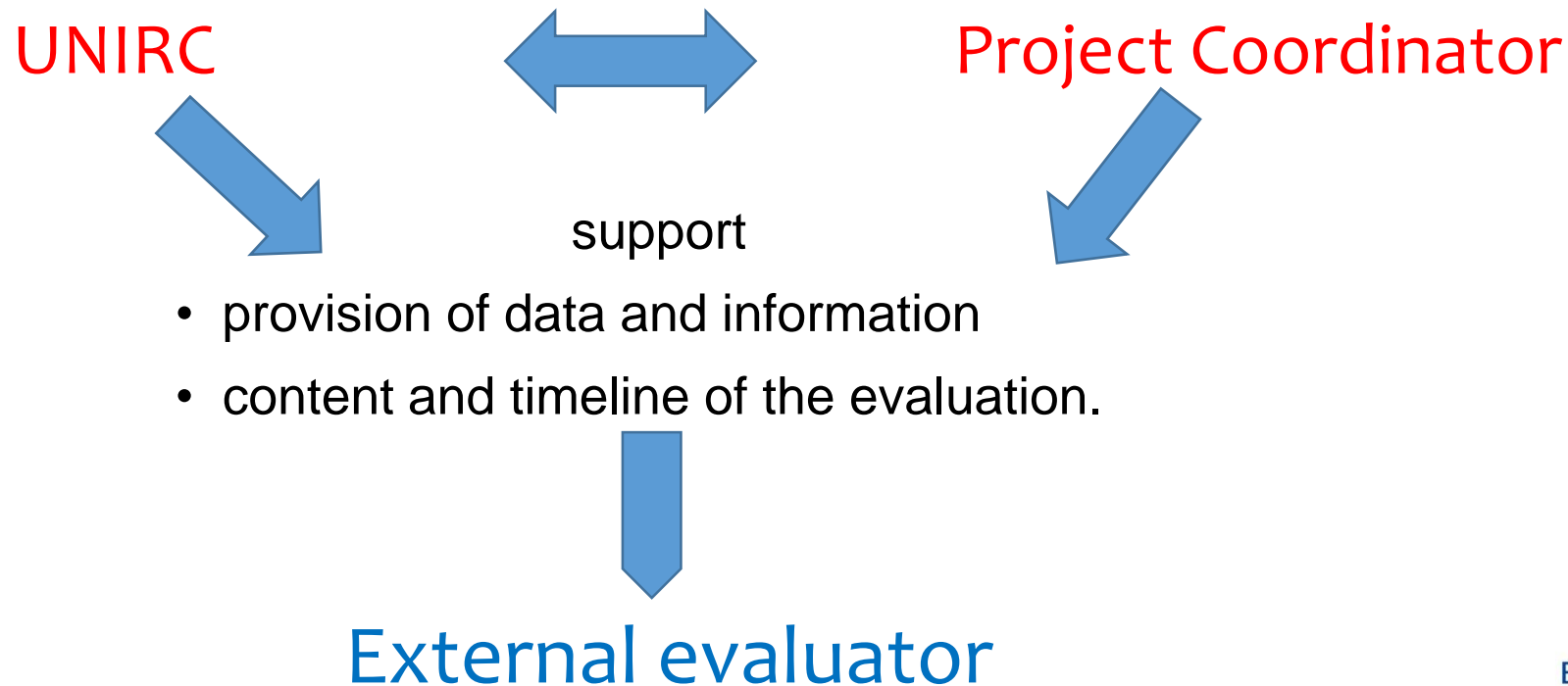
- **Relevance** - goals and achievements,
- **Efficiency** - time,
- **Effectiveness** – meeting of specific objectives,
- **Impact** - on departments, faculty, university,
- **Sustainability** – feedback.



Chapter-4 - External monitoring

Terms of Reference -External evaluation

- **UNIRC** will coordinate the implementation of external evaluation.





Chapter-4 - External monitoring

Description of the external evaluator

- **The external evaluator** (person not involved in the SETOF project Consortium)
- will have access to:
 - the internal reports and the project outputs (in all phases, up to final products),
 - e-mail correspondence for monitoring to the collaboration platform.
- **Will be responsible:**
 - for giving feedback to the partnership after receiving each report,
 - for making recommendations that can be used for corrective actions to ensure best possible results.
- Will receive **three Quality Assurance Reports once a year**
- **Should:**
 - be available for virtual meetings with the coordination team and/or the whole consortium, and be involved from **July 2019 to October 2019**.





Chapter-4 - External monitoring

Profile of the external evaluator

He / She should:

- have a strong background in project related topics and objectives such as development of master curricula.
- demonstrate in his/her application sound knowledge and understanding of the project topic and field of activity.
- Have had prior involvement into EU-funded projects connected to the projects topic as coordinator or partner, past experiences with partner countries (Serbia, and Bosnia and Herzegovina) as well as involvement with National Authorities responsible for Higher Education.
- Have past experience conducting external evaluation or as reviewer, have excellent knowledge of English language (both verbal and written).





Chapter-4 - External monitoring

Responsibilities of the external evaluator

- Prepare an **external evaluation plan** along with the necessary questionnaires and documents, needed for the plan implementation;
- Prepare the **evaluation reports**, including recommendations to the partners for improvement of performance and overall assessment of the project implementation and impact
- **Consult** the internal evaluation reports;
- **Participate** in at least one coordination meeting within the project.





Chapter-4 - External monitoring

Evaluation budget

- UNB will subcontract the external audit agency (bodies not involved in the SETOF project Consortium) for external review of the project and for external financial control
- for a maximum contract price of EUR 5.000 (incl. all related costs) for the external evaluation for quality and 4.600 for the financial evaluation.
- **The tender procedure will be:**
- **transparent, fair** and based on principles of **equal treatment**, based on different financial offers by the candidates.
- Candidates should specify:
 - interim external evaluation report,
 - final external evaluation report,
 - (virtual) meetings with coordination team, per month in order to follow the projects progress,
 - specify their VAT status.
- **The contract will be awarded to (best price-quality ratio).**





Chapter-4 - External monitoring

Academic quality assurance

- QAC is not responsible for quality assurance of the academic content of project outcomes (new master curricula).
- WP2, WP3, WP6 and WP7 Leaders must ensure the quality standards defined in the Standards and Guidelines for Quality Assurance in the European Higher Education Area (2015).
- National Quality Agencies (Commission for accreditation and quality assurance) in WB countries involved in the project (Serbia, Bosnia and Herzegovina) will carry out external quality assurance of new master curricula and make approval decisions for their future exploitation.





Chapter-5 - Inter-project Coaching

- Inter-project Coaching will be arranged in the second project year to explore synergies with similar projects in the region, to share ideas, discuss complementarities and eventually review activities.
- Consortia will contact the members of ongoing and/or completed projects in a similar field in order to use their accumulated expertise and to undertake a peer review.





Quality plan schedule

Reference no and title of WP4 activity	Due date	Expected deliverable
4.1 - Regular Quality Assurance Committee meetings	June/November 2019 (annually)	Reports
4.2 - Development of the quality control plan	To be accepted in October 2019	Plan
4.3 - External review of the project	December 2019 (annually)	Reports
4.4 - External financial control	December 2019	Reports
4.5 - Inter-project coaching	June 2020	Event





ANNEXES

- Annex Q - Work Package self-assessment report form (annual)
- Annex R - Partner self-assessment report form (annual)
- Annex S – Internal project quality evaluation form (annual)
- Annex T - Internal project quality evaluation report (annual)

