Quality Assurance and MEL Plan

Erasmus+ Capacity Building in Higher Education Project
"University to Society Collaborations for Inclusive Digital Transformation in the Western Balkans" / U2SID
Project coordinator

University of Shkodër "Luigj Gurakuqi"

Prepared by:

Center for Comparative and International Studies (CCIS)

Approved by Steering Committee:

31st May 2023

Work package	Title
WP1	Management, quality assurance and MEL, and communication
Deliverable	**Title**
D 1.3	Quality Assurance and MEL Plan

May 2023

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1. Introduction

The project "University to Society collaborations for inclusive digital transformation in the Western Balkans" is funded by the Erasmus+ Capacity Building in Higher Education Program of the European Union, led by the University of Shkoder "Luigj Gurakuqi" in partnership with 8 partners from Albania, Italy, Serbia, and Montenegro, from university and business sector, SMEs, start-ups, NGOs, CSOs, think tanks, public bodies, and media with the aim to co-produce knowledge and research that are applicable to local priorities. Through the digital literacies accelerator program developed by EU partners' digital skills and competences of students, teachers and staff members in partner universities and other CSOs and public agencies and students will be enhanced. This program is designed to provide all participants with the necessary knowledge and skills to effectively use digital technologies for learning and teaching, in order to thrive in an increasingly digital world and to promote the development of a digitally literate society.

The aim of the Plan is to define the quality control and quality assurance activities that will be carried out throughout the project in order to ensure smooth implementation, continuous monitoring and high-quality level of the project activities and outcomes.

The plan will facilitate healthy and efficient collaboration among the project partners and ensure delivery of high-quality results and outcomes. It will also help partners to assess and manage project risks, identify and rectify shortcomings, and allow for speedy improvements.

An overview of the U2SID project

The higher education sector is an area with high potential and relevance for the overall development of Albanian society and economy. For the pro-European development of the country, young academics, researchers, project managers, innovators, and students are of crucial importance. Thus, it is the main motivation for this consortium to enhance an enabling higher education environment that supports university to society collaborations in order to co-produce knowledge and research with an impact that is not only academically insightful but also applicable to the development of Albania in light of European integration.

The project will establish and expand a Quadruple Helix structure, which will boost networking, matchmaking, brokerage, dissemination, competencies development, support, and valorization for academic and non-academic actors. The project widens participation in Erasmus+ CBHE by bringing together different typologies of HEIs in Albania and actors from civil society, public and private sectors. The project prioritizes women in academia, research, and innovation.

The overall objective is to foster effective and sustainable university to society collaboration in Albania with an impact on the development and European integration process of the country.

Specifically, the project intends to:

•	SO1 – to strengthen digital competencies of teachers, students and professionals through the development of a Digital Literacies Acceleration Programme as a collaborative programme among universities on one side and businesses, civil society, local decision makers and media on the other.

•	SO2 – to improve innovative teaching methods through piloting a Digital Transformation Challenge for students as a project-based and solution-oriented learning based on mentoring, coaching and placement of businesses, civil society, local decision makers and media.

•	SO3 – to raise awareness on the importance of inclusive digitalization by including vulnerable target groups in the digitalization process The Quality Assurance Plan and MEL forms a single point of reference in relation to the U2SID Project's quality assurance priorities, standards, indicators, procedures and roles. It has been developed as a core element of the WP 1 (Quality Assurance Plan and MEL) of the Project in compliance with the Project description and all applicable rules and guidelines.

These objectives have been designed to directly address the needs identified, namely:

•	The need to foster the university to society links and cooperation in the sense of the collaboration between all actors in the Quadruple Helix: university, business, policy, civil society and media.
•	The need to establish adequate structures and processes that enables and foster sustainable and meaningful collaboration between university and business, policy, civil society and media;
•	The need to strengthen competences and capacities to co-produce knowledge and research with impact, i.e. to collaborate in the Quadruple Helix and thus contribute to development and EU integration.

2. Project card

Project Title	University to Society collaborations for inclusive digital transformation in the Western Balkans
Project's acronym	U2SID
Project's budget	EUR 398.650
Funded by	Erasmus+ Programme of the European Union
Agreement number	101083131
Project timeline	01.04.2023-31.3.2025
Project Coordinator	Universiteti i Shkodrës "Luigj Gurakuqi – University of Shkoder "Luigj Gurakuqi"
Countries involved	Albania; Montenegro; Serbia; Italy
Project partners	1. Universiteti i Shkodres "Luigj Gurakuqi (ULGSHK)– leader 2. Universiteti Fan S. Noli Korce (UNKO) – HEI partner 3. Mesdheu Education (MUA) – HEI partner 4. Science and Innovation Center for Development (Center SCiDEV) – NGO partner 5. Center for Comparative and International Studies (CCIS) – NGO partner 6. National Agency for Scientific Research, Innovation and Technology (NASRI) - public body 7. Javna Ustanova Univerzitet Crne Gore Podgorica (UOM) – Programme Countries 8. Belgrade University (UniBelgrade)– Programme countries 9. Universita del Salento (UNILE) – Programme countries
Working packages	1. WP1 – Project management, quality assurance, MEL, communication 2. WP2 – Digital Literacies Accelerator Programme 3. WP3 – Digital Transformation Challenge
Project logo	

3. Aim and objectives of Quality Assurance Plan and MEL

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

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

The specific objectives of the Quality Assurance Plan and MEL are:

- clarify standards and requirements for the project processes, tangible results and events;
- specify the mechanisms and procedure for monitoring and evaluation of the project process, deliverables and activities;
- enable continuous improvement of the project implementation by means of monitoring, evaluation and feedback forms.

4. Methodological approach

The methodology that will be followed for the quality assurance consists in 3 steps:

Step 1 – Designing the Quality Assurance Framework

This first step determines the standards and the guidelines that are necessary to achieve the project objectives qualitatively. The Quality Assurance Plan and MEL is the core element of the Quality Assurance Framework.

Step 2 – Planning and performing quality monitoring and evaluation

The second step is to perform quality control activities. These activities of the quality control are performed normally and without irregularities and the analysis of errors and defects will provide the basis for improving the quality of the projects' deliverables. The responsibility of the control activities is of all consortium partners and shall be performed during the whole project, not only for the outputs/ outcomes/ deliverables, but also to check the reliability and the fulfillment of the objectives.

Step 3 – Amending, preventing and correcting shortcomings identified by quality control

The purpose of this third step is to identify shortcomings for correction and suggest improvements. For this purpose and to maximize the relevance of the proposed plan on the standards set in place, the Quality Assurance Committee will proceed with a detailed analysis of the critical points of the proposed methodological approach as regards to the overall Quality Assurance of the project.

The U2SID project aims to strengthen digital innovation, creativity and entrepreneurship among higher education institutions through gaining valuable experience in problem-solving, teamwork and communication and developing a range of digital skills and competencies necessary for the current job market. The challenge will foster collaboration and networking among partners and promote the exchange of ideas and best practices in the field of digital transformation. The project strengthens institutional and human resources capacities in HEIs in Albania and will contribute to the modernization of HEIs governance and their integration in the European Higher Education Area.

5. Quality assurance framework

The Quality Assurance Framework will establish a uniform, systematic and coordinated approach and methodology to ensure that all project quality assurance goals are attained. The framework will comprise the following elements:
   a) Quality Assurance goals as specified in the Project Proposal
   b) Quality Assurance Committee
   c) Quality Assurance Lead Partner
   d) Quality Assurance Plan and MEL
   e) Quality assurance actions for individual project activities and deliverables
   f) Quality evaluation of Work Packages
   g) Internal quality evaluation

h) External quality evaluation

U2SID project quality assurance approach will always be guided by the ongoing improvement, transparency, accountability implementation of the procedures and guidelines and always documentation of all activities, processes and outputs of all the WPs. These important principles are important to be taken into account for the Project Management when assessing the frameworks in place. QAP and MEL will assure the quality of the project's processes, outputs, and results in order to:

- to valuably impact the target groups,
- accomplish the requests of the project donor,
- operate in an effective and judicious manner, and
- support in the decision making during and project lifetime.

The Quality Assurance Framework is set to assure that deliverables can be accomplished as planned in the project. The tools for the activities will be designed and discussed based on the proposal and suggestions of the Steering Committee, Project Management and Work Package Leaders.

6. Quality Assurance Plan and MEL

The Quality Assurance Plan and MEL is the central element of the projects' quality assurance mechanism. It serves both as a normative and reference document and as an action plan for implementation. Specifically, the plan:
a) elaborates on quality assurance goals and principles
b) explains the methodological approach applied
c) defines quality assurance indicators, thresholds and measurement instruments
d) defines the role of the Steering Committee in quality assurance
e) describes the role, organization and functions of the Quality Assurance Committee
f) specifies the role and involvements of the project partners in quality assurance
g) stipulates specific provisions for internal and external quality assurance processes
h) lays out other relevant project-level quality assurance requirements and procedures

The Quality Assurance Plan is approved by the project Steering Committee in its first meetings. The Plan is subject to revisions and amendments by the consensus of all partners and by the approval of the Steering Committee.

The development of the Quality Assurance Plan is a joint effort by all project partners, coordinated by the Quality Assurance Lead partner. The Lead Partner is also responsible for preparing the final draft of the plan for approval, keeping the Plan updated with all approved amendments and modifications, and for communicating the most up-to-date version of the Plan to the partners.

7. Steering Committee

The Steering Committee will be tasked with the following roles and responsibilities pertinent to quality assurance:

a) approving the Quality Assurance Plan and MEL,
b) Amendments of the Quality Assurance Plan and MEL,
c) providing further guidance and clarifications for quality assurance actions based on the project documentation and the Quality Assurance Plan (together with the Quality Assurance Committee)
d) setting strategic for quality assurance
e) approving of the internal and external quality evaluation reports

8. Quality Assurance Committee

The partners will establish a in the first meeting of the Steering Committee. The Quality Assurance Committee will accomplish the following objectives:

a) Supporting the Steering Committee in its processes and decisions on quality assurance
b) providing further guidance and clarifications for quality assurance actions based on the project documentation and the Quality Assurance Plan (together with the Steering Committee)
c) setting operational goals, milestones and deadlines for quality assurance
d) supervising project's work progress on quality assurance
e) approving interim quality assurance reports, including WP quality assurance reports
f) resolving disagreements between partners on issues pertaining to quality assurance

The Quality Assurance Committee will also serve as a facilitator and coordinator for partners, ensuring that quality assurance actions extend beyond control and compliance, but rather aim at identifying inefficiencies and shortcomings at early stages. In this role, the Committee will identify project and

quality-related risks and will work out the necessary corrective and preventive measures. Overall, the Committee's main task is to support partners and to help them achieve higher quality of the project outputs.

The Quality Assurance Committee shall be composed of 9 members (one member representing each parner). The current composition of the Committee is indicated as follows:

Project partner	Name of the representative
University of Shkodra "Luigj Gurakuqi"	Merise Rukaj
University "Fan S. Noli", Korçë	Ardian Cerava
Mediterranean University of Albania	Nerajda Feruni
Science and Innovation for Development Centre	Erida Curraj
Centre for Comparative and International Studies	Enis Sokoli
National Agency for Scientific Research and Innovation	Lidjana Shahinaj
University of Montenegro	Natasa Krivokapic
University of Belgrade	Sladjana Benkovic
University of Salento	Valentina Ndou

The Committee will meet once a month to discuss the progress made, as well as assess the risks identified and if needed revise them. The Committee will set out internal procedures for its meeting and documentation.

The Quality Assurance Committee meetings will be chaired jointly by:

a) Project Coordinator
b) Quality Assurance Lead Partner

The Committee will meet periodically to discuss the progress made, as well as assess the risks identified and if needed revise them. The Committee will set out internal procedures for its meeting and documentation.

The Quality Assurance Committee meetings will be chaired jointly by:

c) Project Coordinator
d) Quality Assurance Lead Partner

9. Quality Assurance Lead Partner

CCIS (Centre for Comparative and International Studies, Albania) is the Quality Assurance Lead Partner, whereas University "Luigj Gurakuqi" of Shkodra provides project management and partner coordination support.

The role of the Quality Assurance Lead Partner includes:

a) preparing a final version of the Quality Assurance Plan and MEL for approval
b) setting up the Quality Assurance Committee and ensuring its seamless functioning (together with University "Luigj Gurakuqi" of Shkodra)
c) implementing quality assurance actions (developing instruments, collecting and analysing data, reporting results)
d) coordinating and supporting partners in quality assurance matters
e) ensuing that the partners implement quality assurance actions fully, in due time and in accordance with the Quality Assurance Plan and MEL
f) preparing final versions of Internal Quality Assurance reports

10. Dimensions of Quality Assurance

U2SID will carry out quality assurance across the following dimensions:

a) partner cooperation and collaboration
b) implementation – project level
c) implementation – WP level
d) partner meetings
e) deliverables
f) sustainability

Each dimension is characterised by a customized and calibrated set of quality assurance elements, indicators and procedures that are most appropriate for assessing and ensuring quality of individual actions and outputs withing that dimension.

11. Partner cooperation and collaboration

The consortium is led by the University of Shkoder "Luigj Gurakuqi" in partnership with 8 partners from Albania, Italy, Serbia, and Montenegro, from university and business sector, SMEs, start-ups, NGOs, CSOs, think tanks, public bodies, and media with the aim to co-produce knowledge and research that are applicable to local priorities. All institutions from the programme countries are experienced partners with outstanding performance in terms Erasmus+ project and will play an extremely valuable role in sharing their know – how but more importantly in providing tailored trainings for the needs of each target group.

The distribution of tasks foreseen in this project proposal, has been developed based on the relevant experience of each partner, its expertise and its expectations vis-à-vis the project. In order to ensure a successful implementation, it is important to emphasize that all partners are also experienced with CBHE project so they are fully aware that the ultimate goal is not to export their models or practices to the partner countries, rather assist them to build their own capacities.

Element	Quality Indicators	Evaluation level	Items to be evaluated
1. Partners cooperation and collaboration	1.1. Partners have access to all the information 1.2. Partners have a coherent understanding of the project 1.3. efficient communication between partners 1.4. coherent information management 1.5. involvement in all relevant project processes 1.6. interests and needs are continuously considered and integrated into the project implementation. 1.7. Partners have a clear plan of upcoming activities.	Internal and external	Communication Shared documents Minutes

12. Implementation – Project level

The implementation processes begins when each WP of the project will work to produce the deliverables. The implementation processes will keep the project plan on track with careful monitoring and control processes to ensure the final deliverable meets the acceptance criteria set by the project. This phase is typically where approved changes are implemented.

Changes will be identified by looking at performance and quality control data. Routine performance and quality control measurements should be evaluated on a regular basis throughout the implementation processes. Gathering reports on those measurements will help to determine where the problem is and recommend changes to fix it.

Element	Quality Indicators	Evaluation level	Items to be evaluated
2. Work Packages Implementation Process	2.1. Coherence between the implementation of the drafts/proposals and the specific WP/deliverable aims and objectives. 2.3. Support and collaboration with other WPs in the implementation of a specific WP and/or WP step/element. 2.4. Assurance of project and project results validity 2.5. Stakeholders (experts, target group and their representatives, related professionals) are involved at all possible and defined stages of project implementation. 2.6. The procedures and instruments reflect objectivity, reliability and validity.	Internal and external	Deliverables Instruments and procedures Partners collaboration

	2.7. The methodological approach applied is appropriate for all the partners and stakeholders involved.		

13. Implementation – WP level

Element	Quality Indicators	Evaluation level	Items to be evaluated	Who	Timeline
3. WP agreement and decision making processes **4. WP implementation**	3.1. Develop and share a draft of WP steps/elements 3.2. Clarify, discuss, provide feedback 3.3. Integrate feedback 3.4. Follow-up discussion 3.5. Final WP steps/elements approval 3.6. Final WP steps/elements schedule sent to partners for implementation 4.1. Provide comprehensive work package implementation proposal draft to project partnership 4.2. Clarify, discuss, provide feedback	Internal and external	Deliverables Instruments and procedures Partners collaboration	WP leader U2SID coordinator Management team Media team WP QAP leader Steering Committee	Within the WP project timeline as per project document

	4.3. Integrate feedback				
	4.4. Follow-up discussion				
	4.5. Final WP implementation plan				

14. Partner meetings

Project meetings make a considerable contribution to the overall project realization and success. They are prepared and managed in the most (resource) efficient way in order to make best use of the available meeting time. All partners will be actively involved and contribute to the project partner meetings. Meeting documentation is important to ensure comprehensibility of meeting discussions, decisions and decision-making processes also beyond the group of partner representatives attending the meeting and over the whole time of project implementation. The meetings make a considerable contribution to team building and smooth interaction between and among partners also besides the project meetings.

There are some very important moments for the meeting preparation/scheduling which involves all partners. From the organizers, meeting preparatory documents (WP status reports, draft deliverables, draft WP plans, etc.) are provided to the meeting participants for preparation.

Element	Quality Indicators	Evaluation level	Items to be evaluated
5. Project partner meetings	5.1. Efficient organisation and management of project meetings 5.2. All partners are actively involved and actively contribute to the project partner meetings. 5.3. (Inter-)Cultural aspects are sufficiently considered in the meetings realisation. 5.4. Meetings documentation is sufficient and comprehends meeting discussions, decisions and decision-making processes 5.5. The meetings contribute to the overall project realisation and success.	Internal and external	Meeting information (travel info) Agenda Minutes Recording Meetings presentations and documents Meeting reports/minute for follow up

	5.6. The meetings contribute to teambuilding and interaction between and among partners		
	5.7. All partners send representatives to the meetings.		

15. Quality of the deliverables

The deliverables are the focal point of the Quality Assurance. There are different kinds of deliverables, tangible deliverables such as reports, minutes, plans etc. as well as intangible deliverables in the form of organized events such as trainings, workshops, meetings etc.

For all the deliverables the quality assurance purpose is their relevance to reach the overall objective and the specific objectives, with a further focus on their development in an efficient and effective manner. It is expected timely delivery following the project work-plan as identified in the Application Form and Action Plans.

The deliverables should comply with the formal criteria displayed in the provided templates regarding its layout and structure. They should be in coherence with the deliverable description in the project proposal and fulfils its planned purposes in the framework of the WP and the overall project.

The project will assess and evaluate the quality of the following deliverables:

Work packages	Deliverables
WP1 - Management, quality assurance and MEL, and communication	• D1.1 Partnership agreements (WP1) – ULGSHK (due on 31 July 2023) • D1.2 Communication and Dissemination Plan (WP1) – SCiDEV (due on 30 June 2023) • D1.3 Quality assurance and MEL Plan (WP1) – CCIS (due on 30 June 2023) • D1.4 Website (WP1) – ULGSHK (due on 31 July 2023) • D1.5 Project Management Plan (WP1) – ULGSHK (due on 31 May 2023)

WP2 - Digital Literacies Accelerator Programme	• D2.1 Digital Literacies Accelerator Programme – UniBelgrade (due on 31 August 2023) • D2.2 Study on results of WP2 – MUA (due on 30 June 2024) • D2.3 Sustainability plan – SCiDEV (due on 31 October 2023)
WP3 - Digital Transformation Challenge	• D3.1 Manual for Digital Transformation Challenge – UOM (due on 30 September 2024) • D3.2 Show casing of results of DTC – UNKO (due on 31 January 2025)

A. Documents and reports for publication

The project will assess and evaluate the quality of the following documents and reports:

a) WP1 – Assessment of Quality Assurance, Communication and Dissemination
b) WP2 – Internal procedures to set up Digital Literacies Accelerator Programme, Collaborative training with lecturers and professionals from society, promotion and engagement of stakeholders, evaluation of competencies.
c) WP3 – Guidelines, best practices, training material, mentoring and coaching for project-based learning

Element	Quality Indicators	Evaluation level	Items to be evaluated
WP deliverables	In coherence with the deliverable description in the project proposal and fulfils its planned purposes in the framework of the WP and the overall project.	Internal and external	Provide draft product deliverable to partnership Clarify, discuss and provide feedback on draft to responsible

	Reflects the formal criteria displayed in the template regarding its layout and structure. Structured and/or written in a way that facilitates its (results) use by its target group(s). Reflects the recent status of development in terms of its content and provides an added value to the current status of development/discussion on its topic. Contains innovative elements Proves objectivity, reliability and validity in terms of data provided and used, analysis results, argumentations, reasoning and conclusions. Contains relevant information for the target group. Overall concept and results promise high potential for sustainability		partner based on quality indicators above Integration of feedback into the draft deliverable and provision of the deliverable to the QA-manager Review of deliverable regarding formal criteria and coherence with deliverable description in the project proposal In case of public papers, preliminary version is posted on the projects website Expert review of deliverable/product regarding quality indicators above (except coherence with deliverable description and compliance with formal criteria) Review of the deliverable based on expert review results Final authorisation/validation of deliverable (incl. replacing on public part of project website, if necessary)

B. Online/digital resources

The following quality assurance indicators will apply to the assessment and evaluation of online/digital resources:

Element	Quality Indicators	Evaluation level	Items to be evaluated
WP 1 deliverables	Accessibility: Learning resources are accessible to all students, regardless of physical, technological or other usage limitations Re-usability: The platform makes it possible to share and re-use learning resources and tools Organisation: Learning resources are well structured and organised, making it easy for users to navigate through them and select best ways to use them Currency and accuracy: Learning resources are up-to-date and free of error Learner-centred: The learning process focuses on student needs and experiences Interactive: Communication, interactivity, knowledge/idea	Internal and external	Planning: Web Platform planning and design process is well established and followed; web platform planning should address the following aspects: (1) sitemap and wireframe; (2) content composition and presentation; (3) functional specification and feature summary; (4) design/layout concept; (5) technical specifications/implementation; (6) testing Documentation: Web platform structure, features, requirements, setups, coding/ implementation and maintenance issues are properly documented in a Web Platform Manual Content Items: Structure/format/technical requirements for all content

	sharing and collaboration are at the core of learning		items is well described and followed by content developers Testing: Beta testing and bug fixing is duly implemented. Testing covers internal code quality, test cases, usability and user experience, system performance, security, and stability.

C. LTT (learning, teaching and training) events and activities

The following quality assurance indicators will apply to the assessment and evaluation of the LLT events and activities:

Element	Quality Indicators	Evaluation level	Items to be evaluated
LTT (learning, teaching and training) events and activities	Theoretical foundation is well researched and analyzed Methodology to develop competences and skills (learning outcomes) relevant to the goals of the training Learning outcomes are well defined and achievable The methodology is relevant (fit for purpose), scalable (applicable in different contexts), parsimony, well	Internal and external	Agenda List of participants Minutes Gallery Presentation materials Press release

	explained and thoroughly documented		

D. Dissemination events

The following quality assurance indicators will apply to the assessment and evaluation of the dissemination events:

Element	Quality Indicators	Evaluation level	Items to be evaluated
Dissemination events	Quality of preparation for the event Quality of organization Quality of participants (target group) Quality of content (relevance, up-to-date) Quality of presentation (engagement with the audience) Supporting dissemination tools (brochures, souvenirs, etc) Online activities to support the dissemination event	Internal and external	Meeting information (travel info) Agenda Minutes Recording Meetings presentations and documents Meeting reports/minute for follow up

E. Capacity building actions

The following quality assurance indicators will apply to the assessment and evaluation of the capacity building actions:

Element	Quality Indicators	Evaluation level	Items to be evaluated
Capacity building actions	Relevance and assessment of impact Transparency of procedures Instructions, guidance and other documentation for each action are clearly formulated and followed by the partners Schedules and deadlines are observed	Internal and external	Agenda List of participants Minutes Gallery Presentation materials Press release

F. Project (internal) documents and reports

The following quality assurance indicators will apply to the assessment and evaluation of the project (internal) documents and reports:

Element	Quality Indicators	Evaluation level	Items to be evaluated
Project (internal) documents and reports	Documents and report comply with the requirements set by the Program, and the project proposal Project partners are engaged in the work on internal documents and reports	Internal and external	Deadlines are respected Documents are legal/formal/technical Documents and reports are written in a clear and professional language

G. Project management deliverables

The following quality assurance indicators will apply to the assessment and evaluation of the project management deliverables:

Element	Quality Indicators	Evaluation level	Items to be evaluated
Project management deliverables	Documents and report comply with the requirements set by the Program, and the project proposal Project partners are engaged in the work on internal documents and reports	Internal and external	Deadlines are respected Documents are legal/formal/technical Documents and reports are written in a clear and professional language

16. Project sustainability

Project sustainability can be considered from several perspectives, organizational sustainability, operational sustainability and project results. So, the project sustainability is ensured through the human resources that are involved in the project implementation. In particular, the members trained within the project will ensure that the received skills will be used after the project is completed.

The high quality of the project implementation, of the project results and activities is a prerequisite for the sustainability of the project after its end.

Element	Quality Indicators	Evaluation level	Items to be evaluated
Project sustainability	Relevant stakeholders (experts, target group members and their representatives, professionals working with the target group) are actively involved in project activities throughout the overall course of the project and are	Internal and external	developing surveys/focus groups/peer evaluation sending out surveys filling in surveys interpreting surveys/focus

	regularly consulted in the project implementation.		groups/peer evaluation writing reports
	Relevant stakeholders are regularly informed about project activities and results via appropriate communication channels.		work package report;
			partners self-evaluation of work progress;
	Project results are of use for and provide an added value to stakeholders on professional driver qualification.		internal project evaluation sheet (for project workshops);
	Project results are of use for and provide an added value to the project partner organisations.		event evaluation sheets for participants;
			self-evaluation sheets for organization of events.
	Project results and information about project activities are regularly disseminated within the partners own organisations and connected to the regular activities of the organisation.		
	Partners develop individual and joined strategies for further use, development and dissemination of project results beyond the projects framework.		
	The quality assurance measures in the U2SID quality plan are continuously implemented throughout the overall project duration (only for final evaluation report).		

Sustainability assessment is an integral part of the overall quality assurance process. Sustainability and impact assessment will be implemented during regular partner evaluations by the manager at project meetings. The final quality report will contain a section on sustainability. This section will evaluate project activities and outputs against all sustainability criteria mentioned above. This final evaluation will also identify recommendations for future project work in terms of project management, follow up and project content/findings.

17. Amendments to the Plan

The Quality Assurance Plan and MEL can be amended by agreement of all partners or by a decision taken by the project's Steering Committee. Any new version is communicated to all the partners and takes effect 15 calendar days after this communication.