EASE

Empowering Adult Survivors of domestic
violence through Entrepreneurship

Quality Assurance Plan

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Empowering Adult Survivors of Domestic Violence Through Entrepreneurship

Quality Assurance Plan

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EASE – Quality Assurance Plan

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Type	Manual
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Summary	The document outlines the main definitions and guidelines for the effective quality assurance of the project. It has a binding character. Its implementation is supervised by the respective work package leader.

Outline

EASE – Quality Assurance Plan

1. Quality Assurance Strategy

1.1. Introduction

The Quality Assurance Strategy (QAS) is a part of Work Package 6 "Project Management". The work package leader is Munich Business School, the coordinator of the project. The leader of the work package has prepared this strategic document. The outline will be presented to the members of the project consortium in order to receive feedback from all partner institutions. A finalized version will be adopted and uploaded on the project file-sharing platform and to the project website. The high quality of the project implementation, of the project processes and results is a prerequisite for the sustainability of the project after its end.

1.2. Aim

The goal of the QAS is to provide the project consortium with standards, criteria, procedures and mechanisms, which will assure that,

- the project is delivered in a consistent way in high quality,
- the project results (deliverables) and activities are in compliance with the project objectives,
- the project results (deliverables) and activities comply with the national legislation BIBB (Bundesinstitut für Berufsbildung) requirements for project implementation,
- the project results (deliverables) and activities meet the needs and expectations of the target groups,
- the project results (deliverables) and activities are of high quality.

The specific objectives of the QAS are:

- clarify the standards of and the requirements for the project processes and outputs,
- specify the mechanisms and procedure for monitoring and evaluation of the project process and outputs,
- enable continuous improvement of the project implementation by the means of monitoring and evaluation.

1.3. Terms and Explanations

Standards are the "measures" used to determine a successful outcome for a deliverable. These standards may vary dependent on the type of project process, activity or project deliverable but they all follow the principles of utility, feasibility, propriety and accuracy.

Project partner is a partner organization, which is in the project consortium.

Project member is a person who is working for the project partner and belongs to the project team of the project partner and performs project tasks.

Tools and methods are techniques and procedures used to achieve the project standards.

Indicators are any sources of information, which help to determine whether the project processes, activities and deliverables are in line with the project standards.

2. Quality Assurance of Project Processes

2.1. Project Management

Standard (how it shall be): All project members share the project vision, understand project objectives and plan, perform the tasks at their best and on time and are committed to achieving them. The internal project governance is based on the transparency and accountability of all project partners and members, guided by the Grant Agreement (including project application), consortium agreement and the Erasmus+ Programme Guide.

Tools and methods (how to assure/achieve): The project goal and objectives are presented to all members from the very beginning and are clear to everyone. All the project materials are structured and available to all project members. Regular meetings on the project implementation are conducted, in which all willing project members take part and present their ideas and comments. The transnational partner meetings take place as scheduled. If necessary, additional virtual meetings will be arranged and realized. All project meetings are protocolled and their minutes are available to all project members on MS Teams. Regular inter-coaching between the project partners on issues of administrative and financial project management and WP implementation takes place.

Indicators (sources of information): project meetings agendas and minutes, structured project files and materials on MS Teams.

2.2.   Financial Management

Standard (how it shall be): The project is delivered in the most cost-efficient way. The costs declared are eligible according to criteria of the BIBB defined by the Grant agreement. All the necessary supporting documentation is structured, stored and available to all project partners. The sound adjustments of costs take place if necessary and are communicated to the project consortium and the project officer of the BIBB.

Tools and methods (how to assure/achieve): The rules of financial management are explained to the operative managers and contact persons of the project partners. The templates and the forms from the BIBB are uploaded on MS Teams. The regular counselling between the project partners and the coordinator takes place. The financial overview of the project is exercised by the administrative and financial managers of the coordinator. The rules of financial management are specified within the transnational partner meetings and in the project management handbook (at this time only available in German at BIBB; [KA210_KA220_Handbuch_zur_Finanzverwaltung_V2.pdf (na-bibb.de)](KA210_KA220_Handbuch_zur_Finanzverwaltung_V2.pdf).

Indicators (sources of information): Reporting documents will be submitted on a timely basis from the partners to the coordinator. Feedback regarding financial management in progress (both positive and negative) is given on a regular basis in a timely manner, truthfully and transparently. The interim and final reports are submitted on time and in full.

2.3.   Project Communication

Standard (how it shall be): The project members freely, openly, transparently and respectfully communicate among themselves and with the coordinator. Information and updates are communicated without delays and as soon as possible via the EASE email distribution list.

Tools and methods (how to assure/achieve): The principle of the project communication is introduced from the very beginning. The consortium endorses regular and transparent communication. The contact list of the project members is structured and available from the very beginning of the project, as well as the EASE email distribution list (latest version is always available on MS Team). All important communication is documented centrally and internally for reporting or auditing purposes at the coordinator institution. The operative communication channels are working e-mails of project members (primary) and MS Teams online conferencing. Networking and mutual exchange of ideas and suggestions take place regularly during meetings, workshops, trainings, other events and during social dinners after the project workshops. Intercultural awareness is fostered, and intercultural competency is observed throughut the duration of the project. All misunderstandings and conflicts between partners are solved by reconciling all partners' interests by the project coordinator.

3. Quality Assurance of Project Outputs

3.1.   Project Work Package Implementation

Standard (how it shall be): The work packages are delivered on time and in a quality according to the key performance indicators (see appendix Table 1), list of deliverables (see appendix Table 2), the Gantt project plan (see appendix Table 3), and the risk matrix (see appendix Table 4). Participants in the specific activities (e.g., training programs, multiplier events) are satisfied with the organizational and content elements of the activities.

Tools and methods (how to assure/achieve): The quality of the project implementation is guaranteed by the project members who possess high expertise and qualifications in their occupational spheres. The quality assurance is an in-built element from the very beginning and lies on the responsibility of every project member in particular and the project team on the whole. Depending on the task to be delivered, the respective project team performs its best to their knowledge and skills and in compliance with the BIBB guidelines, national and institutional laws and rules (if relevant), scientific standards (if relevant) and project guidelines.

The objectives and the content of the various activities are based on a need analysis of the target audience and are in line with the project goals and objectives.

The challenges and obstacles encountered are to be identified, communicated to the project consortium and solved with the help of other project partners. The project implementation is discussed during the regular transnational partner meetings and upon request and if necessary, in between in virtual MS Teams meetings.

Indicators (sources of information): The project milestones in the Gantt project plan are executed on time, the project results are delivered on time and approved by the consortium (see 3.2 below); they correspond with the information/data provided in the project application, requirements of the BIBB to Erasmus+ projects, national and institutional laws and rules (if relevant), scientific standards (if relevant). Conducted activities and events are attended by the target groups (attendance lists, photos, news on the project website, websites of partner-institutions) and are positively evaluated by participants (evaluation sheets for events).

3.2.   Project Outputs

Standard (how it shall be): All project deliverables are accomplished on time according to the timeline provided in the project application and meet the project objectives, needs and expectations of target groups. They are in line with the BIBB requirements for the implementation of Erasmus+ projects. If relevant, they comply with scientific (academic) standards, national legislation and institutional regulations.

Standard (how it shall be): Since the project deliverables are diverse in nature, no single method can be applied to assure the quality, but each one needs an individual approach. However, a common feature of how to achieve that is to use multi-layered peer review. From the initial stage till accomplishing the task and obtaining the project result, the responsible team/person reports to the project consortium on the current state of development and encountered difficulties/problems if any, upon which the necessary changes are introduced. After completion of a deliverable, the members of the Steering Committee (SC) (see appendix Table 5) evaluate the project result with a dedicated evaluation template (see appendix Table 6) to assess the quality of deliverables and project outcomes. The SC will rate each deliverable on a scale from 0 to 10 (10 being the highest). If a deliverable score is granted below 5, it shall be revised by its author(s) and reviewed again by the SC.

Quality of document-based deliverables: Project documents should be consistent in terms of appearance and style to reflect the project identity. A consistent and common format for all document-based deliverables (word document, power point presentations) is to be followed by

all partners using templates provided within the work package 5 - Dissemination and exploitation of the project EASE.

Quality of promotional materials: The project promotional materials will reflect the visual identity of the project and the Erasmus+ Program. The work package 5 leader ThinkYoung is responsible for the design of all promotional material. Draft versions will be sent to all partners for comments and suggestions, before printing, publishing, and distribution. The materials will be disseminated by all project partners at events which are relevant to reaching the project's target groups.

Quality of the project events: Preparation for events should be done in advance with a suitable time period. All information related to the event should be prepared and agreed among the project consortium partners beforehand. Information includes presentations, list of invitees, invitation, event schedule, evaluation forms, logistical information. All presentations or training materials should follow the project templates as developed in work package 5. Project posters, roll-ups, and other promotional materials shall be displayed during all events. Each event will be documented by various materials (photos, lists of participants, minutes, feedback from participants). Feedback from the participants has to be collected to assess the quality of the event organizers and the event benefits. Press release about events must be prepared in accordance with the laws and regulations.

Quality of the project website and social media communication: The project website will present updated information about the project, partners, activities, and results, allowing everyone to have access to information related to the project. In addition, social media will facilitate interactions with main beneficiaries. All intellectual outputs of the project will be available to the public during and after the project. All tools will be implemented with high quality, good functionality, and stability, emphasizing the maximum reach and awareness of the target audience.

4. Quality Control and Risk Evaluation

4.1. Internal and External Quality Control

Quality control is performed internally by all partners through regular evaluation using an evaluation template (see 3.2 above). Moreover, oral feedback from the project members plays an important role. An internal quality control is used to improve the project management and project implementation.

External monitoring of the project will be performed by the national agency BIBB in the progress report (10 months after project start), the interim report (after half of the project time) and the final report (after completion of the project).

Both monitoring approaches include aspects such as relevance (is project still relevant in terms of its goals and achievements), efficiency (are the activities in work-packages done on time), effectiveness (how well are project specific objectives met), impact (at the level of partners and the target groups) and sustainability (what would stay after the project is finished).

4.2. Risk Evaluation

For both – the components of the Quality Assurance of Project Processes and for the Quality Assurance of Project Outputs, possible risks were identified with the consortium; these were assessed with regard to likelihood and severity (1: low, 5: high) (see appendix Table 4). This overview is discussed in each Transnational Partner Meeting by the partners, supplemented where necessary or reassessed.

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5. Appendix

Table 1 : Key Performance Indicators

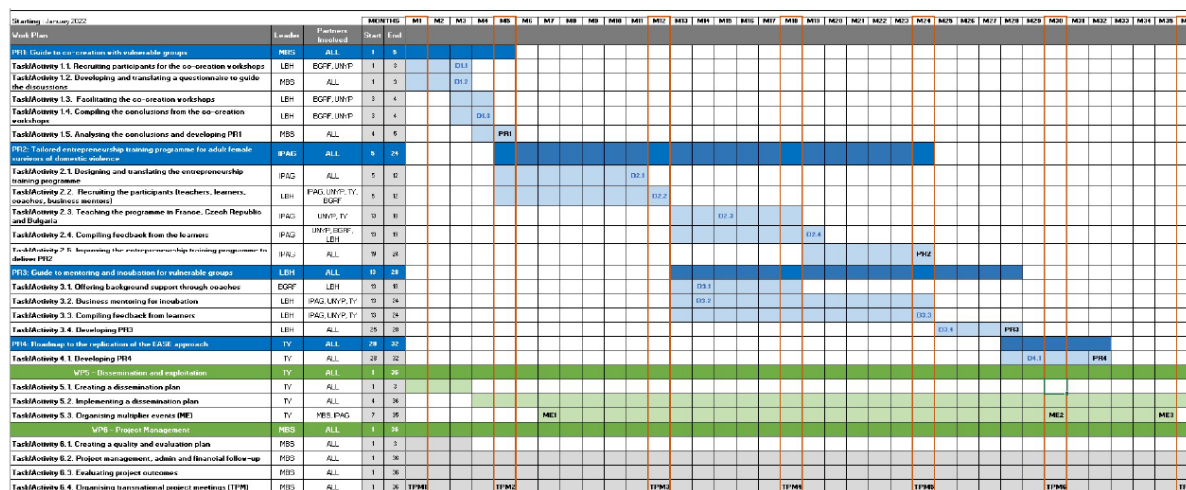| KPIs	Score
Overall	
Deliverables: Target average notation of all deliverables	9
Transnational Project Meetings	7
Multiplier Events	3 Multiplier events organized with the total forecasted number of participants: 265
Dissemination of Activities	The dissemination activities are implemented as foreseen in the dissemination plan.
KPI for evaluation of impacts on participants and participating organizations	
Number of learners in the training	30 (10 per pilot site)
Percentage of participants who successfully completed the training	80%
Rate of attendance in the training programme	80%
Number of courses/classes in entrepreneurship developed for the target group	5-12
Number of innovative good practices developed during the project	3 (co-creation; adapted training; guidance)
Number of teachers involved in the training programme and sensitized to survivors of domestic violence specific needs	5
Percentage of training participants moving towards incubation	5%
Number of learners who indicate that they feel empowered thanks to the training	70%
Percentage of learners who indicate perceiving an improvement in their entrepreneurship and business skills	70%
Percentage of learners who indicate perceiving an improvement in their soft skills	70%
KPI for evaluation of evaluate the impact of dissemination & communication activities	
Number of multiplier events	3
Approximate number of participants in each multiplier event (including online viewers)	60-90
Number of reports/media coverage of the project	3-4
Number of visitors on the website per year	1'000 a year from organic traffic

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Table 2 : List of Deliverables

D1.1	Registry of motivated participants for the co-creation workshops
D1.2	Questionnaire in English, French, Czech and Bulgarian
D1.3	Transcripts of co-creation workshops in English
D2.1	Tailored Entrepreneurship training program in English, French, Czech and Bulgarian
D2.2	Shortlist of final learners
D2.3	Questionnaire to collect feedback from learners in French, Czech and Bulgarian
D2.4	Questionnaires completed by learners translated into English
D3.1	List of resources for survivors of domestic violence for each pilot site
D3.2	Mentoring and incubation guidelines in English
D3.3	Questionnaire to collect feedback from learners in French, Czech and Bulgarian
D3.4	Questionnaires completed by learners translated into English
D4.1	Roadmap outline in English

Table 3 : Gantt Project Plan

Table 4 : Risk Matrix

Risk	Description to reduce the risk	Likelihood (1-5)*	Severity (1-5)*
Conflict and/or loss of a partner	When signing the CA, the partners will once again commit to the project and to the completion of their respective planned activities. Communication and the conflict resolution plan will be key in avoiding conflict between partners.	2	3
Lack of resources (time and budget)	The Gantt diagram will be regularly reviewed, and timesheets provided by partners to testify of proper time management. The PRL will compile the project progress indicators into advancement files reviewed by the SC and the consortium during TPM.	2	4
Miscommunication or lack of communication between partners.	Partners will communicate in English, use online tools and regularly meet during TPM to report and exchange on the work performed.	3	3
The quality of reports does not meet qualitative expectations	Reporting and quality checks will regularly be performed as per the Quality Plan. At least the PR/WP leader, the coordinator and one partner external to the task will be involved in the	1	4

	assessment of a deliverable before its publication.		
Lack of target group's interest and involvement in the training and co-creation workshops	The partners already started communicating about the project during the preparation phase. They collected letters of support from organizations which will help inform and recruit survivors of domestic violence.	2	4
Persistence of the CoVID-19 crisis	Many uncertainties remain as to the evolution of the sanitary situation in Europe (travels, physical events), but due to the experience gained on all sides of the partners during the first Corona phase, a large number of planned activities can be converted into online or/and hybrid formats, if necessary.	3	2

* 1: low, 5: high

Table 5 : Steering Committee

Organisation	Name, Surname	Address
MBS	Patricia Kraft	Elsenheimerstrasse 61, 80687 Munich, Germany
IPAG	Adnane Maâlaoui	184 boulevard Saint-Germain, 75006 Paris, France
UNYP	Eva Filippová	Londýnská 41, 120 00 Prague 2, Czech Republic
TY	Andrea Gerosa	Place du Luxembourg 6, 1050 Brussels, Belgium
LBH	Claire Mays	5 bis rue du Louvre, 75001 Paris
BGRF	Genoveva Tisheva	33 Vasil Levski Blv. 1142 Sofia, Bulgaria

Table 6 : Evaluation Template for Defined Project Deliverables