Re.M.I.D.A Quality and Evaluation Plan

RE.M.I.D.A. project

Erasmus+ KA2 Strategic Partnership (2019-1-IT02-KA204-063171)

Renewed Models for the Inclusion of Disadvantaged Adults

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RE.M.I.D.A. - Renewed Models for the Inclusion of Disadvantaged Adults-

Co-funded by the European Union

1. PROJECT OVERVIEW

1.1 Aim of the project

RE.M.I.D.A. is the acronym of the Project Renewed Models for the Inclusion of Disadvantaged Adults, co-funded by Cooperation for Innovation and the Exchange of Good Practices of the Erasmus+ Programme of the European Union, from 01-09-2019 till 31-08-2021, with agreement number 2019-1-IT02-KA204-063171.

The purpose of RE.M.I.D.A. is to contribute to the fight against socio-professional exclusion of adults over 45 years of age. The objective is in line with the actions implemented by the Member States and today, more than ever, unemployment in the most adult age group leads to the risk of socio-professional. Generally, these adults have low education, low qualifications or outdated qualifications and skills. Thus, the project intends to develop a new intervention model for:

1. Enhance personal skills and professional adults above 45 years and who are at risk of social exclusion;
2. Supporting European processes to improve the informal and non-formal skills of this target audience;
3. Qualify the operators of adult education and training centres involved in activities to support these adults at risk of social exclusion.

1.2 Project partners

RE.M.I.D.A. is being carried out by a set of nine (9) partners from eight different countries, and the project is led by P0 – Consorzio Ro.Ma. (Italy).

No.	Partner Organization	Country
P0	Consorzio Ro.Ma.	Italy (IT)
P1	Agenfap Società Cooperativa	Italy (IT)
P2	Balgarska Agentsiya za Razvitie (BDA)	Bulgaria (BG)
P3	Inercia Digital SL	Spain (ES)
P4	Razvojno Izobraževalni Center Novo Mesto (RIC Novo mesto)	Slovenia (SI)
P5	Centrum Kstalcenia Ustawicznego nr 2 w Lublinie (CKU2)	Poland (PL)
P6	Asociatia Centrul European pentru Integrare Socioprofesionala (ACTA)	Romania (RO)
P7	EPRALIMA – Escola Profissional do Alto Lima CIPRL	Portugal (PT)
P8	Hellenic Open University (HOU)	Greece (GR)

Table 1: project partner organisations

1.3 Work-packages Leaders

Each one of the work-packages is led by one partner and receives inputs from all other partners.

Each work-package has a Leader (WL) who is in charge of the timely achievement of the work-package goals and the successful completion of the deliverables. Leaders are assigned to work-package tasks as well, thus ensuring a clearer distribution of responsibilities and workload. A task dedicated to decision making and conflict resolution will ensure the smooth implementation of all actions. A task dedicated to risk management and contingency planning is also crucial for the successful implementation of the project goals.

Leaders per Work-package

WP1	Management and Coordination	P0
WP2	Development of the O1	P0 | P1 | P4 | P8
WP3	Joint Staff Training Event	P0 | P3 | P4 | P8
WP4	Local Pilots	P0 | P7
WP5	Communication and Dissemination	P3
WP6	Quality Assurance & Evaluation	P7

Table 2: Work packages leaders

1.4 Project outputs

During the project's implementation, the following *O1 New model of intervention for employability and social inclusion of 45+ adults at risk of exclusion* will be developed:

O1 – *New model of intervention for employability and social inclusion of 45+ adults at risk of exclusion*
O1/A1 Adaptation of LSP to the context and the target group
O1/A2 Guidelines
O1/A3 Train-the-trainers course design (macro)
O1/A4 Identification and development of training contents (micro)
O1/A5 Design and development of e-learning platform
C1 Joint Staff Training Event

| |
| --- |
| O1/A6 Local Pilots |
| O1/A7 Pilots' evaluation O1/A8 Training course modelization |

Table 3: Project outputs

2. THE PURPOSE OF THE QUALITY AND EVALUATION PLAN

The main purpose of the Quality and Evaluation Plan is the monitoring of the proper project implementation and its continuous improvement as well as the evaluation of the achieved high-quality project results. It contains all guidelines and procedures which aim to verify that the quality of the project activities and deliverables is acceptable and meets the expected assumptions and standards according to the set criteria as well as to check the relevance and impact of the deliverables on the target groups. This ongoing process will take place throughout the project duration and will be led by the responsible partner, EPRALIMA.

The Quality and Evaluation Plan takes into account the difficulty of managing and supervising activities at a distance and in different institutional settings and includes a mechanism for continuous measurement of the degree in which the objectives of the project are fulfilled in the stipulated time.
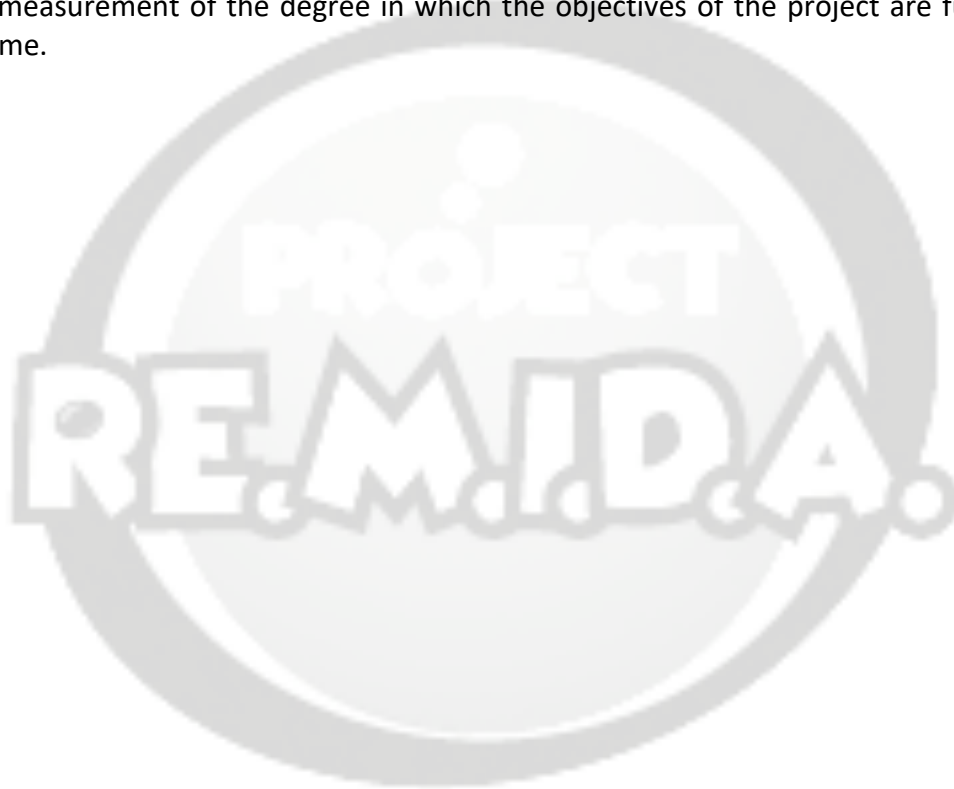
3. STRUCTURE OF THE QUALITY AND EVALUATION PLAN

All project activities will be monitored and evaluated with particular emphasis on the intellectual output (at the middle and at the end of the timeframe assigned), training event, multiplier events and transnational project meetings. The purpose of the monitoring activities is to provide information about progress toward the achievements of project objectives, flag up any issues of concern, especially under-performance and most importantly, serve as a warning system to trigger any corrective action that may be required. Frequency of the monitoring activities will be, thus, as high and continuous as possible and they will take place once for every single project activity.

Therefore, the Quality and Evaluation Plan embodies the following:

- Aim and objectives of the quality assurance
- Quality assurance methodology
- Achievement of quantitative and qualitative indicators
- Procedures and tools
- Partner responsibilities
- Monitoring mechanisms for the project progress and deliverables
- Quality and evaluation templates

These activities will be implemented according to four main rules: at the level of partnership, and each partner organization; at the level of activities, and products with involvement of all the project partners and end-users; on-going basis with the regular feedback.

4. QUALITY MANAGEMENT OBJECTIVES

The quality objectives that reflect the overall intentions to be applied in regards to quality and evaluation of the project products are the following:

- Usefulness;
- Impact;
- Keeping the standards;
- Relevance;
- Accuracy;
- Timeliness and punctuality;
- Accessibility and clarity;
- Coherence and adaptability.

5. ALLOCATION OF PARTNERS' RESPONSIBILITIES UNDER QUALITY AND EVALUATION

The project partners will undertake the following tasks in order to monitor and evaluate the project's activities and results:

EPRALIMA as the responsible partner for the coordination of the quality and evaluation activities will be:

- Drafting the Quality and Evaluation Plan;
- Developing the quality assurance evaluation tools;
- Establishing the Peer Review Group and the Quality Committee;
- Managing and coordinating the Quality, Monitoring and Evaluation activities at the partnership level;
- Steering the Peer Review Group and the Quality Committee towards the implementation of a highest quality project throughout its lifetime;
- Producing half-year, interim summative reports as well as the Final Report based on the Quality Board's reports and feedback, which are based on the evaluation and feedback of the partners, stakeholders and end-users;
- Output 1: creation of a tailor-made questionnaires, collection and analysis of the evaluation;
- C1 (Short-term joint staff training event – To train the partners operators on the use of the Model: development of questionnaires, collection and analysis of the collected data;
- All partners will establish an Internal Quality Evaluation Team that will evaluate the project activities taking into account the planned outputs, planned time limits, budget and communication between the project partners. Within the Quality and Evaluation Plan, all evaluation indicators, tools and criteria used in the project evaluation will be included. More specifically, all partners will:
- Provide feedback on the Quality and Evaluation Plan and the project's quality evaluation tools;
- Prepare half-year, interim and final quality reports to be delivered to the quality leader;
- Fill in all requested quality evaluation tools (reports, questionnaires, etc.)
- In addition, based on the quality standards of the project, all project partners will contribute to the development and achievement of all project expected results as well as quantitative and qualitative indicators, as they are presented in the following pages of the Plan.
- Stakeholders and end-users will evaluate the output in various phases of the project, such as piloting and fine-tuning phase. This will be done through questionnaires, interviews and/or reports. The intellectual output leader, with the support of EPRALIMA, will develop the evaluation layout for the output.

6. PROJECT PERFORMANCE INDICATORS

The project will be monitored using the **Evaluation Indicators. Indicators are presented below (quantitative and qualitative) and their purpose is twofold**: a) to monitor the progress in achievement of the project's objectives and results as well as b) to monitor the impact on the project's target groups.

As per the proposal, the performance indicators will cover the project management and implementation activities, will provide an evaluation of the project activities and results, and will be monitored in a continuous basis.

6.1 Summary of the deliverables and acceptance criteria

- Feedback and Evaluation form;
- Tailor-made guidelines on how to introduce the model within the organizations that deal with education, assessment and orientation of the disadvantaged adults over 45;
- Development of project Intellectual Output (O1);
- Organisation of Joint Staff Training Event and Multiplier Events;
- Development of planned results related to project's promotional and dissemination targets

6.2 Summary of the Quantitative performance indicators

Quantitative performance indicators will be used to assess the extent to which project results and objectives have been achieved:

- **One Intellectual Output**: Pilots: 16 operators (2 per partner) and 89 adults (12 per partner, with the exception of HOU with 5);
- **Eight (8) Multiplier Events** (1 per country) organised in the all-project countries 275 participants to Multiplier Events;
- **One (1) Staff Joint Training Event:** 14 participants in the Staff Joint Training Event (2 participants per partner, except AGENFAP who will participate with a single trainer and Corsorzio Ro.ma with one trainer/operator and an expert in monitoring and evaluating training activities);
- **Six (6) project meetings:** 79 completed project meetings' evaluation questionnaires from the meetings participants related to the six (6) Transnational Project Meetings

Output 1 indicators:

- Involve at least 14 operators/trainers dealing with the inclusion of disadvantaged adults (other than the partnership) – except AGENFAP who will participate with a single trainer and Consorzio Ro.ma, with one trainer/operator and an expert in monitoring and evaluating training activities;
- Pilots: 16 operators (2 per partner) and 89 adults (12 per partner, with the exception of HOU with 5);

- React through dissemination (such as website views, newsletters, social media accounts) at least 200 individuals from at least 4 different types of stakeholders: ex: trainers, coaches, adult education agencies managers (other than the partnership)
- High level of satisfaction expressed by participants and stakeholders through questionnaires >80%

- High level of interest expressed by participants and stakeholders through questionnaires >80%
- High level of perceived usefulness expressed by participants and stakeholders through questionnaires >80%.

6.3 Summary of the Qualitative performance indicators

The qualitative indicators will be applied on all stages of the project implementation in order to guarantee the successful project execution as well as efficient and useful project outputs. The applied qualitative indicators will include:

- Enhance the processes of recognition of informal and nonformal skills/abilities of 45+ disadvantaged adults;
- Define an innovative model of intervention for the personal empowerment of adults over 45 at risk of exclusion;
- Up-skill the operators of adult education centres engaged in support activities for adults over 45 at risk.

During the project's implementation, an external dimension of quality control will be introduced through the involvement of stakeholders in order to align the project outcomes to the stakeholders' needs. This will be achieved through forming a Peer Review Group and a Quality Committee.

7. INTERNAL QUALITY EVALUATION TEAM (IQET)

The Internal Quality Evaluation Team will ensure a neutral view and a consistency assessment of the project outputs versus target groups' needs and expectations through their contribution by answering the various questionnaires provided by the quality leader:

- It is expected to give its advice and opinion on the main results of the project and provide recommendations;
- The feedback from the IQET will be collected by the quality leader through meeting minutes, emails, questionnaires and forms. All the results, will be analysed by the **quality leader** and integrated in a detailed report, based on the reporting period.

The characteristics IQET:

- The Internal Quality Evaluation Team will be composed of representatives from all project partners- **1 member per each partner organization;** who is going to be responsible to fill in all the questionnaires from now on (as shown in Annex 1).

- Normally, each organization's representative is the Project Manager due to the fact that is the one who is fully informed and aware about the project's progress.

 Role of the Internal Quality Evaluation Team:

- To control a quality within the project in the fields of management, procedures, timely execution of project tasks;
- To control and evaluate the quality of the outputs and products; To keep a systematic check on levels of social responsibility, ecological sustainability, economic viability;
- To verify a quality of communication between the partnership

The Internal Quality Evaluation Team members requirements:

- Experience in implementation of projects;
- Familiarity with the main project issues to be able to assess if the project objectives are met and tasks are implemented with high quality;
- Experience and knowledge in the field of evaluation and quality control;
- Participating in the project's processes and implementation of behalf of their organization

Duties of the Internal Quality Evaluation Team:

Answer and submit on time the following four types of questionnaires and any addition might be requested based on the project's needs:

- Half Year Reporting Evaluation Questionnaire Template;
- Final Quality Report Questionnaire Template;
- Transnational Project Meeting Evaluation Questionnaire Template;
- Online Project Meeting Evaluation Questionnaire

No.	Partner	Name
P0	Consorzio Ro.Ma.	Giulia Dakli
P1	Agenfap Società Cooperativa	Giovanni Gentile
P2	Balgarska Agentsiya za Razvitie (BDA)	Simeon Totchiyski
P3	Inercia Digital SL	Enrique Picón Roca
P4	Razvojno Izobraževalni Center Novo Mesto (RIC)	Tina Kržišnik
P5	Centrum Kstalcenia Ustawicznego nr 2 w Lublinie (CKU2)	Monika Kwiatuszewska Czerwonka
P6	Asociatia Centrul European pentru Integrare Socioprofesionala (ACTA)	Mihaela Popovici
P7	EPRALIMA – Escola Profissional do Alto Lima CIPRL	Carla Barros
P8	Hellenic Open University (HOU)	Panos Fitsilis

Table 4: representatives of the internal quality evaluation team
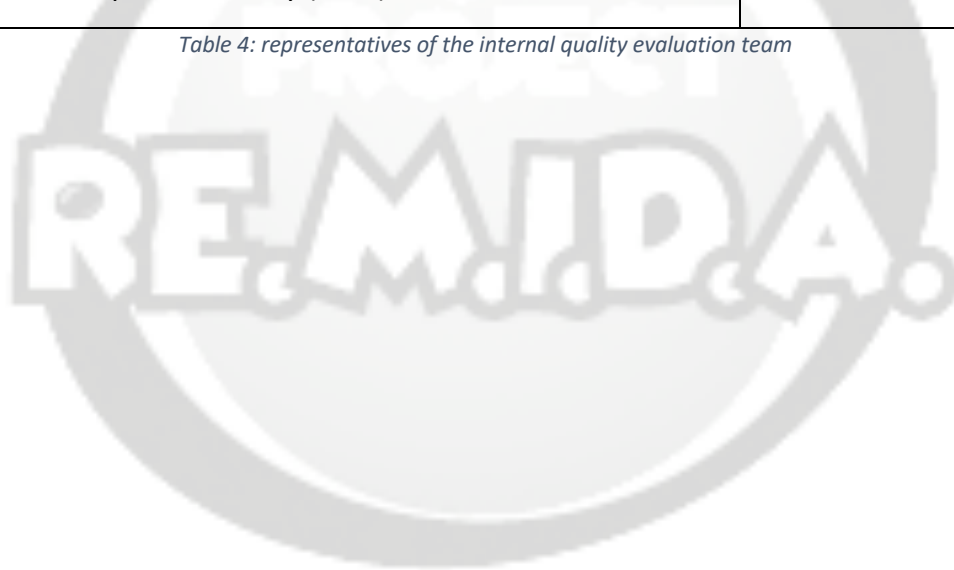
8. QUALITY COMMITTEE

Quality Committee (QC) is a critical RE.M.I.D.A. structure responsible to sustain high quality level in all project activities and procedures as well as evaluate its results. Quality Committee consists of one representative from three partners: Consorzio Ro.Ma, ANGEFAP and CKU.

Quality Committee assists the IQEV by:

Approving the quality of the project's results before their publication;

Preparing the questionnaires used for the evaluation of each WP activities and collecting their results;

Implementing a quality control process model will ensure monitoring of data, resources and milestones in each project phase so to continually review and implement corrective actions.

	Partner	Name
P0	Consorzio Ro.Ma.	Giulia Dakli
P1	Agenfap Società Cooperativa	Giovanni Gentile
P5	Centrum Kstalcenia Ustawicznego nr 2 w Lublinie (CKU2)	Monika Kwiatuszewska Czerwonka

Table 5: members of the quality committee

9. PROJECT QUALITY CONTROL – PROCESS

Quality control ensures that the project processes are used effectively to produce quality project deliverables and outputs.

The following table identifies:

- The project processes subject to quality control;
- The quality standards and stakeholder expectations for that process;
- The quality control activity to monitor whether project processes are properly followed;

Through the different monitoring tools, the partnership will ensure adequate quality standards.

Project Process	Process Quality Standards	Quality Control Activity	Frequency/ Interval	Action
Project management	>80% compliance with project plan/satisfaction rate by PMs/QC members	Monitor the following project activities: ✔ Quality ✔ Communication ✔ Project progress ✔ Dissemination	Two 6-months reports/year	In case any project management process is evaluated less than 80%, this will be stated in the interim report and will be discussed with the partnership to suggest solutions and action to be taken.
Output development/ Activities	>80% satisfaction rate by PMs/ QC members >80% satisfaction by participants >80% satisfaction by experts	Monitor the following project activities: ✔ IO development ✔ Training activities ✔ Piloting activities	Same as above Tailor-made Questionnaires	In case any activity is evaluated less than 80%, this will be stated in the interim report and will be discussed with the partnership to suggest solutions and action to be taken.

Table 6: Description of quality standards

10. Re.M.I.D.A PROJECT REPORTING

No.	Report	Deadline
1	Interim Assessment Report	31 December 2021
2	Final Assessment Report	30 August 2022

Table 7: dates of monitoring

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11. ANNEXES

11.1 ANNEX 1 - Internal Quality Evaluation Team

ORGANIZATION	REPRESENTATIVE	E-MAIL
Consorzio Ro.Ma.	Giulia Dakli	giulia.dakli@gmail.com
Agenfap Società Cooperativa	Giovanni Gentile	g.gentile@agenfap.com
Balgarska Agentsiya za Razvitie (BDA)	Simeon Totchiyski	simeon.toptchiyski@gmail.com
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Razvojno Izobraževalni Center Novo Mesto (RIC Novo mesto)	Tina Kržišnik	tina.krzisnik@ric-nm.si
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EPRALIMA – Escola Profissional do Alto Lima CIPRL	Carla Barros	carlabarros@epralima.pt
Hellenic Open University (HOU)	Panos Fitsilis	pfitsilis@gmail.com

Table 8: internal quality evaluation team

11.2 ANNEX 2 – Evaluation Questionnaires/Reporting Templates

In the following section are listed the templates of the questionnaires which we will use in order to evaluate the Re.M.I.D.A project.

- Half Year Reporting Evaluation Questionnaire Template. An example of the online version of the Half Year Quality Questionnaire can be found in the following link
- Final Quality Report Questionnaire Template. Example of the Final Quality Questionnaire can be found in the following link
- Transnational Project Meeting Evaluation Questionnaire Template. Example of the Transnational Project Meeting Evaluation Questionnaire can be found in the following link
- Online Project Meeting Evaluation Questionnaire Template. In case meetings are carried out online there is an example of the online Project Meeting Evaluation Questionnaire that can be found in the following link