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**Erasmus+ Capacity Building in Higher Education Project
“University to Society Innomediaries in Albania: Co-Production of knowledge and
research that matters” / U-SIA**

QUALITY ASSURANCE PLAN

**Prepared by:
Center for Comparative and International Studies (PP8)
AND
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Approved by Steering Committee: April 7, 2021

Work package	Title
WP7	QUALITY ASSURANCE
Deliverable	Title
D7.1	Quality assurance plan



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1. Introduction

The Quality Assurance Plan (QAP, Plan) forms a single point of reference in relation to the USI-A Project's quality assurance priorities, standards, indicators, procedures and roles. It has been developed as a core element of the WP 7 (Quality Assurance Plan-QAP) of the Project in compliance with the Project description and all applicable rules and guidelines.

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 QAP 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 U-SIA project

The "Erasmus+ Capacity Building in Higher Education Project" University to Society Intermediaries in Albania: Co-Production of knowledge and research that matters" / U-SIA" project seeks to foster effective and sustainable university to society collaboration in Albania with expected impacts on Albania's social-economic development and European integration in the context of the Western Balkans region. This falls under the Priority 3 "Developing the Higher Education sector within society at large" of the programme.

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

Specifically, the project intends to:

SO1 – to enhance the capacities of universities in Albania to co-produce knowledge and research with impact through establishment of knowledge transfer and innovation brokerage unit (USIA).

SO2 – to introduce and expand co-production of knowledge that is academically insightful and practically actionable in Albanian context through establishment of network of partners in Quadruple Helix model (QH).

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.



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Respectively the first two needs, which are interrelated, correspond to the specific objectives 1 which consist in establishing knowledge transfer and innovation brokerage units (USIA) in 5 HEIs in Albania, whereas the specific objective 2 corresponds to the identified 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.

The objectives also serve as a basis to identify the target groups that require capacity building actions. Therefore, the set of activities that contribute to capacity development such as exchange of experience through study visits, trainings, peer to peer support, new structures/units, development of models, guidelines, strategies, action plans, piloting of programmes of cooperation with business and policy sectors are grouped into work-packages that focus respectively on the identified target groups within the institution.

While in response to the second need, a network among universities, businesses, public institutions, CSOs, research centres, media and other potential stakeholders will be established at country level: Quadruple Helix network and the corresponding online platform.

2. Project card

Project Title	University to Society Innomediaries in Albania: Co-Production of knowledge and research that matters
Projects acronym	U-SIA
Projects budget	EUR 861,570.00
Funded by	Erasmus+ Programme of the European Union
Agreement number	618997-EPP-1-2020-1-AL-EPPKA2-CBHE-JP
Project timeline	15/01/2021- 14/01/2023
Project Coordinator	Qendra Mesdheu - Mediterranean University of Albania
Countries involved	Albania; Serbia; Italy; Germany
Project partners	<ol style="list-style-type: none">1. Mediterranean University of Albania – leader2. Chamber of Commerce Tirana – partner business3. Professional College of Tirana – HEI partner4. University of Shkodra – HEI partner5. European University of Tirana – HEI partner6. University of Durres – HEI partner7. Science and Innovation Center for Development – NGO partner



	<ol style="list-style-type: none"> 8. Center for Comparative and International Studies – NGO partner 9. National Agency for Scientific Research, Innovation and Technology - public body 10. Belgrade University – Programme countries 11. Università Degli Studi Guglielmo Marconi – Programme countries 12. ACEEU- Accreditation Council for Entrepreneurial & Engaged Universities - Programme countries
<p>Working packages</p>	<ol style="list-style-type: none"> 1. WP1 – Preparation 2. WP2 – Design & Development of knowledge transfer and innovation brokerage unit in Albanian HEIs (USIA) 3. WP3 – Design and Development of Models for co-production of knowledge & research with impact through exchange of experience 4. WP4 – Online collaborative platform for Quadruple Helix 5. WP5 – Piloted University to Business Cooperation through “Second a Researcher” Programme 6. WP6– Piloting University to Policy Cooperation through Policy Labs & Policy Challenge Fund 7. WP7 – Quality Assurance 8. WP8 – Dissemination 9. WP9 – Management
<p>Project logo</p>	

3. Aim and objectives of Quality Assurance Plan

The goal of the QAP 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,
- they comply with the national legislation, EACEA requirements for project implementation;
- they meet needs and expectations of target groups;
- they are of high quality.



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The specific objectives of the QAP 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 QAP 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 U-SIA project aims to enhance the capacities of universities in Albania to co-produce knowledge and research with impact through establishment of knowledge transfer and innovation brokerage unit (USIA). This objective shall always be in the forefront of all decisions to be taken. The partners therefore might decide to prioritize certain activities over others which have a higher impact in relation to the achievement of the objectives. Quality in the project means that the achievement of the objectives might be more important even if it means e.g., postponing a deadline or changing some aspects of an activity.



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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
- e) Quality assurance actions for individual project activities and deliverables
- f) Quality evaluation of Work Packages
- g) Internal quality evaluation
- h) External quality evaluation

USIA 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 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

The Quality Assurance Plan 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



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- 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 amendments to it
- b) 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)
- c) setting strategic for quality assurance
- d) approving of the internal and external quality evaluation reports

8. Quality Assurance Committee

The partners establish a Quality Assurance Committee with the following objectives:

- e) Supporting the Steering Committee in its processes and decisions on quality assurance
- f) providing further guidance and clarifications for quality assurance actions based on the project documentation and the Quality Assurance Plan (together with the Steering Committee)
- g) setting operational goals, milestones and deadlines for quality assurance
- h) supervising project's work progress on quality assurance
- i) approving interim quality assurance reports, including WP quality assurance reports
- j) 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.



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The Quality Assurance Committee shall be composed of 13 members (one member representing each partner). The current composition of the Committee is indicated as follows:

Consortium partner	Name of the representative
Mediterranean University of Albania	Ina Shehu, Nevila Xhindi
Chambre of Commerce and Industry in Tirana	Nastjana Dedo
Professional College of Tirana	Diana Biba
University Luigj Gurakuqi of Shkodra	Albana Borici
European University of Tirana	Adela Danaj
University Aleksander Moisiu of Durres	Kseanela Sotirofski
National Agency for Science, Research and Innovation	Mirela Muca
Center for Comparative and International Studies	Dorina Gjipali
Center Science and Innovation for Development	Abi Dodbiba
University of Belgrade	Miloš Milosavljević
Università degli Studi Guglielmo Marconi	Susanna Correnti
Accreditation Council	Aventia Wilona

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

9. Quality Assurance Lead Partner

CCIS (Centre for Comparative and International Studies, Albania) is the Quality Assurance Lead Partner. ACEEU (Accreditation Council for Engaged and Entrepreneurial Universities, Germany) provides it with methodological guidance, whereas Universiteti Mesdhetar (Albania) 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 for approval
- b) setting up the Quality Assurance Committee and ensuring its seamless functioning (together with Universiteti Mesdhetar)
- 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
- f) preparing final versions of Internal Quality Assurance reports

10. Dimensions of Quality Assurance

USIA 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 was initiated among the Albanian partners (MUA, KPT, UET, UNISHK, UAMD,AKKISH, CCIS and SCiDEV) and Porgram country partners (Belgrade University, Marconi University and ACEEU) which have a longstanding cooperation history in several previous projects (Erasmus+ and other projects). All consortium partners have proven to be reliable, knowledgeable, and responsive towards consortium needs. All institutions from the programme countries are experienced partners with outstanding performance in terms Erasmus+ project, university to society linkages and research and innovation. They 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	Internal and external	Communication Shared documents

	<p>1.2. Partners have a coherent understanding of the project</p> <p>1.3. efficient communication between partners</p> <p>1.4. coherent information management</p> <p>1.5. involvement in all relevant project processes</p> <p>1.6. interests and needs are continuously considered and integrated into the project implementation.</p> <p>1.7. Partners have a clear plan of upcoming activities.</p>		<p>Minutes</p>
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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.

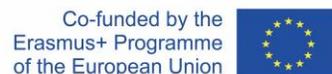
Element	Quality Indicators	Evaluation level	Items to be evaluated
<p>2. Work Packages Implementation Process</p>	<p>2.1. Coherence between the implementation of the drafts/proposals and the specific WP/deliverable aims and objectives.</p> <p>2.3. Support and collaboration with other WPs in the implementation of a specific WP and/or WP step/element.</p>	<p>Internal and external</p>	<p>Deliverables</p> <p>Instruments and procedures</p> <p>Partners collaboration</p>



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	<p>2.4. Assurance of project and project results validity</p> <p>2.5. Stakeholders (experts, target group and their representatives, related professionals) are involved at all possible and defined stages of project implementation.</p> <p>2.6. The procedures and instruments reflect objectivity, reliability and validity.</p> <p>2.7. The methodological approach applied is appropriate for all the partners and stakeholders involved.</p>		
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13. Implementation – WP level

Element	Quality Indicators	Evaluation level	Items to be evaluated	Who	Timeline
<p>3. WP agreement and decision making processes</p>	<p>3.1. Develop and share a draft of WP steps/elements</p> <p>3.2. Clarify, discuss, provide feedback</p> <p>3.3. Integrate feedback</p> <p>3.4. Follow-up discussion</p> <p>3.5. Final WP steps/elements approval</p> <p>3.6. Final WP steps/elements schedule sent to partners for implementation</p>	Internal and external	<p>Deliverables</p> <p>Instruments and procedures</p> <p>Partners collaboration</p>	<p>WP leader</p> <p>USIA coordinator</p> <p>Management team</p> <p>Media team</p> <p>WP QAP leader</p> <p>Steering Committee</p>	Within the WP project timeline as per project document
<p>4. WP implementation</p>	<p>4.1. Provide comprehensive workpackage implementation proposal draft to project partnership</p> <p>4.2. Clarify, discuss, provide feedback</p> <p>4.3. Integrate feedback</p> <p>4.4. Follow-up discussion</p> <p>4.5. Final WP implementation plan</p>				

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. 5.6. The meetings contribute to teambuilding and interaction between and among partners 5.7. All partners send representatives to the meetings.	Internal and external	Meeting information (travel info) Agenda Minutes Recording Meetings presentations and documents Meeting reports/minute for follow up



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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 fulfil 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:

- a) Documents and reports for publication
- b) Online/digital resources
- c) LLT (learning, teaching training) events and activities
- d) Dissemination events
- e) Capacity building actions
- f) Project (internal) documents and reports
- g) Project management deliverables

A. Documents and reports for publication

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

- a) WP1 – D1.1 - 1.3, 1.5 Assessment and best practices report on current state of university-society linkages in Western Balkan
- b) WP2 – D2.1. Internal procedures to set up Knowledge Transfer and Innovation Brokerage Units – USIA
- c) WP2 – D2.2. Guidelines on tendering procedure for equipment purchase: laptops, tablets, PCs, software and other hardware.
- d) WP2 – D2.3. Training material - Training of USIA staff through mobility with EU PP (3 exchange experience workshops) and peer to peer support In Albania (3 workshops)
- e) WP3 – D3.1. Guidelines, best practices and training material: Models for co-production of knowledge and research with impact through exchange of experience
- f) WP4 – D4.4. Model of cooperation in Quadruple Helix
- g) WP5 – D5.2. Report of the results of the roundtable with the Network and the business sector (Second a Researcher Programme)

h) WP5 – D6.2. Report of the results of the roundtable with the Network and the policy sector
(Policy Labs)

Element	Quality Indicators	Evaluation level	Items to be evaluated
WP deliverables	<p>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.</p> <p>Reflects the formal criteria displayed in the template regarding its layout and structure.</p> <p>Structured and/or written in a way that facilitates its (results) use by its target group(s).</p> <p>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.</p> <p>Contains innovative elements</p> <p>Proves objectivity, reliability and validity in terms of data provided and used, analysis results, argumentations, reasoning and conclusions.</p> <p>Contains relevant information for the target group.</p> <p>Overall concept and results promise high potential for sustainability</p>	Internal and external	<p>Provide draft product deliverable to partnership</p> <p>Clarify, discuss and provide feedback on draft to responsible partner based on quality indicators above</p> <p>Integration of feedback into the draft deliverable and provision of the deliverable to the QA-manager</p> <p>Review of deliverable regarding formal criteria and coherence with deliverable description in the project proposal</p> <p>In case of public papers, preliminary version is posted on the projects website</p> <p>Expert review of deliverable/product regarding quality indicators above (except coherence with deliverable description)</p>

			<p>and compliance with formal criteria)</p> <p>Review of the deliverable based on expert review results</p> <p>Final authorisation/validation of deliverable (incl. replacing on public part of project website, if necessary)</p>
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B. Online/digital resources

The project will assess and evaluate the quality of the following online/digital resources:

- a) WP4 – D4.2. Developed the online platform

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
WP4- online platform	<p>Technology: The technological solution enables a sustainable and durable learning environment</p> <p>Functionality:</p> <p>Accessibility: Learning resources are accessible to all students, regardless of physical, technological or other usage limitations</p>	Internal and external	<p>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</p>

	<p>Re-usability: The platform makes it possible to share and re-use learning resources and tools</p> <p>Organisation: Learning resources are well structured and organised, making it easy for users to navigate through them and select best ways to use them</p> <p>Currency and accuracy: Learning resources are up-to-date and free of error</p> <p>Learner-centred: The learning process focuses on student needs and experiences</p> <p>Interactive: Communication, interactivity, knowledge/idea sharing and collaboration are at the core of learning</p>	<p>Documentation: Web platform structure, features, requirements, setups, coding/implementation and maintenance issues are properly documented in a Web Platform Manual</p> <p>Content Items: Structure/format/technical requirements for all content items is well described and followed by content developers</p> <p>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.</p>
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C. LTT (learning, teaching and training) events and activities

The project will assess and evaluate the quality of the following LLT events and activities:

- a) WP2 – D2.3. Training of USIA staff through mobility with EU PP (3 exchange experience workshops) and peer to peer support In Albania (3 workshops)
- b) WP3 – D3.2. Training of staff through exchange of experience in EU programme countries (3 workshops) and peer to peer support at national level (5 workshops)
- c) WP4 – D4.4. Training of staff on the model of cooperation in Quadruple Helix (one workshop in Rome and 3 workshops in Albania)
- d) WP5 – D5.1. Roundtable with the Network and the business sector (Second a Researcher Programme)
- e) WP6 – D6.1. Roundtable with the Network and the policy sector (Policy Labs)

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	<p>Theoretical foundation is well researched and analyzed</p> <p>Methodology to develop competences and skills (learning outcomes) relevant to the goals of the training</p> <p>Learning outcomes are well defined and achievable</p> <p>The methodology is relevant (fit for purpose), scalable (applicable in different contexts), parsimony, well explained and thoroughly documented</p>	Internal and external	<p>Agenda</p> <p>List of participants</p> <p>Minutes</p> <p>Gallery</p> <p>Presentation materials</p> <p>Press release</p>

D. Dissemination events

The project will assess and evaluate the quality of the following dissemination events:

- a) WP1 – D1.4. Organisation of seminars to disseminate the results of the assessment at each partner university internally

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	<p>Quality of preparation for the event</p> <p>Quality of organization</p> <p>Quality of participants (target group)</p>	Internal and external	<p>Meeting information (travel info)</p> <p>Agenda</p> <p>Minutes</p> <p>Recording</p>

	<p>Quality of content (relevance, up-to-date)</p> <p>Quality of presentation (engagement with the audience)</p> <p>Supporting dissemination tools (brochures, souvenirs, etc)</p> <p>Online activities to support the dissemination event</p>		<p>Meetings presentations and documents</p> <p>Meeting reports/minute for follow up</p>
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E. Capacity building actions

The project will assess and evaluate the quality of the following capacity building actions:

- a) WP2 – D2.1. Establishing USIA and their regulatory and operationalisation framework in 5 HEIs or strengthen existing ones.
- b) WP2 – D2.2. Equipment purchased for USIA.
- c) WP4 – D4.1, D4.3. Establishing a network of Knowledge and Research with Impact in Quadruple Helix Model; Calendar of Network’s activities

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	<p>Relevance and assessment of impact</p> <p>Transparency of procedures</p> <p>Instructions, guidance and other documentation for each action are clearly formulated and followed by the partners</p> <p>Schedules and deadlines are observed</p> <p>Financial matters</p>	Internal and external	<p>Agenda</p> <p>List of participants</p> <p>Minutes</p> <p>Gallery</p> <p>Presentation materials</p> <p>Press release</p>

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F. Project (internal) documents and reports

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

- a) WP7 – D7.1. WP quality reports for internal monitoring and evaluation and learning
- b) WP7 – D7.2. External evaluation reports
- c) WP8 – D8.1. Dissemination strategy
- d) WP8 – D8.2. Stakeholder engagement strategy

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	<p>Documents and report comply with the requirements set by the Program, the national agency and the project proposal</p> <p>Project partners are engaged in the work on internal documents and reports</p>	Internal and external	<p>Deadlines are respected</p> <p>Documents are legal/formal/technical</p> <p>Documents and reports are written in a clear and professional language</p>

G. Project management deliverables

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

- a) WP9 – D9.1. Partnership agreement
- b) WP9 – D9.1 General supervision and coordination of the project

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



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<p>Project management deliverables</p>	<p>Documents and report comply with the requirements set by the Program, the national agency and the project proposal</p> <p>Project partners are engaged in the work on internal documents and reports</p>	<p>Internal and external</p>	<p>Deadlines are respected</p> <p>Documents are legal/formal/technical</p> <p>Documents and reports are written in a clear and professional language</p>
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Qualitative thresholds

Deliverable	Qualitative quality thresholds
A. Documents and reports for publication	
<p>WP1 – D1.1 - 1.3, 1.5 Assessment and best practices report on current state of university-society linkages in Western Balkan</p>	<p>Report, data set, number of recommendations, presentation of report, meetings, number of participants, number of presentations, people reached, feedback on report</p>
<p>WP2 – D2.1. Internal procedures to set up Knowledge Transfer and Innovation Brokerage Units – USIA</p>	<p>Decisions to establish or re-organise/strengthen 5 USIA - Knowledge transfer and innovation brokerage units in 5 HEIs; 50 staff trained; 20 students trained; regulatory and operationalisation framework in place for 5 HEIs + 2 civil society + 1 public + 1 business association on how to cooperate with USIA; USIA sustainability strategies developed + action plans; joint initiatives and collaborative projects; equipment purchased and communication campaign reaching 1000 persons at least; 3 workshops in EU programme countries + 3 in Albania.</p> <p>Internal university documents establishing or strengthen USIA, best practice guidelines; regulatory and operational documents; job descriptions, strategies, action plans; number of activities; attendance list; photos, post evaluation</p>



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	reports; focus groups with participants in workshops;
WP2 – D2.2. Guidelines on tendering procedure for equipment purchase: laptops, tablets, PCs, software and other hardware.	quality of equipment; inventory list; tender procedures; equipment testing;
WP2 – D2.3. Training material - Training of USIA staff through mobility with EU partners and peer to peer support In Albania	3 exchange experience workshops 3 peer support workshops
WP3 – D3.1. Guidelines, best practices and training material: Models for co-production of knowledge and research with impact through exchange of experience	Models of co-production of knowledge and research with impact are designed and 50 staff are trained; 3 workshops in Serbia, Italy and Germany, 5 in Albania; online resource Number of models, types of models, number of staff trained, presentations in workshops, baseline and endline evaluation of knowledge and capacity in workshops
WP4 – D4.4. Model of cooperation in Quadruple Helix	One online collaborative platform for co-production of knowledge and research with impact is established with participation of the network of partners: Albania, Serbia, Italy, Germany + stakeholders (12 partners in project all in all + 8 involved stakeholders) Online platform roadmap and sitemap developed and approved; calendar of activities and joint initiatives; 8 new MoUs in place with other stakeholders joining QH model and platform
WP5 – D5.2. Report of the results of the roundtable with the Network and the business sector (Second a Researcher Programme)	1 roundtable Enabling conditions for R&I in Albania; call for expression of interest for SMEs and researcher published; programme "Second a Researcher" implemented in 5 pilot cases; collaborative projects developed and reported + promotion; lessons learnt and scale up model report produced
WP5 – D6.2. Report of the results of the roundtable with the Network and the policy sector (Policy Labs)	number of pilots with policy, pilots collaborative project reports by staff and students, evaluation



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	<p>report on Policy Challenge Fund, number of staff involved, number of promotion articles</p> <p>10 Pilot University to Policy Cooperation programmes developed, implemented and evaluated (5 pilot projects):</p>
B. Online/digital resources	
WP4 – D4.2. Developed the online platform	<p>Number of visitors</p> <p>Number of downloads</p> <p>etc.</p>
C. LTT (learning, teaching and training) events and activities	
WP2 – D2.3. Training of USIA staff through mobility with EU partners (exchange experience workshops) and peer to peer support workshops In Albania	<p>3 exchange experience workshops</p> <p>3 peer-review workshops</p>
WP3 – D3.2. Training of staff through exchange of experience workshops in EU programme countries and peer to peer support workshops at national level in Albania	<p>3 exchange of experience workshops</p> <p>5 peer support workshops</p>
WP4 – D4.4. Training of staff on the model of cooperation in Quadruple Helix	<p>1 workshop in Rome</p> <p>3 workshops in Albania</p>
WP5 – D5.1. Roundtable with the Network and the business sector (Second a Researcher Programme)	<p>1 roundtable Enabling conditions for R&I in Albania; call for expression of interest for SMEs and researcher published; programme "Second a Researcher" implemented in 5 pilot cases; collaborative projects developed and reported + promotion; lessons learnt and scale up model report produced</p>
WP6 – D6.1. Roundtable with the Network and the policy sector (Policy Labs)	<p>Roundtable Collaboration with policy: Increasing demand for quality research output by policy/Policy proposals by students as part of Policy Innovation Lab /Policy Challenge Fund for Senior Research and PhD students</p> <p>5 Policy Labs where students work on project-based learning and solve 5 policy issues</p>



	5 Policy Challenge Fund whereby 5 researchers are selected by 5 public institutions to co-produce policy solutions
D. Dissemination events	
WP1 – D1.4. Organisation of seminars to disseminate the results of the assessment at each partner university internally	<p>2 strategies for dissemination and stakeholder engagement; 1000 people engaged; 6 documentary video produced; 6 animation video produced</p> <p>1 Communication campaign to raise awareness on the importance of collaboration between university, business, public sector, civil society and media in QH Model.</p>
E. Capacity building actions	
WP2 – D2.1. Establishing USIA and their regulatory and operationalisation framework in 5 HEIs or strengthen existing ones.	Internal university documents establishing or strengthen USIA, best practice guidelines; regulatory and operational documents; job descriptions, strategies, action plans; number of activities; attendance list; photos, post evaluation reports; focus groups with participants in workshops; quality of equipment; inventory list; number of staff working within USIA and with USIA; number of collaborative projects
WP4 – D4.1, D4.3. Establishing a network of Knowledge and Research with Impact in Quadruple Helix Model; Calendar of Network's activities	<p>Trained researchers, research management staff, project management, innovators, senior management staff from 5 HEIs in Albania and 1 NGO, 1 research center and 1 public institution, 1 business association on co-production on knowledge and research that is actionable (50 in total)</p> <p>Trained USIA staff (researchers, research management staff, project management, innovators) on sustainability and capitalisation of results (50 staff)</p> <p>Enhanced cooperation among multidisciplinary groups of local and international researchers through joint projects and initiatives (At least 2</p>



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	<p>new collaborative projects applied in the framework of Quadruple Helix Network)</p> <p>50 staff trained; 20 students trained; regulatory and operationalisation framework in place for 5 HEIs + 2 civil society + 1 public + 1 business association on how to cooperate with USIA;</p>
F. Project (internal) documents and reports	
WP7 – D7.1. WP quality reports for internal monitoring and evaluation and learning	Approved by quality assurance committee and steering committee
WP7 – D7.2. External evaluation reports	Approved by quality assurance committee and steering committee
WP8 – D8.1. Dissemination strategy	Approved by media team and steering committee
WP8 – D8.2. Stakeholder engagement strategy	Approved by media team and steering committee
G. Project management actions	
<p>WP9 – D9.1. Partnership agreement</p> <p>WP9 – D9.1 General supervision and coordination of the project</p>	<p>11 PA signed; project structure in place, Steering Committee, Quality Board, Management team;</p> <p>1 Project management and risk plan</p>

Apart from the monitoring from the NEO, EACEA, external experts and researcher, the consortium will additionally subcontract the external audit agency for the purpose of preparation of External Audit Report on the project's financial statements in accordance with the recommendations and templates of the EACEA.

16. Project sustainability

Project sustainability can be considered from several perspectives, including the financial sustainability, 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	<p>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 regularly consulted in the project implementation.</p> <p>Relevant stakeholders are regularly informed about project activities and results via appropriate communication channels.</p> <p>Project results are of use for and provide an added value to stakeholders on professional driver qualification.</p> <p>Project results are of use for and provide an added value to the project partner organisations.</p>	Internal and external	<p>developing surveys/focus groups/peer evaluation</p> <p>sending out surveys</p> <p>filling in surveys</p> <p>interpreting surveys/focus groups/peer evaluation</p> <p>writing reports</p> <p>work package report;</p> <p>partners self-evaluation of work progress;</p> <p>internal project evaluation sheet (for project workshops);</p> <p>event evaluation sheets for participants;</p>

	<p>Project results and information about project activities are regularly disseminated within the partners own organisations and connected to the regular activities of the organisation.</p> <p>Partners develop individual and joined strategies for further use, development and dissemination of project results beyond the projects framework.</p> <p>The quality assurance measures in the USIA quality plan are continuously implemented throughout the overall project duration (only for final evaluation report).</p>		<p>self-evaluation sheets for organization of events.</p>
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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 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.



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