Strengthening university autonomy and increasing
accountability and transparency of Western Balkans
Universities -618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP

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Quality Assurance Plan [1]

Project title	Strengthening university autonomy and increasing accountability and transparency of Western Balkans Universities
Project acronym	STAND
Project reference number	618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP
Coordinator	International Business College Mitrovica
Project start date	15th Jan, 2021
Project duration	36 months

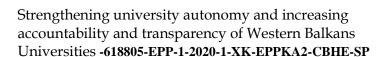| Work Package reference number and title	WP6
Work Package Lead Partner	IBC-M, SEEU, UNIZG, POLIS
Authors	Prof.Dr. Jelena Djokic/ IBCM,
Document status	Final
Document version and date	EAC/A02/2019
Dissemination level	Internal

Project number: **618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP**

List of abbreviations

IBC-M – International Business College Mitrovica
SEEU – South East European University

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[1] *This form concerns quality issues of STAND project. WP leaders should complete this form twice a year, in consultation with other active members of the WP team, and submit the report by email to j.djokic@ibcmitrovica.eu by March 30th and Sept 30th each year. The reports will be reviewed by the Quality Assurance Committee and a short report will be prepared and submitted to the Project Management Committee.*

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UNIZG – University of Zagreb
POLIS – POLIS University, Tirana
QAC Quality Assurance Committee
STAND- Strengthening university autonomy and increasing accountability and transparency of
Western Balkans Universities
HEI- Higher Education Institution
PMC Project Management Committee
KPI- Key Performance Indicator
WP Work package

Work package and partner reports

The purpose of the Quality Assurance Plan is to define the actions and measures taken by each
partner in the project in order to ensure that not only are the activities described in the application
completed according to the Work Plan but also that the quality of these activities are of an
appropriate standard and that they are in line with the QA procedures in EU universities as well as
in compliance with the contractual requirements of the Project.

For the Quality Assurance Plan to progress smoothly, it is recognized that all partners must be
provided with the relevant information about the Quality Assurance Plan of the Project that will be
followed for all activities, particularly those related to the WP for which they are responsible.
Furthermore, WP6 Leaders will develop a Questionnaires for the participants of all project activities
to evaluate the quality of these activities and provide feedback to WP Leaders and the Management
Committee. The Forms include:
1.   Check list for review of deliverables
2.   Internal project quality evaluation form
3.   Partner self–assessment report
4.   Work package self-assessment report
5.   Work progress summary report form

The implementation of the above procedures will be monitored closely to ensure the effectiveness of
the Quality Assurance Plan. Below are provided the guidelines and procedures for quality control
and monitoring and the responsible person for these activities. These will be shared to all the
partners, and specifically to the WP leaders.
The work package Quality assurance includes procedures, activities and events necessary to reach
in order to maintain a high level of quality of the project and its outputs. The package includes
drafting and developing of its main reports.

- Development of the Quality Assurance Plan;

  The Quality Assurance (QA) plan will be created to monitor the implementation of
  the project. Activities around the QAM Plan include: the design of the QAM Plan
  (including methods and tools for results monitoring, anticipation of risks and
  proposal of alternative measures when project implementation shifts from original
  plan); the creation of a feedback loop for partners to provide inputs, assess results,

and make adjustments; monitoring; regular requesting of data inputs from partners; semi-annually reviewing of the project progress and reporting to the Steering Committee.

The QAM plan will be discussed and agreed at the initial kick-off meeting.
Due date: 30.03.2021

- Meeting of the Committee for Quality Assurance (QAC);

  Project Committee for Quality Assurance will discuss Quality Assurance related issues during PM meetings and on line
  at the end of the process of internal evaluation. Additionally, one QA meeting will be held by IBCM and regional partners in Montenegro.
  The Committee will produce a report on their findings. Each partner institution will provide 1 representative to take part in the Committee – while in North Macedonia. 2 representatives per institution will travel (1 from the Committee and 1 from each partner institution that is engaged in project management) in order to acquire knowledge on quality assurance procedures. In Croatia only members part in the Committee will participate in the meeting.
  Due date: 1st Meeting (05.06.2021; 2nd Meeting (05.02.2022); 3rd Meeting (05.03.2023); 4th Meeting (05.11.2023).

- Internal Quality Monitoring

  The lead Institution of the WP 6 together with committee on quality assurance will monitor all the activities and project documents to ensure the quality of the project. All institutions will fill the form for Internal Quality Monitoring, attached as Annexes of this document. A report after each activity will be submitted together with annual quality assurance report.
  Due date: 14.01.24

- External Audit and Evaluation Report

  All partner countries HEIs will perform, in collaboration with the recognized external international evaluators, the external evaluation of the produced documents and activities, in order to internationally validate them in the future and ensure the quality of the project in more transparent way.
  External evaluators will therefore visit evaluating institution and meet with the procedures and processes related to its functioning; meet the staff engaged in project; evaluate material conditions for the implementation of new regulations; write evaluation reports and deliver them to project coordinator.
  Due date: 14.01.2024

- Mid-term quality report

  The documents reporting the quality of the project and its developing, fulfilments of the objectives will be prepared and written in the manner that will promote the international and regional collaboration, networking with input on the university's autonomy in Western Balkans.

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Due date: 15.01.2022

- Final quality report

The document presents the final report of the quality of the project and its developing, fulfilments of the objectives and it is published in the online webpage. The report it is written in the manner that will promote the international and regional collaboration, networking with input on the university's autonomy in Western Balkans.
Due date: 14.01.2024

Quality Plan Schedule

WP6	Project Task	QA task	When
A6.1	Development of the Quality Assurance Monitoring Plan	Send a questionnaire	5 days after completion
A6.2	Meeting of the Committee for Quality Assurance	Send a questionnaire	6 days after completion
A6.3	Internal Quality Monitoring	Send a questionnaire	5 days after completion
A6.4	External Audit and Evaluation Report	Visit the center	Decided later
A6.5	Mid-term quality report	Send a questionnaire	5 days after completion
A6.6	Final quality report	n/a	

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ANNEX I
WORK PACKAGE SELF-ASSESSMENT REPORT[2]

Project title	Strengthening university autonomy and increasing accountability and transparency of Western Balkans Universities
Project acronym	STAND
Project reference number	618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP
Coordinator	International Business College Mitrovica
Project start date	15th Jan, 2021
Project duration	36 months

Work Package reference number and title	
Work Package Lead Partner	
Name of the responsible person	

Project number: **618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP**

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[2] *This form concerns quality issues of STAND project. WP leaders should complete this form twice a year, in consultation with other active members of the WP team, and submit the report by email to j.djokic@ibcmitrovica.eu by March 30th and Sept 30th each year. The reports will be reviewed by the Quality Assurance Committee and a short report will be prepared and submitted to the Project Management Committee.*

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1. Activities and achievements

Fill in the outputs/outcomes and indicators as per the Logical Framework Matrix of the WP during the review period. In the column "Achieved to date" describe all activities done in order to achieve the indicated output/outcome. Provide a short comment if necessary.

Outputs/ outcomes –	Indicator	Achieved to date	Comment

2. Problems encountered

Describe the main problems encountered and recommend a solution if possible

Outputs/ outcomes	Description of problem	Recommendation

3. Changes

Present all changes to WP plans including postponing implementation deadlines

Outputs/ outcomes	Change of plan and likely implication for WP activities	Suggested actions	Date of notification to STAND coordinator

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4. Brief summary

Summarize progress of activities against the implementation schedule (up to 100 words)

Summarize progress against specific objective indicators from the logical framework matrix (up to 200 words)

Summarize main problems encountered and recommendations (up to 200 words)

Location, date   Signature

_____   _____

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ANNEX II
PARTNER SELF–ASSESSMENT REPORT[3]

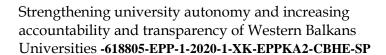| Project title	Strengthening university autonomy and increasing accountability and transparency of Western Balkans Universities
Project acronym	STAND
Project reference number	618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP
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Partner name	
Acronym	
Contact person	

Project number: **618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP**

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[3] *This form concerns quality issues of STAND project. WP leaders should complete this form twice a year, in consultation with other active members of the WP team, and submit the report by email to j.djokic@ibcmitrovica.eu by March 30th and Sept 30th each year. The reports will be reviewed by the Quality Assurance Committee and a short report will be prepared and submitted to the Project Management Committee.*

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1. Partner contributions

Please describe shortly your contribution to the project within each of activities defined by LFM and comment if necessary. If it is not foreseen to take part in some of activities, please mark it with n/a. If some activity has not started yet, please indicate that. If your team didn't accomplish some task, please give the reasons.
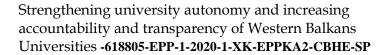
Activities – LFM code	Achieved to date	Comment

2. Changes

Please indicate any changes in project realisation from the partner institution during the report period and comment on any likely impact on the project and suggest remedial actions

Changes to the planned contributions to the project	Likely implication for WP activities and suggested actions	Date of notification to STAND coordinator

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3. Financial matters

Please indicate amounts of received instalments, expenditure within budget lines, and status of financial reporting on **STAND** management platform. Please comment any variation in the expected pattern of spending. This report will be considered in conjunction with the Financial Table on the **STAND** Management Platform.

	No. of the instalment	Amount	Date	Comment
Received	1.			
	2.			
	3.			
	4.			
Spent		Spent from Erasmus+ grant	Comment	
	1.Staff Costs			
	2.Travel Costs			
	3.Costs of Stay			
	4. Equipment Costs			
	5. Subcontracting Costs			
	6. Special Mobility Strand			
	Total			
Reported		Yes	Partially	No
	Financial excel table on the **STAND** platform filled-in			
	ITR, Time Sheets and Staff Convention forms completed			
	Supporting documents provided and uploaded to the **STAND** platform			

Location, date   Signature

_____   _____
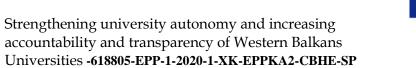
ANNEX III
CHECK LIST FOR REVIEW OF DELIVERABLES [4]

Deliverable title	
Work package	
Author	
Date	

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[4] *This questionnaire concerns quality issues of STAND upon completion of each deliverable. Please complete the form and submit it by email to Project Coordinator m.kerolli@ibcmitrovica.eu and WP leader. The achieved results will be useful for the project's risk management. They will also make part of the QAC final report, as well as of the Coordinator's progress and final reporting to EACEA.*

Assurance point	Issues to be addressed	Assessment	Comments	Recommendations
Compliance with STAND objectives	*Does the deliverable comply with the overall objectives of the project?*	☐ Yes ☐ No ☐ Partially		
Compliance with the specfic objectives of the WP	*Does the deliverable comply with the WP Objectives as specified in the WP description?*	☐ Yes ☐ No ☐ Partially		
Correspondence with the description of work of the 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 – Annex A?*	☐ Yes ☐ No ☐ Partially		
Adequacy of complementary information	*Examples of complementary info: - Sources used, - Bibliography, - List of contacts, - Methodology used.*	☐ Yes ☐ No ☐ Partially		
Adequacy of written language	*Level of written English*	☐ Excellent ☐ Adequate ☐ Poor		
Overall assessment and suggestions for improvement				
Deadline for submission of amended version of the deliverable				

ANNEX IV
WORK PROGRESS
Summary Report form[5]

Work progress information

Date	
Author(s)	
Lead institution of WP6	
Work packages	
Period included	
Description of the work done	

[5]This form concerns quality issues of STAND project. It needs to be filled by WP6 leader, every 3 months after receiving Work Progress Report from all STAND partners, and then sent on e-mail address: j.djokic@ibcmitrovica.eu. The report will be reviewed by the Quality Assurance Committee and a short report will be prepared and submitted to the Project Management Committee.

Please indicate your suggestions for project work improvement:

_____

_____

_____

_____

_____

Location, date   Signature

_____   _____-

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ANNEX V

INTERNAL PROJECT QUALITY
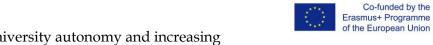
EVALUATION FORM[6]

Project title	Strengthening university autonomy and increasing accountability and transparency of Western Balkans Universities
Project acronym	STAND
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STAND

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Strengthening university autonomy and increasing accountability and transparency of Western Balkans Universities -618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP

Structure of the project

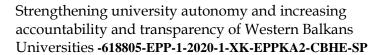| Grading	Poor	OK	Good	Very Good	Excellent
I share a common understanding of what the project is about	1	2	3	4	5
I am familiar with the project's aims and objectives	1	2	3	4	5
I am familiar with the project's target groups	1	2	3	4	5
I know about all the partners' tasks in the project	1	2	3	4	5
I know my organisation's tasks in the project	1	2	3	4	5
The project has a clear structure. The workflow follows a logic sequence.	1	2	3	4	5
The work process is quite clear to me	1	2	3	4	5

Comment:

Implementation of the project activities

Grading	Poor	OK	Good	Very Good	Excellent
Project activities comply with the overall objectives of the project	1	2	3	4	5
Deliverables comply with the WP objectives as specified in the WP description	1	2	3	4	5
Deliverables correspond with the activity description as specified in the Application Form	1	2	3	4	5
It's possible to realize all project activities till the end of the project	1	2	3	4	5

Comment:

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[6] *The form serves as one of the tools of internal quality evaluation of STAND project. All project team members of all STAND partners should complete this form at the end of project year and submit it by email to j.djokic@ibcmitrovica.eu by Sept 30th*
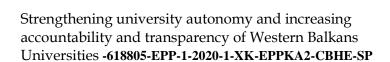
![STAND logo]

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Dissemination

Grading	Poor	OK	Good	Very Good	Excellent
Web site of the project gives precise and updated information on the project objectives and activities	1	2	3	4	5
Promotional materials reflect the visual identity of the project	1	2	3	4	5
Project is well presented in the media	1	2	3	4	5

Comment:

Management of the project

Grading	Poor	OK	Good	Very Good	Excellent
Communication channels are sufficient to achieve excellent project results	1	2	3	4	5
Coordinator informs all partners on all aspects of activity implementation	1	2	3	4	5
Coordinator informs all partners on financial aspects of the project realization	1	2	3	4	5
If conflict arose, the partners were able to solve it	1	2	3	4	5
Project events (project meetings, workshop, trainings, and study visits) are well structured	1	2	3	4	5
Project events have good prepared agendas sent on time	1	2	3	4	5
Project events provide enough opportunities to discuss and exchange ideas	1	2	3	4	5
Project events prepare us well for the next steps of the project work	1	2	3	4	5
The SC, PMC, QAC meetings are usually concise and	1	2	3	4	5

each year.

informative					

Comment:

Partnership

Grading	Poor	OK	Good	Very Good	Excellent
All members of the consortium put much effort in their tasks	1	2	3	4	5
All members of the consortium take responsibility for project activities and results	1	2	3	4	5
All members of the consortium are acknowledging skills and expertise of other project members	1	2	3	4	5
The partnership motivates us to collaborate with the partners in the future projects	1	2	3	4	5

Comment:

Exploitation

Grading	Poor	OK	Good	Very Good	Excellent
Exploitation of the project is well determined	1	2	3	4	5
It's possible to extend project impact during and after project lifetime	1	2	3	4	5
Sustainability of the project is provided	1	2	3	4	5

Comment:

ANNEX VI
INTERNAL QUALITY EVALUATION REPORT[7]

Project title	Strengthening university autonomy and increasing accountability and transparency of Western Balkans Universities
Project acronym	STAND
Project reference number	618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP
Coordinator	International Business College Mitrovica
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Reporting date	
Report author(s)	

Project number: **618805-EPP-1-2020-1-XK-EPPKA2-CBHE-SP**

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[7] *This ... forms. It shoul...*

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Evaluation details

Results of evaluation of the structure of the project

Description
Table(s)/Figure(s)

Results of evaluation of implementation of the project activities

Description
Table(s)/Figure(s)

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Results of evaluation of dissemination

Description
Table(s)/Figure(s)

Results of evaluation of management of the project

Description
Table(s)/Figure(s)

Results of evaluation of partnership

Description
Table(s)/Figure(s)

Results of evaluation of exploitation

Description
Table(s)/Figure(s)

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Results of evaluation of Special Mobility Strand implementation

Description
Table(s)/Figure(s)

Please indicate your suggestions for further project improvement:

_____
_____
_____
_____
_____
_____

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Location, date   Signature

_____   _____