



WP3: Quality Assurance Plan

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RISE - Modernising Human Resource management In South Mediterranean higher Education is an Erasmus+ project that aims to contribute to South Mediterranean Higher Education Reform Agenda through the modernisation of People Management. There is a worldwide consensus today on the relevance of quality human resource management (HRM) for the optimisation of Higher Education Institutions' performance. HEIs are facing increasingly complex contexts which require HRM models able to respond to new challenges in the selection, development and motivation of their staff. HR approaches focused on staff recruitment, organisation of employment contracts and salary payment are completely superseded by the necessity to take account of new issues, such as training, promotion and encouragement, development support and strategic planning for future needs.

In South Mediterranean countries, aspects such as the socio-political climate and the level of state expenditure in education influence the capacity of HEIs to address these challenges, calling for supporting actions in this regard.

This Quality plan, aims at developing a systematic, smooth, and effective plan to oversee the project activities and to ensure the attainment of all deliverables.

RISE Quality Assurance Plan

The Quality Assurance Plan will be used in daily and overall project management and quality control by all project partners, responsible for preparing and producing deliverables.

Quality control is inherent to each WP but requires specific tools and structures to assure it. WP3 set up such structures and underpin the project by providing advice and tools. Quality is highlighted in each WP individually.

In order to assure the quality of all actions and outputs, the QB has drafted a Contingency Plan for the consortium participants containing an analysis of project actions against unforeseen eventualities. The plan identifies the project critical path and potential problems of Political, Economic, Societal and Technological nature, which may affect the work plan. It will be put in place when deviations occur.

Tools for monitoring are available including feedback forms, service evaluation and LFM indicators. Project results are expected to be of a high quality and therefore monitoring will be done to achieve such results. Quality control is included in each WP by the use of tools and the structure of 3.1.1, 3.1.2 & 3.2.1.

The Quality Board is composed by one member of each participant institution. The Board's mandate is to revise quality of all activities and content using the LFM, in particular those creating public outputs and with processes requiring transparency (service selection, student charter process). The Board is meeting virtually via Skype.

WP3 will provide quality assurance to the action, consisting of:

*** Monitoring of the Project Results (internal dimension)**

This action will include setting up a Quality Board (QB) at the beginning of the project, composed of 1 member per partner (acts. 3.1.1 -3.1.2). QB rules and procedures will also be established at the beginning of the project. The QB will be responsible for monitoring, providing feedback & supervising the quality of the reports before passing them to the Coordinator. Expected deliverable (3.1) is achievement of objectives.



* External Quality Control (external dimension)

This action will include setting and implementing external feedback mechanisms via questionnaires/surveys. It will involve collecting & synthesising feedback received from external parties in events (trainings, meetings, conferences). It will also include regular consultation with stakeholders (act. 3.2.1). Deliverable (3.2) is expected high quality of results.

* Main indicators of progress & monitoring of achievement: Comparison of progress reports against LFM, work plan and budget; 6 Quality Board meetings implemented (3 virtual, 3 face-to-face); positive feedback questionnaires of workshops/events, positive feedback on publications; Quality Board reports/minutes.

Methodology: Although quality control is inherent to all WPs, it is important to establish a specific structure for internal quality management, & ensure that external views are collected & processed.

