



Quality and Evaluation Plan



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Quality Plan Steps and Principles

The major steps of any quality assurance process are universal and apply to all projects which require internal monitoring of the quality of the products and project.

1. First and foremost, the project manager has to create a team dedicated for quality control. This team will be responsible to evaluate and report on the evaluation regarding every part of the project. The team will be working neutrally and independently having freedom of work, at each point of their operation, within the limits of answering to the project management team. This team will be reporting to the management team and keeping all results in safe file storage.

2. Once the team is formed, the main responsibility of the team will be to define the tasks and assign them to respective persons. Some of these responsibilities are to review the products, tools, services as per the requirements, standards and guidelines, suggest various methods, standards or tools to be used in the project, report the outcome of the evaluation etc.

3. The quality control team then defines the plans for the quality assurance process . Depending upon the nature of the project the details of the plan might change, however the basis of the plan remains common for most projects. Mostly the list includes quality objectives, defining the tests and verification activities, process evaluation, scheduling all activities, documenting and tracking etc.

4. The next step of this process is to generate the testing procedures, checklists and related activities to explain the way quality control will be performed.

5. The quality control team now has to perform according to the plan to ensure the next step of quality assurance process. By acquiring the resources to perform the procedures, the team starts evaluating the project. Tools required for this evaluation are identified depending on the nature of the project. Any non-conformance with the standards or requirement are notified and reported to project management. The problems are then corrected and again sent for testing to the quality control team. This way, testing and correcting goes on, till the project is proven to be in conformance with the standard.



6. The next step of quality assurance process is to self-evaluate the capacity of the team members to perform the evaluation processes as specified in the quality control plan.

7. The performance of the quality control team should be monitored regularly by the project manager against the quality control plan, schedule and budget. In case the progress of the quality control team does not satisfy, then corrective actions should be taken.

8. The quality control activities and results are reviewed by the management of the project and their partners on regular intervals. Any non-compliance or unsolved issue for the quality control procedure is taken care of by the senior management at this point of time.

9. The team collects review information from various sources. Suggestions for improvement at any step of quality assurance process is accepted and implemented in the next session, if it satisfies the various limitations. Recommendations are accepted for future use.

10. The team reports their results in a defined structure with quality control process descriptions, templates and checklists. This structure can be reused as a model for future or might become an example to other projects.



PROJECT OVERVIEW

Apitherapy project promote entrepreneurship education for developing active citizenship, employability and creating new business (including social entrepreneurship), support future learning and career pathways for individuals, in accordance with their personal and professional development;

Apitherapy project intends to create a curriculum based apitherapy and bee products science to alternative medicine in Europe and to create completely updated teaching materials on bee products in alternative medicine. We also aim increase incomes of beekeepers through the use of bee products in alternative medicine. Therefore, the relevant professional groups in sector should know better the use of bee products for health. We aim to update and improve instructors knowledge and improve related professional groups (Beekeepers, Medical sectors staff, vocational education institutions (public, private) adult education centers' instructors on beekeeping, alternative medicine and food sector, related vocational high school instructors (Agriculture, Veterinary, pharmacy, vocational high schools in beekeeping) and environmental foundations and training centres need for training to bee products and use of alternative medicine. In this context, this project will solve a major deficiency.

Beyond the contribution of bee products in alternative medicine beekeeping has a potential for the regional economy. In remote and rural areas beekeepers can make a considerable contribution to sustainable agricultural production.



The aims of the APITHERAPY project is:

- *Create a curriculum based apitherapy and bee products science to alternative medicine in Europe and to create completely updated teaching materials on bee products in alternative medicine;
- *Promote entrepreneurship education for developing active citizenship, employability and creating new business (including social entrepreneurship), support future learning and career pathways for individuals, in accordance with their personal and professional development;
- *Update and improve instructors knowledge and improve related professional groups and environmental foundations and training centres need for training to bee products and use of alternative medicine.
- *Creation of a network of stakeholders at local and regional level for keeping the attention of decision makers and other relevant institutions about the APITHERAPY
- *Increase incomes of beekeepers through the use of bee products in alternative medicine.

PROJECT QUALITY AND EVALUATION

The proper project implementation and achievement of high quality project results will be monitored and evaluated as on-going activities in the course of the project implementation. These quality control and evaluation activities will be focused on the quality assurance which aims at maintenance a general level of quality within the project in the fields of management, procedures, timely execution of project tasks and products, as well as keep a systematic check on our level of social responsibility, ecological sustainability, economical viability and communication, as well as to ensure the project produces outcomes are of the highest possible standards too.

The quality control and evaluation will be organized according to the following main rules:

- a) internal and external evaluation
- b) at the level of partnership, and at the level of each partner organization

- c) at the level of activities, and at the level of products
- d) involvement of all the project partners, stakeholders and end-users
- e) on-going quality control and evaluation activities with the regular feedback

The project partners will undertake the following activities to monitor and evaluate the project's activities and results:

1) CPIP /project partner responsible for co-ordination of the quality control, monitoring and evaluation activities/ will produce, at the very start of the project, a quality and evaluation plan which will be the guide for the partner's performance throughout the project and it will define the aim, objectives and principles of the quality assurance, quality assurance methodology, quality assurance cycle, indicators, procedures and tools, responsibilities at the level of the overall project and every phase, monitoring mechanisms for project progress and deliverables and all necessary templates. The quality and evaluation plan will be also accompanied by tools for logging and if necessary reporting of project risks, issues & lessons learnt as well as incidents of non-conformance to project quality standards.

2) There will be appointed a quality board composed of representatives of all project partners to implement the quality control and evaluation activities. Every project partner will have one representative in a quality board to control a quality within the project in the fields of management, procedures, timely execution of project tasks and products, as well as keep a systematic check on our level of social responsibility, ecological sustainability, economical viability and communication. Every representative of the project partner in a quality board will have to meet following requirements:

- i) have experience in implementation of projects, and be familiar with character of working in cooperation with partners
- ii) be familiar with the issues which are main subjects of the project—so that to be able to assess if the objectives of the project are met and tasks are implemented with keeping the high quality
- iii) have the experience and knowledge in the field of evaluation and quality control

3) The communication among members of the quality board will be based on on-line meetings (skype), e-mailing and face-to-face meetings. The on-line meetings will be organized according to the prepared agenda (3 meetings per 1 year). The results of every skype meeting /taken decision, recommendations, etc./ will be summed up in the minutes.

4) Every project partner (member of a quality board) will prepare an one year quality reports (interim quality) and final quality reports to investigate and control the project progress, the timely achievement of project milestones and production of project deliverables to the agreed timescales and quality standards. This feedback mechanism will support the partner responsible for co-ordination of the quality control and evaluation activities to monitor project progress and the adherence to project quality guidelines. Incidences of non-conformance will be reported back to the partners.

5) External evaluation will be sub-contracted to an external expert, who will fulfill the quality criteria (i) have knowledge and experience in evaluation of projects implemented by partnerships composed of organizations coming from different countries, (ii) be familiar with the issues which are main subjects of the project, (iii) speaks in English fluently.

The external evaluator will be responsible for ensuring that the coordinator is fulfilling tasks appropriately and that the project is on track., with a specific focus on sustainability criteria – an aspect that sadly lacks in many project evaluations. This role will see the evaluator in more of an advisory role than simply a post-ante evaluator.

The external evaluator will investigate the delivery of the project products, their usefulness and accuracy, impact on the target group, and also keeping international requirements and standards.

Project evaluation will be based on the principles of involvement of the project partners, stakeholders, target organizations and end-users. Regular evaluation will be carried out so that the lessons learned can be fed back into the project as it progresses, thus ensuring continuous improvement & high quality delivery.

The Project / Process Evaluation will take place in structured reflection rounds during the project meetings and as part of the internal reporting. Aspects to be evaluated will include:

- the commitment, performance, personal gains of the project partners (process evaluation);

- (inter-cultural, inter-lingual, inter-personal and other) barriers to successful cooperation in the project
- level of contentment with the development of project and outputs.

The product Evaluation will be conducted by both the internal and external evaluator in a combined report.

QUALITY MANAGEMENT METHOD

Managing project quality requires an approved quality plan encompassing the major quality processes defined in the application. The development and approval of the QMP confirms the criteria and processes for the project's deliverables and milestones.

Quality Plan Processes

Quality assurance activities focus on the processes used to manage and deliver a project and is a method to ensure that it will satisfy the quality standards in our field of qualifications development.

Quality control activities are performed to verify that project management and project deliverables are of high quality and meet quality standards. Quality assurance also helps uncover causes of unsatisfactory results and establish lessons learned to avoid similar issues in this and other projects.

Project team members and key stakeholders agree on the project processes and deliverable criteria that will be used to evaluate final deliverable results before the results are formally approved.

All indicators will be measured on regular basis; so that to make sure that all planned results are achieved in proper way and in time. Investigation of the project progress and the extent to what the mentioned above indicators are achieved will be defined in the Quality Control Plan with the support of the procedures defined in the Evaluation Plan and the Management and Financial Plan.

The project partners will provide the Lead Partner with one year reports showing the project implementation progress and completion of the tasks assigned to a partner and also the rate of achievement of each quantitative indicator.

The achievement of the qualitative indicators will be measure by questionnaires which will be completed by the target group taking part in the project implementation. The questionnaires with qualitative questions will facilitate of measurement of level of growth of skills, knowledge and satisfaction of users, their opinion about the project products, ICT tool for strategic planning, training package, user's guides/ to assess their accuracy, reliability, usefulness and their readiness to use them and include them in their training offer etc. The target groups taking part in the project activities will be questioned on their level of skill, knowledge, experiences and expectations.

The extent of the achievement of the project indicators will be measure by the quality board and external evaluator too.

Quality Tools

The primary quality tool for the development of the project will be a comprehensive checklist that will be followed by all the partners in the project (an implementation strategy) and a clear description of the methods to ensure relevance and transparency. This action plan is currently available.

A number of secondary instruments and resources will be used to support the central development of the project. These will include structured questionnaires to secure empirically derived data, checklists, interviews, and experts in project management.

Particular focus will be given to the questionnaires, interview models and surveys, and the general involvement of stakeholders and relevant experts through live interviews and updates for assistance as well as dissemination.

A risk assessment document will be attached to the management plan to monitor and prevent potential risks and hazards to the project and will be a crucial tool in the success of the project.

External quality reports will be made for each product of the project at the time when it becomes finalized and will be submitted by the external evaluator to the quality adviser and to the project manager.

Quality Adviser, Quality board, External expert.

CPIP is the Quality Adviser of the APITHERAPY project responsible overall for the production and monitoring of the QMP together with the quality board represented by a member from each partner country involved in the project. The quality board members are responsible for overseeing events within their own country and results are to be centralized by the quality adviser.

The quality board is comprised of the following members:

Partner	Country	Name of quality board member
CPIP-COMUNITATEA PENTRU INVATAREA PERMANENTA	Romania	Rodica Pana
CANAKKALE ONSEKIZ MART UNIVERSITESI	Turkey	Kemal celik
Stowarzyszenie Rozwoju Inicjatyw Regionalnych "Lacjum"	Poland	Wioletta Czernatowicz
Balikesir Universitesi	Turkey	Ergün Demir
Tudás Alapítvány	Hungary	János Palatos
Canakkale Ili Ari Yetistiricileri Birligi	Turkey	Cahit Ileri



The quality board is obligated to consult with and report to the quality adviser. The quality board is set to have periodic Skype meetings to discuss quality control issues and relevant products.

The project manager of the project will subcontract an external expert.

They will establish, from the beginning and through contract, the tasks of the external expert. The external expert will evaluate the project products for their usefulness, accuracy, impact and keeping international requirements and standards.

QUALITY INDICATORS

The progress in the achievement of the objectives and results of the APITHERAPY project will be measure during the project implementation by the following quantitative and qualitative indicators.

Initial indicators

Quantitative indicators:

- 1) Collection of existing competency profile and propose a full curriculum for bee products science and Apitherapy
- 2) Number of Checking workshops
- 3) Number of Curriculum modules for the test phase.
- 4) Number of the field work reports in every partner country prepared



- 5) Number of the national language versions of the APITHERAPY course and web-portal
- 6) Number of the national language versions of the APITHERAPY Handbook
- 7) Number of Validate APITHERAPY package as European model
- 8) Number of APITHERAPY package- validation and multiplier workshop
- 9) Number of the reports summarizing results of evaluation and assessment of the project products/outcomes in each partner country,
- 10) Number of the evaluation questionnaires completed by evaluators and target groups and the appreciation rate of the end-users who took part in the pilot testing,
- 11) Number of individuals interested in the project subject
- 12) Number of institutions directly or indirectly involved in the project by the end of the project period

Qualitative indicators:

- 1) More efficient exploitation of existing knowledge in APITHERAPY
- 2) Improved understanding of the APITHERAPY concept
- 3) The methodology followed to develop the deliverables has been effective and efficient (assessment by partners and by the external evaluator).
- 4) Optimal degree of satisfaction of partnership with the project working material/documents (intermediate deliverables addressed to all partners).
- 5) The training contents have been satisfactory adapted to each country needs and to the European context. Innovation and usability of the e-learning tool.
- 6) Relevance of the contents, taking into consideration the end-user needs and demands.
- 7) Training contents usefulness, taking into consideration if it fits with the practical knowledge and expertise of end-users.

- 8) Relevant stakeholders have been involved and contributed to improve the results
- 9) Success in identifying the key stakeholders in the regions/ countries.
- 10) The Target groups involved are relevant stakeholders in the region.

All indicators will be measured on regular basis, so that to make sure that all planned results are achieved in proper way and in time. Investigation of the project progress and the extent to what the mentioned above indicators are achieved will be defined in the Quality Control Plan with the support of the procedures defined in the Evaluation Plan and the Management and Financial Plan. The project partners will provide the Lead Partner with one year reports showing the project implementation progress and completion of the tasks assigned to a partner and also the rate of achievement of each quantitative indicator.

The achievement of the qualitative indicators will be measure by questionnaires which will be completed by the target group taking part in the project implementation. The questionnaires with qualitative questions will facilitate of measurement of level of growth of skills, knowledge and satisfaction of users, their opinion about the project products, to assess their accuracy, reliability, usefulness and their readiness to use them and include them in their training offer etc..

The extent of the achievement of the project indicators will be measure by the quality board and external evaluator too.

Indicator verification with consortium

These indicators initially set for the project were verified and confirmed with the project partners using the following type of online survey:

The following indicators we need to provide and estimate numbers



Number of the questionnaires conducted with the target group , stakeholders and experts in each partner country during the field work activities

Number of persons attending at Checking workshops

Number of persons attending at Validation workshops

Number of the evaluation questionnaires completed by evaluators and target groups and the appreciation rate of the end-users who took part in the Validation workshop

Number of institutions directly or indirectly involved in the project by the end of the project period

Number of individuals interested in the project subject

Proposed indicators

As a completion and/or confirmation of the initial indicators, the following results were reached for each project partner following the above mentioned survey.

Partner	Country	Number of the questionnaires conducted with the target group , stakeholders and experts in each partner country during the field work activities	Number of persons attending at Checking workshops	Number of persons attending at Validation workshops
CPIP- COMUNITATEA PENTRU INVATAREA PERMANENTA	RO	20	10	20
CANAKKALE ONSEKIZ MART UNIVERSITESI	TR	20	10	20
Stowarzyszenie Rozwoju Inicjatyw Regionalnych "Lacjum"	PL	20	10	20
Balikesir Universitesi	TR	20	10	20
Tudás Alapítvány	HU	20	10	20
Canakkale Ili Ari Yetistiricileri Birliđi	TR	20	10	20

Partner	Country	Number of the evaluation questionnaires completed by evaluators and target groups and the appreciation rate of the end-users who took part in the Validation workshop	Number of institutions directly or indirectly involved in the project by the end of the project period	Number of individuals interested in the project subject
CPIP-COMUNITATEA PENTRU INVATAREA PERMANENTA	RO	20	5	50
CANAKKALE ONSEKIZ MART UNIVERSITESI	TR	20	5	50
Stowarzyszenie Rozwoju Inicjatyw Regionalnych "Lacjum"	PL	20	5	50
Balikesir Universitesi	TR	20	5	50
Tudás Alapítvány	HU	20	5	50
Canakkale Ili Ari Yetistiricileri Birliđi	TR	20	5	50

Therefore, the realistic overall indicators of the project can be updated as follows:

- 1) Number of the questionnaires conducted with the target group , stakeholders and experts in each partner country during the field work activities – 120
- 2) Number of persons attending at Checking workshops - 60
- 3) Number of persons attending at Validation workshops-120
- 4) Number of the evaluation questionnaires completed by evaluators and target groups and the appreciation rate of the end-users who took part in the Validation workshop-120
- 5) Number of institutions directly or indirectly involved in the project by the end of the project period-30
- 6) Number of individuals interested in the project subject-300

PROJECT OUTCOMES

The project outcomes to be monitored, according to the management plan, are as follows:

Output	Description	Who will monitor
1	<i>APITHERAPY Implementation Strategy-Management and Financial Plan</i>	Project partners, project manager, quality board,
2	<i>Promotion, Dissemination and Exploitation Plan</i>	Project partners, project manager, quality board,
3	<i>Quality and Evaluation Plan</i>	Project partners, project manager, quality board,
4	<i>Collection of existing competency profile and propose a full curriculum for bee products science and Apitherapy</i>	Project partners, project manager, quality board, external evaluator,
5	<i>Checking workshop-Filed work completed and national reports</i>	WP leader, project partners, project manager, quality board, stakeholders
6	<i>Curriculum modules for the test phase.</i>	WP leader, project partners, project manager, quality board, stakeholders

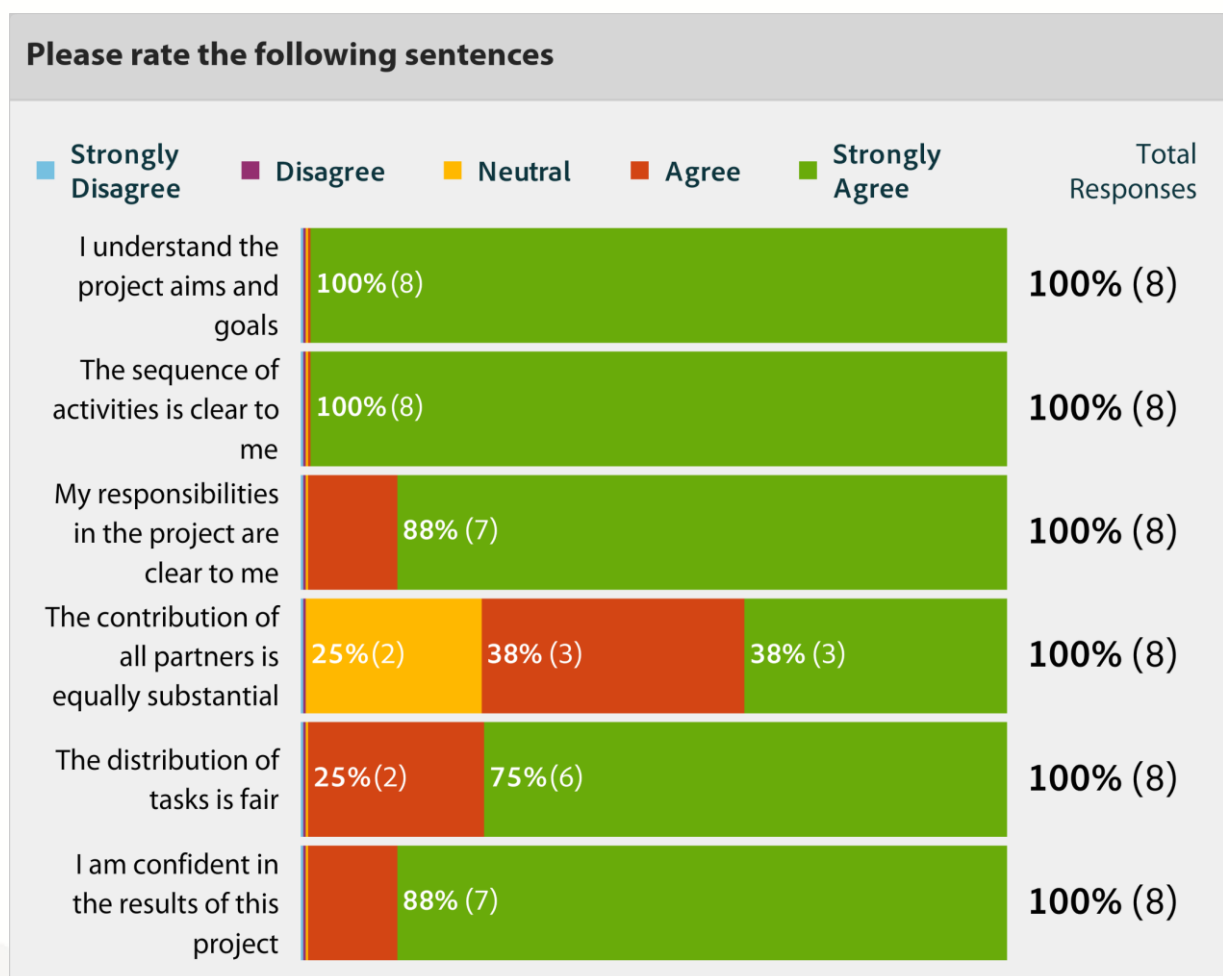
	<i>Open on-line course/web-portal</i>	WP leader, project partners, project manager, quality board, external evaluator, stakeholders
8	<i>APITHERAPY Handbook</i>	WP leader, project partners, project manager, quality board, external evaluator, stakeholders
9	<i>Validation Package /Workshops</i>	WP leader, project partners, project manager, quality board, external evaluator, stakeholders, trainees.
10	<i>APITHERAPY European model</i>	WP leader, project partners, project manager, quality board, external evaluator, stakeholders, trainees.
11	<i>"APITHERAPY package- validation and multiplier workshop</i>	WP leader, project partners, project manager, quality board, external evaluator, stakeholders, trainees.

The methods through which the various groups will perform evaluation are the following:

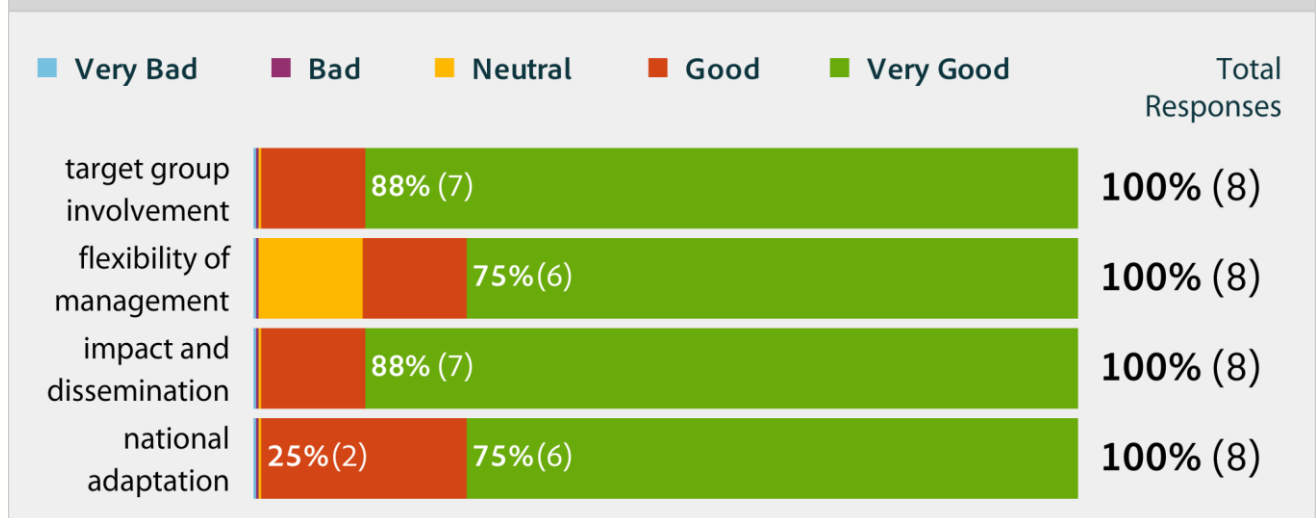
Responsible	Methods available
Project partners	Direct feedback, requesting at any time organization of a skype meeting, partner communication, live meetings
Quality board	Direct feedback, requesting at any time organization of a skype meeting, partner communication, live meetings, quality control questionnaires
External evaluator	Written quality reports, communication with partners, questionnaires
Stakeholders	Indirect feedback, discussion with respective partner from each country, live interviews, online questionnaires, email, skype with country partner.
Trainees	Indirect feedback, discussion with respective partner from each country, live interviews, online questionnaires, email, skype with country partner.

INITIAL QUALITY MONITORING

Initial monitoring was performed at the beginning of the project through a questionnaire in order to establish a starting point and set a standard by which comparative study can be created at various reporting points throughout the project.



Please rate the following items based on your expectations of the future of the project



The results were already used for adjustment as they were discussed live during the first project meeting, and all partners and management were informed of the result which indicates that they may be a certain imparity in the distribution of tasks to each partner. The matter was discussed on hand, and risks were generated and are being monitored accordingly.

The general result of the test, however, is positive and encouraging.

This questionnaire will be re-applied periodically in order to establish project progress. Other segments may be added to it pertaining to the work package currently active and the products finished/at work.