Co-funded by the
Erasmus+ Programme
of the European Union

Development of the interdisciplinary master program on Computational Linguistics at Central Asian universities

585845-EPP-1-2017-1-ES-EPPKA2-CBHE-JP

QUALITY PLAN

Work Package WP5 / Task 5.1

October 2018

TABLE OF CONTENTS

1. INTRODUCTION 3
1.1. Quality Management Approach
1.2. Quality Requirements / Standards
1.3. Quality Assurance
1.4. Quality Control
1.5. Quality Control Measurements
1.6. Quality Checklist
2. PROJECT DESCRIPTION 5
2.1. Objectives
2.2. The Consortium
2.3. Procedures and structures
2.4. Project activities and Methodology
3. THE MONITORING AND EVALUATION SYSTEM 11
3.1. General concept
3.2. Monitoring and reporting process
3.3. Reporting steps and Responsibilities
3.4. Workpackages
3.5. Indicators
3.6. Dissemination plan
Appendix 1. Quality Checklist
Appendix 2. IMPROVEMENT ACTION
Appendix 3. MINUTES OF THE MEETING
Appendix 4. DELIVERABLE EVALUATION
Appendix 5. WORK PACKAGE FINAL REPORT
Appendix 6. WORK PACKAGE PROGRESS REPORT

1. INTRODUCTION

The Quality Plan is an integral part of any project management plan. The purpose of the Quality Plan is to describe how quality will be managed throughout the lifecycle of the project. It also includes the processes and procedures for ensuring quality planning, assurance, and control are all conducted. All stakeholders should be familiar with how quality will be planned, assured, and controlled.

The purpose of this plan is to:

- Ensure quality is planned
- Define how quality will be managed
- Define quality assurance activities
- Define quality control activities
- Define acceptable quality standards
- Quality Checklist Template

1.1. QUALITY MANAGEMENT APPROACH

This describes the approach used for managing quality throughout the project's life cycle. Quality must always be planned into a project in order to prevent unnecessary rework, waste, cost, and time. Quality should also be considered from both a product and process perspective. The organizations may already have a standardized approach to quality, however, whether it is standard or not, the approach must be defined and communicated to all project stakeholders.

1.2. QUALITY REQUIREMENTS / STANDARDS

The plan also needs to describe how the project team and/or quality group will identify and document the quality requirements and standards. Additionally, there should also be an explanation of how the project will demonstrate compliance with those identified quality

standards. The quality standards and requirements should include both the product and processes.

1.3. QUALITY ASSURANCE

It is necessary to explain how to define and document the process for auditing the quality requirements and results from quality control measurements in order to ensure that quality standards and operational definitions are used. The actual quality assurance metrics used for this project will also be documented.

1.4. QUALITY CONTROL

This describes how to define and document the process for monitoring and recording the results of executing the quality activities to assess performance and recommend necessary changes. Quality control applies to the project's product as opposed to its processes, including what the acceptable standards and/or performance are for the product and how these measurements will be conducted.

1.5. QUALITY CONTROL MEASUREMENTS

It is important to provide a sample or useable table/log to be used in taking quality measurements and comparing them against standards/requirements. These forms may be found in many different styles or formats. The most important aspect of this log is to provide documentation of the findings. If actual measurements do not meet the standards or requirements then some action must be taken. This may be done in regularly scheduled project status meetings or as necessary throughout the project lifecycle.

1.6. QUALITY CHECKLIST

A project quality checklist is a tool used to aid the project team in ensuring they consider all aspects of project and/or process quality. The purpose of well-planned and repeatable quality management is to ensure the delivery of products or services which are acceptable to the customer based on some agreed upon standard of quality. To help achieve consistency many

organizations use a standard checklist to verify that all quality considerations have been met during the project planning, execution, and monitoring/controlling phases (Appendix 1).

2. PROJECT DESCRIPTION

2.1. OBJECTIVES

2.1.1. MAIN OBJECTIVE

The aim of the project is to develop KZ & UZ universities' capabilities to enhance access to higher education with blended courses in computational linguistics master program for students with linguistics and computational science background.

2.1.2. SPECIFIC OBJECTIVES

- To create and implement interdisciplinary master program in CL in 7 CA universities under careful analysis of existing programs by August 2019.
- To implement blended learning technology in CA universities within CL master program for better learning opportunities and democratization of higher education.
- To create linguistic resources and applications with good support for the Uzbek and Kazakh languages by the end of 2020.

2.1.3. TACTICAL OBJECTIVES

- To analyse the EU computational linguistics programs, describe competences refined by studying computational linguistics.
- To construct the description of the competencies of computational linguistic graduate via interview with potential employers.
- To train academic staff in English in each CA partner university in order to develop the NLP tools for Uzbek and Kazakh languages which include 144 academic hours.
- To purchase equipment in partner universities to enable using innovative ICT tools (both commercial and open source type) in the field of computational linguistics.

- To design about 180 hours' train courses and materials for upgrading professional teaching skills of about CA 70 academic staff to design and apply blended learning and development methodologies of NLP tools in KZ and UZ universities.
- To develop Computational Linguistics Master program via transformation of EU best practices with Bologna process principles.
- To apply evaluation materials to estimate the progress in competence building, and evaluation of the quality of created materials by internal and external experts.
- To utilise seven online courses and to develop four NLP tools in each partner universities' educational process.
- To carry out joint academic and research work.
- To implement the developed master program in partner country universities.
- To implementation online course, e-books, methodological books and dissemination events and conferences, to increase professionals' awareness of the contents and opportunities of computational linguistics.

2.2. THE CONSORTIUM

PARTNER	ACRONYM	COUNTRY
University of Santiago de Compostela	USC	Spain
University of a Coruña	UDC	Spain
University of Porto	U.PORTO	Portugal
Adam Mickiewicz University in Poznań	AMU	Poland
National University of Uzbekistan	NUUz	Uzbekistan
L.N. Gumilyov Eurasian National University	ENU	Kazakstan
Urgench State University	UrSU	Uzbekistan
Samarkand State Institute of Foreign Languages	SamSIFL	Uzbekistan
Tashkent State University of the Uzbek language and literature	TSUULL	Uzbekistan
Republican State Enterprise operating under the right of economic management A.Baitursynov Kostanay State University of Ministry of Education and Science of the Republic of Kazakhstan	KSU	Kazakstan
Al-Farabi Kazakh National University	KazNU	Kazakstan
Technological Educational Institution of Athens	TEIATH	Greece

2.3. PROCEDURES AND STRUCTURES

The main procedures for the Project will be collected on the following documents:

- **Guidelines and Standard Operation Procedures**: it will provide partner organizations with the guidelines for work development in terms of methodology, technical and financial aspects.
- **Internal and external communication Plan:** basic procedures for internal communication.
- **Quality plan:** it will monitor the progress of each work package, set up the documentary policy and will organize the feedback about the relevance of the deliverables to the steering committee.

The main structures for Project governance are:

- **Project Steering Committee**, represented by all local coordinators is responsible for executing the project, updating project action plan, and stimulating network collaboration; The project coordinator, supported by SC takes the overall responsibility of the quality control and monitoring in the project.

NAME	INSTITUTION
Enrique Lopez Veloso	USC
Carlos Gómez-Rodríguez	UDC
Katerina Georgouli	UniWA
Belinda Maia	U.PORTO
Zygmunt Vetulani	AMU
Mersaid Aripov	NUUz
Altynbek Sharipbay	ENU
Gayrat Urazboev	UrSU
Otabek Yusupov	SamSIFL
Nilufar Abdurakhmonova	TSUULL
Yelena Kandalina	KSU
Ualsher Tukeyev	KazNU

- **Project Quality Assurance Committee (PQAC),** will be defined to monitor and control project work plan activities implementation via special report templates and report events, it will be comprised of UDC and all CA local coordinators.

NAME	INSTITUTION
Pablo Gamallo	USC
Begoña Crespo García	UDC
John Kiousopoulos	UniWA
Françoise Bacquelaine	U.PORTO
Marek Kubis	AMU
Muftakh Khakimov	NUUz
Rozamgul Niyazova	ENU
Gayrat Matlatipov	UrSU
Zafarjon Ashurov	SamSIFL
Narzulla Akhmedov	TSUULL
Saule Zhabyeva	KSU
Malika Abdrakhmanova	KazNU

CLASS project consortium has discussed the tasks leadership while preparing the project, and aims at excellent performance of each partner role to improve higher education, professional capacity of the staff and foster intercultural understanding.

To ensure the project ownership, day-to-day project management, communication, reporting grouped in WP 6, and aim at to control the overall quality assurance of the developed master programme; internal quality assurance of the project activities, and external EU monitoring.

During the kick-off meeting ***Project Quality Assurance Committee (PQAC)***.

Operative monitoring will be done by country coordinators – UrSU and KSU via monitoring quality control of work progress within each partner university and submitting reports to the project coordinator and PQAC. PQAC will also do ***semester monitoring financial administration and report to Steering Committee***.

USC will manage the project on the daily basis jointly with UrSU and ABKSU, which will provide guidance for the HEIs in the partner countries to apply the financial and administrative management and reporting rules which are predetermined by the grant agreement; Each Local Project Team should have an academic coordinator, responsible for the academic content.

Management of the work packages are distributed among the partner in the following way:

- USC is for WP1
- U.PORTO and TEIATH are for WP2
- AMU is for WP3
- NUUz and KAZNU are for WP4
- UDC for WP5
- USC, UrSU and KSU for WP6

Three project annual meeting will be held to built-up of a wider network and exchange on the topics and ensure coordination exchange between all project partners.
Project communication will be executed via emailing, monthly online meetings, cloud storage of the project documents for file exchange. Supported by UrSU and ABKSU in KZ and UZ will insure regular communication.

Local project teams will prepare and send the monthly protocols of their meetings to thus keeping informed on project implementation activities.
The resources for each project activity are allocated on the basis of partners' capacities, their level of needs, and motivation. The necessary management and administrative activities are reflected by the input on staff days (1125 days in total). Effective communication dissemination results in common understanding on the project tasks and progress, avoiding double work, and supports dissemination and quality control.

2.4. PROJECT ACTIVITIES AND METHODOLOGY

YEARS	ACTIVITIES	*METHODOLOGY*
Milestones of the 1st year During the preparation phase it is one of the tasks of CA partners, to invite stakeholder and set up the working groups.	- Established local working groups and action plan - Project kick-off meeting - training on Bologna process - defining key units to manage and monitor activities - Enriching English knowledge on needed sections -Purchasing equipment - Constructing the curriculum and competence model of a Computational Linguistic - Staff training in blended learning and computational linguistics - Developing curriculum content materials on specialized courses based on blended learning -Established dissemination plan - Project web-site created and maintained -QA monitoring and the presenting reports in meeting -Managing of the distributed work packages activities among the partners	***Project kick-off meeting*** is important to distribute roles and responsibilities for Project Quality Assurance Committee, which monitor and control the project activities, its implementation via special report templates and report events. ***ENU and NUUZ will analyze the content*** of the developed international master program courses, tools, while ***AMU via the analysis will develop*** the instructions for the curriculum content development. ***USC will be responsible for developing the training plan*** for enhancing capacity of about 70 academic staff on Structural English in the sections of morphology, syntactic and semantics. ***After the six month the semester meeting*** will be carried out in CA partner NUUz for establishing ***the next six month action plan and the dissemination plan as well as presenting the reports***. The constructing and maintaining of the web site will be realized by TEIATH. According to the first year work plan, the activities that should be executed are belonging mostly to WP1, WP2, WP4, WP5 and WP6. Therefore, to assemble reports operatively, ***each WP management will be organised separately***.
Milestones of the 2nd year	- Modular Study programme elaborated and reviewed\ accredited	As master program will be launched in the third year, the materials for disseminating and sharing should be prepared. In this purpose all CA partner will prepare e-books,

YEARS	ACTIVITIES	*METHODOLOGY*
	-Open Online Courses are developed - Professional training of academic staff in linguistics and IT specialty for developing NLP tools -Disseminating and sharing materials are developed	methodological books and video rollers in Uzbek and Kazakh languages. TEIATH will create ***two video rollers*** in order to present European teaching approaches and experiences in Computational linguistics. These video rollers could be used as material for the class on introduction to Computational linguistics. Each CA partner university will be responsible to create the video roller presenting the one specialized course.
Milestones of year 3rd year	- Modular master programme is implemented, using blended learning - QA of the launched master programme and results information disseminated - 4 NLP tools are developed	The developed NLP tools will serve to academic purposes as well as for research and the needs of stakeholders. At the same time, it also provides the ***sustainability*** of the project and continues disseminating the master program on the field of the Computational Linguistics. The consortium agreed to competence-based and module-based approach in conformity with Bologna principles and in teaching blended-learning strategy, project-based learning; learning-by-doing methods will be applied.

3. THE MONITORING AND EVALUATION SYSTEM

3.1. GENERAL CONCEPT

The Quality Plan pursues the application of the cycle of continuous improvement, to carry out an effective management of the activities developed and to show the results for accountability. The University of A Coruña (UDC) as coordinator is responsible for managing and coordinating the tasks related to ***continuous improvement***.

Monitoring and evaluation is a continuous process of collecting and analysing information to determine whether the course of certain activity is carried out according to the plans towards the objectives foreseen and whether the effects and results achieved are the expected ones. Both processes – monitoring and evaluating- involve the continuous collection of information, to assess different issues. Monitoring is related to detect deviations in the performance of the activities foreseen in the design of the project, while evaluation is oriented to assess its outcomes and impact. Both systematic approaches

are necessary and complementary.

The **follow up system** described below is designed as a periodic review of the project´s performance and it aims at providing quality and processed information to the project´s consortium, - applicant and partners- so that it helps them to effectively control the progress of the project. The objective is to assist project managers **to think in results-oriented terms** and not only with regards to the management of tasks, operations and activities.

The Follow up and Evaluation System will provide updated information on the achievements and problems encountered during the implementation of the project and will deliver recommendations on how to improve operations and procedures.

Regarding CLASS's main features, this system aims at offering insight on the following monitoring and evaluation key aspects:

- Quality of the project's procedures (clear, documented & well described, understandable and efficient technical procedures).
- Adequacy of project steps to the activities implementation (internal coherence).
- Good distribution of tasks and responsibilities.
- Visibility of the project's activities, outputs and results.
- Detecting deviations and elaborating improvement actions (Appendix 2) to correct errors.
- Availability of indicators for measurement of the project’s progress and of the results.

In all meetings, the agreements reached will be reported in the corresponding minutes (Appendix 3).

Also evaluation concepts will be taken into account for midterm evaluation and for final Evaluation.

Monitoring and Evaluation key aspects	
Efficacy	• The degree to which the project's objectives have been achieved.
Relevance & Quality of the project's design	• The degree to which the activities meet the real problems and needs of the topic addressed in the project. • The clarity and consistency of the project´s proposal.
Quality of the implementation methodology	• The quality of the project's procedures. • The coherence in the distribution of tasks, responsibilities, resources and management tools between the project´s partners. • The extent to which the methodology and proposed activities are adequate to ensure the participation and engagement of the project´s participants and also of the project´s target groups. • The Consistency of the activities planning and academic programme, calendar, timetable, etc.
Impact	• The added value, geographical coverage, international dimension and expected impact of the project´s activities in target country.
Sustainability	• Relevance of the deliverables and trainings from the point of view of the final user
Innovation	• Implementation of new approaches of the participants towards businesses
Visibility of the activities, outputs and results	• The quality and potential multiplier effect of the project´s dissemination activities regarding the distribution of results and outputs among target groups and other stakeholders. • The pertinence of the activities related to the dissemination of the project final results.

The main advantages of this Quality assurance and Quality control plan are that:

- It allows to control anytime the development of the project, identifying deviations and applying any necessary amendments. It is results-oriented and not only oriented to completion of activities.
- It promotes the use of quality processes and the standardisation of control procedures.
- It establishes procedures and mechanisms for internal communication and information benefiting the applicant and the partners, and stimulating their cohesion to carry out the project´s work streams.
- It contributes to avoid future mistakes since the monitoring helps to systematize the acquired experience, analysing it and learning from it. The system not only quantifies but also qualifies.
- It contributes to generate a good image in front of the EU institutions regarding the quality and the management capacity of the applicant and partners as a team.

The system is based on the following four sub-components:

- General Work Plan: A detailed work plan, indicating the tasks to be performed as well as a timetable for specific implementation.
- Indicators: To measure the fulfilment of each workpackage, the outputs and the results achieved.
- Template to collect information for technical reports.
- Workpackage progress reports should be sent to the Quality leader, by WP leaders at the end of each activity.

3.2. MONITORING AND REPORTING PROCESS

The deliverables shall be completed within the deadlines that are stated below; the deliverables' reports must be completed within two months of the completion of the deliverables, besides the ones that have as deadline the end of the project, 15-10-2020 and the report shall have been completed until then 01-10-2020. In case of extension the project, the reporting dates will be until 01-10-2021. The final report for the EC for implementing the CLASS project will be written by the deliverable leaders and the final review will be completed by the WP leaders.

3.3. REPORTING STEPS AND RESPONSIBILITIES

1. Once the deliverable is finished, the Deliverable leader sends to its WP leaders, Project Coordinator (PCO), WP quality leader the Deliverable Evaluation Document (Appendix 4).
2. The **Project Steering Committee** evaluates the Deliverable and adds its remarks in the Deliverable Evaluation Document.
3. The **Project Steering Committee** sends the Deliverable Evaluation Doc to WP leaders, PCO, WP quality leader.
4. Once all deliverables and all Deliverables Evaluation documents of a WP are done; the WP leaders send a WP final report (Appendix 5) on its WP activities and deliverables to PCO and WP Quality Leader.
5. At the end of each activity, WP leaders send to PCO and WP Quality leader a WP Progress report (Appendix 6).
6. WP Quality leader will collect all the Deliverable evaluations, progress and final WP reports. WP will gather them in one document at the end of the project.

Quality control and monitoring envisage activities, grouped in WP 5, and aim at overall quality assurance of the developed master programme; internal quality assurance of the project activities, and external EU monitoring.

The country coordinators UrSU and KSU are responsible to give feedback and develop action plan to improve the situation, if necessary. The activity of Project Quality Assurance Committee will be revised during project monitoring done by Erasmus+ National Coordinators.

To provide for the quality of the teaching material EU partner universities will serve as experts in the field. During the blended learning technology usage as well as NLP tools development methodologies trainings UZ and KZ academic staff will be supervised by a responsible EU partner to ensure control of their performance.

The internal quality assurance will be parallel to other project activities. Each partner should do self-monitoring with special focus on preparing the mid-term and final project report.

External EU monitoring will provide for the quality control of the master programme, its materials. Two types of master programme revision are planned within the project: EU expert revision and final revision by relative Ministries in UZ and KZ. EU quality control supposes the activities that maintain or improve teaching materials; it will ensure transferability and durability of the results as well as relevance of the actual project implementation the current needs. The reports are to be submitted to the project coordinator for further improvement. Quality control is carried out to demonstrate compliance of the training content with the competencies targeted by teaching computational linguistics. External quality control should produce the official revision of the programme to be presented by CA partners to enhance official approval by the Ministries of Education in partner countries.

3.4. WORKPACKAGES

WORKPACKAGES	ACTIVITIES	WP LEAD
WP 1. Needs and competencies Analysis	1.1 Mobility to EU university for the kick off meeting 1.2 Developing an action plan 1.3 Analyzing the content of international educational master programs in Computer Linguistics 1.4 Teaching and instructing CA academic staff in syntactic, morphological and semantic structure of the English language 1.5 Purchasing equipment for administrative and teaching issues	USC
WP 2. Curriculum development	2.1 Developing curriculum and qualification description 2.2 Developing syllabuses and its content materials 2.3 Enhancing CA academic staff in blended learning 2.4 Enrolling 35 master students in CA partners;	U.PORTO TEIATH
WP 3. NLP tools and blended courses development	3.1 Developing blended courses 3.2 Training academic staff for developing NLP tools 3.3 Developing 4 NLP tools	AMU
WP 4. Dissemination and sustainability	4.1 Establishing dissemination plan and defining sustainability aspects; 4.2 Creating and maintaining web site of the project ; 4.3 Creating 9 video rollers 4.4 Developing 7 e-books and methodological books on CL 4.5 Introducing developed master program to other HEIs; 4.6 Organizing conference	AMU NUUz KAZNU
WP 5. Quality Plan	5.1 Internal quality control and monitoring of the project 5.2 Evaluation of the master program by external experts 5.3 Organizing semestral meetings for QA;	UDC
WP 6. Overall and distributed project management	6.1 Managing administrative and financial issues of the project 6.2 Defining local coordinators and project team. 6.3 Organizing annual meetings for project management 6.4 Managing of each work package activities.	USC UrSU ABKSU

3.5. INDICATORS

WORKPACKAGES	INDICATORS OF PROGRESS	EVIDENCES/INDICATORS
WP 1. Needs and competencies Analysis	• Developed action plan by January 2017 • Final instructions for developing international master program based analyzed various master programs on CL by January 2017 • 56 trained and qualified linguists and computational experts in CA by June 2018 • Provided equipment by May 2018	• Action plan • Report of the UDC on analysis of international master programs • List and invoices of purchased equipment. • Notes, presentations and training materials of the trainings • List of the training participants • Tutorials of courses
WP 2. Curriculum development	• Developed curriculum included 120 ECTS by June 2018 • Qualification framework elaborated by October 2018; • Accredited curriculum by the Ministries by May 2019 • Developed syllabuses and content materials by February 2019. • 35 trained academic staff for using blended learning in teaching master students by EU staff by September 2018 • 35 master student enrollments by September 2019	• Academic documents including curriculum, qualification description, content materials on Interdisciplinary Computer Linguistics Master Program. • Notes, presentations and training materials of the trainings • List of the training participants • Tutorials of courses • List of students
WP 3. NLP tools and blended courses development	• Developed blended courses by each CA partner university by September 2019 • 35 trained academic staff by EU for developing NLP tools by April 2019 • Developed 4 NLP tools for Uzbek and Kazakh languages by December 2019	• Online course • Training material • List of participants • NLP tools
WP 4. Dissemination and sustainability	• Developed dissemination plan and sustainability strategy for each CA partner by May 2018 • Created website of the project by the end of May 2018 • Created methodological and e-books by November 2019 • Created 9 video rollers by October 2019; • Created conferences materials for HEI by the end of June 2020	• Dissemination plan • Sustainability strategies • Web site • Booklets, photos, project documentation • Methodological and e-books • Conference materials
WP 5. Quality Plan	• Reports on project activities during the project life time • Annual and semestral reports by	• External EU monitoring reports • Semester meeting presentations on monitoring;

WORKPACKAGES	INDICATORS OF PROGRESS	EVIDENCES/INDICATORS
	external and inner experts respectively	
WP 6. Overall and distributed project management	• Approved project team and their responsibilities within the project in the project's third month; • Developed action plans and confirmed by SC in each semester.	• The potential project working group participants CVs. • Distribution task table • Arrangement and communication list (Skype, E-Mail, Intranet, Interactive)

For all the activities, the following indicators will be calculated:

INDICATORS	DEFINITION
Number of students in each activity	Amount of students that participate in each of the activities
Number of teachers in each activity	Amount of teachers that participate in each of the activities
Distribution of students in each activity	Percentage relationship between the number of students participating in the activity and the total number of students that can participate
Student satisfaction with the development of the activities	Level of student satisfaction
Satisfaction of the student body with the teaching and support staff	Level of satisfaction of the groups of interest
Satisfaction of students with material resources and provision of services.	Level of satisfaction of the groups of interest
Results of participation of the different interest groups in the surveys	Percentage relationship between the number of completed surveys and the number of people that make up each interest group under analysis.
Number of incidents presented by typology and improvement proposals elaborated as a result thereof	Number of incidents received and improvement proposals prepared as a response
Compliance with the activities designed	Tasks developed in relation to those designed in the project
Assessment of the effectiveness of communication	Level of effectiveness of information
Number of stakeholders involved in the dissemination of results at the local level (in the territory of the project partners).	Number of stakeholders involved
Number of stakeholders involved in the dissemination of the project at the European level	Number of stakeholders involved

3.6. DISSEMINATION PLAN

The dissemination plan integrates the project's communication activities. All partners must participate to a greater or lesser extent. Of course, the leader of the work package and the project coordinator will have a greater participation.

The Dissemination Plan must provide answers to the following questions:

1.- What should be disseminated?

2.- To whom?

3.- How should it be disseminated?

4.- Through which channels?

5.- When is it going to be disseminated?

PHASES	ACTIONS
INTRODUCTION	All dissemination actions will be in accordance with national standards and Articles 8 and 9 of Regulation (EC) No 1828/2006. The main activity of dissemination and communication will be the virtual community with all the information of the partners: the regional policies applied in each territory, the main needs and limitations and the innovative actions. The Dissemination Plan will integrate general actions of the project and the different Local Dissemination Plans, created and designed by each partner.
COMMUNICATION MANAGER	Designate a communication manager whose functions will be to coordinate the joint actions of the project and the premises of each partner are developed with consistency, clarity and clarity. This responsible person will include all the global information of the project together with the transnational information to the web. In addition, it will propose to the rest of the partners the actions to be developed, will motivate and promote them and will be the person in charge of coordinating and checking all the communication of the project.
PARTNERS	Local dissemination. Individual dissemination plans. Obligation to provide information to the communication manager. Suggestions and new ideas.
THE GENERAL DISSEMINATION PLAN	1. Project website: deliver information, events, seminars, conferences, information and details of partners, deliverables and project results. 2. See links within the Virtual Community to the main pages of the partners. 3. Participation in local, regional and international events for the dissemination of the project. The consortium will generate a common PowerPoint presentation for all partner events. Every four months, the Communication Manager will create a calendar with the main activities that are interesting for the partners.

PHASES	ACTIONS
	4. Dissemination material: brochures, roller, flag and promotional video of the project. These materials will be used in all events. 5. Press release prepared by each partner at the beginning of the project (reporting on the project in their territory) and then all important events. 6. Presentation of the Virtual Community. 7. Innovation in the diffusion of the conclusions: in video format: Youtube, Web project + creation of a group on Facebook.
THE PLANS	1. Identify the target audience and the local and regional final beneficiaries. The main target groups detected will be interested parties, political leaders, economic agents and as a secondary target audience the general public. 2. Development of local seminars: At the beginning of the project (information activity) and another for the presentation. 3. Develop a "press dossier", which contains local press releases, local press conferences, etc. 4. Dissemination material: Local brochure and distribution of copies during the lifetime of the project.
NETWORKING LEVEL	1. Information and communication for other partners. 2. Presentation of the collaboration environment in related international events.

APPENDIX 1. QUALITY CHECKLIST

Quality Checklist					
Project:					**Date:**
	Verification				
Quality Item	**Yes**	**No**	**N/A**	**Date**	**Comments**
Does the project have an approved quality management plan?					
Has the quality management plan been reviewed by all stakeholders?					
Do all stakeholders have access to the quality management plan?					
Is the quality management plan consistent with the rest of the overall project plan?					
Have product quality metrics been established, reviewed, and agreed upon?					
Have process quality metrics been established, reviewed, and agreed upon?					
Do all metrics support a quality standard which is acceptable to the customer?					
Do all metrics have agreed upon collection mechanisms?					
Do all metrics have an agreed upon collection frequency?					
Have quality metrics review meetings been scheduled throughout the project's duration?					
Are all metrics clear, measurable, controllable, and reportable?					
Is the project team familiar with the project's quality review process?					
Does the project have an appropriate number of resources assigned for quality assurance and control?					
Has the project team established a repository for all quality documentation?					
Do all team members have access to the quality documentation repository?					
Have all appropriate team members been notified of their required participation in quality reviews?					
Have quality responsibilities been assigned and documented and the applicable personnel notified?					
Have product and process quality standards been established, documented, and communicated?					
Have quality thresholds and limits been established, documented, and communicated?					
Does the change control process accommodate project changes based on quality improvements?					
Has a project quality manager been assigned?					
Is the project sponsor aware of his/her responsibilities relating to quality acceptance?					
Is the customer aware of his/her responsibilities relating to quality acceptance?					

APPENDIX 2. IMPROVEMENT ACTION

IMPROVEMENT ACTION No. …..	
Date:	
Name	
Area of application	
Responsible for its application	
Specific goals	
Actions to develop	
Period of execution	
Resources/budget	
Responsible for tracking and date	
Indicators of execution	
Documentary evidence and/or records presented/to be presented to demonstrate the implementation	
Remarks	
Review/Evaluation	
Level of compliance (total or partial)	
Responsible for the revision and date	
Results obtained	
Degree of satisfaction	
Corrective actions to be developed	

APPENDIX 3. MINUTES OF THE MEETING

DATE: **LOCATION:**	**TIME, FROM:** **TO:**
INVITEES:	**ATTENDEES:**
AGENDA:	
DECISIONS MADE:	
President: **Name:** **Date:**	**Secretary:** **Name:** **Date:**

APPENDIX 4. DELIVERABLE EVALUATION

WP, activity and deliverable numbers should be indicated according to the detailed project description.

WorkPackage N°	
WorkPackage title	
WP Leader	
Deliverable N°	
Author responsible for the Deliverable	
Date of Deliverable submission	

DELIVERABLE LEADER REPORT

ASSURANCE POINT	ISSUES TO BE ADDRESSED	ASSESSMENT	COMMENTS
Compliance with the objectives of the project	Does the deliverable comply with the overall objectives of the project?	☐ YES ☐ NO ☐ PARTIALLY	
Compliance with the specific objectives of the workpackage	Does the deliverable comply with the WP objectives as specified in the WP description?	☐ YES ☐ NO ☐ PARTIALLY	
Correspondence with the description of work of relevant activity	Does the deliverable correspond with the activity description as specified in the Application Form?	☐ YES ☐ NO ☐ PARTIALLY	
Compliance with the deliverables format	Is the deliverable presented using the Project's deliverable format?	☐ YES ☐ NO	

ADVISORY GROUP REPORT

ASSURANCE POINT	ISSUES TO BE ADDRESSED	ASSESSMENT	COMMENTS	RECOMMANDATIONS
Compliance with the objectives of the project	Does the deliverable comply with the overall objectives of the project?	☐ YES ☐ NO ☐ PARTIALLY		
Compliance with the specific objectives of the workpackage	Does the deliverable comply with the WP objectives as specified in the WP description?	☐ YES ☐ NO ☐ PARTIALLY		
Correspondence with the description of work of relevant activity	Does the deliverable correspond with the activity description as specified in the Application Form?	☐ YES ☐ NO ☐ PARTIALLY		
Compliance with the deliverables format	Is the deliverable presented using the Project's deliverable format?	☐ YES ☐ NO		
Overall assessment and suggestions for improvement				
Date of Quality assurance performed				
Deadline for submission of amended version of deliverable (if applicable)				

APPENDIX 5. WORK PACKAGE FINAL REPORT

WP, activity and deliverable numbers should be indicated according to the detailed project description

WorkPackage N°	
WorkPackage title	
Period covered by the Final Report	mm/yyyy - mm/yyyy
Date of Final Report submission	dd/mm/yyyy
Status of the Final Report	draft/final
Author (WP leader)	

Indicators of achievement and/or performance as indicated in the project proposal	

Activities carried out during the FR covered period:

Activity N°	Leader activity	Activity title	Start date	End date	Place	Description of the activity	Specific and measurable indicators of achievement	Problems faced (if any)	Information/comments (if any)

Deliverables realized during the FR covered period:

Deliverable N°	Leader deliverable	Deliverable title	Date	Description of the deliverable	Specific and measurable indicators of achievement	Problems faced (if any)	Information/comments (if any)

Changes that have been done since the original proposal

Date	
Place	
Names of authors	
Institutions	
Signature and stamp	

APPENDIX 6. WORK PACKAGE PROGRESS REPORT

TABLE OF ACHIEVED/PLANNED RESULTS

WP, activity and deliverable numbers should be indicated according to the detailed project description

Work Package N°	
Work Package title	
Progress Report (PR) N°	
Period covered by the PR	mm/yyyy - mm/yyyy
Date of PR submission	dd/mm/yyyy
Status of the PR	draft/final
Author (WP leader)	

Indicators of achievement and/or performance as indicated in the project proposal	

Activities carried out during the PR covered period:

Activity N°	Leader activity	Activity title	Start date	End date	Place	Description of the activity	Specific and measurable indicators of achievement	Problems faced (if any)	Information/comments (if any)

Deliverables realized during the PR covered period:

Deliverable N°	Leader deliverable	Deliverable title	Date	Description of the deliverable	Specific and measurable indicators of achievement	Problems faced (if any)	Information/comments (if any)

Activities to be carried out (before the end of the project):

Activity N°	Leader activity	Activity title	Planned Start date	Planned End date	Place	Description of the activity	Specific and measurable indicators of achievement	Foreseen problems (if any)	Information/comments (if any)

Changes that have been done since the original proposal

Date	
Place	
Names of authors	
Institutions	
Signature and stamp	