



DIALOGOS: COMMUNICATION IN PUBLIC SERVICE INTERPRETING AND TRANSLATING WITH LANGUAGES OF LESSER DIFFUSION

Erasmus + KA220-HED: COOPERATION PARTNERSHIPS IN HIGHER EDUCATION

Project: 2022-1-ES01-KA220-HED-000086867

PROJECT QUALITY EVALUATION PLAN¹

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¹ Description of the activities and the products which will be evaluated, specifying “what”, “who” will evaluate, “how” and “when”.



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1. BASIC INFORMATION

1.1. Introduction



DIALOGOS is an Erasmus+ project aimed at **addressing the communication barriers of migrants, specifically those from countries with languages of lesser diffusion (LLD)**, for which there is a lack of qualified translating and interpreting professionals by creating a training module and material addressed to heritage and bilingual migrant speakers of LLD (with adequate bilingual and bicultural competences) who can become qualified Public Services Interpreters and Translators.

The project will focus specifically on the following objectives: mapping of LLD in the partners' countries, identifying communication needs, developing materials and resources to help bridge communication gaps with institutions and public services, and developing a training course to migrants (after an analysis of a previous pilot training module) with adequate bilingual and bicultural competences of LLD to be able to recruit them as professional and qualified PSIT.

The expected results are the following: State of the art review/mapping of current training programmes and activities, as well as available training material on LLD report; Pilot training module analysis report/research and material; Pilot training module; Training materials in languages that are deemed necessary; Open access, blended training module to be implemented in any language in the future; and guidelines and best practices guide.

1.2. Consortium

The DIALOGOS consortium consists of an international network of 3 universities with competence in linguistics, language teaching, interpreter and translator training.

Abbreviation	Full data
UAH	<p>Universidad de Alcalá (Coordinator) Departamento de Filología Moderna</p> 
UNIGE	<p>Università di Genova Dipartimento di scienze della formazione (DISFOR)</p>  <p>UNIVERSITÀ DEGLI STUDI DI GENOVA</p>





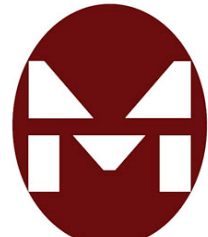
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**ARISTOTLE
UNIVERSITY
OF THESSALONIKI**

Not only does the network comprise of 3 universities but also 3 non-academic, civic, non-profit, social organizations who work on behalf of people in vulnerable situations.

Abbreviation	Full data
<p>Abrazando Ilusiones</p>	<p>Abrazando Ilusiones</p> 
<p>San Marcellino</p>	<p>Associazione San Marcellino Onlus</p> 
<p>MDAT</p>	<p>Anaptyxiaki Meizonos Astikis Thessalonikis</p>  <p>MAJOR DEVELOPMENT AGENCY THESSALONIKI S.A.</p> <p>ORGANIZATION FOR LOCAL DEVELOPMENT</p>

Each organization will be working with a specific university: UAH with Abrazando Ilusiones, UNIGE with San Marcellino and AUTH with MDAT.

The **languages** the project consortium shall focus on are: English, Spanish, Italian, Greek and any others deemed important during the project.

1.2.1. Consortium management

The general coordination and monitoring of the project will be carried out by the Coordinator, UAH. The management structure has two organisational levels:

1.- A Coordination Unit (CU)- the project coordinator (UAH).

It will represent DIALOGOS in communication with the National Agency and the EC; guarantee the grant management and distribution according to the procedures foreseen by the EC; collect and prepare the technical and financial reports, as well as supervise the project progress, submitting reports according to agreed timescales; planning communication processes and policy; ensuring the project's smooth development, alerting the National Agency's representatives in case of problems and trying to propose appropriate solutions to these problems;

2.- A Steering Committee (SC), made up of one project manager for each academic partner who will lead each of the WP (Carmen Pena, UAH, WP 1 and 3, Mara Morelli, UNIGE, for WP 2 and Elpida Eloupaki, AUTH, for WP4). They will meet every two months at least.

It will plan all tasks and share information in an effective and efficient way ; supervising the progress of all activities; preparing internal reports. Quality and financial resources will be monitored every 6 months. Each partner will send to the CU timesheets or whatever the Spanish national agency (SEPIE) deems necessary² and all the other documents required by the EC, as well as a quality report describing the activities and results achieved. The financial report will monitor the use of the financial contributions regarding all the activities, events and meetings constantly.

3.- All members will meet at least once every six months to share outcomes, revise activities and discuss any matter which may arise.

1.3. Beneficiaries

The DIALOGOS project will prove beneficial for a wide range of subjects:

- a) **Bilingual or bicultural migrants in LLD from all age groups and gender** which may be studying languages or translation and interpreting
- b) **Individuals who have or are already carrying out PSIT tasks** (either as jobs or as volunteers or even if they are just accompanying their family or friends)
- c) Refugees and asylum seekers as well as all **professionals and volunteers** working with **LLDs**
- d) **Public Services Interpreters and Translators (PSIT) in LLD**
- e) **Interpreting students and practicing interpreters**, who will be enabled to increase their employability
- f) **Interpreting service providers**, who will have access to a workforce of trained interpreters
- g) **Users of interpreting services**, who will benefit from a better quality of service
- h) **Academic and professional institutions**, who will benefit from bringing their curricula in line with market needs.

2. QUALITY MANAGEMENT OBJECTIVES

Project quality management aims to ensure that the current project will meet the expected results in the most efficient way and that activities will be adequate. It involves overseeing them to maintain a desired level of excellence. This includes creating and implementing quality planning and assurance, as well as quality control and quality improvement.

This project will follow a quality management process that comprises the activities related to the identification, planning, execution, and monitoring & control of project quality related activities.

The main project quality objectives are:

1. Mapping of LLD in the partners' countries) and identification of communication needs (by networking with migrant associations, language service providers and different social civic organizations such as NGOs, associations such as San Marcellino's partners, etc.).

² Not defined at time of planning

2. Development of materials and resources to help bridge communication gaps with institutions and public services by designing and creating training material to implement first a pilot training module which will be analyzed and evaluated to improve and create training material.
3. Development of open access, online training course to migrants with adequate bilingual and bicultural competences of LLD in order to be able to recruit them as professional and qualified PSIT.
4. Development of Guidelines and translated training material and module in other European languages.

3. QUALITY MANAGEMENT PROCESS

The quality management process for this project is comprised of five key steps:

- Define DIALOGOS Quality Characteristics;
- Perform Quality Assurance;
- Perform Quality Control;
- Perform Activities (deliverables) Acceptance; and
- Perform Final (Project) Acceptance.

Step 1: Define Quality Characteristics

The purpose of this step is to identify the objectives, approach, requirements, activities and responsibilities of the project's quality management process and how it will be implemented throughout the project. These are documented in this plan based on the project objectives, approach, activities and outcomes (as defined in the *Activities plan* and *agendas*).

The *Quality Management Plan* includes the description of the:

- Quality objectives, approach and requirements;
- Quality standards, guidelines, tools and techniques, e.g. the Quality Review Checklist and the WP Exit Review Checklist;
- Quality assurance activities and related responsibilities, e.g. Project Review Meetings, reports by all members and external auditor;
- Quality control activities for continuous improvement, e.g. project management review;
- Configuration procedure related to project activities.

Any quality activities related to project management are documented in the *Quality Evaluation Plan*, while quality assurance and control activities related to project activities are documented in the *Activities Plan*.

The Project Manager (PM) determines the balance between cost/time/risk and quality of deliverables based on a cost-benefit analysis, and defines the quality assurance and control activities. For these activities, quality metrics should also be defined along with acceptance tolerances.

The *Quality Review Checklist*, the *WP-exit Review Checklist* and the *Self-monitoring Plan Checklist* are the tools that will be used to validate compliance with this plan. The above checklists should be defined and created during the planning phase.

Step 2: Perform Quality Assurance

The purpose of this step is to verify the performance and compliance of project (and project management) activities with the defined quality requirements. The quality assurance activities are defined based on the overall project management approach and are part of the *Activities Plan*.

Quality assurance will be performed by evaluating the design of project controls, by confirming that they are implemented, and by assessing their operational effectiveness. These activities will consider the project quality objectives along with the project risks. Quality assurance activities will be performed:

- Internally: by a Project Quality Assurance (SC) person, and by the project organization (CU); and
- Externally: e.g. outsourcing audits to external professionals when necessary.

The results of the quality assurance activities will be documented in the reports.

Step 3: Perform Quality Control

The purpose of this step is to monitor and consolidate results from the quality assurance activities in order to assess compliance and performance, recommend necessary changes, and plan new or refine existing quality assurance activities. Quality monitoring & controlling is performed throughout the project by the Project Manager (PM).

The *Quality Review Checklist* will be used by the Project Manager (PM) for evaluating the quality control activities and to validate compliance with the plans in terms of scope, time, cost, quality, project organization, communication, risks, contracts, and client satisfaction. Additionally, the Project Manager (PM) will summarize and document the *Quality Review Checklist* findings, their impact, recommendations along with any remediation/improvement actions. The project logs will then also be used to document related risk, issues, decisions and changes.

When controlling and verifying the adequacy of project quality management, the Project Manager (PM) will consider all events that may influence adversely or favourably the achievement of project objectives and refine the *Quality Management Plan* accordingly. Moreover, the Project Manager (PM) will determine the effectiveness of project processes, look for potential improvements in processes efficiencies, analyse measurement results and their effectiveness, and develop *Quality Review Reports* with the consolidation of the results and recommendations.

The results of the quality assurance activities will be used for improving the quality of project activities and so they may generate change requests for corrective or preventive actions, or updates in project documentation.

After the identification of all non-conformities or opportunities to improve, the Project Manager (PM) will elaborate/validate recommendations and establish action plans, consulting the relevant stakeholders.

Actions may result in change requests, identification of new risks and issues, re-scheduling activities or adding new activities to the *Activities Plan*. It can also identify training and resources needs, additional quality assurance activities, among others.

Furthermore, this step also comprises the review and validation of each project work package. If results are compliant with project quality requirements, the Project Manager (PM) will obtain approval on the outputs produced in each phase-gate, based on the defined criteria. The *WP-Exit Review Checklist* is used to support each phase-gate review. Additionally, formal go/no-go decisions for each milestone or

phase will be agreed on and accepted by the Project Steering Committee (SC) based on the success criteria.

All changes to the *Quality Management Plan* and *Activities Plan* will be agreed by the relevant stakeholders and approved by the Project Steering Committee (PSC).

Step 4: Perform Deliverables Acceptance

The purpose of this step is to obtain formal approval from the CU for each project deliverable. It comprises the verification if deliverables meet the predefined objectives and set of criteria defined in the *Activities Plan*, so that the CU can formally accept them.

Step 5: Perform Final Acceptance

The purpose of this step is to manage the final acceptance of project activities and to perform the administrative closure of the project. The final acceptance is obtained from the CU, through a formal Project Acceptance Note.

Before to the formal project sign-off, the Project Manager (PM) should report on project performance in the Project-End Review Meeting and develop the *Project-End Report*. This report should summarize project performance throughout project lifecycle and describe the main risks, issues, constraints, opportunities and lessons learned identified along the project. It can also identify stakeholders' satisfaction level based on questionnaires or other type of feedback. The pitfalls, best practices and solutions implemented should be maintained in a project repository, accessible for future projects.

The administrative closure of the project includes updating, reviewing, organising and archiving all project documentation and records. It also comprises the release of project resources, the final project acceptance and the communication of project end to the relevant stakeholders. The *WP-exit Review Checklist* will be used to validate the completion of project activities.

4. PROJECT MONITORING/QUALITY MANAGEMENT

The following techniques will be used for project quality management:

- Questionnaires;
- Project Review Meetings;
- Self-online assessment
- Diaries

The following tools will be used for project quality management:

- Quality Review Checklist;
- WP-exit Review Checklist;
- Quality Review Report;
- Project-End Report;
- Activities/deliverables Acceptance Note;

5. QUALITY ASSURANCE ACTIVITIES

The Project Manager (PM) is the overall responsible of the quality assurance activities within the project. The Project Manager (PM) is also responsible for scheduling and initiating all formal reviews. The quality assurance activities will be performed by the CU and by the Project Manager (PM).

The quality assurance activities include the following:

- Timesheets³ set-up;
- Timesheets reviewed;
- WP activities reports;
- Project Follow-up Meetings;
- Project Review Meetings;
- Project Steering Committee meetings;
- WP-exit reviews;
- Project acceptance review;

The project quality assurance activities are detailed in the Activities Plan.

6. METRICS

This section includes the quality criteria to be collected and reported during the project.

Criterion Name	Frequency	Tolerance
Monthly timesheets ⁴ reviewed and approved	Monthly	No tolerance.
Status reports	Bimonthly	Every two months.
Project Review Meetings performed	Bimonthly	Every two months.
Project Steering Committee meetings performed	Bimonthly	Every two months.
Milestone reviews executed	Per milestone	No tolerance.
WP-exit reviews executed	Per WP-exit	No tolerance.
Project and process audits performed	At least once during the project	No tolerance.

7. QUALITY CONTROL

7.1. Quality Reviews

Project quality reviews will be performed every two months to verify that all project plans and processes have been created and are executed as planned.

A *Quality Review Checklist* will be used to assess the project's compliance with the planned activities (and related outputs) in domains such as scope, time, cost, quality, project organization, communications, risks, contracts, and client satisfaction.

Note that some of the approved, remediation or/and improvement actions may also generate *Change Requests* and updates in project documents and plans.

The findings, recommendations and remediation/improvement actions will be consolidated in the *Quality Review Report*.

Every time the Quality Control step is executed, the effectiveness of previous cycle recommendations and remediation/improvement actions should be assessed.

³ Or whatever document the Spanish National Agency (SEPIE) deems necessary

⁴ Or whatever documents the Spanish National Agency (SEPIE) deems necessary



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7.2. Quality Records

The quality records (evidence that quality management activities have been performed) are archived in the project TEAMS repository, under the "Monitor & Control" folder. The different versions of the reports will provide evidence of the performance of these activities.