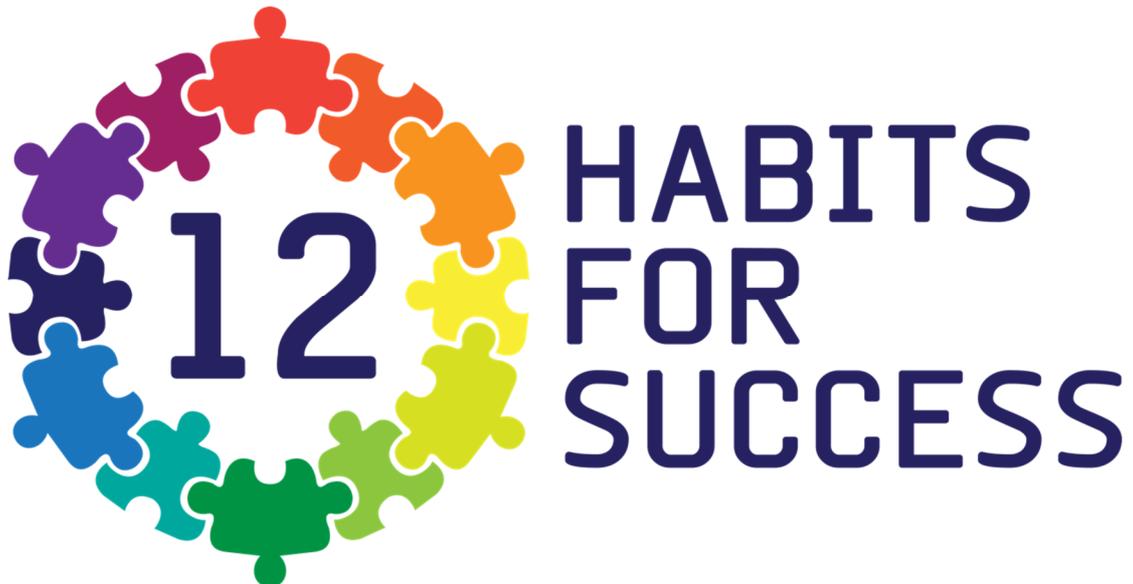Erasmus+

Quality Management Plan

November 2019

2019 – 2021

Project full title: 12 Habits for Success

Project number: 2019-1-PT01-KA201-061277

Duration: 26 months

Start date: October 01, 2019

End date: November 30, 2021

Funding: EU's programme ERASMUS+

Funding agency: Agência Nacional Erasmus+ Educação e Formação (PT)

Quality Assurance

One of the results of the Kick-off Meeting was to determine that one partner does not direct the Quality Assurance process, but that is the collective responsibility of all partners, with a small-scale direction being given by the Applicant in conjunction with Partners that have direct experience with implementing Quality Assurance procedures.

This means that we need to agree the Quality Assurance process between us so that it can be set-up in a way that allows MAKE IT PEDAGOGICAL to demonstrate everyone's participation through a process that can be recorded and documented for reporting purposes to the National Agency in Portugal.

It is with this in mind that this plan has been developed so we can agree on the issues that we need to consider as a part of the Quality Assurance process. It was made clear by the Portuguese Agency that participation in this process is covered within the €250 we receive each month for management duties, and is not carried out by any one selected Partner. Certain partners may take a stronger participatory role in this process than others if they have experience to bring to the process, but every partner does need to take part. So, this does need the attention of all of us.

What is a Quality Management Plan?

- A framework of management and technical activities, which improves around a cycle of planning, implementing, and assessing.
- It ensures the quality of the project's work processes and products.
- It ensures that the project's outcomes are of adequate quality and usability for their intended purpose.

Importance of the Quality Management Plan

The term 'quality' is often used in a vague, blurred way. If someone speaks about working on quality, she/he may mean activities designed to improve the organisation and its services.

Quality is fundamentally about learning what you are doing well and what should be done to improve it. It also means finding out what you may need to change to make sure you meet the needs of your users. Quality is about knowing what you want to do and how to do it, learning from what you have done, using what you have learnt to develop your organisation and its services, as well as achieving what you have set out to do satisfying your stakeholders.

You are likely to find what your organisation has already developed some elements of a quality initiative. What in fact, is offered by a 'quality' approach is a coherent framework considering the management and improvement of organisations. Sound quality is a relative concept, dependent on the constant changes in the sector, in the society as well as in the needs and expectations of the young people.

The most important to remember is that 'quality' has an aim which could be different for the different stakeholders (key participants) in the process.

Purpose of the Quality Management Plan

The Purpose of the Quality Management Plan is:

- to obtain and explain the project's quality procedures, the implementation areas and processes and the partners' roles and responsibilities
- to document how the project will be planned, implemented and evaluated for the effectiveness of the project's assurance and quality control.

The partners participating in this project and receiving funding from the European Commission must contribute to and benefit from this Quality Management Plan.

All co-workers have a responsibility for understanding and implementing the Quality Management Plan.

A Framework Plan

The following plan has been created by MAKE IT PEDAGOGICAL. It is deliberately not presented as a heavily detailed document, but instead is presented – when possible – in short or 'bullet-point' sentences. This has been done so that it can be a relatively easy document for each Partner to read and digest should they not be experienced with Quality Assurance implementation. It is essential that each Partner can read this and understand the role that they need to play in the Quality Assurance process.

This plan identifies two key sections:

A. Quality of Operations

B. Quality of Outcomes

'Quality of Operations' regards the quality of how we act as a collaborative and communicative partnership to get project's Aim and Objectives achieved.

'Quality of Outcomes', however, refers to the quality of what we deliver – the quality of the activities that create the Intellectual Outputs and the Multiplier Events, and the quality of the Outputs and Events in themselves.

A. Quality of Operations

For Quality of Operations, these are the areas we seek to monitor as a perpetual process throughout the project:

1. **Coordination**

   a. Management (including management of time, risk, and finance)

   b. Communications (including consistency, range of media, and consultations)

   c. Resources (including accessibility, ease-of-use, and navigation)

2. **Partnership Support**

   a. Responsiveness

   b. Awareness

   c. Inclusivity

3. **Partner Development**

   a. Project Subject Areas

   b. Horizontal Issues

   c. Intra-partnership Learning

For the participation of each partner, a simple online survey is to be set-up and delivered to all Partners before each Transnational Meeting.

This offers the Partners an opportunity to state:

1. a quantitative level of quality gained so far by 12 Habits regarding each of the nine underlined parts.

2. space to offer thoughts, reflections, insights, and recommendations in order to make each of the same nine parts more effective for the operational effectiveness of the project.

The rating questions are to be phrased in a positive and constructive form. They are there to seek out positive suggestions for (usually) small changes as improvements to the functions of the project. They are not to imply any direct

criticism or complaint about any identifiable Partners – especially those responsible for coordination.

The result of this feedback will be the basis for a 60-minute discussion at each Transnational Meeting, led by MAKE IT PEDAGOGICAL and by AGRUPAMENTO DE ESCOLAS GONÇALO MENDES DA MAIA as the Applicant submitting the reports to the Agency. These discussions can be recorded through the minutes of the Meeting.

Feedback on all nine areas being considered is required by each Partner prior to each Meeting and during the discussion at each Meeting so that it can be seen that each partner is a part of the process. This is the basis for collective responsibility in the Quality Assurance process as partner participation is required by both the Erasmus+ Guidance documents and the Portuguese Agency.

B. Quality of Outcome

In Quality of Outcome, there is a different process being proposed for participation by Partners in each of the three subsections, while some also require some summary preparation by AGRUPAMENTO DE ESCOLAS GONÇALO MENDES DA MAIA working with MAKE IT PEDAGOGIAL before Partners consider them.

First, here are the areas to be covered in the other half of the Quality Assurance process:

1. **Intellectual Outputs & Multiplier Events**

   a. Activities taking place

   b. Results of the Activities

   c. Outcomes for the Project

2. **Beyond Project Boundary**

   a. Dissemination Activities

   b. Reaching Target Groups

      c. Gain by Beneficiaries

3. **Securing Value**

      a. Exploitation of Results

      b. Sustainability of Outputs

      c. Impact of Outcomes

The activities required to cover a review of each of the three headings listed above in bold type under Quality of Outcome are as follows:

1. **Intellectual Outputs (IO) and Multiplier Events (ME)**

To cover discussion of the three areas identified in this part, there will be a Skype meeting during the implementation of each IO and ME that will engage all the Partners identified as contributing working days to that IO or ME. This will take place as close as possible to the half-way stage for that IO or ME.

These Skype meetings are to be formal and recorded with minutes. Minutes of these discussions are to be covered and discussed briefly at the Transnational Meeting following the completion of the IO, once delivered to the **AdminProject** platform.

Once it has been delivered, there can be a discussion that considers the IO or ME as an outcome in its entirety. The discussion will pay due heed to the suggestions that had been made in the Skype call, and whether those suggestions for change had been successfully implemented.

2. **Beyond Project Boundary**

Short reports are to be prepared by AGRUPAMENTO DE ESCOLAS GONÇALO MENDES DA MAIA working with MAKE IT PEDAGOGIAL for distribution 4 weeks prior to Meeting 2 covering the project's reach beyond the boundaries of the Partnership.

As with Quality of Operations, feedback is strongly encouraged prior to each Meeting, but required during the Meeting. This is the basis for collective responsibility in the Quality Assurance process as partner participation is required by both the Erasmus+ Guidance documents and the Portuguese Agency.

"Reaching Beyond the Project Boundary" can be an identified item on each of the Meeting agendas, with the discussion recorded as a part of the minutes, and made accessible through **AdminProject** platform after each of the two meetings.

3. Securing Value

Short reports are to be prepared by AGRUPAMENTO DE ESCOLAS GONÇALO MENDES DA MAIA working with MAKE IT PEDAGOGIAL for distribution 4 weeks prior to Meeting 3 covering (a) the project's activities so far (b) activities planned for the rest of the project, and (c) activities due beyond the project's lifetime beyond the timeframe of the project.

Once again, as with Quality of Operations, feedback is strongly encouraged prior to each Meeting, but required during the Meeting.

"Securing Value from the Project's Outcomes" can be an identified item on each of the Meeting agendas, with the discussion recorded as a part of the minutes, and made accessible through **AdminProject** platform after Meeting 4.

Contact persons for questions concerning the Quality Management Plan

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