

## UZDOC 2.0: Work Packages Description, Activities & Outcomes

### Work Package 3: Quality Plan

Work package type and ref.nr	QUALITY PLAN	3
<b>Title</b>	<b>Internal and external quality assurance</b>	
<b>Related assumptions and risks</b>	<p>Assumptions :</p> <ul style="list-style-type: none"> <li>• Time availability of external experts for quality assurance;</li> <li>• Collaboration of all the partners and participants to provide feedback on the quality of the project activities and outputs</li> </ul> <p>Risks:</p> <ul style="list-style-type: none"> <li>• Lack of sufficient feedback from the partners or participants regarding the quality of project activities and outputs.</li> <li>• Limited follow-up by the external Evaluation Expert regarding the progress of the project activities</li> </ul> <p>The potential risks will be addressed by adopting both quantitative and qualitative methods for monitoring the processes and measuring participants' feedback (questionnaires, interviews etc.). With regard to the availability of external Evaluation Expert, the consortium will select the external expert who can guarantee a sufficient amount of follow-up and the preparation and implementation of external quality plan and assessment reports.</p>	
<b>Description</b>	<p>This work package focuses on the designing and implementation of the internal and external quality assurance plan. The objectives are to ensure the timely progress and implementation of the work plan, assess the quality of the processes and provide Project Coordinator and PMB with the information on the quality of project outputs. Quality control and evaluation of the project progress will be a responsibility shared by all partners, while the Eötvös Loránd University will function as the work package coordinator. ELTE (P5) will be supported by KARSU (P12) from the Uzbek part of the consortium.</p> <p>The quality control and evaluation of the different project activities as such will be accomplished both by internal and external evaluation.</p> <p><b>Internal evaluation of the project:</b> Internal formal tracking and evaluation of the action objectives, results and implementation will be performed through regular reports to the work package leader provided by all the action team members. Work package leader will report to the Project Coordinator and assure that the</p>	

project implementation is developing according to the work plan, alerting if there are some delays or obstacles to the project implementation.

**External evaluation:** In order to deliver objectives, an in-depth evaluation of this project and its impact will be subcontracted to external evaluator. An external Evaluation Expert will be engaged to analyse the implementation, coordination and impact of the project. He/she will participate in some of the consortium meetings, round tables and conferences to give an external perspective on the development of the project, the deliverables and outcomes produced, to find critical points and to suggest possible timely corrections. The External Evaluation Expert will design the external evaluation plan, prepare the evaluation questionnaires and other necessary documents, collect and analyse the relevant data, prepare and present annual reports and the final evaluation report.

The documents and the events developed during this project will be subjected to evaluation by all project partners involved and by other stakeholders. For specific events, such as the knowledge sharing events, conferences, job shadowing events and the round tables, appropriate evaluation forms will be produced, collected analysed, and the results will be presented and discussed.

**Methodology:**

- 1) Feedback and evaluation forms/surveys will be conducted with all the participants after round table, consultation seminar and conference;
- 2) Evaluation forms/survey will be conducted with selected participants of the training programmes, job shadowing, etc.; job shadowing participants will prepare a detailed report after the events;
- 3) Survey will be conducted with the project partners regarding the implementation and progress of the project activities, tasks and outcomes.
- 4) Surveys will be conducted with other relevant stakeholders regarding the impact of the project results
- 5) Evaluation of the external QA expert;
- 6) Internal feedback during consortium meetings, interviews where necessary

**Monitoring of the work progress:**

The work progress will be closely followed up by both internal and external experts who are responsible for quality assurance and quality assessments. The internal quality reports will be prepared every project year; and the external quality assurance report will be made in the second year and the third year.

**How the partners involved will organise their work:**

WP leader will be ELTE (P5), due to the fact that they have wide-ranging experience in quality assurance of international projects. Apart from ELTE (P5), KARSU (P12) will share the responsibility of coordinating the WP, focusing on the Uzbek partners and the quality and progress of their work. KARSU (P12) will report its findings during the ULCB meetings.

ULCB will assist in the implementation of the WP. All other partners will contribute to the work by giving input to the project quality assurance measures and mechanism designed by the WP coordinator and the external quality expert.

	<p><b>Milestones:</b></p> <p>M6 – Developed internal quality assurance plan M7 – Developed external quality assurance plan</p> <p><b>Performance indicators, overview of the monitoring and evaluation of the work undertaken:</b></p> <p>The work progress will be closely followed up by both internal and external experts who are responsible for quality assurance and quality assessments. The internal quality reports will be made every project year, as well as the external quality reports.</p> <p>Performance indicators are:</p> <ul style="list-style-type: none"> <li>- Quality assurance plan (both internal and external)</li> <li>- Quality assurance reports (both internal and external)</li> </ul> <p><b>Linkages with other work packages and with the overall coordination of the project:</b></p> <p>WP3 is closely connected with all the work packages, providing quality assurance monitoring and reporting procedures, allowing for corrective actions to be taken on time. The WP will provide measures to avoid delays in the implementation of project tasks and to achieve high standards of quality of the project outputs.</p>		
<b>Tasks</b>	<p>A3.1. Develop and implement quality assurance plan and conduct evaluations with participants and stakeholders A3.2. Design and implement external quality assurance measures and write report</p>		
<b>Estimated Start Date (dd-mm-yyyy)</b>	1-11-2016	<b>Estimated End Date (dd-mm-yyyy)</b>	31-10-2019
<b>Lead Organisation</b>	Eötvös Loránd University (P5), supported by KARSU (P12)		
<b>Participating Organisation</b>	All project partners		

### Deliverables/results/outcomes

<b>Expected Deliverable/Results/Outcomes</b>	Work Package and Outcome ref.nr	3.1.	
	Title	<b>Produced internal quality assurance plan and evaluation reports</b>	
	Type	<input type="checkbox"/> Teaching material <input type="checkbox"/> Learning material <input type="checkbox"/> Training material	<input type="checkbox"/> Event <input checked="" type="checkbox"/> Report <input type="checkbox"/> Service/Product
	Description	Quality assurance plan will be designed at the start of the project by the work package leaders and with the support of participating organization, and will serve as a document describing all necessary monitoring steps, feedback loops,	

		<p>and activities during the project life so that the quality will be assured on the high level. All partners will agree on a common proposal during the 1<sup>st</sup> Consortium meeting in Tashkent. The plan will aim at defining the main quality check tools inside and outside the partnership. The plan will also concentrate in defining correct evaluation forms for the events. It will also clearly divide the tasks among different partners and specify the role of the external QA expert.</p> <p>The internal evaluation reports will be based on two main elements: The feedback received by different partners in occasion of the consortium meetings and the analysis of the evaluation forms of the events. It will underline the quality of the management of the project as a whole and of the specific outcomes.</p> <p>Internal evaluation report will be produced annually, with the final report covering the entire implementation period of the project.</p>
	Due date	January 2017, September 2017, September 2018, October 2019
	Languages	English, Uzbek, Russian
<b>Target groups</b>	<input type="checkbox"/> Teaching staff <input type="checkbox"/> Students <input type="checkbox"/> Trainees <input type="checkbox"/> Administrative staff <input type="checkbox"/> Technical staff <input type="checkbox"/> Librarians <input checked="" type="checkbox"/> Other	
	<p><i>If you selected 'Other', please identify these target groups. (Max. 250 characters)</i></p> <p>UZDOC2.0 consortium members</p>	
<b>Dissemination level</b>	<input type="checkbox"/> Department / Faculty <input type="checkbox"/> Local <input type="checkbox"/> National <input type="checkbox"/> Institution <input type="checkbox"/> Regional <input checked="" type="checkbox"/> International	

<b>Expected Deliverable/Results/ Outcomes</b>	Work Package and Outcome ref.nr	3.2.	
	Title	<b>Produced external quality plan and evaluation reports</b>	
	Type	<input type="checkbox"/> Teaching material <input type="checkbox"/> Learning material <input type="checkbox"/> Training material	<input type="checkbox"/> Event <input checked="" type="checkbox"/> Report <input type="checkbox"/> Service/Product
	Description	<p>External evaluation plan will be developed by external evaluation expert and in coordination with WP leader during the first three month of the project. All partners will agree on an external quality plan proposal during the 1<sup>st</sup> Consortium meeting in Tashkent.</p>	

		<p>The external expert will monitor and evaluate the management of the project, the progress of the activities, the usefulness and effectiveness of the tools provided (such as wiki, web site etc.), and the development and impact of the UZDOC 2.0 outcomes. All the partners will participate in this WP by using the templates done by the expert. External evaluation reports will be annual, while the external evaluation expert will produce a final report at the end of the project presenting the conclusions on how the project was conducted under the managerial point of view, the quality of the partnership and of the deliverables produced, and of the global outcome of the project.</p> <p>Findings of the external evaluation expert will be discussed during each consortium meetings, and necessary steps will be taken by the consortium to remedy any shortcomings during the project implementation mentioned by the external evaluation expert.</p>
	Due date	January 2017, September 2017, September 2018, October 2019
	Languages	English, Uzbek, Russian
<b>Target groups</b>	<input type="checkbox"/> Teaching staff <input type="checkbox"/> Students <input type="checkbox"/> Trainees <input type="checkbox"/> Administrative staff <input type="checkbox"/> Technical staff <input type="checkbox"/> Librarians <input checked="" type="checkbox"/> Other	
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<b>Dissemination level</b>	<input type="checkbox"/> Department / Faculty <input type="checkbox"/> Institution	<input type="checkbox"/> Local <input type="checkbox"/> Regional
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