

Project title: L-Cloud: Developing Tomorrow's Cloud Education Leaders

Reference number: 2018-1-CY01-KA201-046859

Implementation period: October 2018 – September 2020

QUALITY ASSURANCE STRATEGY

METHODOLOGY

The methodology to be followed for ensuring quality is the following:

Step 1 - General Design of Quality: Achieving quality requires careful planning. Therefore, the first step is designed to achieve the objectives of quality. The objective of this step is to ensure that all Standards and Guidelines required for the design, administration, resources and project control, are sufficiently determined.

Step 2 - Define Quality Assurance Framework: The objective of this step is to ensure that the Standards and Guidelines, which were determined in the Design of Quality Management, are realistic and correspond to the specific conditions of the project; the activities of the quality control are performed normally and without irregularities and that; the analysis of errors and defects will provide the basis for improving the quality of the projects' deliverables.

Step 3 - Perform Quality Control Activities: The purpose of this step is to identify defects so as to be able to correct them. This control is under the collective responsibility of the consortium partners and shall be performed during the whole project, not solely on the completion of an output/ outcome/ deliverable, so as to check the completeness, consistency and the fulfilment of the objectives.

Step 4 - Perform corrective/preventive actions (target < 20%): The defects and discrepancies identified by quality control must be corrected. For this purpose and to maximize the relevance of the proposed plan on the standards set in place, the Coordinator will proceed with a detailed analysis of the critical points of the proposed methodological approach as regards to the overall Management and Quality Assurance of the project.

QUALITY ASSURANCE COMMITTEE

In order to ensure the quality of the project the consortium will form a Quality Assurance Committee, with one representative from each partner, with enough experience so as to be able to identify risks and decide upon the necessary corrective/preventive actions. Please find the synthesis below:

Consortium partner	Name of the representative
European Association of Career Guidance Cyprus	Andreas Skotinos
UNIVERSITAT DE BARCELONA Spain	Mario Barajas
Colegiul National Pedagogic "Mircea Scarlat" Romania	Elisa Marinela Sotirescu
DOUKA EKPAIDEFTIRIA AE - PALLADION LYKEION EKFPAIDEUTHRIA DOUKA Greece	Yannis Kotsanis
EUROPEAN ASSOCIATION OF GEOGRAPHERS Belgium	Harry Rogge
European Digital Learning Network Italy	Carlotta Figini

The committee will meet virtually four times (meetings 2 to 5) to discuss the progress made, as well as assess the risks identified and if needed revise them.

Quality Assurance Committee Cloud meetings:

Quality Assurance Committee meetings	Meeting date
QAC 1st SKYPE Meeting	
QAC 2nd SKYPE Meeting	

For this project, two quality evaluation reports are foreseen (one at the end of the first year of the project and the other at the closing of the project), which will incorporate both internal evaluation questions, as well as external ones. The reports will be compiled by the Quality Assurance Committee, with the constant collaboration of the partners for the provision of information and feedback when necessary.

Quality Assurance and project Evaluation Deliverables	Scheduled
Quality Assurance plan	January 2019
Interim quality assurance report	September 2019
Final quality assurance report	August 2020

APPENDICES

Appendix 1

The following indicators should be taken into consideration by the Quality Assurance Committee:

QUALITY ASSURANCE INDICATORS

The Basic Indicators of progress and success are:

At Project Management Level:

- Schedule performance index (budgeted cost of work performed/budgeted cost of work scheduled)
- Cost performance index (budgeted cost of work performed/actual cost of work performed)
- Number of meetings carried out (target 5 transnational meetings)
- Number of deliverables/ outputs submitted on time (Target 100%)
- Number of budget revisions (target 0)
- Number of reallocation of responsibilities (target <10%)

At Project Quality and Impact Level:

- Number of events organized per partner
 - One Local multiplier event per partner country (target =6)
 - Partners' meeting in the Coordinator's country (target=2)
- Number of trainings to be provided (target=1 in P4's partner country)
- Number of visits of the project website (target >60/month)
- Number of stakeholders reached (target >50000)
- Number of persons in the target groups that
 - Participate in the pilot course
 - Participate in the various quality assurance activities (including the evaluation of the course)
 - Express interest for the multiplier events.

At Monitor and Evaluation performance Level:

- **Fulfilment indicators, related to a task conclusion.** They are related to ratios that indicate the achievement degree of task and/or duties, e.g. number and quality of duties fulfilled, minimum number of participants, etc.;
- **Evaluation indicators**, related to the ratios and/or methods that help in performance identification and improvement opportunities for tasks, process or intellectual outputs activities. Some examples include the qualitative and quantitative results obtained in the validation phase, or the internal communication indicators;
- **Efficiency indicators**, related to the ratios that indicate the invested time for the fulfillment of tasks/duties and the costs of it. Some examples: the use of resources in different work packages, the incurred costs in management, etc.
- **Efficacy indicators:** related to ratios that indicate the capacity or success in the fulfillment of task and duties, such as the percentage of task accomplished at any

moment or evaluation of intellectual output activities quality

- **Management indicators, related to management and/or establishment of concrete actions to realize the planned activities.** They are related to the ratios that allow the real management of a project, like project management tools use, the quality of the communications between the general coordinator and other partners, accuracy of the procedures, etc.
- **Qualitative and quantitative indicators of the overall project management:** these include:

Quality of Project management arrangements – no more than 20% rate of delays in delivering results throughout the project

Effectiveness of coordination by the project coordinator – no more than 20% rate of issues and problems detected in coordination

Effectiveness of the monitoring and evaluation processes – 100% of partners and coordinator compliance with the quality monitoring process tasks.

Effectiveness of quality arrangements – 100% rate of compliance with recommendations and amendment according the problems detected.

The Evaluation and Monitoring of the Quality of the project's activities and results will be achieved through the Quality Assurance Strategy which will be agreed amongst the project partners. Furthermore indicators of success, on the qualitative aspects, will be gathered through the analysis and review of the various answers to the assessment tools (questionnaires etc) for the various activities.

Appendix 2

The following Outline could provide sources for the development of the Quality Assurance Plan

Evaluation and Quality Plan of L-Cloud: Outline

Action	point in time	Activity	Means	Main Responsibility
Pre-evaluation	at each meeting whenever any partner identifies a risk/ issue/ difficulty in the context of the development of each IO	Monitoring, Collection of opinions of partners, observations Consideration of the risk plan Consideration of the risk plan Identification of needs	Questionnaires, Observations Discussions Communication between partners, feedback Interviews, Questionnaires	The Quality Assurance Committee Project Coordinator Leaders of each IO
Post-Evaluation	End of each meeting End of the project in the context of the testing each IO	Monitoring, Collection of opinions of partners Monitoring the achievement of goals and the status of each deliverable Identification of outcomes	Questionnaires, Observations Discussions, Questionnaires Interviews, Questionnaires	The Quality Assurance Committee Project Coordinator Leaders of each IO
Continuous-evaluation of development IO and other expected activities	At each meeting At various instances after the completion of parts of the contents of IO and other activities/ expected results	Consideration of issues in the meetings Consideration of the state of materialization of each expected outcome/ result Consideration of the state of materialization of the stages of each expected outcome in the context of the GANDT plan	Discussions Reviews of the content of the deliverables Discussions, Questionnaires	The Quality Assurance Committee Project Coordinator Leaders of each IO
Continuous-evaluation of partnership	At each meeting, During the managing of various phases	Monitoring the communication between the partners Consideration of the Risk Plan Consideration of the extent of materialisation of each deliverable	Discussions Questionnaires Monitoring facilities of the communication network of the project	The Quality Assurance Committee Project Coordinator Leaders of each IO
Risk Plan	At each meeting	Monitoring the various risks in the development of the	Discussion and review of a document providing for these	The Quality Assurance Committee

		project and designing a contingency plan for managing such risks	risks	Project Coordinator Leaders of each IO
Quality Assurance Statement	At each meeting At the preparation of the Interim Report At the preparation of the Final Report	Identifying the Basic aspects that have been undertaken and identifying the degree of their materialisation (quantitatively and qualitatively)	Discussion and review of a document providing for the aspects that reflect the quality of the project and undertaking the responsibility of promoting/ materialising them Pilot testing	The Quality Assurance Committee Project Coordinator Leaders of each IO
Quality Of each output/ outcome/ deliverable	At each meeting At the preparation of the Interim Report At the preparation of the Final Report	Identifying the extent of the quality of each deliverable	Discussions Questionnaires Monitoring the related parts of the developed Deliverables.	The Quality Assurance Committee Project Coordinator Leaders of each IO

Appendix 3

The L-Cloud Contingency Plan for Risks