



**Erasmus+ project “Language skills and intercultural issues
in the hospitality industry: unity in diversity in the EU labour
market”**

(Project No: 2016-1-HR01-KA202-022160)

PROJECT QUALITY ASSURANCE PLAN

Edited by Erna Vöröš, Slovenia and Özcan Turan, Turkey

Contributors: project teams of partner institutions

June 5, 2018

Dubrovnik, Croatia

Quality is a significant and important aspect of each and every project. The project coordinator Turisticka i ugostiteljska skola (TUSDU) Dubrovnik shall be responsible for quality control and shall monitor all activities during the project to ensure that the highest quality is maintained throughout. All partners are equally involved in the quality assurance process.

The draft of the plan was worked out following detailed discussions carried out during the kick off meeting in Murska Sobota in October 2016 and regular online communications among partners. The Plan was updated during the meeting in Dubrovnik in June 2018.

The partners have herein agreed and designed the following Quality Assurance plan:

1. All project partners shall fill in timesheets created by TUSDU to monitor the work progress of the project activities.
2. The project performance and stages shall be evaluated at regular intervals to ensure that the outcome of the project activities meet the highest quality standards.
3. Ekonomska šola Murska Sobota, VSŠ and Kutahya II Milli Egitim Mudurlugu shall elaborate a questionnaire for internal quality check which will be done by regular questionnaires. All partners shall cooperate in the design of the questionnaires. Questionnaires handed out at the end of project meetings shall be duly completed by the participants.
4. TUSDU is responsible for writing the minutes of partner meetings. The minutes will be uploaded to the specially designed Google Drive folder foreseen for the project documents and shall be evaluated at the following meetings.

5. Additionally Ekonomska šola Murska Sobota, VSŠ and Kutahya II Milli Egitim Mudurlugu shall design quality check questionnaires to be completed each quarter by partners to monitor project progress. All partners fill in the questionnaires and upload them to Google Drive. Ekonomska šola Murska Sobota, VSŠ and Kutahya II Milli Egitim Mudurlugu then prepare a joint report.
6. Each partner shall be responsible for the quality of the individual tasks carried out and submit a self evaluation report three times during the project period after having completed every output. The partners responsible for the work of each output (O1 – Nino Bergese, O2 – Sapiientia University, O3 – VOS, SPS a OA Caslav) write a general joint report. Kutahya II Milli Egitim Mudurlugu creates the general internal quality report.
7. TUSDU shall draft and submit interim reports and the final report to the National Agency.
8. External evaluation shall be carried out by local companies or relevant experts (professionals in the field of education, teacher training, languages, industry) associated with each partner by testing the outputs and writing evaluation letter and presenting it at the final conference in Dubrovnik.
9. Project impact of all exploitation seminars and workshops shall be measured by participants based on feedback gained from specially designed questionnaires distributed among participants during these events.
10. For all project activities (course piloting, multiplier events, etc.) all partners will use the same questionnaire to monitor the success and to gain relevant feedback that is later analyzed to introduce improvements required.
11. All partners prepare dissemination reports every six months reporting their dissemination activities done during that period. The template is provided by Turiba University – the partner responsible for the project dissemination. All

partners upload their reports to Google Drive and Turiba University creates the joint report.

12. Turiba University shall be responsible for designing a questionnaire to monitor project dissemination and valorisation which will be filled in by the participants of institutional, regional and national valorisation (exploitation) seminars in each country including the final project conference organized in Croatia.

13. The project quality shall be discussed during skype conferences held beyond the project lifecycle, as foreseen in the *Project Sustainability Plan*.