QUALITY PLAN

CAPACITY BUILDING FOR LEGAL AND SOCIAL ADVANCEMENT IN THE PHILIPPINES « CALESA »

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1. Vision / Mission Statement

This document presents the Quality Control Plan (QCP) for Erasmus+ KA2 CBHE Project 609668 – EPP-1-2019-1-ES-EPPKA2-CBHE-JP "CAPACITY BUILDING FOR LEGAL AND SOCIAL ADVANCEMENT IN THE PHILIPPINES" (CALESA).
It is developed in the scope of the WP 3 (Quality Control Plan) of the Project in compliance with the Project description and all applicable rules and guidelines.

Quality control is an integral part of the internal management of all EU institutions following the standards in the European Higher Education Area. Quality control helps to support teachers and build expertise and capacity in the higher education system to deliver positive outcomes for students. Through sharing, understanding, and applying standards and expectations, quality assurance helps to raise standards, expectations, and levels of consistency across Higher Education Institutions (HEIs). Efficient and effective approaches to quality assurance will require building on local practices, developing working approaches across HEIs authorities and partners and linking this work at a national level.

The quality control plan of CALESA Project addresses to ensure quality of its different activities. It will consist of the methodology and implementation of the project's internal guidelines for reporting and reviewing procedures to ensure the project's Quality Assurance.

With this scope, this plan is guided by community values, transparency, and practicality. The idea of community means that every area of the project is actively involved in working on guaranteeing quality. The idea of transparency means that everyactivity of each Work Package of the project will be monitored through differentindicators. Finally, this plan tries to be practical in the management of assuring quality, to be as efficient as possible using the correct and best tools for it.

To this end, as it will be explained forward, indicators have been drafted to ensure effectiveness, efficiency, effectivity, impact sustainability and satisfaction through the correct procedures.

The monitoring of project progress and quality of outputs in each WP will ensure the high quality of project outcomes and will guarantee the compliance of project results with project objectives.

2. Quality Control Committee Mandate

The Quality Control Committee has the purpose of ensuring quality from two levels, which will be developed in the following paragraph: internal and external. This committee, with the different reports and meetings will monitor the accomplishment of the minimum standards required for quality in higher education through a battery of indicators that cover every area of the project.

A) Internal Quality Control Committee

CALESA foresees and internal Quality Control Committee (IQCC), that will be directed by the managers of the leader institution (UMA), and that will involve teachers and technical staff of all the participating institutions.

The main goal of the IQCC is to build a Quality Management System that will allow to control the day-to-day activities from a quality perspective, and ensures that standards, processes, and procedures are defined, and their execution is continuously monitored and improved through three strategic areas: Partnership quality, mobility quality and academic/scientific quality.

Members of the Internal Quality Control Committee (QCC)	**Institution**	**Responsibility**	**Contact**
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B) External Quality Control Committee

The External Quality Control Committee is TOQI, an external or independent company, that will supervise the development of the planning, in accordance with the technical requirements of the CALESA Project, as well as compliance with the applicable regulations and legal requirements.

Its tasks are the following:

- Validate the design and ensure the implementation and dynamization of the Quality Management System of the CALESA Project.
- Perform a four-month monitoring of compliance with the objectives/indicators of the Project: work packages/activities, …
- Carry out an Annual Audit of the performance of the Project, following the guidelines of the applicable UNE-EN-ISO 9001: 2015 that are applicable.

Members of the External Quality Control Committee (QCC)	**Institution**	**Responsibility**	**Contact**
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3. Objectives

The quality control plan of CALESA Project addresses to ensure quality of its different activities. This assurance will be achieved through monitoring, self-evaluation and planning for its improvement.

Thus, the general objective of the QCP is to plan, to measure and to control the quality of this project, the general objective of which is to build the research capacity of the Philippine law schools and to bring Philippine and EU law schools closer as a way of sharing the EU values of respect for human dignity, freedom, democracy, equality, the rule of law and respect for human rights enshrined in article 2 of the Treaty of the European Union.

This measurement will be done, as will be explained later, through certain indicators that will measure the process of the project (key performance indicators), the results of the project (results/outcome indicators) and the impact of the project (impact indicators).

The specific objectives to be achieved with this plan and with the indicators are the following:

- Regarding the process, the objective is to control its correct development evaluating its effectiveness, efficiency and effectivity through different templates that will take into consideration a high academic level, a democratic participation and the general accomplishment of the expected activities foreseen in the application.
- Regarding the results, the objective is to ensure the success of the activities foreseen in the application, taking into consideration the satisfaction of the parts involved, the reports resulting from them, the accomplishment of time requirements, the participation of the major number of participants and the dissemination of the activities.
- Regarding the impact, the objective is to ensure that in a long-term period, the different goals of the project will be held, maintaining the relationships among the participants' institutions.

4. Quality requirements and outcomes

Quality planning is the process of developing a master plan that is linked to organizational strategy, goals, and objectives that pertain to the quality of products or services to be delivered to customers. The quality plan includes key requirements, performance indicators, and commitment of resources […] must be established in the design, development, and implementation of all products and services for final customerdelivery. Quality initiatives must be understood in their relation to all three levels of the organization: strategic planning, tactical planning, and operational planning[1]. All these elements require the establishment of minimum quality standards. These are the ones that ensure the quality of the project, the relevance between results and objectives and, therefore, guarantee the degree of satisfaction and fulfilment of the project. It is measured in three strategic areas, that will guide the activities and the results: partnership quality, according to their know-how; mobility quality and academic/scientific Quality.

These quality standards affect both the project implementation process and the results and must therefore be included in the quality plan. In order to carry out the quality control of the project, a series of phases must be carried out, which in turn are characterized by certain fundamental components:

[1] Russ Westcott and Grace L Duffy, *The Certified Quality Improvement Associate Handbook: Basic Quality Principles and Practices*, 2015, 6, http://app.knovel.com/hotlink/toc/id:kpCQIAHBQ1/certified-quality-improvement.

A) Planning - Quality management Plan

The design of the quality management plan is the first step in determining the quality components of the project. This phase consists of the following sections, which are constantly fed back to each other:

1. Quality management overview

- Quality Values (effectiveness, efficiency, effectivity, impact, sustainability, transparency, etc.)
- Quality objectives (ensure sustainable results, transparent processes, etc)
- Competences and responsibilities: who will deal and implement quality activities.

2. Quality Assurance: quality of the process

- Project WP – identification of WP and processes to be conducted and assessedin each of them (e.g.: Drafting of the MoU, reviewing research components, translation of materials, organization of seminars, etc.)
- Quality requirements for each process
- Quality indicators
- Quality Tools
- Frequency/Date of Evaluation

3. Quality Control: quality of the results and deliverables

- Project WP – identification of WP and deliverables to be produced and assessed in each of them (e.g.: MoU, reports, adapted syllabi, teaching material templates, Guides, etc)
- Quality requirements for each deliverable
- Quality indicators
- Quality Tools
- Frequency/Date of Evaluation

4. Quality Reports

- Purpose
- Frequency/Date

B) Quality Assurance

This phase focuses on the processes executed throughout the project. It provides confidence in the fulfilment of the quality requirements and has a preventive nature in that it allows anticipating the risks that could occur. The following techniques and tools are used for this purpose:

a) Demin Cyle: Plan – Do – Check – Act

b) Auditing (internal / external);

c) Fluxograms/ organizational charts;

d) Data analysis/Project documents (reports, etc.).

C) Quality Control

The main objective of this last phase is to verify whether the quality requirements are met. It is reactive in nature and focuses on results. It is carried out after the completion of the processes. Its products are mainly deliverables. which can be carried out through the following formats:

- Checklists;
- Questionnaires;
- Interviews;
- Meetings;
- Performance evaluation (peer review, reports, etc.)

5. Indicators

The purpose of indicators is to support effectiveness throughout the processes of planning, implementation, monitoring, reporting and evaluation – in other words, throughout the full spectrum of results-based management. Indicators may be used at any point along the results chain of inputs, activities, outputs, outcomes and impacts. They must also meet the quality criteria set out in the previous section. To determine their quality, they must fulfil several requirements[2]:

1. Pertinent: An indicator is relevant when it is appropriate because it can respond adequately to a given demand for information. It should be related to the objectives of the plan and be useful for monitoring and evaluation.

2. Relevant: An indicator is relevant if, and only if, it is relevant and the information it provides is of significant value for some purpose.

3. Clear: It must be unambiguous, i.e., not ambiguous or misleading, reporting only what it is supposed to report. In addition, it must be precise, not vague, defining well what it refers to. Quantitative indicators also must be precise, i.e., accurate to the extent of the dimension they express.

4. Defined: They must be limited in time. They must have an adequate level of aggregation, to be able to assess the effects in the different territories and for the different population groups considered relevant.

5. Valid: They must effectively describe or measure the characteristic or dimension of the reality they are intended to describe.

[2] Juan Javier Cerezo Espinosa de los Monteros, «Guía para el análisis de la evaluabilidad previa de los planes de carácter estratégico» (Sevilla, España: Instituto Andaluz de Administración Pública., 2017).

6. Reliable: They must show little variability in the results obtained in different measurements of the same phenomenon or dimension of reality.

7. Economic: They must be possible to obtain at a reasonable cost.

A) Elements of an indicator

Indicators will determine the quality of a project based on the effective fulfilment of the results established based on a specific timetable; therefore, it can be said that they are measurement tools. These tools require a series of elements that will certify the validity of the indicators, i.e., whether they measure what they were intended to measure. Thus, the battery of indicators should contain the following elements:

Source: The source of an indicator is the technique for collecting the information, which can be ad hoc, such as a survey, or existing, such as an administrative record. Identifying the source is essential to be able to verify the information and to have a minimum of credibility.

Unit: The unit of measurement is a conceptual element that describes in a standardised way the magnitude of a defined dimension of an object. There is no useful indicator without an appropriate unit of measurement. Any statement based on a poorly constructed unit of measurement is meaningless.

Calculation method: An indicator is the result of a logical process, usually a complex mathematical operation, which must be made explicit to assess its correctness.

Responsible unit: This is the organisation that produces the information. The source must be specified to be able to have the information verified.

Timing: An indicator has a reference date, when it was measured, and a dissemination date. Information that is produced with a frequency is more useful in evaluation, as it allows for the useful in evaluation, as it allows the effects of interventions to bemeasured over time. interventions over time.

B) Typology of indicators

Indicators try to measure the progress and results of the project by addressing questions such as: when do I need to report information? How often do I need to monitor a particular activity? How can I get this information? Thus, indicators can be of three types depending on what objectives they are intended to achieve.

1- **Key performance indicators (KPI)** - These indicators monitor the efficiency of the project during its implementation, hence the importance of measuring them throughout the project implementation and not at the end. They will be the ones to modify certain aspects in case progress is not adequate.

2- **Results/outcome indicators**- Outcome indicators measure whether the program is achieving the expected effects/changes in the short, intermediate, and long term. Because outcome indicators measure the changes that occur over time, indicators should be measured at least at baseline (before the program/project begins) and at the end ofthe project, to compare and measure the changes undergone. These indicators will provide information about direct, immediate and concrete effects of the intervention.

3- **Impact indicators** -The impact assessment measures de consequences of the intervention showing the changes in a higher level (state, society). Are the positive and negative, primary and secondary long-term effects produced by an intervention, directly or indirectly, intended or unintended.

C) Scope of indicators

An indicator is the quantitative expression of a project's objectives and results. They are intended to express and specify their content in an unambiguous manner, i.e., not subject to interpretation. They are made up of several categories which, while not closed or exclusive, serve as a guideline that can be used in the process of collecting and analysing information. It is therefore necessary to briefly define each of these broad criteria, pointing out their main characteristics:

Impact: This typology of indicators tries to average the impact of the project in relation to the problems or needs identified. This impact normally takes place over a medium to long period of time (2-4 years) and is the main value that this project will bring to society. These indicators relate to the vision of the proposed project and are at the level of strategic objectives[3].

Effectiveness: Indicators that measure effectiveness seek to analyse the extent to which the outputs are used to achieve the immediate objectives that lead to outcomes. Indicators of outcomes are the main instruments to monitor the effectiveness of aprogramme. Outcomes are positive changes in development behaviour, the situation or the conditions of the counterparts and of their capabilities to benefit the performance of target beneficiaries, and the extent to which the provision of integrated services enhances the achievement of outputs and outcomes.

Efficiency: The efficiency is the relationship between the outputs produced and the inputs used in terms of quality, quantity and timeliness. It is a measure of the extent to which inputs are supplied and managed and activities organised in the most appropriate manner and at the least cost to produce the planned outputs[4]

Effectivity: The effectivity indicators are intended to measure whether the planned or implemented activities lead to the achievement of the planned results, whether these are sufficient to achieve the specific objectives and whether the timeframe is adequate to

[3] Cerezo, J., Herrera y M., Iriarte, T, «Guía de evaluación ex ante de políticas públicas» (Sevilla, España: Instituto Andaluz de Administración Pública., 2017).

[4] *Defining project efficiency, effectiveness and efficacy*. Available from: https://www.researchgate.net/publication/316573352_Defining_project_efficiency_effectiveness_and_efficacy [accessed Jun 03 2021].

guarantee this purpose. In addition, the behaviour or existence of external factors that may condition the success of the intervention should be checked. The relationship between "activities-results-specific objectives" is the backbone of the assessment of the effectivity of an intervention[5].

Sustainability: Sustainability is conceived as the ability of the positive effects of a project to last over time. Therefore, sustainability indicators focus on measuring and assessing the process generated by an intervention and its possibilities of continuityonce the implementation stage has ended[6].

Satisfaction: Satisfaction indicators are related to the project beneficiaries' perception of their experience. Their results help to identify areas for improvement that lead to a better experience for both partners and beneficiaries.

D) Indicators per WP

As it was said before, this plan addresses to ensure quality of its different activities. This assurance will be achieved through monitoring, self-evaluation and planning for its improvement, through several indicators that will measure the process of the project (key performance indicators), the results of the project (results/outcome indicators) and the impact of the project (impact indicators). Each indicator is included in the different scopes of impact, effectiveness, efficiency, effectivity, sustainability and satisfaction.

The indicators used per WP are the following:

WP	WP name	Indicators applied
1	Preparation	• N. of meetings in relation to those expected • % of attendance in relation to those expected • N. context studies produced • N. teachers trained • n. mobilites implemented
2	Development	• N. of meetings in relation to those expected • % of attendance in relation to those expected • n. seminars • n. audience members • n. trained teachers • n. trained students • n. teaching materials • n. mobilities implemented • n. translated texts • n. updated/created subjects • n. credits updated/created • n. of students enrolled • n. teachers trained • n. books/articles produced • n. books/articles published

3	Quality Plan	• n. of partner institutions represented • n. meetings in relation to those expected • n. internal reports. • n. teachers trained • % of attendance in relation to those expected • n. internal training sessions • n. EACEA reports • % budget variation • % of activities held in relation to those expected • n. audit certificates
4	Dissemination and Exploitation	• n. of partner institutions represented • n. meetings in relation to those expected • % of attendance in relation to those expected • n. dissemination actions • n. conferences • n. audience members • n. teaching materials
5	Management	• n. of partner institutions represented • n. meetings in relation to those expected • % of attendance in relation to those expected • n. gender-related event • n. monitoring visits • n. seminars • n. audience members • n. trained teachers • n. trained students • n. teaching materials • n. mobilities implemented • n. internal reports

[5] Manuel Gómez Galán, Héctor Sainz Ollero, y Investigación y Documentación entre Europa y América Latina Centro de Comunicación, *El ciclo del proyecto de cooperación al desarrollo: la aplicación del marco lógico* (Madrid: CIDEAL, 2006).

[6] Manuel Gómez Galán, Héctor Sainz Ollero, y Investigación y Documentación entre Europa y América Latina Centro de Comunicación, *El ciclo del proyecto de cooperación al desarrollo: la aplicación del marco lógico* (Madrid: CIDEAL, 2006).

6. Deliverables

All the deliverables of the project CALESA are digitized through the platform Airtable and, once they are filled in by the responsible person, they stay recorded in the platform.

The different templates that are the deliverables are the following:

- **Training proposal (R-CA-03)**: this template contains the different contents of the training, as a previous proposal before its performance. Each coordinator of the different activities of Work Package 2 must deliver it to the general coordinator of WP2 two weeks or one month before the seminar to get to know in advance the agenda. Link: https://airtable.com/shrBsKeEx67atbjs2

- **Seminar Design (Verification) (R-CA-02)**: this template contains the design of the work plan of each seminar with the different contents, staff that participates, possible problems and how to solve them. Each coordinator of the different activities of Work Package 2 must deliver it to the general coordinator of WP2 in the following two weeks once the activity is finished. Link: https://airtable.com/shrsAsvRRWTAd5IQG

- **Satisfaction survey (R-CA-05)**: the satisfaction survey will help to measure the level of success of the different activities. The attendees of each activity must fill it in at the end of it. Link: https://airtable.com/shrqlu8uQCXf80rp4

- **Meeting agenda - Evaluation Form**: this template is a meeting minute to be filled in after each meeting of the whole project, regardless the Work Package in which it is included. It must be filled in by the person who organizes the meeting. Link: https://airtable.com/shrQq3RD6ZNUWRyUc

7. Quality control procedures

The quality control mechanisms will be carried out through the Airtable application. It is a hybrid collaborative tool that combines the ease of use of a spreadsheet with the features of a database. An additional advantage is that it is in a cloud and is constantly and automatically updated, allowing for better interaction and greater access to information by team members. This tool is essential when it comes to working together on international projects, among other things due to the difference in schedules and work dynamics. All this allows for greater effectiveness and efficiency when working together, directly affecting the success of the project, since it not only promotes more fluid communication, but also an exchange of data in real time.