

SETCOM

**Podporna okolja za spodbujanje prečnih kompetenc v
vzgoji in izobraževanju**

**Supportive Environments to Enhance Transversal
Competencies in Education**

Plan zagotavljanja kakovosti

Quality Assurance Plan

August 2022

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1 INFORMACIJE O PROJEKTU / PROJECT INFORMATION

1.1 POVZETEK / SUMMARY

Pri vnosu sprememb v pedagoški proces je potrebna posebna previdnost, saj gre za precej rigidne sisteme, ki na spremembe ne reagirajo najbolje. Zato bomo v projektu sledili le najvišjim standardom kakovosti in temu namenimo poseben DS V DS 6 bomo izvajali aktivnosti, ki so vezane na vodenje sistema kakovosti izvedbe projekta. Temeljni cilj DS je spremljanje delovanja projektnih partnerjev za zagotavljanje vključenosti vseh deležnikov v projektu ter spremljanje izvedbe nalog. Aktivnosti se bodo izvajale skozi celoten čas trajanja projekta, koordinator za DS6 je Univerza NORD, ki bo v sodelovanju z vsemi partnerji koordinirala pripravo poročil o kakovosti in spremljanja načrtovanih aktivnosti v skladu z načrtom projekta in načrtom zagotavljanja kakovosti. Vsi projektni partnerji bodo sodelovali v sklopu izvedenih aktivnosti tako, da bodo v skladu z načrtom zagotavljanja kakovosti poročali o zadovoljstvu kakovostjo institucionalnega sodelovanja, z izvedenimi aktivnostmi ter o drugih podatkih, ki bodo potrebni za analizo spremljanja kakovosti izvajanja projekta. Razen projektnih partnerjev bodo pri poročanju o kakovosti sodelovali tudi udeleženci izobraževalnih modulov. V okviru DS6 se bo izvajalo spremljanje delovanja različnih projektnih partnerjev ter izvajanje njihovih nalog, izvedla se bo analiza podatkov glede vključenosti projektnih partnerjev, pripravil se bo načrt zagotavljanja kakovosti, kjer bomo opredelili različne vidike vodenja sistema kakovosti v projektu, pripravili se bodo kontrolni listi za spremljanje izvedbe projekta ter analiza podatkov glede uspešnosti delovanja projektne skupine glede na izbrane kazalnike. Pri vseh projektnih aktivnostih bomo spremljali sledenje metodologiji: PLAN, IMPLEMENT, EVALUATE, ADAPT/IMPROVE. V fazi Plan bo odgovorna projektna skupina pripravila Akcijski načrt (npr. za implementacijo IzM), Po implementaciji bodo vsi partnerji ovrednotili rezultate in predlagali izboljšave.

Special caution is required when introducing changes into the pedagogical process, as these are rather rigid systems that do not react well to changes. That is why we will follow only the highest quality standards in the project and dedicate a special WG (workgroup). In WG6, we will carry out activities related to the management of the quality system of project implementation. The fundamental goal of WG is to monitor the performance of project partners to ensure the involvement of all stakeholders in the project and to monitor the execution of tasks. The activities will be carried out throughout the duration of the project, the coordinator for WG6 is NORD University, which, in cooperation with all partners, will coordinate the preparation of quality reports and the monitoring of planned activities in accordance with the project plan and the quality assurance plan. All project partners will participate in the implemented activities by reporting, in accordance with the quality assurance plan, their satisfaction with the quality of institutional cooperation, with the implemented activities and other data that will be necessary for the analysis of monitoring the quality of project implementation. Apart from the project partners, the participants of the educational modules will also participate in quality reporting. In the framework of DS6, monitoring of the performance of various project partners and the implementation of their tasks will be carried out, data analysis will be carried out regarding the involvement of project partners, a quality assurance plan will be prepared, where we will define the various aspects of managing the quality system in the project, checklists will be

prepared for monitoring the implementation of the project and analysing data regarding the performance of the project team according to the selected indicators. In all project activities, we will monitor the following methodology: PLAN, IMPLEMENT, EVALUATE, ADAPT/IMPROVE. In the Plan phase, the responsible project group will prepare an Action Plan (e.g., for the implementation of Educational Modules). After implementation, all partners will evaluate the results and propose improvements.

1.2 GLAVNI REZULTAT PROJEKTA / PROJECT MAIN OUTPUT

T 5.1: Zagotavljanje vključenosti projektnih deležnikov

Izvajali bomo sistematizirano spremljanje delovanja različnih projektnih partnerjev z namenom zagotavljanja vključenosti vseh deležnikov v projektu. Na ta način bomo zagotovili ustrezen sistem vodenja kakovosti v vseh procesih, zlasti tistih, ki so povezani s komunikacijo med projektnimi partnerji in kakovostjo izvedbe sestankov, procesov ipd. S stalnim spremljanjem vseh procesov bomo tudi zagotavljali povečan delež sodelujočih institucij za izobraževanje in usposabljanje, ki bodo uporabljale nove prakse poučevanja in učenja na področju SEK in UI pismenosti.

T 5.1: Ensuring the involvement of project stakeholders

We will carry out a systematized monitoring of the performance of various project partners with the aim of ensuring the involvement of all stakeholders in the project. In this way, we will ensure an adequate quality management system in all processes, especially those related to communication between project partners and the quality of the implementation of meetings, processes, etc. By constantly monitoring all processes, we will also ensure an increased share of participating education and training institutions that will use new teaching and learning practices in the field of SEC (Social and Emotional Competences) and AI literacy.

I.1.1-2 Outcome

Delež sodelujočih institucij za izobraževanje in usposabljanje, ki uporabljajo nove prakse poučevanja in učenja

Proportion of participating education and training institutions using new teaching and learning practices

T 5.2: Uspešnost delovanja skupine

Nosilec programa nam bo posredoval vprašalnik, ki ga bomo dopolnili glede na specifične potrebe projekta. Beležili bomo obseg dela in kakovost izvedbe del vseh članov projekta. Poskrbeli bomo tudi za pozitivni timski duh in sodelovanje. Pri tem bomo na zahtevo izvajali tudi sprotno evalvacijo. Želimo ugotoviti potencialne konfliktne situacije in ustrezno obveščati odgovorne za uporabo korektivnih ukrepov.

T 5.2: Performance of the group

The program holder will provide us with a questionnaire, which we will supplement according to the specific needs of the project. We will record the scope of work and the quality of work performed by all members of the project. We will also

ensure a positive team spirit and cooperation. At the same time, we will also carry out an on-the-spot evaluation upon request. We want to identify potential conflict situations and inform those responsible for use accordingly corrective measures.

Rezultat / Outcome I.1.1-2

Stopnja zadovoljstva s kakovostjo institucionalnega sodelovanja

Level of satisfaction with the quality of institutional cooperation

1.3 CILJNE SKUPINE / TARGET GROUPS

Člani projekta bodo dali povratne informacije o svojem delu na projektu. Pripravljali bodo poročila. Po poročilih bodo prilagodili svojo uspešnost in po potrebi celo spremenili nekatere vsebine, če bodo potrebne. **Študenti** bodo zagotovili količinske in kakovostne povratne informacije o **sodelovanju** pri projektu. **Predavatelji** bodo zagotovili kvantitativne in kvalitativne povratne informacije o vsebini in postopku, v katerem bodo ti rezultati uporabljeni v praksi. **Učitelji, vzgojitelji in administrativno osebje** bodo posredovali povratne informacije o vsebinah in sodelovanju, ki jih lahko uporabljajo v namen izboljšanja kakovosti.

*Project members will provide feedback on their work on the project. Reports will be prepared. According to reports, they will adjust their performance and even change some content if needed. **Students** will provide quantitative and qualitative feedback on project participation. The **lecturers** will provide quantitative and qualitative feedback on the content and the process in which these results will be put into practice. **Teachers, educators, and administrative staff** will provide feedback on content and collaboration that they can use to improve quality.*

Aktivnosti / Activities

Spremljanje: komunikacije in sledenje časovnim okvirom partnerjev projekta (Učinek 1)

Poročilo o analizi pridobljenih podatkov zagotavljanja vključenosti projektnih deležnikov.

Analiza pridobljenih podatkov – zagotavljanja vključenosti projektnih deležnikov (Učinek 1)

Monitoring: communications and tracking project partners' timelines (Outcome 1)

Report on the analysis of the obtained data on ensuring the involvement of project stakeholders.

Analysis of the obtained data - ensuring the involvement of project stakeholders (Outcome 1)

1.4 PROJEKTNI REZULTATI / PROJECT RESULTS

Izdelek / Deliverable 1



Poročilo o analizi pridobljenih podatkov zagotavljanja vključenosti projektnih deležnikov.

Poročilo bo vsebovalo kvantitativno in kvalitativno analizo povratnih informacij vključenosti partnerjev in projektnih deležnikov.

Report on the analysis of the obtained data on ensuring the involvement of project stakeholders.

The report will contain a quantitative and qualitative analysis of feedback on the involvement of partners and project stakeholders.

Aktivnost / Activity 1

Priprava načrta za zagotavljanje kakovosti (Učinek 2)

Preparation of a plan for quality assurance (Outcome 2)

Izdelek / Deliverable 2

Poročilo o pripravi načrta za zagotavljanje kakovosti

Poročilo bo vsebovalo načrt za zagotavljanje kakovosti v katerem bodo zbrana poročila članov skupin o zagotavljanju kakovosti svojih dejavnosti.

Report on the preparation of the plan for quality assurance

The report will contain a plan for quality assurance, in which the reports of the members of the groups on the quality assurance of their activities will be collected.

Aktivnost / Activity 2

Priprava kontrolnih listov za spremljanje izvede projekta (Učinek 2)

Preparation of control sheets for monitoring project implementation (Outcome 2)

Izdelek / Deliverable 3

Poročilo o pripravi kontrolnih listov za kazalnike

Poročilo bo vsebovalo kontrolne sezname in količinske opise projektnih nalog. Vsebovalo bo tudi ocene uspešnosti ekipe in internih dosežkov vodij delovnih skupin.

Report on the preparation of checklists for indicators

The report will contain checklists and quantitative descriptions of project tasks. It will also include evaluations of the team's performance and the internal achievements of the working group leaders

Aktivnost / Activity 3

Analiza pridobljenih podatkov – uspešnosti delovanja skupine (Učinek 2).

Analysis of the obtained data - performance of the group (Outcome 2).

Izdelek / Deliverable 4

Poročilo o analizi pridobljenih podatkov uspešnosti delovanja skupine

Poročilo bo vsebovalo kvantitativno in kvalitativno analizo rezultatov o uspešnosti delovanja skupin. Te analize ne bodo potrebne le za oceno in nadzor kakovosti, ampak tudi za poročilo o uspehu projekta. To je zlasti potrebno pri oceni kakovosti rezultatov.

Report on the analysis of the obtained data on the performance of the group

The report will contain a quantitative and qualitative analysis of the results on the performance of the groups. These analyses will not only be needed for evaluation and quality control, but also for the project success report. This is especially necessary when assessing the quality of the results.

2 PLAN ZAGOTAVLJANJA KAKOVOSTI / QUALITY ASSURANCE PLAN

2.1 UVOD IN CILJI / INTRODUCTION AND OBJECTIVES

Dosežke projekta SETCOM bomo merili tako, da bomo ocenili, v kolikšni meri:

- a) Svoje rezultate dokončamo pravočasno in strokovno.
- b) Naši rezultati so dovolj ustrezni in kakovostni, da zagotovijo pričakovane rezultate.
- c) Ti izdelki in izidi ustvarijo pričakovan učinek v naših ciljnih skupinah.

Te vidike bosta spremljali Univerza NORD in Univerza v Mariboru v **polletnih poročilih** o napredku, Univerza v Mariboru pa jih bo ocenila v **letnih pregledih**.

Vrednotenje projekta in konzorcija bo formaliziralo in delilo cilje, skupno merilo in analiziralo rezultate. Partnerji bodo skozi celoten proces vključeni v zbiranje podatkov in refleksijo. Vse perspektive skupaj bi morale zagotavljati varno izvedbo projekta.

Cilji načrta zagotavljanja kakovosti so:

- določiti cilje spremljanja kakovosti in ukrepe za oceno zagotavljanja kakovosti procesov in rezultatov;
- opredeliti kvalitativne in kvantitativne indikatorje;
- določiti čas in pogostost dejavnosti spremljanja;

We will measure the achievements of the SETCOM project by assessing the extent to which:

- a) *We complete our outputs in a timely and professional manner.*
- b) *Our outputs are of sufficient relevance and quality to ensure the expected outcomes.*
- c) *These outputs and outcomes generate the expected impact in our target groups.*

*These aspects will be monitored by University NORD and University of Maribor in **half-yearly progress reports** and assessed by Maribor University in **yearly reviews**.*

The evaluation of the project and of the consortium will formalize and share the objectives, measure and analyse collectively the results. The partners will be involved throughout the process in the collection of data and reflection. All perspectives combined should guarantee a secure project implementation.

The objectives of the Quality Assurance Plan are:

- *to establish quality monitoring objectives and actions in order to assess the assuring of the quality of the processes and outputs;*
- *to define qualitative and quantitative indicators;*
- *to establish timing and frequency of the monitoring activities;*

2.2 PREGLED / OVERVIEW

V naslednjih delih dokumenta bomo opredelili natančen cilj Načrta zagotavljanja kakovosti, metodologijo in pristope k spremljanju, analizi in oceni rezultatov, tveganj, vplivov in drugih parametrov v okviru procesov in postopkov vodenja projekta.

Procesi zagotavljanja kakovosti bodo sledili kakovostnim in kvantitativnim vidikom rezultatov, doseženih v okviru vsakega cilja.

In the following sections of the document, we will define the exact aim of the Quality Assurance Plan, the methodology and approaches towards monitoring, analysis and assessment of results, risks, impact and other parameters within the project management processes and procedures.

The quality assurance processes, will follow qualitative and quantitative aspects of the results achieved within each objective.

2.3 NAMEN DOKUMENTA / AIM OF THE DOCUMENT

Z vsemi temi procesi želimo:

- *opredeliti in vsem partnerjem pojasniti odločitve, ki jih je treba sprejeti za zagotavljanje kakovosti procesov vodenja projekta;*
- *vsakemu partnerju omogočiti razumevanje organizacije projekta, njegovih procesov in praks v zvezi s spoštovanjem standardov kakovosti in postopkov;*
- *zagotoviti, da rezultati izpolnjujejo standarde kakovosti, ki jih je sprejel konzorcij;*
- *spremljanje, nadzor in izboljšanje kakovosti projektnega partnerstva;*
- *spremljati in ocenjevati obvladovanje projektnih tveganj in učinkovitost preprečevanja tveganj;*
- *oceniti vpliv rezultatov projekta;*
- *spremljati in oceniti, ali in kako so izvedene diseminacijske aktivnosti prispevale h kakovosti rezultatov projekta;*

Through all these processes we aim:



- to define and clarify to all the partners the decisions that need to be taken to assure the quality of the project management processes;
- to give to each partner an understanding of the project's organisation, its processes and practices with respect to adherence to quality standards and procedures;
- to assure that the outputs meet the quality standards committed by the consortium;
- to follow, control and improve the quality of the project partnership;
- to monitor and to assess the project risk management and efficiency of the risk prevention;
- to assess the impact of the project results;
- to monitor and to assess whether and how the dissemination activities realised contributed to the quality of project results;

2.4 KRITERIJI / CRITERIA

Kvantitativni (QT) in kvalitativni (QL) indikatorji, ki opredeljujejo napredek cilja, so navedeni spodaj za vsak cilj posebej in vključujejo parametre za spremljanje števila vseh korakov, ki jih je treba vključiti znotraj posameznega cilja za njegovo uspešno izvedbo.

IO1: Zagotavljanje vključenosti projektnih deležnikov

- spremljanje delovanja različnih projektnih partnerjev
- kakovost izvedbe sestankov

IO2: Uspešnost delovanja skupine

- obseg dela in kakovost izvedbe del vseh članov projekta
- sprotna evalvacija

Quantitative (QT) & Qualitative (QL) indicators that define the objective progress are listed below for each objective separately and include parameters for monitoring the numbers of all steps that need to be included within each objective for its successful implementation.

IO1: Ensuring the involvement of project stakeholders

- monitoring the performance of various project partners
- quality of meetings

IO2: Performance of the group

- scope of work and quality of work performed by all members of the project
- real-time evaluation

3 DOKUMENTI / FILES

Poročila so v obliki zapisnikov sestankov in vsebujejo 1) dnevni red in 2) sklepe. Po potrebi so lahko dodani tudi dokumenti, če je to potrebno.

Podpisne liste so skenirane ali slikane podpisne liste sestanka.

Vsi **zaključeni dokumenti** v projektu morajo biti opremljeni z 1) glavo projekta, 2) imenom dokumenta, 3) unikatno številko dokumenta in 4) odgovorno osebo za dokument. V primeru, da je avtorjev dokumenta več jih tudi navedite.

Vprašalnik je v spletni obliki in ga izpolnijo sodelujoči na projektnih aktivnostih. Vprašalnikov je več, v odvisnosti od specifičnosti izvedenih aktivnosti in delovnih skupin. Poročila o vprašalnikih so povzeta in anonimizirana v skladu z Zakonom o varovanju osebnih podatkov (ZVOP-1-UPB¹).

The reports are in the form of meeting minutes and contain 1) agenda and 2) conclusions. Documents can also be added if required.

Signature sheets are scanned or photos of signature sheets of the meeting.

*All **completed documents** in the project must be equipped with a 1) project header; 2) document name; 3) unique document number; and 4) the person responsible for the document. In the event that there are several authors of the document, list them all.*

*The **questionnaire** is in online form and is filled out by participants in project activities. There are several questionnaires, depending on the specifics of the activities and working groups. Reports on questionnaires are summarized and anonymized in accordance with the Personal Data Protection Act (ZVOP-1-UPB¹).*

¹ <https://www.uradni-list.si/1/objava.jsp?sop=2007-01-4690>