



Co-funded by the
Erasmus+ Programme
of the European Union

Project No: 586318-EPP-1-2017-1-AL-EPPKA2-CBHE-JP



Development and Implementation of MDTV Curricula (DIMTV)

WP3 - Deliverable

QUALITY CONTROL AND MONITORING MANUAL



Purpose, objectives and content of the document

Quality Control is an integral part of the project and aims to ensure that objectives are met in the most effective way.

The Quality Control and Monitoring Manual outlines the main rules to be followed by the partners of DIMTV project to ensure the highest possible quality of project activities, outputs and outcomes and project management.

All procedures defined in this Manual are harmonized with the document “Guidelines for the Use of the Grant” and are in full compliance with the DIMTV project Grant Agreement and DIMTV Partnership Agreements.

The Manual defines also the quality expectations regarding the project deliverables, i.e. reports and documents, organization of events/workshops/trainings/meetings as well as procedures for internal and external quality monitoring.

The Manual sets the minimum principles, requirements and processes needed to implement an effective internal and external quality assurance and control of DIMTV Project. It also provides the documents’ templates as annexes of the Manual.

Even though drafting of such a document was not planned within the project plan, upon recommendation of National Erasmus+ Office and the decision of Steering Committee (SC), by taking into consideration experiences and references of different Erasmus+ projects, this Manual is developed in the frame of project WP3.



List of abbreviations

| | |
|-------|--|
| DIMTV | Erasmus + Project No 586318-EPP-1-2017-1-AL-EPPKA2-CBHE-JP |
| EU | European Union |
| SC | Steering Committee |
| WP | Work package |
| PC | Partner countries |
| PQCB | Project Quality Control Board |
| QA | Quality Assurance |
| EQEC | External Quality Evaluation Committee |
| EACEA | The Educational Audiovisual and Culture Executive Agency |



PART I

Project Quality Assurance

Organization and Responsibilities

All partners are responsible for the quality of project implementations regarding procedures and outcomes, in fully respect to the signed agreements between Project coordinator and each partner in the project.

Quality measures in the project will be assured by the work done by:

- Steering Committe
- Project Quality Control Board
- Expert consultance, evaluation and control

The Project Quality Control Board (PQCB) is nominated with one representative from each project partner while project coordinator will have two representatives in this committee. The team is a direct support to the Project Coordinator in monitoring and assessing the quality of the project and its results, as well as development of Quality Control and Monitoring Plan. The Project will be quality assured by external quality evaluation committe as well to be selected by SC of project.

The members of PQCB, elected during the Kick-off meeting, are as follows:

| | | |
|---|------------------------|---------|
| 1 | Kseanela Sotirofski | UAMD |
| 2 | Lindita Mukli | UAMD |
| 3 | Endri Stoja | EPOKA |
| 4 | Klajdi Bulku | RTSH |
| 5 | Luan Ahma | UP |
| 6 | Naim Preniqi | UBT |
| 7 | Matevz Pogacnik | UL |
| 8 | Gholamreza Anbarjafari | UT |
| 9 | Miroslav Voznak | VSB-TUO |



The PQCB meetings will be organized at least once per year during the life time of the Project. In addition to annually in person meetings, other PQCB meetings might be organized through online communication tools (e-mail, video conference etc.) if needed.

The obligations and responsibilities of PQCB comprise the followings:

- ❖ responsible for the QA exercise (QA mechanisms and actions such as drafting QA reports, questionnaires etc..) of project activities
- ❖ verifies the satisfactory implementation of the recommendations included in the Quality Assurance Check List, in co-operation with the WP Leader
- ❖ cooperates with the Project Coordinator on general issues related to the level of quality of the project deliverables as appropriate
- ❖ produces internal quality evaluation reports

The quality control, especially for the new developed curricula, will be assessed and by the team of external peer review members, in the third year of project (External Quality Evaluation Committee - EQEC). Members of the EQEC should be selected from the teams of Programme country partners, but not persons actively involved in project daily implementation, neither persons in project SC or PQCB.

Members of EQEC are selected under the following rules:

- ❖ the expertise of the evaluator enables qualified evaluation of the work under consideration;
- ❖ evaluator is not a member of the author's team; if all the evaluators are members of the authors' team, the evaluator with the lowest contribution is selected;
- ❖ if possible, equivalent workload of members by evaluation is assured

If needs appear during the realization of project activity, the EQEC can include new members as external evaluators:

- ❖ from the institution involved as Associated Partner in the project,
- ❖ from some institution out of project consortium on the basis of its scope of work that should more closely correspond to the description of the activity for which the quality assessment evaluation has been considered.

The monitoring of the project will be implemented by National Erasmus+ Offices and EACEA as well, according to their schedule of projects' monitoring process, details of which are given in this document as well.



Quality of project deliverables

The deliverables of DIMTV project may be classified as:

- ❖ tangible deliverables such as curricula, syllabuses, courses, reports, publications, manuals, methodology, plans, printed and electronically available promotional material, as well as
- ❖ intangible deliverables in the form of organized events (trainings, conference, seminar, open days, etc.), developed and launched innovation platforms, integrative approaches in continuing education, etc.

A common quality expectation for all deliverables is their relevance to reach the overall objective and the specific objectives, as indicated in project proposal.

Quality of DIMTV documents

A consistent and common format for all document based deliverables (word document, power point presentations etc.) is to be followed by all partners using templates provided at the project web site.

Annex D1 – Word document template

Annex D2 – Power point presentation template

Annex D3 – Attendance List

Annex D4 – Event report template

Annex D5 – Event evaluation form

Annex D6 – News template

Annex D7 – Deliverable cover page template



These templates cover the quality and management domain and are adopted by the SC 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.

When partners produce studies and publications as deliverable, they are obliged to put Erasmus+ logo, consisting of the sentence "Co-funded by Erasmus+ Program of the European Union", on the document. Moreover, they must use the following disclaimer in 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.*"

Quality of promotional materials

Communication and dissemination activities of the project will adhere to the Dissemination and Exploitation Plan of the project, to be drafted by Epoka University, as the leader of Dissemination and Exploitation WP.

All promotional materials will reflect the visual identity of the project and the Erasmus+ Programme.

The Project coordinator and Epoka University, as the leader of WP4 are responsible for the design of all promotional materials. The draft version will be sent to all partners for comments and suggestions, before printing, publishing and distribution. The materials will be disseminated by all project partners at events which are relevant to reach the project's target group (i.e. not only events organized by the project itself, but also general events with a focus on research, technological development and innovation).

Quality of websites and other electronic tools

The project envisages setting up the public web-site (www.dimtv-project.al)

All representation tools will be continuously updated by the partners and are intended to effectively communicate the results of the project. For that purpose, partners will use Annex D6 – News template, in order to deliver the news on organized or attended event along with necessary material for posting on the project website and social forums (agenda, list of attendees, photos and event report).

Project coordinator and WP leader will be responsible for setting up and maintaining the web-site with all information and materials received from project partners. All partners are asked to



promote DIMTV project on their websites and other electronic tools (such as: Facebook, Twitter and LinkedIn profiles/groups, newsletters, etc.) by providing a short description of the project, logo and link to the project main website.

Beside project website, the Facebook, LinkedIn, Twitter and other social media, will be set up for the project.

<https://www.facebook.com/dimtval/>

<https://www.linkedin.com/company/dimtv-albania/>

[https://twitter.com/dimtval Albania](https://twitter.com/dimtval_Albania)

Quality of DIMTV 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. This will be defined in separate action plans by task leaders.

The meeting organizers ensure smooth registration processes (including Attendance List – Annex D3) and the implementation of the meetings respecting appropriate time for event sessions and breaks as well as the availability of all necessary materials (e.g. training and promotional material). The organizers will also ensure drafting the minutes of the meetings in a concise style including a list of action points. Where appropriate (e.g. for trainings, seminars) also feedback forms will be distributed among participants and event reports related to feedback forms will be prepared by organizers (Annex D4 – Event Evaluation Report). Power point presentation should be prepared using appropriate template (Annex D2 – Power point presentation template).

Each event will be documented by various materials as described in the Table below:



| TYPE OF EVENT | MATERIALS | Project website | Project archive |
|---|-----------------------|-----------------|-----------------|
| Open days, workshops, round tables | News | X | |
| | Agenda | X | x |
| | List of participants* | X | x |
| | Attendance list | | x |
| | Report | X | x |
| | Gallery | X | x |
| | Presentations | X | x |
| Kick-off, PQCB, SC meetings | News | X | |
| | Agenda | X | x |
| | List of participants* | X | x |
| | Attendance list | | x |
| | Minutes | X | x |
| | Gallery | X | x |
| | Presentations | X | x |
| Training visits | News | X | |
| | List of trainees | X | x |
| | Agenda | X | x |
| | List of participants | X | x |

Based on the obligations of the beneficiaries defined in the Grant Agreement, related to information requirements, the partners shall inform the public, press and media (internet included) on the event, which 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.

Project logo



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The project logo is designed to serve the visibility of the project. It is to be used for all the project deliverables and project documents. The logo is designed by project coordinating institution and it is as follows:





PART II

Project Quality Control and Monitoring

Internal Quality Monitoring

Internal monitoring will be carried out by all partners, including self-evaluation by using the Logical Framework Matrix, Work plan, budget and cash flow tables, SC suggestions and recommendations, monitoring visits quality committees (internal and external), questionnaires (satisfaction surveys) of target groups (e.g. participants of dissemination and training events).

Internal monitoring of DIMTV implementation includes 3 levels of quality control:

1. Deliverable authors, Task- and WP-leaders
2. Coordinator level and PQCB
3. SC level and final approval

(1) Deliverable authors, task and WP leaders

The 1st level corresponds to the activity level. The presentation of deliverables and activities of the project are a joint responsibility of the associated Task Leader and its team, partners involved in the activity and corresponding WP leader. It shall guarantee the quality and timeliness of the deliverable as identified in the Application Form.

Task Leader (main author of the deliverable):

- ❖ Is responsible for coordinating the development of the deliverable(s) according to the deliverable template,
- ❖ Is responsible for assigning parts of the work to other partners involved in the activity,
- ❖ Is responsible for coordinating the work of other partners involved in the activity, providing guidance when necessary,
- ❖ Is responsible for aligning the contributions of the other partners involved in the activity, in order to produce the deliverable,
- ❖ Is responsible for the submission of the draft deliverable to the WP leader
- ❖ Is responsible for implementing the suggestions of the PQCB team, assigning certain amendments as appropriate,
- ❖ Is responsible for sending the amended draft deliverable,



- ❖ Reports to the WP Leader for any problem occurring during the implementation of the activity,
- ❖ Cooperates with the WP Leader and other partners in the same WP in order to ensure the activity's progress in conformity with other activities and that any cross-activity inputs and outputs are being delivered as foreseen by the WP description (respecting any changes approved by the SC as recorded in the respective minutes).

Other partners involved in the activity, co-authors:

- ❖ Are responsible for the production of their part in the deliverable according to the Task Leader's instructions.
- ❖ Make sure that their written contributions comply with the Word Document Template so that to ensure that the Task Leader will be able to put all contributions together in the desirable format.
- ❖ Are responsible for providing to the Task Leader all the complementary information regarding their work (i.e. references, bibliography, methodologies used, contact details of people interviewed etc..)
- ❖ Are responsible to implement amendments to their contribution as a result of the amendments requested, after consulting with the Task Leader.

WP Leader

- ❖ Is responsible for delivery of up-to-date information on the WP progress, making sure that all activities are in the time frame defined in the Action Plan,
- ❖ Is responsible for coordinating the Work Package and ensuring that all the activities are contributing to the WP objectives,
- ❖ Cooperates with the Task Leaders and the coordinator in ensuring that all of the contributing partners are smoothly cooperating with a view to accomplish the WP's objectives and that any cross-WP inputs and outputs are being delivered as foreseen by the project description,
- ❖ Sends alerts on time to remind about submission deadlines and the procedures to be followed and provides input and suggestions to the Task Leaders of the WP during the development of the relevant deliverables,
- ❖ Provides to the Task Leaders comments and suggestions on the draft deliverables (1st level control),
- ❖ Cooperates with the Task Leaders in ensuring the implementation of the suggestions 2nd and 3rd level control,
- ❖ Verifies the satisfactory implementation of the recommendations.



(2) Coordinator level and PQCB

The WP leader after passing the first level, sends the deliverable to project coordinator and PQCB. The PQCB in coordination with project coordinator should respond by giving comments/suggestions.

A draft deliverable that has passed the 2nd level of control will still be checked by the Coordinator for final comments and when accepted it will be forwarded to the Steering Committee for formal approval (if required).

(3) SC level and final approval

The SC is the highest decision making body of the partnership that takes the final decision for the approval of major deliverables.

External Quality Monitoring

External Quality Monitoring will be done by EQEC, the responsibilities of which are defined earlier in this document.

External quality monitoring of the project will be performed by National Erasmus Office (NEO) and EACEA.

NEO performs three types of monitoring, based on the deliverable achievement:

- *Preventive (in the first project year),
- *Advisory (after the first project year),
- *Control (after the end of project – sustainability check).

The monitoring by NEO includes the assessment of various aspects of project implementation, such as: **relevance** (is the project still relevant in terms of its goals and achievements); **efficiency** (are the activities in work-packages done on time); **effectiveness** (how well are project specific objectives met); **impact** (at the level of departments, faculty, university, etc.) and **sustainability** (what would stay after the project is finished).

Based on the progress of these aspects, the NEO sends the report on their findings to EACEA.



The project will additionally subcontract the **external audit agency for the purpose of preparation of External Audit Report on the project's financial statements in accordance with the recommendations and templates of EACEA.**

Quality feedback by the target groups

The satisfaction of stakeholders, beneficiaries and end users will also be investigated. It will take into account a variety of information from different sources using visits, interviews, questionnaires to target groups and consultation with the project beneficiaries.

In order to allow the impact assessment of the project activities, a template for feedback for different meetings/events was developed (Annex D5 Event Evaluation Form). It needs to be adapted to the specific needs but the main items shall not be deleted.

Furthermore, a specific event report template (Annex D4) has been developed which is to be filled by project partners (organizers) for all DIMTV events (workshops, info days, trainings, etc.). Report will include summary review of statistical data collected by participants about their satisfaction (Annex D4).

Project Risk Management

As part of the internal quality management, a regular risk assessment will be carried out and reviewed during the SC meetings (Risk brainstorming), which shall lead to corrective actions and potential adaptations of the Work Plan based on a sound process.

The risk management strategy addresses issues that could potentially endanger the achievement of the overall goal of the project and its objectives considering potential financial risks (overspending and underspending), timing (postponing of activities/deliverables), performance risks (project management), and sustainability of the project results. The main aim will be to provide a sound assessment, to anticipate challenges in a systematic way and to minimize the potentially negative overall impact.

The identification and assessment of new risks is a joint responsibility of all project partners who have to communicate them to the Project Coordinator and the SC, eventually suggesting also possible interventions and solutions, as soon as they get aware of those risks. In particular, partners may think of preventive actions (avoiding that the risk occurs) and corrective actions (decreasing the severity and impact), specifying also the resources that would be needed.



The SC may react in several ways, ranging from the simple acceptance of the situation in the case of negligible risks, to the enforcement of a mitigation plan including alternatives, work arounds and the proposed corrective actions that will make the risk consequences acceptable for the consortium.

Partners' technical and financial reporting

The main guidelines for the reporting are laid out in the Project Management Program, to be drafted by the Project Coordinator. Partner financial reports are linked to the transfer of installments of the Erasmus+ grant by the Coordinator.

Information contained in the reports will be reviewed by project partners as part of the quality control and monitoring process.

The Coordinator can submit Final report, as well as financial statements to the EACEA on behalf of all beneficiaries only based on inputs received from all partners.

Project coordination team and Coordinator will check the supporting documents for financial reporting sent to the Project Coordinator. During their review, they will take into consideration the following assessment criteria:

- Conformity of the expenditures with the budget of the project;
- Eligibility of the expenditures;
- Correctness and completeness of all supporting documents and certified copies of invoices;
- Correctness of the calculations and applied exchange rates;
- That any changes which occurred between budget categories are eligible and justified;
- Financial biannual reports must be signed in original by the appointed contact person of partner institution;
- Expenditures must be in conformity, including full eligibility, with the allocated budget

The Report approved in this way is the basis for the transfer of next installment to the partner institution.

Amendments to the Manual



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The procedures in this Manual can be amended by agreement of all partners or by a decision taken by the project's SC. Any new version is communicated to all the partners and takes effect 15 calendar days after this communication.



ANNEXES

Annex D1 – Word document template

Annex D2 – Power point presentation template

Annex D3 – Attendance List

Annex D4 – Event report template

Annex D5 – Event evaluation form

Annex D6 – News template

Annex D7 – Deliverable cover page template