



QUALITY ASSURANCE OF PROJECT OUTPUTS GUIDELINES

E+ NURSLING – National Qualification Frameworks: Guidelines for Development and Recognition of Qualifications

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1. INTRODUCTION

The project aims to establish the National Committee on Qualification Frameworks in Uzbekistan, together with the national Ministry of Education, and to improve national General Regulations concerning education standards in particular fields, on the basis of qualification framework ideas, Bologna principles and the EU universities' experience and to introduce new national standards on informatics in Uzbekistan.

This will contribute to the wider objective to bring higher education in Uzbekistan closer towards the real needs of economy and society, to increase the number of graduates employed and the percentage of graduates' employment in the field related to qualification.

The project includes four work packages that are related to development of outputs:

1. Guidelines for development of Uzbek National Qualification Framework

- 1.1. Project Development Committee
- 1.2. Benchmarking report
- 1.3. Qualification Framework Committee
- 1.4. Liable staff retrained

2. Qualification Framework regulations

- 2.1. Draft for Guidelines for NQF
- 2.2. Feedback on the draft
- 2.3. Guidelines on NQF development approved by ministry
- 2.4. Regulations for Qualification Framework Committee
- 2.5. Equipment
- 2.6. NQF Committee

3. Database for NQF Committee

- 3.1. Design of necessary specifications by programmers
- 3.2. Trial version of the Database
- 3.3. Discussion of the Database

4. Sectoral Qualification Framework in IT

- 4.1. Learning outcomes based on Guideline's demands
- 4.2. Feedback of professional
- 4.3. Monitoring of practical use
- 4.4. Sectoral framework for IT

The guidelines for quality assurance of project outputs aim to depict procedures and tools related to quality monitoring and quality improvement of project outputs related to the work packages of the project.

The guidelines are considered to be a “living” document – changes to templates or procedures may be made after thorough consultation and upon agreement with the project management.



WUS Austria, together with the project coordinator, is the responsible for coordinating the use of tools and procedures amongst the project partners to reach qualitative project outputs.

2. PRINCIPLES OF QUALITY MANAGEMENT

- *Quality management concerns all partners.* WUS Austria coordinates quality assessment tools and procedures but all partners are responsible for implementing the quality procedures laid out in this workbook and support the implementation of activities for quality assurance.
- *Quality management does not happen automatically if you work well.* The project has to provide a platform for discussions, supervision and conclusions in order to produce qualitative outputs.
- *Quality management is not about finding fault in our work.* It is about discussing and using our experience for improving the project deliverables.
- *Proper documentation and sharing information is key to quality assurance.* All partners need to have access to relevant information at all times/at the earliest stage possible in order to ensure a quality culture, trusting relationships between partners and an environment that supports the development of qualitative products.

3. TOOLS AND PROCEDURES FOR QUALITY ASSURANCE

1.1. Communication and Dissemination

Organisation of Meetings:

- Should be organized well in advance to ensure the participation of the relevant target group and to safeguard the best use of the budget (best value for money in buying travel and accommodation).
- The draft agenda should be circulated for feedback to ensure that partners have the opportunity to include items that are relevant for them, whenever this is possible
- The final agenda should be send out in advance and the organisers should refrain from radical last-minute changes as this may jeopardise the preparation and participation of partners for parts of the agenda.
- Minutes of meetings (ideally including a summative email and pictures for better attention) need to be made available as soon as possible after the meeting/event, including a schedule for upcoming tasks and the distribution of tasks and responsibilities to individual partners.
- It is highly important that partners send representatives to meetings/events who are able to contribute to the meeting/event or benefit from it (e.g. in case of workshops and trainings). Participants should come well informed and prepared for the events.



1.2. Quality review of main knowledge products

For the success of the project it is essential to ensure sufficient feedback loops which allow for several layers of review and contributions by all partners. The outputs which are to be objectives of quality review are:

- Benchmarking Report (1.2.)
- Selection of Members of the Development Committee
- Selection of Members of the Quality Framework Committee (1.3)
- NQF Committee (2.6.)
- Staff Trainings (1.4.)
- Guidelines for the development of a NQF in Uzbekistan (2.1.)
- Regulations for Qualification Framework Committee (2.4.)
- Database for NQF Committee (3)
- Sectoral Framework in the field of IT (4)

The partner/s responsible for the development of the outputs (activity/task leader) are obliged to provide a schedule which allows for all partners to review the product/output *at least once* before its finalisation. Key partners for the development of the product/output must be included into the development of the product/output throughout all stages and should be allowed to provide feedback more than once.

The time allowed for providing feedback should be communicated in advance and should relate to the size and complexity of the document and to the resources needed for review. It is furthermore advised to take into account that partners may not be available to provide feedback over religious or national holidays.

The partner/s responsible for the development of the outputs (activity/task leader) need to communicate any changes or risks for the further development of the product/output or activities supporting its development to the project coordinators and all partners. The project coordinator, together with the task/activity leader is responsible for providing a platform which allows for discussion and solution finding.

4. EVALUATION OF MEETINGS & TRAININGS

Meetings, trainings and events carried out within the project should be evaluated based on a template to be filled in by the participants of the event/training. The template is made available as an annex to these guidelines and can be adapted to fit to the needs of a particular event evaluation. Evaluation reports can include the statistical data collected, a summative narrative of the data and should in all cases include recommendations for the implementation of upcoming events/trainings within the project. The results of the evaluation may be presented at the following training including a brief account of how the recommendations have been included into the implementation of the event at hand.



5. DOCUMENTATION

All partners are responsible for adequately documenting their activities to meet the requirements of narrative and financial reporting to the EACEA. If in doubt, partners should ask the project coordinator what evidence/supporting documentation can or should be provided. Additional to the supporting documentation for financial reporting, the partners are also responsible to document events (meetings, trainings, workshops can be documented with agenda, signed participants lists, photos etc.), PR activities (e.g. keep a copy of posters/flyers, record TV/radio spots), research/expert activities (keep copies of articles/papers published etc.)

6. RISK MANAGEMENT

Principles of risk management

- Give internal quality assurance a platform; if necessary include QA sessions on particular topics during meetings.
- Make an effort to identify risks and challenges (risk analysis update)
- Communicate risks and challenges amongst partners and discuss the issue openly with all parties involved – do not hold back information, make compromises.
- View the situations from different angles and different points of view and include all partners into the discussion.
- Make sure all partners feel informed and involved – if they don't, they are less likely to contribute to solutions and compromises.

TABLE: RISKS ANALYSIS

To be elaborated with the project coordinator and updated during project meetings with all partners:

Assumptions and Risks ¹	Level of likelihood	Mitigation Strategy
We assume that all organizational, structural, financial and other issues of National Committee on Qualification Frameworks will be precisely negotiated with respected departments of the Ministry. Risk: changes in legislation related to higher education		
We assume sufficient number of professionals involved. Risk: transformation of innovations		

¹ Risks from the Logframe



<p>WP6. We assume detailed assessment of project results by national and local authorities.</p> <p>Risk: changes in legislation or regulations determining activity of the Ministry department concerned</p>		
<p>WP7. We assume stability of Erasmus+ rules. Stable financing of Erasmus+ project.</p> <p>Risk: any external political and economic factors breaking the process of project management</p>		
Level: Activities		
We assume sufficient number of professionals involved		
Stability of legislation related to higher education in Uzbekistan		
We assume that departments of the Ministry and other stakeholders will support project activities and will not let the innovations transform into formality or another bureaucratic process		
We assume interest to the technological working-outs in this field from the side of partner countries' university community and the Ministry		
We assume other sectoral frameworks will also be elaborated in short terms and in correspondence with develop standards		
Precise interest of local communities and mass-media to results of international project at Uzbek ground		
We assume efficient dialogue between different stakeholders on qualification standards in various fields		
We assume detailed assessment of project results by national and local authorities		
Stability of Erasmus+ rules		
External political and economic factors will not break the process of project fulfilment in partner countries		



7. IMPACT ASSESSMENT

Impact Assessment is foreseen to be launched in the second half of the project. WUS Austria will provide a methodology and carry out the assessment together with all partners to contribute to the overall goal of quality assurance.

What is “impact”? We usually use the term impact as opposed to outputs or outcomes when we mean intermediate and long-term effects of a project or intervention. In order to devise the causal connection and understand the context in which the impact analysis takes place, it is important to start with a simple targeting analysis. This analysis will take into account the institutional, social, economic and political framework conditions of the project environment and is based on the following two questions:

- What change should be achieved by the project?
- What might have happened, or might be the case had the project not taken place?
-

The following represents the basics of the methodology:

- Thorough analysis of the procedure in question: What are its intended goals and what intervention measures are brought to the higher education institution? What are possibly unintended, desirable and undesirable effects of the applied measure?
- Formulate questions for various relevant stakeholder groups the answers of which would help to understand how the procedure affects the institution.
- Carry out document analysis and longitudinal survey studies simultaneously with HE development procedures. (> to be adapted in a basic version for this project)

8. QUALITY ASSURANCE SESSIONS AND REPORTING

WUS Austria will encourage the discussion of items related to quality assurance (challenges, shortcomings, open questions compromising the quality of deliverables etc.) via quality assurance sessions and reports that are followed up together with the project coordinator and partners.

Quality assurance sessions may take place during a project meeting with all partners or via skype with individual partners on a specific topic. The role of WUS Austria is prepare, moderate and wrap-up the session together with the project coordinator, while partners are responsible to contribute to the session by preparing questions and solutions.

The sessions should happen regularly (e.g. twice a year) in order to establish a rhythm and a pattern for discussions on quality in the project. It is our experience that if no room is given to such sessions and discussions the quality of project products may fall victim to a sever focus on solving technical and logistical matters in project implementation.

The results of quality sessions and field visits feed into annual report produced at the end of a project year (one in 2016, 2017, 2018). The drafts of the report are discussed with the project coordinator and the final version made available to all partners. The reports should include an analysis of the status quo of development and quality of project deliverables, conclusion and



recommendations for the upcoming project year/period.

9. TERMS OF REFERENCE FOR EXTERNAL EVALUATION

WUS Austria will coordinate the implementation of external evaluation. To this end WUS Austria will work out the ToR together with the coordinator of the project and communicate with the external evaluator throughout the implementation of the external evaluation. The project coordinator and WUS Austria will support the external evaluator by the following means: provision of data and information, support to establishing of content and timeline of the evaluation.

The ToR include the following sub-chapters:

1. Background and rationale: *provision of the context and summary of project description; any account of already proven challenges and risks*
2. Specific objectives of the evaluation and key questions: *description of objectives and key (main parameters) of the external evaluation which should be complementary to the internal quality assessment carried out by WUS Austria*
3. Scope of the evaluation: *description of limits of the evaluation, focus areas; description of key activities/areas and related resources expected to be needed for the external evaluation*
4. Approach and methodology: *short description of key methodological approaches - if applicable: the consortium may decide to leave this open for the external evaluator to decide in his/her role as evaluation expert; he/she may make a suggestion for the methodological approach which will be discussed and agreed upon by the project coordinator and WUS Austria as coordinator for quality management.*
5. Guiding principles and values: *description of the guiding principles and core values to be respected throughout the external evaluation by the project consortium and the external evaluator.*
6. Responsibilities: *full list of contact persons involved in the external evaluation and their expected roles, the main contact person with FH Joanneum as project coordinator and WUS Austria, as coordinator of quality management.*
7. Professional qualifications: *short description of the necessary profile for carrying out of the external evaluation*
8. Deliverables and schedule: *short description of expected deliverables of the external evaluation and the expected delivery dates.*
9. Budget and payment: *breakdown of working days per activity within the external*



evaluation and budget overview including working days, travel resources and other resources if applicable. The external evaluator should participate in one meeting at least.

10. Existing references or resources: *the external evaluation will be built on quality assessment carried out to date. Any items already produced for quality review shall be made available to the external evaluator well in time.*

10. SCHEDULE

The following activities and schedule for quality review will be carried out by WUS Austria with the targets as listed below²:

Name of activity	Activity description	Time
QA Guidelines	The guidelines are a “living” document and can be updated if applicable throughout project implementation.	First version available by September 2016.
QA Report No 1	A draft version should be available for feedback from the project coordinator in December 2016 and the final version including feedback will be available in January 2017. The results could be discussed at the third project meeting scheduled for February 2017.	January 2017
QA Report No 2	A draft version should be available for feedback from the project coordinator in December 2017 and the final version including feedback will be available in January 2018. The results could be discussed at the next project meeting after the results are available.	January 2018
QA Report 3 (final)	The final report will provide recommendations for safeguarding not only quality but also sustainability of project outcomes and outputs.	December 2018 (at the latest)
Field visits	Field visits to partners in	2017 (timeframe to be agreed upon)

² The timeline may be revised if changes are necessary and in line with the overall work flow within the project.



	Uzbekistan to collect data for the assessment of quality of project outputs/outcomes.	with partners from Uzbekistan at the end of 2016)
Quality Assurance Session	Quality sessions should be carried out twice a year (e.g. at project meetings, or via skype with a smaller group of partners) with the aim to point out issues of concern and open questions that may be difficult to address by the project partners or the project coordinator.	2x in 2016, 2x in 2017 and 2x in 2018
Review of project outputs/deliverables	Is an ongoing activity which starts and ends with the project itself	January 2016 – December 2018
External Evaluation	To de done	



11. TEMPLATES

DELIVERABLES_TEMPLATE 1 (such as guidelines, reports etc.)

TITLE OF DOCUMENT

	Version: xxx
	Date: xxx
	Author: xxx
	Last changes made by xxx, on xxx

The document should include:

- Table of content
- Short summary/abstract (for PR purposes if need be, such as the website)
- Short information about authors/working group (if applicable)
- Content (if applicable: with citations, graphs or pictures clearly explained and referenced)
- Bibliography (if applicable)
- Logos: current logo of the Erasmus + funding scheme and the project (minimum); add other logos if applicable (e.g. partner logos)

NURSLING



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EVENT EVALUATION_TEMPLATE 2

(can be adapted)

EVENT EVALUATION FORM

Name/title of meeting

place, date

address of venue

Project: NURSLING

**1. Please
regarding the**



Erasmus+

experiences were the most useful for you.

**indicate your specific expectation/s
meeting and which presentations and**

2. Were your expectations fulfilled?

Yes

No

If no, please specify:



Erasmus+

w u s a u s t r i a

right to education



3. The organization of the meeting was well prepared.

Fully agree Agree Partly agree Disagree Partly disagree

Comment/s:

4. The preparatory information provided by the organizers in advance was sufficient.

Fully agree Agree Partly agree Disagree Partly disagree

Comment/s:

5. The objective of the meeting was clearly stated.

Fully agree Agree Partly agree Disagree Partly disagree

Comment/s:

6. The inputs (e.g. presentations, handouts) of the presenting parties were clear and informative.

Fully agree Agree Partly agree Disagree Partly disagree

Comment/s:



7. There was enough room for everyone to contribute.

Fully agree Agree Partly agree Disagree Partly disagree

Comment/s:

8. There was enough room for networking among project partners.

Fully agree Agree Partly agree Disagree Partly disagree

9. Any other comment:

Thank you for your contribution!