Partner's meeting

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2022-1-ES01-KA220-HED-000086867

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Universidad
de Alcalá

DIALOGOS

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

Multiplier Event

24 – 25 June 2024

Sala de Conferencias Internacionales – Rectorate Building

Agenda

- Work carried out so far: WP1, WP2 and WP3
- Analysis of pilot sample modules
- How to improve samples
- Work to come: WP4 (language and content localisation)
- Queries

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Work Packages

Universidad de Alcalá

UNIVERSITÀ DEGLI STUDI DI GENOVA

Universidad de Alcalá

ARISTOTLE UNIVERSITY OF THESSALONIKI

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WP1 WP2 WP3 WP4

san marcellino ODV ASSOCIAZIONE

Abrazando Ilusiones

MAJOR DEVELOPMENT AGENCY THESSALONIKI S.A.
ORGANIZATION FOR LOCAL DEVELOPMENT

Management and coordination

Steering Committee

1 project manager (PM) for each academic partner who will lead each of the WP (Carmen Pena (UAH) Mara Morelli (UNIGE) and Elpida Eloupaki (AUTH)).

Meet every 2 months at least.

Coordination Unit

Project coordinator (UAH): Carmen Pena, Carmen Valero, Raquel Lázaro, MªMar Sánchez, Bianca Vitalaru, Ana Fernández Pérez

Partners

All academic partners and all associations

Communication

- TEAMS (communication, economic management, Project information, Project management, reports, WP2, WP3, WP4)
- Email
- Website: dialogoseramus.eu
- Instagram
- Twitter
- Conferences

Communication strategy (dissemination)

Different languages

This project will help address 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 who can become 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 in order 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.

dialogoserasmus
Editar perfil
9 publicaciones
20 seguidores
14 seguidos
DIALOGOS
PUBLICACIONES
GUARDADAS
ETIQUETADAS
Partner Meeting
Kick-off meeting
March 17th, 2023
¡Gracias por su atención!

Dialogos.uah
21 Tweets
Edit profile
Dialogos.uah
@dialogoserasmus
Erasmus+ project: INTERPRETING AND TRANSLATING WITH LANGUAGES OF LESSER DIFFUSION
University of Alcalá (Spain)
Joined December 2022
22 Following
8 Followers
Tweets
Replies
Highlights
Media
Likes
Pinned Tweet
Dialogos.uah @dialogoserasmus · Mar 18
Excited to announce the DIALOGOS kick-off meeting, a new Erasmus+ program, aimed at addressing migrant communication barriers, specifically those from countries with languages of lesser diffusion (LLD), with a lack of qualified tr&int professionals.
@UAHes #UNIGE #AUTH
2
1
53

Economic management (financial agenda)

Funding

(according to each BA)

40%- March 2023 ✓

40%- March 2024 ✓

20%- End of project (Sept. 2025)

Management and Quality control

MEETINGS AGENDA

Date	Attendants	Objective
29-9-2022	Team leader and UAH International Relations admin.	Set up project
5-10-2022	CU (Coordination Unit)	Set up: - TEAMS repository for project - QEP (Qualitive Evaluation Plan) - Activities plan - Agendas (meetings, financial, reports) - Quality reports (Quality Review and WP-Exit Review) - Project logo
14-10-2022	SC (Steering Commitee)	Review: - QEP (Qualitive Evaluation Plan) - Agendas (meetings, financial, reports) - Quality reports (Quality Review and WP-Exit Review) - Project logo
21-10-2022	SC (Steering Commitee)	Review: - Agendas (meetings, financial, reports) - Set kick-off meeting date
4-11-2022	CU	Review project documents and Timesheets[1], website
12 -12-2022	SC (Steering Commitee)	Review WP2
13-01-2023	SC	Review documents and ongoing activities
24 -01-2023	SC	Review financial and budget agreements
17 -02-2023	SC	Plan kick off meeting
17 -03-2023	Kick off meeting	Review all projects documents, activities, communication plan, etc.
21-04-2023	SC	Review WP2 (Quality Review checklist)
04-05-2023	All members	Outcomes of first research and activities and survey activity
21-05-2023	CU + UNIGE	Review WP2 (WP-Exit checklist) and review final WP2 report and Self-monitoring Plan checklist and Timesheets
06-06-2023	SC (Steering Commitee)	Review WP3 (Quality Review checklist) and Timesheets
12-06-2023	All members	Outcomes of WP2
27-06-2023	CU	Management and LLD as concept
28-06-2023	SC	Planning of Genoa event
07/07/2023-09/07/2023 ITALY meeting (+online)	At least 2 members from each organization presentially	Open Space Multiplier event

Project Quality Evaluation Plan
Self-monitoring review checklist (2 documents)
WP exit review checklist
Risks and contingency plan

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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 PLAN[1]

DATE OF ISSUE	16/10/2022
DOCUMENT TYPE	Internal
VERSION	V1
AUTHOR	Carmen Pena

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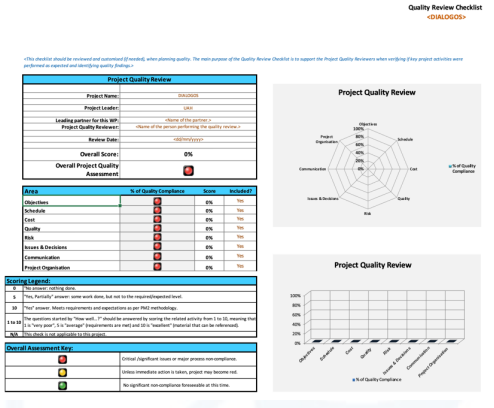
DIALOGOS (First Phase)

September 2022-July 2023

Note: P1 UAH, P2 UNIGE, P3 AUTH

What	Who	When - Where	To do what	With what $	Achieved?
Ensure an efficient internal and external communication of the project (also by social media)	All partners	05-10-22	setting up	Project Management (PM)	Yes
Share the basic project documents with all the partners and revise them together in a collaborative way	All	10-10-22	prearrangements	PM	Yes
Remind the role and tasks of each partner	P1	05-10-22	prearrangements	PM	Yes
Identifying possible and a draft agenda for SC meetings and quality reports	P1	05-10-22	prearrangements	Yes	
Prepare the internal financial management and time sheets as the coordinating partner	P1	10-10-22	prearrangements	PM	Yes
Prepare PM documents; describe the financial regulation in detail to all partners	P1	October 22	prearrangements	PM	Yes
Prepare and organize a kick-off virtual meeting	P1	October 22	prearrangements	PM	Yes
Draw up basic documents to explain the project to all members	P1 (shared all)	October 22	Yes	PM	
Design and create website for project	P1	October 22	Setting up	PM	Yes
Draw up a draft list of possible key-actors to be involved in the project; to meet some of them	All	October 22	setting up	PM	Yes


Quality Review Checklist
<DIALOGOS>

<This checklist should be reviewed and customized (if needed), when planning quality. The main purpose of the Quality Review Checklist is to support the Project Quality Reviewers when verifying if key project activities were performed as expected and identifying quality findings.>

Project Quality Review

Project Name:	DIALOGOS
Project Leader:	UAH
Leading partner for this WP:	<Name of the partner.>
Project Quality Reviewer:	<Name of the person performing the quality review.>
Review Date:	<dd/mm/yyyy>
Overall Score:	0%
Overall Project Quality Assessment:	

Area	% of Quality Compliance	Score	Included?
Objectives		0%	Yes
Schedule		0%	Yes
Cost		0%	Yes
Quality		0%	Yes
Risk		0%	Yes
Issues & Decisions		0%	Yes
Communication		0%	Yes
Project Organization		0%	Yes

Scoring Legend:	
0	"No answer: nothing done.
5	"Yes, Partially" answer: some work done, but not to the required/expected level.
10	"Yes" answer. Meets requirements and expectations as per PM2 methodology.
1 to 10	The questions started by "How well…?" should be answered by scoring the related activity from 1 to 10, meaning that 1 is "very poor", 5 is "average" (requirements are met) and 10 is "excellent" (material that can be referenced).
N/A	This check is not applicable to this project.

Overall Assessment Key:	
	Critical /significant issues or major process non-compliance.
	Unless immediate action is taken, project may become red.
	No significant non-compliance foreseeable at this time.

Project Quality Review

Project Quality Review

WP-Exit Review Checklist
<DIALOGOS>

Executing Phase Exit Checks		Done	As previously
	% of Phase Compliance	0%	
#	Description	Answer	Score	Comments
1	Are resources and budget available to complete activities and to transfer deliverables to the requestor side?	No	0	*Add a justification here.*
2	Have activities been performed as defined and scheduled in the Project Work Plan?	No	0	
3	Were artefacts produced, updated and revised as planned?	No	0	
4	Were the quality assurance and control activities performed as planned?	No	0	
5	Have deliverables been tested / reviewed?	No	0	
6	Were outsourcing processes and outputs monitored and reviewed?	No	0	
7	Are lacks results, issues and corrective actions documented?	No	0	
8	Are all major risks mitigated?	No	0	
9	Were security and data protection issues taken into account?	No	0	
10	Were all the approved changes been implemented?	No	0	
11	Are deliverables in line with requestor needs and expectations?	No	0	
12	Are all the project issues and corrective actions resolved / closed?	No	0	
13	Are all deliverables (including supporting deliverables such as documentation) ready to be provisional approved by the Project Owner?	No	0	
14	Were transition activities performed as planned?	No	0	
15	Are required training been conducted?	No	0	
16	Were the relevant stakeholders informed about the delivery of projects outputs?	No	0	
17	Were project performance indicators and metrics captured and assessed?	No	0	
18	Were the business implementation activities performed as planned?	No	0	
19	Have all the communication items (meetings, reports,…) been implemented as planned?	No	0	
20	Did the Project Owner formally approve deliverables (final approval)?	No	0	
21	Are deliverables reviews and approvals documented and performed by the appropriate person (Project Owner, domain expert, …)?	No	0	
22	Are deliverables fully operational?	No	0	
23	Is there a formal transfer of responsibilities to the Project Owner and operations team?	No	0	
24	Has a list of planned maintenance / operational actions been provided to the requestor / operations team?	No	0	
25	Was the transfer of responsibility announced to all stakeholders?	No	0	
26	Have all deliverables and artefacts been placed in the project repositories, e.g. test results, sign-offs, training materials, …)	No	0	
27	Is project configuration management effective?	No	0	
28	Are operational/maintenance activities ready to start?	No	0	
29	Is the project ready to proceed to the Closing Phase?	No	0	

Reports and deadlines

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REPORTS AGENDA

All reports must be shared with all members

REPORT/DOCUMENT NAME	RESPONSIBLE MEMBER	DUE DATE
Project meetings agenda	UAH	October 2022
Project qualitive evaluation plan	UAH	October 2022
Project reports agenda	UAH	October 2022
Project financial agenda	UAH	October 2022
WP2 Quality review checklist	UNIGE	December 2022
Survey report	San Marcellino	January 2023
WP2 Quality review checklist	UNIGE	February 2023
Material and training programmes report	San Marcellino	March 2023
WP2 Quality review checklist	UNIGE	April 2023
Analysis of event	UNIGE	May 2023
Report on interviews and networking	UNIGE	May 2023
WP2-Exit Review Checklist	UNIGE	May 2023
Final WP2 report	UNIGE	May 2023
Self-monitoring Plan checklist	UAH	June 2023
WP3 Quality review checklist	UAH	September 2023
State of the art report	UAH	September 2023
WP3 Quality review checklist	UAH	November 2023
Report on selection of participants	Abrazando Ilusiones	November 2023
WP3 Quality review checklist	UAH	January 2024
Report on material and training creation	Abrazando Ilusiones & UAH	January 2024
WP3 Quality review checklist	UAH	March 2024
WP3 Quality review checklist	UAH	May 2024
Report on training course and materials analysis	Abrazando Ilusiones & UAH	May 2024

What we have done so far

RESULTS:

- State of the art review/mapping of current training programmes and activities, as well as available training material on LLD report.
- Mapping of LLD in the partners´ countries.
- Identified communication needs.
- Pilot course designed and created.
- Pilot course taught.
- Pilot course analysed.
- Online course module sample.

- COMMUNICATIONS:

Published in social media.
Presentations given in different conferences.

WP 4

WP	OBJECTIVE	LEADING UNIVERSITY	LEADING NON-ACADEMIC ORGANISATION	FINAL RESULT	ACTIVITY NUMBER	DATES	ACTIVITY	DISSEMINATION	INTERNAL REPORT	EXPECTED RESULT AND DISSEMINATION
4	Recruitment of migrants with adequate bicultural and bilingual competences as professional and qualified PSIT	AUTH	MDAT	Inclusion of migrants in the pilot training module	1	June-October 2024	Development of theoretical training material about i) ethical issues, ii) introduction to PSIT Deliverables: -ppt (min. 3) -summaries (min. 3) -images (min. 3) -videos (min. 3)		Quality Review Checklist and report on theoretical training material	-Online training module (40-60 hours) in Spanish and English for future LLD PSIT with no past translation or linguistic training -Report/review paper on design of material and training course -Attendance to one national/ international conference (Minimum)
					2	June-December 2024	Development of presentations of training material about: i) basic legislation, ii) PSIT techniques, iii) Intercultural communication skills Deliverables: -ppt (min. 9) -videos (min. 3)		Quality Review Checklist and report on presentations	
					3	December 2024-June 2025	Development of terminology resources for training material Deliverables: -corpus building in the domains of health and legal services (ENG/ IT/ ES/ GR) (min. 1,000,000 tokens/ each) -Glossaries of terms in the domains selected		Quality Review Checklist and report on terminological resources	
					4	December 2024-June 2025	Evaluation of the training material		Quality Review Checklist and report on assessment	
					5	July 2025	Multiplier event		Analysis of event	

Remaining objectives and planning

➢ Develop the rest of the training modules (UAH) in Spanish and English once we have analyzed the present pilot.

➢ Send each module sample to Greek and Italian teams as Spain finalizes them.

Module	Sample to be sent	Finished product
1	Present analysis	July
2	July	September
3	September	October
4 (needs to be localized for each country)	October	November
5 (needs to be localized for each country)	November	December
6	December	January

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Remaining activities

- Open access, online training module to be implemented in any language in the future (WP4).
- Guidelines and best practices guide.

Things to do

- Make sure we contribute to the Communications Plan.
- Analyze WP3 sample modules.
- Start WP4.
- Publish results at conferences or in research papers, in order to disseminate project findings.
- Next meeting: October/November 2024.

* To be reviewed and updated by all partners

Questions

Online module sample

ONLINE MODULE

What did you think?

What would you improve?

Feedback

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Technical challenges

- Interactivity
- Loss of contact and personal stories
- Lack of networking
- Use of specific software

Solutions

???????