



Kick off meeting

# Quality Plan

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## QUALITY MANAGEMENT

### **The Quality Plan defines procedures for:**

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

### **The Quality Plan also defines the quality expectations regarding the project deliverables:**

- Reports, documents;
- Events, workshops and meetings; and
- Procedures for internal and external monitoring.



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## Quality of the Project Implementation

**To achieve this, the QAMC members do the following:**

- Produce reports on the quality reviewing process regarding the completed activities after every 3 months;
- Publish the written quality reports on the project website to ensure visibility and dissemination towards all partners;
- Meet in full attendance at transnational meetings;
- Conduct partial control during any visit to partners;
- Communicate online in compliance with the Activity Plan;
- Consolidate reports of the partners, QAMC reports and produce summary reports to be sent to the Coordinator.



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## Quality of the Project Deliverables

### Project documents

- Based on templates provided within the Quality Plan as Annexes,
- Erasmus+ logo with the sentence *“Funded by Erasmus+ Programme of the European Union”* on the cover or the first page.
- the European Commission disclaimer is used on the inner pages.

### Printed promotional material

Reflect the visual identity of the project and display the mentioned logo and disclaimer.



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## Quality of the Project Deliverables

### Project events

- Organized professionally and documented.
- Where appropriate, feedback forms are distributed among participants. Project activities and events are evaluated by questionnaires.
- A partner leading an activity or organizing an event is in charge of document and result compilation.



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## Quality of the Project Deliverables

### Project website

contains all relevant information regarding the project, its objectives, project partners, expected results, news and upcoming events in English and the languages of the partners.

### Other electronic tools

Tools such as Facebook, Twitter and LinkedIn profiles/groups, newsletters, etc. should be used to provide a short description of the project, its logo and a link to the project website. Additionally, electronic newsletters are planned with relevant content on the project results, and following the visual identity of the project.



## Quality of the Project Deliverables

### Benchmark indicators

- peer review on quality of the digital internship model
- acceptance document on the inclusion of digital internship in the study programme by a partner institution's relevant body
- peer review on quality of the online platform
- satisfaction survey on target groups (student, teachers, mentors from companies)
- peer review quality of toolkits/guides number of accomplished digital internships
- satisfaction survey of digital internship participants (students, teachers, company mentors)



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## Impact assessment

### Short-term indicators

- Number of project participants
- Number of participants at national workshops
- Number of materials produced
- Number of website visits
- Number of media reports
- Number of virtual internship platform users
- Number of companies involved into virtual internships
- Number of virtual student exchanges
- Number of accomplished digital internships





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## Impact assessment

### Long-term indicators

- Number of accomplished virtual internships in partner institutions in 5 years' period (measured through regular key performance indicators as a regular quality control of each partner institution)
- Number of platform users outside the partnership (assessed by the project coordinator)
- Number of website visitors in 5 years' period (assessed by the project coordinator)
- Satisfaction level of internship participants (students) upon the program accomplishment (measured through alumni channels)
- Number of transnational project proposals resulting from the collaboration established in this strategic partnership



## Quality of Project Management

### Management layers

- The PSC is mapping milestone activity progress and data management. It ensures successful implementation and funding.
- The QAMC is in charge of monitoring indicators of progress, as well as indicators of quality achievement (outputs) and involved staff. The project progress is evaluated based on its reports on reached milestones/deliverables in agreement with the Activity Plan, presented to all partners on a quarterly basis.
- The Project Management Unit (PMU) of the applicant provides continuous project management
- Other partners form their PMUs to cover the following activities: preparing transnational meetings, writing reports, monitoring the progress of activities, monitoring the quality of the project, and dissemination.



## Internal Monitoring

### Levels of internal quality control monitoring

**First level control** – Deliverable authors, task leaders, PMU leader are responsible to produce the deliverable and guarantee its quality and timeliness in accordance with the Activity Plan, and to present a “final draft deliverable” to the QAMC.

**Second level control** – Quality Assurance and Monitoring Committee members act as deliverable reviewers and make a report with comments. The deliverable author prepares a corrected draft deliverable, or sends written objections, in which case the reviewers send back their final comments.



## Internal Monitoring

### Levels of internal quality control monitoring

#### **Third level control** – Coordinator

a) when a draft deliverable could not ensure the QAMC justification. The Coordinator intensifies the solution search involving the Consortium in overcoming the issue. The Coordinator has the final word and all rights in the process of resolving the disagreement.

b) A draft deliverable that has passed the second level of control should also be checked by the Coordinator. This results in final comments. After the acceptance, it is forwarded to the PSC for formal approval, if required.

**Forth level control** – Project Steering Committee gives the final approval of a deliverable.



## Internal Monitoring

### Quality feedback by target groups

- Visits;
- Interviews;
- Questionnaires; and
- Consultations with the stakeholders, beneficiaries and final users.

For the impact assessment of the project activities, and satisfaction of the target groups two templates have been made:

- Participant feedback template
- Event report template



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## External Monitoring

Erasmus+ National Agency in Serbia, Foundation Tempus,

Three types of monitoring:

- Preventive;
- Advisory; and
- Control (after the end of the project – sustainability check).

Assessment of various project aspects such as:

- Relevance (in terms of its objectives and achievements in the course of time);
- Efficiency (timely execution of activities);
- Effectiveness (how well the project specific objectives are met);
- Impact (at the level of departments, faculty, university, etc.); and
- Sustainability (what remains after the project).



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## Technical and Financial Reporting

All partners in the Erasmus+ programme should abide by Contractual and Financial Rules of the Grant Agreement.

Twice during the project lifetime, the PSC and the Coordinator check of the hard copies of the financial reporting documents.



## Technical and Financial Reporting

The assessment criteria:

- Conformity of expenditures with the allocated project budget;
- Eligibility of expenditures;
- Correctness and completeness of all supporting documentation and certified invoice copies;
- Correctness of calculations and applied exchange rates;
- Eligibility and justification of any changes occurring between the budget categories;
- Financial reports must be signed in original by the appointed Project Management Unit leader of the partner institution.

In case the Semiannual Report of a partner is not complete or justified, the PSC should make recommendations for the solution of financial problems and correction of the Report. After the approval of the





## PROJECT RISK MANAGEMENT

The process of identifying, assessing and controlling threats to the successful realization of all project aspects.

Generally, there are four major areas where risks may appear:

- Project finances (delayed payment, late invoice submission and expenditure validation, inadequate spending);
- Project timeline (postponing of activities/deliverables);
- Performance (delayed, rushed or poor implementation resulting in low quality);
- Sustainability of project results.



**Thank you for your attention**

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