



Date: 12-13,12.2016

Place: NOVI SAD

Knowledge **FO**r Resilient so**CI**Ety

KICK-OFF MEETING

WP7 - QUALITY ASSURANCE AND MONITORING

Ss. Cyril and Methodius University

Faculty of Civil Engineering

Institute for Earthquake Engineering and Engineering Seismology



Prof. PhD Meri Cvetkovska

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Quality control will be conducted by **WG7**, consisting of delegates from each partner.

- The **Chair** will be from University “Ss. Cyril and Methodius in Skopje” - UKIM
- **Co-Chair** from Lund University - LU
- **Steering Committee** member - University of Tirana - UT.



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WG7 will meet in full attendance **twice a year**:

- at the Consortium meeting and
- between Consortium meetings.

Every time an assessment of **6-month outcomes/results** will be done.

The written **Quality reports** will be published and posted on the **project Website**, in order to ensure visibility and dissemination towards all K-FORCE bodies and all involved staff of the K-FORCE partners.

WG7 key people will conduct partial control during any visit/meeting/teaching assignment at WBC partners. Between these full or reduced meetings, WG7 members will communicate via Slack, e-mail, Skype, etc.



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WG7 will transfer **lower-level aspects** of quality control to **Chairs of WGs**, addressing specific project activities/outcomes.

The quality control will be focused on the:

- outcome content,
- well-timed realization of the WG activities and
- coordination of Activity Leaders and effectiveness of Task Teams.

WG Chairs will produce appropriate reports and quality reviews regarding completed activities, to be combined for Consortium and Steering Committee meetings.



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A very important aspect of quality will be **peer-review of new learning material** (regarding both content and delivery methodology), **mostly done by EU HEI** partners.

Additionally, we plan to sub-contract **2 external experts**, to carry out:

- **Quality Assurance audit**
- **peer-review of the Glossary.**



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At the base level, majority of project activities and events shall be evaluated by **suitable questionnaires**.

In some cases, we want to listen to **both sides** and there might be a **few questionnaires**.

For example:

- **lecturer will be evaluated** by both, students and local teaching staff.
- in same time the competency of the **attendees and the home organization** will be evaluated by the host institution.

Evaluation results will filter up **from event organizers and Activity Leaders** to the **WG Chairs and then to WG7**. Detected problems will be noted along the way and rectified for future events/activities.



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Description of WP7

- ✓ **Quality control on the project level** will be performed by the Project Management Team, whose quality reports on WGs, WB Board and Steering Committee will be submitted to the Consortium meetings.
- ✓ Quality control will include the content of the project, development & implementation methodologies, keeping to the time plan, dissemination, horizontal & vertical coordination of WGs and efficiency of the whole process.
- ✓ It will facilitate **a critical overview of the project progress every 6 months**, done by the Consortium and/or Steering Committee. This overview will suggest possible changes to the originally planned timescale, in order to plan efficient implementation of activities in the following period. The aim is to fulfil the project objectives in the best possible way.





- ✓ WG Chairs will consolidate the above progress reports **and produce summary reports to the Project Coordinator on 3-month basis.**
- ✓ The results of these activities will be agreed upon, compiled and published in final WG report.

Tasks of WP7

- ✓ Develop Quality Assurance (QA) mechanisms and procedures
- ✓ Create the agreed QA procedures
- ✓ Create questionnaire templates for reviewing different types of activities, distribute them and analyse them
- ✓ Conduct peer review of new learning material, by EU partners
- ✓ External review of the multilingual disaster-related glossary
- ✓ External QA audit report





Estimated Start Date	15-11-2016	Estimated End Date	15-05-2019
Lead Organisation	Chair: P11-UKIM, Co-chair: P9-LU, SCM: P5-UT		
Participating Organisation	P1, P2, P3, P4, P5, P6, P7, P8, P9, P10, P11, P12, P13, P14, P15, P16		



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WP 7.1 Quality Assurance mechanisms and developed procedures

Due date | 15-01-2017

- ✓ This will provide the basis for a critical overview of the project progress (in every activity and overall progress), achieved outcomes in passed project years.
- ✓ The overview will allow to plan smooth implementation of future activities, envisage problems and suggest/define (if any) changes in planned project execution in order to reach the objectives in the best possible way.



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WP 7.2 The pools for different types of created activities

Due date | 15-03-2019

- ✓ On the target-audience level, quality control and monitoring will be facilitated through feedback questionnaires.
- ✓ Surveys on quality of teaching are already explained.
- ✓ Partners P1-P6 and P13-P16 in joint efforts will fulfil the questionnaires. P11 will coordinate research and development of the questionnaires and execute aggregation of results in the final report in English.
- ✓ The results of the research will be promoted on dissemination events within WP8.



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WP 7.2 The pools for different types of created activities

Due date | 15-03-2019

- ✓ Partners P7-P11 will do revision of the questionnaires, and partner P12, due to the position in the region and common history with Project Application partners, will participate in the aggregation of the findings with P11.



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WP 7.3 Learning peer-reviewed material

Due date	15-05-2019
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- ✓ Within the work package WP3, Project Application partners will develop/prepare learning material that will be reviewed and corrected by partners P7-P11 in order to raise its quality to a higher level.
- ✓ As the subject of the project is the implementation of Master, PhD programs and LLL courses, for which it is planned to be implemented both in the language of the PA partners and in English language, all materials will be in EN and then translated by external experts in cooperation with P1-P6 into SR, AL and B&H. Materials will be reviewed and returned to WBC partners in electronic form.



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WP 7.3 External review of the Glossary

Due date	15-05-2019
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Within the work package WP6, K-FORCE partners will develop/prepare Glossary. P11 will sub-contract an external reviewer, to carry out an external review of the Glossary.



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Conclusions:

First task of the Ss. Cyril and Methodius University in Skopje will be:

- To prepare the **Draft for Quality Assurance and Monitoring of the Project Implementation and Management Plan**

The Quality Assurance and Monitoring Manual will formalize the approach that will be followed by the partners of the project in order to ensure the highest possible quality of the project activities, outputs and outcomes and project management.



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Conclusions:

The deliverable of the manual is produced based on clear responsibilities:

- Ss. Cyril and Methodius University in Skopje drafts the manual,
- involves the WP leaders
- obtains feedback from all partners.

The task leader then finalizes the manual which will be approved by the Steering Committee and adopted by the consortium.

The electronic version of the Manual will be made available on the public website of the project.



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Conclusions:

During the project implementation, Ss. Cyril and Methodius University in Skopje will also monitor the implementation and acceptance of the quality procedures.

The manual will define procedures for:

- Internal monitoring, quality and risk management,
- External monitoring, and
- Partners' technical and financial reporting.

The manual will define also the quality expectations regarding the project deliverables:

- reports and documents,
- events/workshops/meetings, as well as
- procedures for internal and external monitoring.





Quality of document based deliverables

A consistent and common format for all document based deliverables (word document, power point presentations) is to be followed by all partners using templates which will be provided within the Manual.

Those templates will be adopted by the SC members in order to ensure a common appearance of deliverables as well as to ensure that a minimum amount of information will appear consistently in all documents produced by the project.



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Quality of project events

All events within the project should be organized professionally.

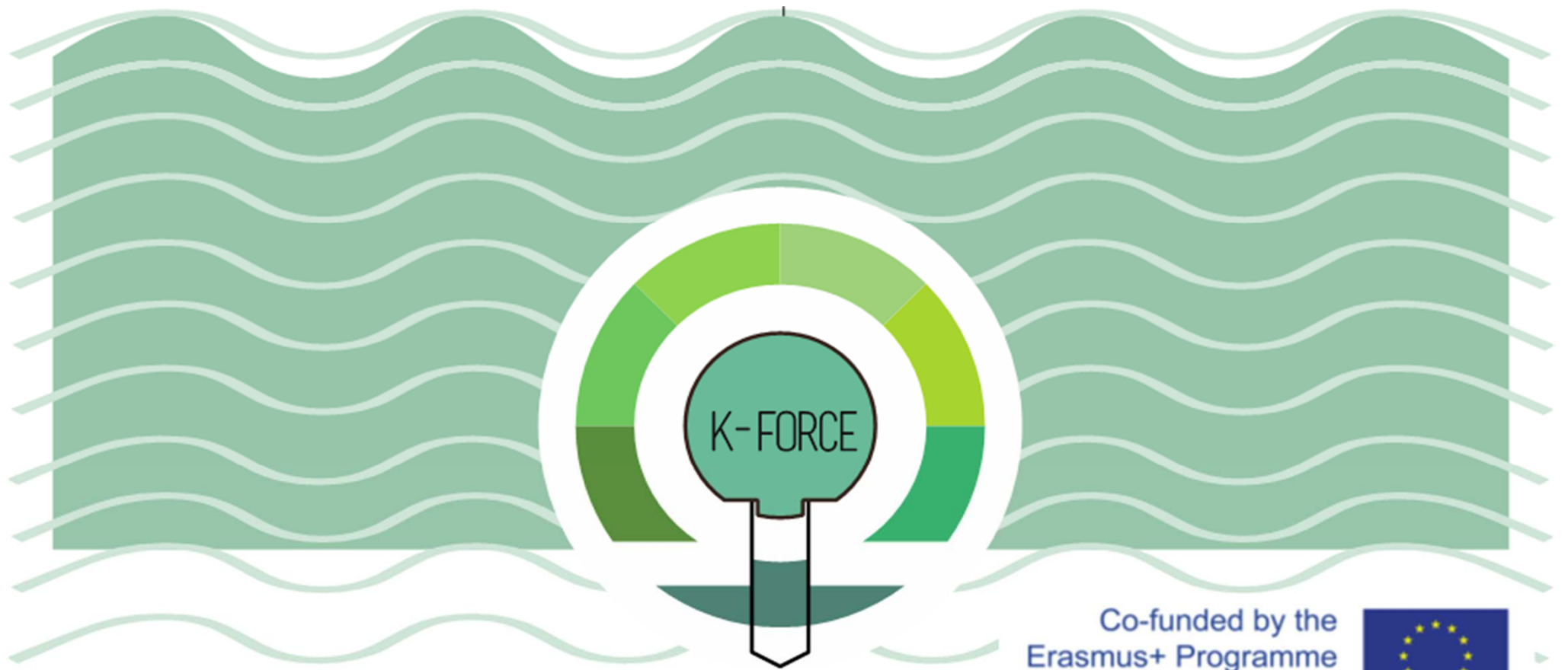
The organizers should provide in due time a full information package to the participants including the draft agenda, letter of invitation and a note on the logistics (informing about travel arrangements, venue, suggested hotels, etc.).

Time for preparation activities depends on the type of event e.g. several months for conference and several weeks for trainings, which will be defined in separate action plans by task leaders.



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Thank you for your attention!

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