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Quality Plan of the project

Underneath you find the different actions in the quality plan. The internal quality monitoring and control is embedded in all project activities.

The aim is to ensure that the project will meet its objectives as it is planned in term of quality, time and cost. Furthermore, quality control procedures enhance cooperation amongst actors and the quality control methods used during the project can be applied to post project development after the establishment of Student Run Center. The high level of quality is achieved by regular monitoring of all WP processes as well as outputs. The key method is the application of empowerment evaluation which by its nature is proactive and remedial.

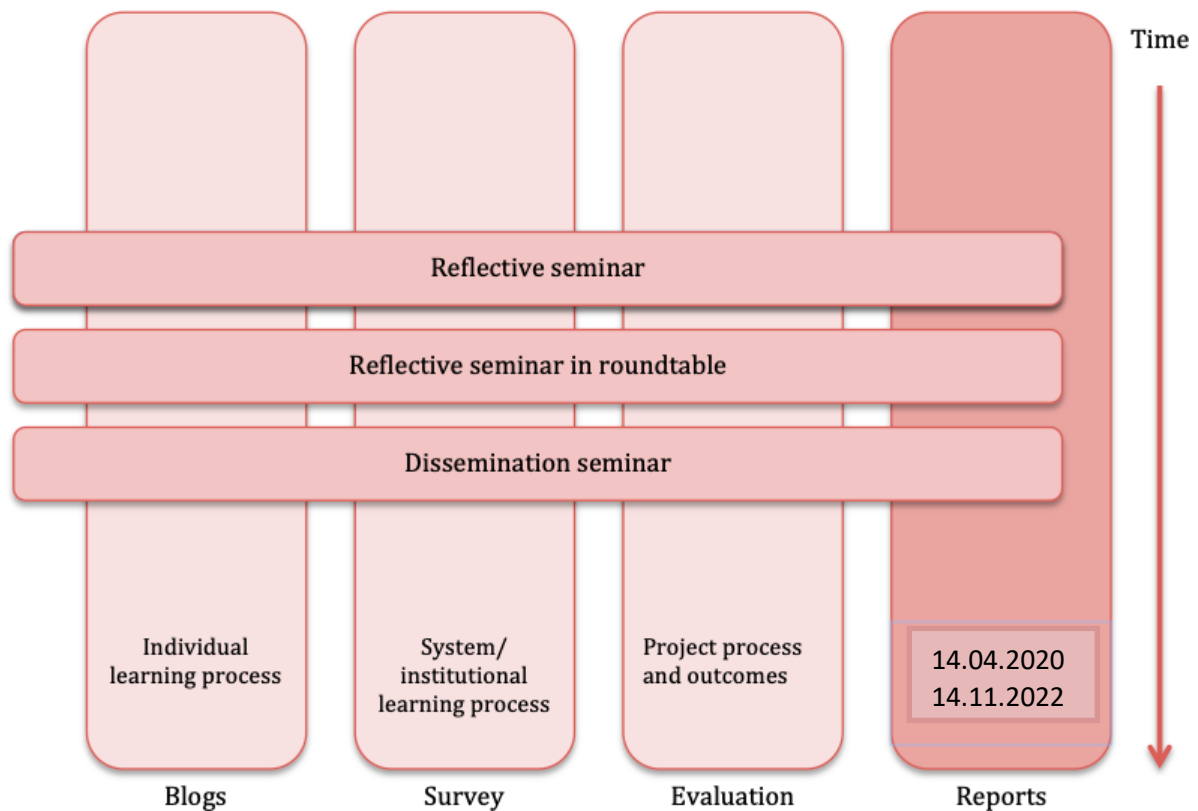
Internal evaluation team consists of representatives from Heimerer College (KH) – Ferdane Simnica, Albin Pllana and Iliria Ibrahim; University of Gjakova “Fehmi Agani” (UGJFA) – Dardan Koçinaj, Dafine Kacuri and Denis Spahija; Metropolia University of Applied Sciences (Metropolia) – Kaarina Pirilä; JAMK University (JAMK) – Kristiina Juntunen; Manisa Celal Bayar University (MCBU) – Dilek Ergin and Ali Murat Ateş; “Haxhi Zeka” University (UKZ) – Luljeta Berisha; Institute of South-East Europe for Health and Social Policy -Pierre Weber. The team cooperates with the steering group in implementing quality control procedures including their modification if needed. Follow up information of the timed steps leading to outputs, and their quality will be provided. The methods include checklists, meeting minutes, peer-reviews and empowerment evaluations.



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1. Empowerment evaluation according to project processes and products. Empowerment evaluation starts in an early phase of the process as a proactive measure, when planning preconditions.
 - a. We plan to use a 'Hybrid system': continuous process with a quality measurement.



2. Opinion of partners

- a. Blogs: The blogs are a part of the digital platform. The digital platform established in WP1, will be utilized extensively and throughout the project for the dissemination and exploitation purposes by network of this project. They will be used to start a discussion in the regional groups and to give more qualitative feedback. The content of this blog is mainly used to improve the cooperation in the study circle and monitor activities via virtual meetings. The Kosovar network use the same platform to share experiences, in addition to their face-to-face meetings to forge and benefit from collaboration between education, work life, and local authorities. The outcome of this task is a well- functioning collaboration between work life, PA institutions and social and health authorities regionally. The national networks will provide



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(virtually) support for functionalization of the center, and implementation of the CPD courses and pedagogical approaches during and after the life of the project.

The KH is responsible to create and maintain this digital platform, whereas all partners of the project will have access and the opportunity to write and discuss.

- b. **Survey:** established in the different activities/meetings. The UGJFA, as coordinator of quality Work Package is responsible for monitoring the quality of processes and outcomes of the project. They will continue making surveys on every event and activities within it. While the activities are different in each event, than the questionnaire will also change.

The questionnaire in a google form will be completed by every participant after every meeting/ study visit/ tutor visit. Then results, in form of reports for every event will be published in a google drive/ WP 5 – Quality plan and used to improve the next event.

3. Evaluation of outcomes and on the progress of the project

- a. **Check-list** based on the matrix of every work package, in study circle. For every WP activity and WP output a checklist is planned before the WP starts in cooperation with consortium and actors of the WP.
- b. **Progress report of the study circle:** This is written to the steering group (1 paper) to give feedback on the status quo of the study circle.
- c. **Peer review system:** common system developed between the partners. The goal is to help the partners to evaluate the developed outcomes.
- d. **Reports for periodic monitoring** will be produced by the internal project evaluation team twice a year, reported to steering group and published on the digital platform.

4. External quality evaluation

- a. The external expert is used to gain knowledge about how the project objectives are met and to address any problems as soon as they arise.
- b. The main focus is on the quality of the Continuous Professional Development (CPD) courses, the quality of regional cooperation and development and the quality of the management, implementation, and dissemination of the CPD courses.
- c. All the produced content and quality material is going to be shared with the external evaluator and the visits to both PA countries during the second and last year of the project. External evaluator will give feedback by reporting the coordinating organization KH and participating some of the quality group meetings. KH coordinates the visits and reports of the external evaluator. Besides, will disseminate all the external evaluation reports to the quality group, steering group and other project participants. Each of these groups/



participants will determine the form to discuss the reports before deadlines, by using e-mail and/ or other tools e.g. skype-meetings, video conferences and a common digital platform.



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