QUALITY PLAN. WP 3

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Basic Philosophy

- Outcomes focused

- Works **alongside** Project Management

- Needs to be thorough but not overly bureaucratic

- Focus on "Value of project activity"

- Accepting of justified change (if any)

- Investigating anomalies

General description

The main aims of the project monitoring and quality control are:
- to assess the coherence of the planned activities with the designed activities;
- to monitor the correspondence of the activities carried out with the planned activities and the on-time assessment of the planned project results;
- to assess the quality of the project results.

For QA control and monitoring of project activities 2 teams will be created:
1. Internal Evaluation Working Group (IEWG)
2. External QA Audit (done in year 3 by subcontracted External Quality Control Team).

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Lead Organisations

► Riga Technical University (RTU)

► Certification Association Russian Register (RR)

► National Centre for Professional Education Quality Assurance (ANQA)

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Quality Management system

▶ Quality assurance (Internal QA, External QA)

▶ Quality Control

▶ Quality reporting

▶ QA tools

▶ Risk mitigation and contingency plan

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Expected Deliverable/Results/Outcomes

3.1 Internal monitoring and quality control by Internal Evaluation Working Group (IEWG):

a) Report of KOM satisfaction – **21st of June**

b) QA of Survey of the Desk and field study of PC practices in EMI teacher enhancement and SCL methodologies - **April-May 2021 (finished)**

c) QA of the Desk and field study of PC practices in EMI teacher enhancement and SCL methodologies – **July 2021**

c) QA of the Report of the Inventory of the best European EMI/SCL teaching methodologies - **July 2021**

d) QA of the On-line Report Presentation in EMI/SCL methodologies - **June/July 2021**

3.2 QA Evaluation of 9 PC EMI Modules - **January/February – June/July 2022**

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Expected Deliverable/Results/Outcomes

3.3   First round of QA monitoring visits by EU partners with Master Class Inputs - TBC

3.4   Evaluation of 1st Piloting and reporting on piloting and development of improvement plan (seminar   will take place during Interim Project conference at PAARA, Yerevan) - TBC

3.5   Second round of QA monitoring visits by EU partners with Master Class Inputs - TBC

3.6   QA Evaluation of 2d Piloting and reporting on piloting - TBC

3.7   QA Evaluation and editing of EMI Pedagogical Handbook - TBC

3.8   Evaluation of Study Visit - TBC

3.9   External QA Audit by External Quality Control Team on performance of the project - TBC

3.10   Accreditation of 9 EMI Modules by PCs - TBC

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Areas of responsibility (can be shared too)

Riga Technical University (RTU)

► 3.9 External QA Audit by External Quality Control Team on performance of the project

► Technical and administrative support, editing and proofreading activities

► RTU will lead WP3 Quality Plan together with RR+ANQA. It will host QA seminar within External QA Audit will be done in year 3. RTU will participate in QA monitoring visits by EU partners with Master Class Input; in evaluation of first and second Pilotings, reporting on them and development of improvement plan (seminar will take place during Interim Project conference at PAARA, Yerevan). Also it will be responsible for evaluation and editing of EMI Pedagogical Handbook.

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Areas of responsibility (can be shared too)

Certification Association Russian Register (RR) and National Centre for Professional Education Quality Assurance (ANQA)

3.1   Internal monitoring and quality control by Internal Evaluation Working Group

3.2   QA Evaluation of 9 PC EMI Modules

3.3   First round of QA monitoring visits by EU partners with Master Class Inputs

3.4   Evaluation of 1st Piloting and reporting on piloting and development of improvement plan (seminar will take place during Interim Project conference at PAARA, Yerevan)

3.5   Second round of QA monitoring visits by EU partners with Master Class Inputs

3.6   QA Evaluation of 2d Piloting and reporting on piloting

3.7   QA Evaluation and editing of EMI Pedagogical Handbook

3.8   Evaluation of Study Visit
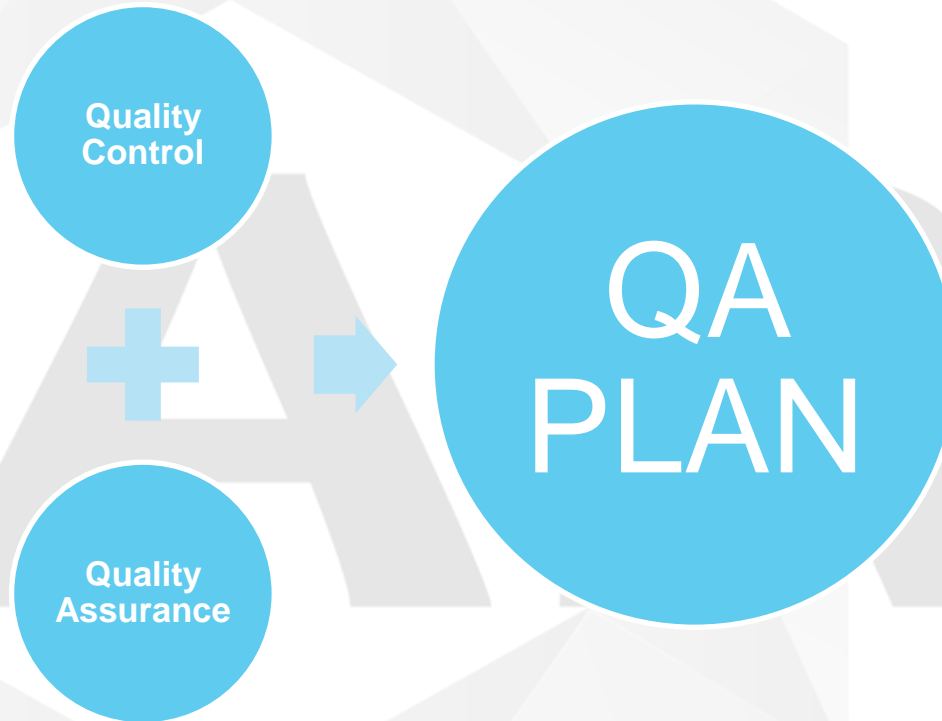
3.10   Accreditation of 9 EMI Modules by PCs

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Quality Control

Assessing the quality of outcomes and their conformity with required time and financial plans

Quality Assurance

Concerned with setting up procedures to follow in advance in order to ensure the quality of the outcomes

Quality Control

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Quality Assurance

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QA PLAN

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Quality assurance (Internal QA, External QA)

Internal monitoring and quality control by Internal Evaluation Working Group (IEWG)

► **IEWG** will consist of 2 experts selected from the two Armenian and Russian QA agencies, and the 2 selected will not be involved in any other activity of the project.

► IEWG will set up methodologies, criteria and performance indicators for the control of procedures and processes and conduct regular surveys, that will be used by Steering Groups for everyday monitoring of the project activities

► The meetings of IEWG will be coincident with project's regular meetings and via Skype every 3 months to discuss performance of the project, indicators, assess possible risks, problematic areas from QA perspective.

External QA Audit by External Quality Control Team on performance of the project

► It will be done in year 3

► It will review the performance of the project, and all deliverables in the course of the project.

► Their reputation and their credentials in QA of academic programmes will be guaranteed by QA agencies, who lead this WP.

► The teams of Internal Evaluation Working Group (IEWG), External Quality Control Team and the Consortium Steering Group members will participate in the the special seminar in order to assess the project quality and making the quality report

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Quality Control

assessing the quality of outcomes and their conformity with required time and financial plans

► SWOT analysis

► Peer review

► Satisfaction surveys

► Stakeholders' surveys (incl. non partners),

► Report (i.e. evaluation of competence model of EMI teacher and piloting evaluation report)

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Working Group

The Consortium Steering Groups will evaluate (using performance indicators set by the IEWG within regular work management procedures) all possible incoming issues, their impact on project activities. It will address and evaluate issues such as delays, lack of resources, underestimated necessary efforts and any other risks or issues and will propose possible solutions to the Consortium Steering Group for conflict resolution.

- QA Officers means QA PC HEIs contact persons, chosen for communication and collaboration with IEWG

- On the national and local level, PC institutions will provide project effectiveness in their own institution on the bases of QA indicators developed by the IEWG and Steering Groups. Conduct QA control on national and local level

- Comprising observations and inter-partner observations, interviews with the participants of the project, with the PC universities administration which supports and controls the project's activities at the university

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Quality reporting

During the WP work a short quality review concerning the WP quality measures drafted by the lead partner will be discussed in connection of Steering Group meetings. After the completion of a WP the lead partner will draft a report of the WP, which will be discussed in Quality meetings

▶ Five 6 - months reports

▶ Event evaluation reports

▶ WPs evaluation report

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Risk mitigation and contingency plan

- Contingency plan to deal with the challenges

- Based on LFM (risks & risk mitigations)

- Collaboration of Steering group and Internal Evaluation Working group

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THE QUALITY ASSURANCE PLAN

- The backbone document for the project's quality management

- represents the quality assurance policy and quality actions (internal and external) planned to be undertaken in the course of the project

- Amendments can be made during the life time of the project to support uptodate relevant changes

- Contains the information about quality planning, quality control, quality assurance and quality improvement.

- CONTAINS the criteria for the performance of internal QA/QC,

- based on the indicators for progress developed by IEWG on the basis of the LFM

- created in cooperation of WP lead partners , distributed among project partners.

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Task 3.1 Internal monitoring and quality control by Internal Evaluation Working Group (IEWG)

▶ Internal Evaluation Working Group (IEWG). The meetings of IEWG will be coincident with project's regular seminars and meetings or via zoom platform every three months to discuss performance of the project, indicators, assess possible risks, problematic areas from QA perspective and additionally via e-mail exchange. It will set up methodologies, criteria and performance indicators for the control of procedures and processes and conduct regular surveys. It will prepare monitoring and quality reports every six months. The members of IEWG will be selected from the QA Agencies as well. The other representatives of the Coordinator will not be involved into IEWG in order not to affect their reports. **(First tasks are survey of KOM, QA review of survey/desk study/inventory, feedback on Roadmap, etc)**

▶ **First IEWG meetings will be held with a purpose to finalise Report of satisfaction of KOM;** QA of the Desk and field study of PC practices in EMI teacher enhancement and SCL methodologies; QA of the Report of the Inventory of the best European EMI/SCL teaching methodologies

▶ IEWG will use such QA methodologies as SWOT analysis, peer review, satisfaction surveys, stakeholders' surveys, assessment of quality and relevance of teaching modules, evaluation of competence model of EMI teacher, evaluation of project deliverables and piloting.

▶ IEWG will prepare reports on project deliverables, satisfcation and possible risks every six month. The quality assessment will be mainly based on the indicators for progress and relative sources of information listed in Logical Framework Matrix.

▶ Reports will be published online.

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Task 3.2 QA Evaluation of 9 PC EMI Modules

► After the development of 9 EMI Curriculum Modules for PC EMI programmes and final discussion meeting in Saransk for RF partners and Yerevan for ARM partners, but before the first piloting of EMI Modules for EMI programmes, EU and PC partners conduct QA Evaluation and finalise which institution is piloting which module or modules.

► All negotiations will be carried out through videoconferences, emails and telephone conversations between partners.

► It is important on many different levels that EMI training modules materials are understood by PC partners to be completely appropriate to local conditions.

► A report is forwarded to Lead Partner for inclusion in Year 1 Project Planning and Coordination Annual Report.

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Task 3.3 First round of QA monitoring visits by EU partners with Master Class Inputs

► Representatives from EU partners (two representatives) to visit each of the target partners for observation purposes and to give Master Class inputs on EMI training modules during first piloting. This is designed to ensure quality control of the training and thus enhance credibility and sustainability of the project.

► The additional EU Master Class inputs will be taught in English. QA Observation Reports are compiled by EU observers and distributed to PC partners for subsequent evaluation. Then QA Observation Reports compiled by each EU monitor are additionally forwarded to the Lead Partner for safekeeping and

► Inclusion in Year 2 Project Planning and Coordination Annual Report.

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Task 3.4 Evaluation of 1st Piloting and reporting on piloting and development of improvement plan (seminar will take place during Interim Project conference at PAARA, Yerevan)

► EU and PC partners undertake evaluation of the first piloting of EMI training modules as taught by the agreed PC partners.

► Institutions and the modules and descriptions are assessed against the project's QA Guidelines and Bologna Process ECTS/Tuning compatibility.

► Necessary adjustments are implemented based on teacher, student and observer questionnaire feedback. Adjusted EMI training modules materials are populated on Online Platform in advance for next piloting.

► Distribution of module and seminar teaching loads and associated responsibilities at various PC institutions are noted for second piloting. Evaluation Report completed.

► The evaluation report will be presented, and an improvement plan will be developed at a special seminar during the Interim Project conference at PAARA, Yerevan.

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Task 3.5 Second round of QA monitoring visits by EU partners with Master Class Inputs

► Representatives from EU partners (two representatives) visit each of the target partners for observation purposes and to give Master Class inputs on EMI training modules during the second piloting. Each EU partner visits one PC HEI only once and for the second piloting they change the target country. This is designed to ensure quality control of the training and thus enhance credibility and sustainability of the project.

► The Master Class inputs will be taught in English. QA Observation Reports are compiled by EU observers and distributed to PC partners for subsequent evaluation. Then QA Observation Reports compiled by each EU monitor are additionally forwarded to Lead Partner for safekeeping and inclusion in Year 2 Project Planning and Coordination Annual Report.

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Task 3.6 QA Evaluation of 2d Piloting and reporting on piloting

► EU and PC partners undertake evaluation of the second piloting of EMI training modules as taught by the agreed PC Institutions and the modules and descriptions are assessed against the project's QA Control Plan Guidelines and Bologna Process ECTS/Tuning compatibility.

► The activity is conducted using QA Observation documentation created separately by EU observing partners and including a review of all evaluation documentation and report a series of recommendations to the consortium via Steering Group meetings

► Necessary adjustments are implemented based on teacher and non-project HEI guest questionnaire feedback.

► Adjusted EMI training modules materials are populated on Online Platform. The Evaluation Report is uploaded online.

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Task 3.7 QA Evaluation and editing of EMI Pedagogical Handbook

► The QA Evaluation and editing of PDF downloadable EMI Pedagogical Handbook will be undertaken through videoconferences, emails and telephone conversations.

► The QA Evaluation and editing of EMI Pedagogical Handbook will be done jointly by EU and PC partners and after evaluation and editing they will be uploaded at the online platform of the project and they will serve as electronic guidelines for EMI beginners providing the guidance how to start implementing EMI standards into EMI Curriculum.

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Task 3.8 Evaluation of Study Visit

► After the study visit has taken place (at UCP for five working days, i.e. a full working week), it will be evaluated by QA Evaluation of the study visit.

► During the study visit the international project teams (each team will consist of one student and an EMI teacher from each PC academic partner and one QA expert from QA agencies in RF and ARM) will obser the real life EMI teaching and under the supervision of EU experts will participate in the EMI case-study training, developed by UCP staff with the assistance of all other EU partners.

► The report of QA Evaluation of the study visit will be placed on the online platform to illuminate challenges and experience of international project-work education. The results and outcomes of the evaluation will be presented at Final Conference at KFU. The students participating at the study visit will also participate at the Final Conference at KFU.

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Task 3.9 External QA Audit by External Quality Control Team on performance of the project

► An External QA Audit will be done in year 3 by External Quality Control Team by the external experts in QA and education. It will review performance of the project, and all deliverables in the course of the project.

► External experts will not be the consortium members and their work will be subcontracted by RTU. Their reputation and their credentials in QA of academic programmes will be guaranteed by QA agencies, who lead this WP.

► Within the External QA Audit, a special seminar will be held in the middle of the third project year in order to assess the project quality and making the quality report (hosted by RTU). The teams of the Internal Evaluation Working Group (IEWG), the External Quality Control Team and the Steering Group members will participate.

► The audit report will be uploaded to the online platform.

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Task 3.10 Accreditation of 9 EMI Modules by PCs

► Institutional accreditation of 9 EMI modules in PC HEIs will ensure that EMI Modules provided by PC HEIS institutions meet acceptable levels of quality. Accrediting agencies will develop evaluation criteria (compatible both with national and international (ESG) accreditation requirements) and conduct evaluations to assess whether or not those criteria are met.

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