AgriCOM LOGO.tif



**QUALITY CONTROL PLAN**

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| **Project acronym** | AgriCOM |
| **Project full title** | Agricultural Policy of European Union and its influence on competitiveness of agri-food products of Serbia |
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| **Abstract** | The “Quality Control Plan” is a deliverable within WP7 entitled “Quality Control and Monitoring” of the AgriCOM. This plan outlines the main definitions related to quality control and monitoring. Also, it then defines processes for internal and external control as well as the quality indicators of all deliverables. |

***VERSIONING AND CONTRIBUTION HISTORY***

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| **Version** | **Date** | **Description** | **Responsible members** |
| 1.0 | 27/12/2020 | Draft | Danilo Đokić |
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# LIST OF ACRONYMS

EU European Union

AgriCOM Agricultural Policy of European Union and its influence on competitiveness of agri-food products of Serbia

WP Work package

# 

# INTRODUCTION

The Quality Control Plan formalizes the approach that will be followed by the members of the AgriCOM project to ensure the highest possible quality of the project activities.

The plan will define the following: quality of the project implementation, quality of the course: Agriculture Policy of European Union, quality of the intensive training course: Competitiveness of the agri-food sector of the Western Balkans - implications of pre-accession support, quality of the new course: Introduction to Agricultural Economics and published textbook, quality of published research papers and quality of website. Set of metrics is established depending on specific project’s outcome: number of engaged students, number of intensive training course participants, numbers of website visitors etc. This manual defines procedures for:

• Internal quality control and monitoring and

• External monitoring.

The structure of the deliverable is as follows: Chapter 2 explains quality expectations; Chapter 3 explains the internal quality control and monitoring; Chapter 4 defines the external monitoring strategy while Appendix 1 outlines the main quality indicators of all deliverables.

# QUALITY EXPECTATIONS

The present chapter presents the expectations of the project members with reference to the AgriCOM deliverables and activities as well as the expectations relevant to the project management.

## Quality of the project implementation

The main objective of the project is to disseminate knowledge about the EU and its policies, with an emphasis on EU agricultural and rural policies. The stated objective will be realized through: curricula innovation in the existing course – Agricultural Policy of the EU and accreditation of the new compulsory course for all students of the study program Economics – Introduction to Agricultural Economics.

The project members agree that this overall objective shall always be in the forefront of all decisions to be taken. The project members therefore might decide to prioritise 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.

## Quality of project deliverables

The power of the project deliverables of AgriCOM project lies in their ambition and well-tailored design according to the characteristics and needs of each specific target group. The project applies multiple communication and dissemination tools such as round tables, conferences, comprehensive and attractive printed materials, Web portal, promotional material, brochure etc.

A common quality expectation for all deliverables 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. Timely delivery following the project work plan as identified in the Application Form is expected.

**a) Quality of document-based deliverables**

A consistent and common format for all document based deliverables (word document, power point presentations) is to be followed by all members using templates provided within this Plan:

• Annex A – Word document template

• Annex B – Power point presentation template

• Annex C – Attendance sheet template

• Annex D – Report template

Those templates are adopted by the members in order to ensure a common appearance of deliverables as well as to ensure that a minimum amount of information will appear consistently in all documents produced by the project. This is not relevant to deliverables that by their nature need to have a different format

When partners produce studies and publications as deliverable, they are obliged to put Erasmus+ logo consisting of sentence “With the support of the Erasmus+ Programme of the European Union” on the cover or the first page. Moreover, they must use following disclaimer on the inner pages: "The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein."

**b) Quality of AgriCOM events**

All events within the project should be organised professionally. The organizers should provide in due time a full information package to the participants including the draft agenda, letter of invitation and a note on the. Time for preparation activities depends on the type of event.

The meeting organizers ensure smooth registration processes (including list of attendees) and the implementation of the meetings respecting appropriate time for event sessions and breaks as well as the availability of all necessary materials (e.g. training and promotional material). Where appropriate (e.g. for trainings, seminars) also feedback forms will be distributed among participants and event reports related to feedback forms will be prepared by organisers. Power point presentation should be prepared using appropriate template.

Based on obligations of the beneficiaries defined in article I.9 and II.8, related to publicity obligations, the beneficiary must inform the public, press and media (internet included) of the event which must visibly indicate “with the support of the Erasmus+ Programme of the European Union” as well as the graphic logos of the project and Erasmus+ Programme.

Posters, roll-up and other promotional materials shall be displayed during the event.

Each event will be documented by various materials as described in the table below.

Table 1 Documentation of AgriCOM events

|  |  |  |  |
| --- | --- | --- | --- |
| Type of event | Materials | Available at | |
| AgriCOM web-site and Moodle  (external) | AgriCOM Microsoft Teams  (internal) |
| Course: Agricultural Policy of European Union | News |  |  |
| Course materials |  |  |
| List of participants\* |  |  |
| Report |  |  |
| Gallery\*\*\* |  |  |
| Intensive training course: Competitiveness of the agri-food sector of the Western Balkans - implications of pre-accession support | News |  |  |
| Training materials |  |  |
| List of participants\* |  |  |
| Gallery\*\*\* |  |  |
| Presentations |  |  |
| Report |  |  |
| Case study competition AgriCOM Challenge | News |  |  |
| List of participants\* |  |  |
| Presentations\*\* |  |  |
| Gallery\*\*\* |  |  |
| Report |  |  |
| Course: Introduction to Agricultural Economics | News |  |  |
| Course materials |  |  |
| List of participants\* |  |  |
| Report |  |  |
| Gallery\*\*\* |  |  |
| Textbook |  |  |

\* Name and affiliation will be visible; all personal data will be hidden

\*\* Upon the approval of the presenter

\*\*\* Upon the approval of the participants

**c) Quality of promotional materials**

Communication and dissemination activities of the project will adhere to the Dissemination and Exploitation Plan of the project. All promotional materials will reflect the visual identity of the project and the Erasmus+ Programme. The project coordinator is responsible for design of all promotional material. The draft version will be sent to all members for comments and suggestions, before printing, publishing and distribution. The materials will be disseminated by all project members at events which are relevant to reach the project’s target group.

**d) Quality of websites**

The project envisages setting up the public AgriCOM (<http://agricom.ef.uns.ac.rs/>) and Microsoft Teams as intranet tool for project management. All representation tools will be continuously updated by the members and are intended to effectively communicate the results of the project. For that purpose, partners will use Annex A – Word document template in order to deliver the news on organized or attended event along with necessary material for posting on the project.

Project coordinator will be responsible for setting up and maintaining the AgriCOM web-site with all information and materials received from team members. Moreover, all members are asked to promote AgriCOM project on social medias (such as: Facebook, Instagram and LinkedIn profiles/groups, newsletters, etc.) by providing short description of the project, logo and link to AgriCOM website.

The AgriCOM Teams can be accessed by all members depending on their assigned tasks and roles. It will be the single point of reference for the project documentation and communication among members.

All tools will be implemented with high performance, good functionality and stability, emphasizing the maximum reach and awareness of the target audience.

## Quality of Project Management

The project management will be transparent and flexible but also strict enough to ensure the implementation of the project activities in order to achieve the project’s objectives.

Each member is equally and independently responsible for assigned activities, money use and reporting.

## General Project Guidelines

AgriCOM will follow different project guidelines and respects the requirements of the programme. The reference documents include:

• EACEA - AgriCOM project Grant Agreement

• AgriCOM - project Dissemination and Exploitation Plan

# INTERNAL QUALITY CONTROL AND MONITORING

Internal quality control and monitoring will be regular and elaborate. According to the internal monitoring and quality control, if necessary, project members will take corrective activities to improve the quality of the project realization.

Project coordinator will be the major decision-maker. He will coordinate all project activities and task. He will be responsible for consistency between activities on AgriCOM project and budget. The staff cost is planned according to the distribution of activities and necessary work to be done. Due to the budget constraints all team members will need to plan more work load then provided by the project grant.

As part of the internal quality control and monitoring, a regular risk assessment will be performed which shall lead to corrective actions and potential adaptations of the implementation of the project. The risk management strategy indicate what potentially can endanger the achievement of the project goals. There is a few type of risks: financial risks, timing, performance risks and sustainability of the project results, and the identification of new risks as well as preventive and corrective actions is a joint responsibility of all project members. The project members can react in several ways, ranging from the simple acceptance of the situation in the case of negligible risks, to the enforcement of a mitigation plan including alternatives, workarounds and the proposed corrective actions that will make the risk consequences acceptable. The satisfaction of stakeholders, beneficiaries and end users will also be investigated as indicator of the project performances. It will take into account a variety of information from different sources using visits, interviews, questionnaires to target groups and consultation with the project beneficiaries.

Different roles are identified with reference to the development of the project activities and in particular the project quality assurance procedures. Different responsibilities are associated with the different roles.

# EXTERNAL EVALUATION

External evaluation will be realised through a series of different forms of evaluations depending on work program outcomes. Quality of courses will be monitored by the conduction of the survey with students and other participants and evaluation of AgriCOM Challenge – case study competition (it is expected that in intensive training course also take place other stakeholders such as: representatives of the business sector, professional and civil society organizations as well as policy makers) after the completion of the course. Also, the achievement of learning aims will be evaluated by AgriCOM Challenge (case study competition) after the courses. Increasing the number of applicants interested to participate in the intensive training course will be an indicator of the attractiveness of the course. All materials from courses such as: presentations, case studies and video materials will be published on website and social networks. Also, the textbook written for the course Introduction to Agricultural Economics will be available online for free download. These materials could provide the project’s longer term impact. Increasing the number of downloads and website visitors during the project could be indicator of success of project realization. So, continued student participation as well as the actual usage of provided online materials and student satisfaction surveys will be the best measures of the course’s foreseeable durable impact. Also, reviews of papers in scientific journal will be adequate external quality control of published scientific papers. All quality indicators are given in APPENDIX 1.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **WP** | **Activites** | **Milestone** | **Indicator** | **Status** |
| WP1 | Development and establishing of website | Website established | Number of website visitors | Done |
| WP2 | Development of curricula and course syllabi and Implementation of course Agricultural Policy of European Union | 4 lectures of Agricultural Policy of European Union course developed and report | Number of course participants | In progress |
| WP3 | Development of curricula and intensive training course syllabi and implementation of intensive training course Competitiveness of the agri-food sector of the Western Balkans - implications of pre-accession support | 3 areas of intensive training course developed and report on implemented courses | Number of course participants | In progress |
| WP3 | Organization of Case study competition AgriCOM Challenge | Report on case study competition | Number of competition participants | In progress |
| WP4 | Development of curricula and course syllabi and implementation of course Introduction to Agricultural Economics | 4 lectures of Introduction to Agricultural Economics course developed; Textbook published; Report on implemented courses on two locations - Subotica and Novi Sad | Number of course participants; Number of textbook downloads | In progress |
| WP5 | Research on three different topics on competitiveness of agri-food sector of Serbia in process of EU integration | 3 published papers in international journals or scientific international conferences | Quality of international journal; number of scientific conferences participants | In progress |

# APPENDIX 1. THE QUALITY INDICATOR

[**Annex A – Word document template**](Template%20documents/AgriCOM_Word%20prazan.docx)

[**Annex B – Power point presentation template**](Template%20documents/PowerPoint%20Template_AgriCOM.pptx)

[**Annex C – Attendance sheet template**](Template%20documents/AgriCOM_Word%20Attendance%20list.docx)

[**Annex D – Report template**](Template%20documents/AgriCOM_Report.docx)