virtus
Virtual VET

Virtual Vocational Education and Training

Evaluation and Quality Assurance

Brief Project Description

The main goal of the "Virtual Vocational Education and Training – VIRTUS" project is the development of an innovative, fully functional virtual vocational education and training centre, which shall provide appropriately designed modular certified courses in Tourism and Hospitality Services and Social Entrepreneurship, corresponding to the regional growth potentials and skills requirements and targeting to the increase of the participation rate of Adult Learners in continuing VET.

Quality Assurance

The goal of a Quality plan is to define all the activities that ensure the quality result of all individual elements of the project such as: work packages, deliverables and processes. The purpose of the plan is to verify that all aspects of the project are covered sufficiently by QA measures and criteria. Moreover, it evokes how risks minimized, mitigated and how they will be managed throughout the project.

The Quality Assurance certifies the quality of project management, deliverables and risk management.
The quality of the project management is ensured by the partners' experience, regular meetings between them, related quality monitoring and by the Quality Assurance Committee (QAC). The QAC approves the quality of results before their publication, prepares questionnaires and collects results. It follows a process (coined the name Quality Control Process model) which ensures the monitoring of data, resources and milestones as well as it monitors the partners' activities, in order to certify that every produced item is of high quality standards.

At the end of the deliverables of each work package, there are specific quantitative performance indicators which provide facilitation in measurement and

transparency to the results. These indicators are related with:

- Effective and Concerted Project Implementation
- External Relations
- Conflict Resolution
- External Input
- Risk Management

Monitoring

In order to work on every task with an appropriate and effective way, there are some actions taken by all partners across the project.

First of all, every 6 months the partners exchange detailed information. Every 3 months the coordinator follows up the work and reviews the progress. The coordinator monitors also the progress and receives feedback through e-mails and telephone once a month. On the same time, regular communication is an essential part of monitoring all the stages of the project execution.

Deliverables

- Templates: reports, evaluation report, minutes, dissemination planning, training materials, test questions.
- Reviews
- Review criteria

Risk Management

Adopting an iterative approach uncertainty can be reduced; this is possible through the identification of risks and related info throughout the program with regular updates. Furthermore, there is a risk measurement scale, as well as a risk assessment meeting organized every 3 months, certifying the regular operation of the project.

Evaluation Compendium

This compendium aims to provide a clear schedule of the evaluation activities and work packages. It describes the strategic actions in order to achieve the objectives set, and defines the methods to monitor and evaluate the project execution.

There are four types of evaluation: formative, process, summative and outcome. In VIRTUS the methodology is based on the first three types.

Regarding the characteristics of the evaluation system, the criteria for indicator selection are: valid, reliable, specific, sensitive, operational, affordable, feasible, comparable.

The evaluation tools used in the program are: surveys, analysis from focus groups, evaluation forms, questionnaires, as well as potential tools needed during the implementation of the program.

Monitoring & Evaluation

Monitoring & Evaluation (M&E) is the collective use of social science research methods and the assessment of the project implementation. The overall purpose of the M&E is to measure projects effectiveness, identify problematic areas, gather lessons learned and improve overall the performance.

M&E plays an important role during the management of the project as it provides to the project managers with the

information and insight needed for strategic planning, program design and implementation, as well as updates about human and financial resources.

A well-designed evaluation can also assess the extent to which the project achieved the desired impact on the target population. Project monitoring and impact evaluation are complementary activities that allow program managers to measure coverage of their target populations to identify gaps and underserved populations.

The evaluation of the project is carried out through quantitative and qualitative methods provided by EUROTraining, based on the methods and tools defined in the evaluation compendium. It will take into account several factors such as the foci of the evaluation, stakeholders' needs, the evaluation timeframe, etc. The data collection will provide feedback for the evaluation report and the interim and final reports. It will also help the Management Board to decide on revision and adjustments.