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# ENCORE Project

Entrepreneurship Knowledge Centers to Foster Innovative  
Entrepreneurship Practices in Education and Research

## Quality Plan Handbook

Project Acronym:	ENCORE
Project Title:	Entrepreneurship Knowledge Centers to Foster Innovative Entrepreneurship Practices in Education and Research
Project No.:	617589-EPP-1-2020-1-AT-EPPKA2-CBHE-JP
Project Coordinator:	FH Joanneum Gesellschaft MBH
Project Quality Coordinator:	Royal Thimphu College
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## Project Partners

<b>Partner No.</b>	<b>Partner Name</b>	<b>Country</b>
P1	FH Joanneum	Austria
P2	University of Alicante	Spain
P3	Haaga-Helia Ammattikorkeakoulu Oy	Finland
P4	Royal University of Bhutan (Gedu College)	Bhutan
P5	Royal Thimphu College	Bhutan
P6	Tribhuvan University	Nepal
P7	Global College International	Nepal
P8	Souphanouvong University	Laos
P9	National University of Laos	Laos

## **1. Introduction**

This document serves the Quality Plan for Erasmus + KA2 CBHE project 617589-EPP-1-2020-1-AT-EPPKA2-CBHE-JP “Entrepreneurship Knowledge Centers to Foster Innovative Entrepreneurship Practices in Education and Research” (ENCORE). The document is developed as a part of the work package 6: Quality Plan of the project.

Quality Plan is an integral part of the project implementation and should be applied through the project life-cycle to ensure high quality of all activities conducted & results produced. Without high quality products, stakeholders & multipliers cannot be convinced to invest their time to support the project, which in turn would hinder dissemination efforts & any long-term effects the project is meant to have.

The Quality Plan outlines approaches for evaluation & monitoring guidance, as well as provides the instruments to be used, e.g. reporting templates, evaluation questionnaires, meeting evaluation & training evaluation forms, etc. This handbook will also define the feedback mechanisms to be established within the consortium. This document also includes communication strategy, procedures on cost and budget, and contingency plans.

The document also contains the project work plan for 36 months and logical framework matrix which would be an essential indicator for the successful completion of the project. The Quality Plan will be a guideline for all the partners but not limited to the instructions and advice provided by Project coordinator and the EU partners.

## **2. Aims of the Quality Plan:**

1. Establish approaches for evaluating project outcome.
2. Establish monitoring guidance for ensuring timely completion of the project task in an efficient manner.
3. Evaluate quality in the structure, processes and deliverables of the project.
4. Lay out feedback mechanisms to be used within the consortium.

## **3. Approaches for evaluation and monitoring**

### **3.1 Internal Evaluation**

Quality assurance for various project deliverables such as meetings, training, events, etc. will be done using self-evaluation questionnaires by each partner at the end of each event. These forms should be sent to the WP6 leader within one week of the completion of the task. These forms will be compiled by the WP6 leader and presented for discussion among the consortium. The

consortium will provide suggestions for improvement which should be taken into account by each partner to have the most impact of the project deliverables. To ensure quality feedback, the feedback report will be analyzed in aggregate and kept anonymous. The WP leader should ensure that the project deliverables meet indicators such as efficiency of time & resources spent, completeness of outputs produced, outreach of each activity to the direct & indirect target groups as well as impact reached. Yearly quality assurance reports will be prepared by the WP6 Leader to measure the impact of the project deliverables. This report will be prepared along with the quality & ethics board by referring to documents such as: meeting feedbacks, workshop & conference feedbacks, work package reports, travel reports, writings from the EE, and monitoring and partners feedback. Any deviations from the project plan should be analyzed and explained, if necessary and corrective actions will be taken based on the process specified in the contingency plan.

### **3.2 External Evaluation**

External evaluation shall be conducted by an experienced subcontracted party that has been appointed for the project. The External Evaluator (EE) will compile three reports (after each year), in which EE will evaluate the following items: timeliness of delivery of outputs, each outputs & product produced according to completeness, usefulness for target groups, impact they can achieve, communication & work ethics among partners. Any deviations reported in the EE's report will be analyzed by the Quality and Ethics Board (QEB). The QEB will seek explanation from the respective WP leader, if necessary and corrective actions will be suggested to ensure that the project deliverables achieve the intended outcome.

### **3.3 Monitoring**

Each WP leader is required to submit a 6-monthly progress report to the coordinator on financial & technical issues along with the 2 reports such as intermediate and final report to the EACEA. The 6-monthly progress report templates and instructions are provided in the Project Management & Financial Handbook in M2.

### **3.4. Quality Assurance Tools**

- a. Project Work plan.
- b. Logical Framework Matrix.
- c. Self-Evaluation forms.
- d. Feedback forms for meetings, training, seminars, and conferences.
- e. EE Report.
- f. Internal Reports (6-monthly, intermediate and final).
- g. Quality standards and indicators for the project outcomes
- h. Project Handbook

- i. Various forms such as evaluation forms, questionnaires, feedback forms will be developed by the WP6 leader along with members of QEB and will be shared with all the partners at least a week prior to the completion of the event.

## **4. Communication Strategy**

### **4.1 Introduction**

The Communication Strategy Plan for ENCORE project will serve as a guide for communication for the project period of 36 months and will be updated as and when required by the project. The Communication Strategy Plan will help all the project partners understand and implement the proper communication method specifically for the ENCORE project. The Communication Strategy plan will guide the partners on the methods for communication such as planning a meeting, dissemination of information, approach to issues, email correspondence, online meeting platforms and all the project partners have equal responsibility for effective and timely communication during the project as follows:

### **4.2 Communication Platforms:**

1. The ENCORE project will use emails for regular correspondences amongst the partners to communicate and share information as required.
2. MS Teams will be used for virtual meetings as the 1<sup>st</sup> priority and google meet as a 2<sup>nd</sup> option.
3. All project related documents must be shared/uploaded on the MS Teams as instructed by the Project Coordinator (FHJ).
4. Any other communication platforms to be used and updated as and when required.

### **4.3 Meeting Guidelines:**

1. **Meeting set ups:** Meetings will be organized using doodle poll online services ([www.doodle.com](http://www.doodle.com)) for determining the dates for the meeting depending on the availability of most partners (highest vote). Any conflicts on the meeting dates to be communicated to the meeting coordinator prior to the meeting.
2. **Participants to the meetings:** All the participants must attend the scheduled meeting after confirmation or substitute a member of the project but with prior information to the meeting coordinator. The person must get all the updates of the meeting from the substitute and refer to the minutes of the meeting that the meeting coordinator share. The person will be held responsible hereafter for any sorts of outcome on the project.
3. **Meeting Agenda:** For all the meetings, the meeting coordinator must prepare the meeting agenda and must be distributed 3 days in advance of the meeting. Any relevant & approved changes can be made on the agenda after comments and suggestions from the partners. The coordinator will then distribute the updated agenda before the meeting.

4. **Meeting Minutes:** Meeting minutes will be distributed within 7 business days following the meeting. All the partners must go through the meeting minutes and notify the meeting coordinator for any incorrect information in the minutes that wasn't finalized in the meeting held.
5. **Dissemination after meeting:** All the participants attending the meeting must disseminate the necessary and required information to his/her project members or project partners unless confidential. The person will be held responsible for any future issues due to lack of dissemination or misinformation.
6. **Evaluation and submission of the meeting feedback form:** All participants of the meeting will evaluate and submit the meeting feedback form (according to the template) sent by the meeting coordinator. The meeting coordinator will then compile all the forms and send it to the WP6 leader (Quality Plan) who will organize it on the MS Teams for reference. To ensure quality feedback, the feedback report will be analysed in aggregate and kept anonymous. The report will then be sent to the meeting coordinator after the compilation.

#### **4.4 Email Response:**

1. All the partners must go through and reply any ENCORE project related emails within few days depending on the priority of the task.
2. Any urgent email that needs immediate attention will be indicated with "URGENT" on the subject. Eg: "URGENT: Meeting on Monday".
3. All the partners must send a follow up email if any partner does not respond to the email.

#### **4.5 Reporting:**

1. In case of any ethical issues, all partners must contact the project coordinator first. The project coordinator will then forward the case to the Quality and Ethics Board for any necessary discussion and action. If the case does not have any concert resolution from the QEB board, the case shall then be forwarded to the Management Board.
2. He/She involved in any sorts of issue and happens to be a member of the board (Management board or QEB), he/she will not be involved during the discussion of the case.
3. Any other reporting guidelines may be deemed necessary and important depending on the activity or events prepared by the organizer and after the approval of the project coordinator.



## **5. Project Progress and Evaluation**

### **5.1 Introduction**

The ENCORE project progress and evaluation will be monitored by the Quality Plan Leader (Work package 6) along with the Quality & Ethics Board and Management Board. In addition, the Project Coordinator (Work package 8: Management) will also closely monitor on each partner's work package to ensure successful delivery of the work packages. The EU partners (FH Joanneum, University of Alicante and University of Haaga-Helia) will support the Asian partners with their expertise, however, it is the responsibility of all the partners to support and guide each other to achieve the success of the project.

### **5.2 Quality and Ethics Board**

It is essential to build up a quality and ethics board to ensure a timely implementation of the project. The main task of this board is to ensure high quality of all products produced within the project and to minimize cultural differences with the support of the ethics board. The board is further going to evaluate the products created every year according to the standards promised in the LFM. Further, this board also has to appoint one external evaluator who is going to evaluate the project every year according to the progress made. The Quality and Ethics board member will have representatives from all the 9 partners along with 1 external partner.



### Quality and Ethics Board Representatives

Partner Number	Partner Name	Name	Contact Details (Mail)
P1	FH JOANNEUM	Clarissa Maierhofer	clarissa.maierhofer@fh-joanneum.at
P2	University of Alicante	Noelia Lopez del Castillo	Noelia.lopez@ua.es
P3	Haaga-Helia Ammattikorkeakoulu Oy	Jarmo Ritalahti	Jarmo.Ritalahti@haaga-helia.fi
P4	Royal University of Bhutan	Tenzin Rabgay	tenzinrabgay.gcbs@rub.edu.bt
P5	Royal Thimphu College	Madhav Verma	mverma@rtc.bt
P6	Tribhuvan University	Ram Thapaliya	ramthapaliya@tuicms.edu.np
P7	Global College International	Rajendra Ojha	rajendraojha@gci.edu.np
P8	Souphanouvong University	Champa Latnasouvannaphon	champa_sulaos@yahoo.com
P9	National University of Laos	Chintana Khouangvichit	chintnak@gmail.com

### 5.3 Management Board

In addition to the Quality and Ethics board, as a part of the work package 8 (Management), the “Management Board” will act as a higher authority than the Quality and Ethics board in decision making for the ENCORE project.

### ENCORE Management Board Representatives

Partner Number	Partner Name	Name	Contact Details (Mail)
P1	FH JOANNEUM	Birgit Burböck	birgit.burböck@fh-joanneum.at
P2	University of Alicante	Cristina Beans	c.beans@ua.es
P3	Haaga-Helia Ammattikorkeakoulu Oy	Eva Holmberg	Eva.Holmberg@haaga-helia.fi
P4	Royal University of Bhutan	Tshering Lhamo	tsheringlhamo.gcbs@rub.edu.bt
P5	Royal Thimphu College	Nawang Yangden	nawangy@rtc.bt; erasmus@rtc.bt
P6	Tribhuvan University	Ram Thapaliya	ramthapaliya@tuicms.edu.np
P7	Global College International	Subash Shreshta	subash@gci.edu.np
P8	Souphanouvong University	Vangchue VASOLEE	Vangchue_lee@hotmail.com; vangchue@hotmail.com
P9	National University of Laos	Amkheng Phenlasy	Amkheng@nuol.edu.la

#### 5.4 Logical Framework Matrix and Project Work Plan

Overall, in order to comply with timely implementation of the project task and achieve maximum output on the project activities, all partners shall carry out the project in highest quality possible referring to the Project work plan and the Logical Framework Matrix attached in the project document.

## **6. Cost and Budget**

### **6.1 Staff Cost**

The coordinator & the national contact points receive the highest budget in terms of staff costs (considering EU & respective PC standards) to implement activities foreseen. Further, additional budget was given to WP leaders to compensate the additional effort. It was made sure that the tasks (coordinator, WP leader & national coordinator) were distributed according to the available expertise & experience to be efficient. Partners undertaking similar tasks receive similar amount of staff days. Further, cost effectiveness will be possible thanks to a realistic & careful cost estimation of each & every activity which leads to a staff cost distribution of 7,55% to preparation, 56% to development, 9,45% to dissemination, 5% to QA and 22% to PM. Clear focus are the development WPs which are carefully planned. Staff Cost is a unit cost and can be claimed under different categories such as:

1. Managers (staff category 1) (including legislators, senior officials and managers) carries out top managerial activities related to the administration and coordination of project activities.
2. Researchers, teachers and trainers (RTT) (staff category 2) typically carries out academic activities related to curriculum/training programme development, development and adaptation of teaching/training materials, preparation, and teaching of courses or training.
3. Technical staff (staff category 3) (including technicians and associate professionals) carries out technical tasks such as book-keeping, accountancy, and translation activities. External translation services and external language courses provided by sub-contracted non-consortium members should be classified as “Sub-contracting costs”.
4. Administrative staff (staff category 4) (including office and customer service clerks) carries out administrative tasks such as secretarial duties.

These claims are to be submitted to the financial representative of the project by filling out the “Timesheet and the Joint Declaration Form”. Staff Costs claimed needs to be supported with various evidences such as photos, emails, minutes of the meetings, attendance, etc.

### **6.2 Travel cost & cost of stay**

Consortium meetings were put together with trainings or events planned, whenever possible, to use the budget efficiently. Status meetings will be conducted online to allow cost efficiency. Human capacity building trainings will be conducted in PCs to save on travel costs & allow for more participation. Partners shall book flights & accommodation well in advance to make sure that prices are at the lowest level. Travel Cost and Cost of Stay are also a Unit Cost and can be claimed with the help of Travel Reports, Boarding Passes, Flight Tickets and the Accommodation and Food invoices.

### **6.3 Equipment**

Equipment will be purchased in the PCs meaning that the purchase is first going to support local economy but also due to the lower price levels more equipment can be purchased. As a result, the capacity of the knowledge centers will be increased. Prices were discussed with technical experts beforehand and are up-to-date market prices. Only the purchase of equipment which is directly relevant to the objectives of the project can be considered as eligible expenditure. This could include, for example, (e-)books and periodicals, fax machines, photocopying machines, computers and peripherals (including notebooks/laptops and tablets), software, machines and equipment for teaching purposes, laboratory supplies(teaching purposes), video-projectors (hardware) and video-presentations (software), television sets, installing/setting up of communication lines for internet connection, access to databases (libraries and electronic libraries outside the partnership) and clouds, equipment maintenance, insurance, transport and installation costs.

Equipment is intended exclusively for the Partner Country Higher Education Institutions which are included in the partnership where it must be installed as soon as practically possible. The equipment must be recorded in the inventory of the institution where it is installed. This institution is the sole owner of the equipment. Equipment should be instrumental to the objectives of the project and should therefore be purchased at the beginning of the project implementation period and normally not later than 16 months before the end of the project. Under no circumstances may equipment be purchased for any Programme Country institution/organization or for non-higher education institutions in the Partner Countries. Hiring of equipment may be considered eligible, but only in exceptional and duly justified circumstances and provided it does not continue beyond the duration of the Grant Agreement. Considering the particular nature of the Capacity Building action under the Erasmus+ programme, the total purchase cost of the equipment will be taken into account and not the equipment's depreciation.

In the event of purchasing equipment over €25.000, and less than €134.000, the beneficiaries must obtain competitive tenders from at least three suppliers and retain the one offering the best value for money, observing the principles of transparency and equal treatment of the potential contractors and taking care to avoid conflicts of interests. For purchase of equipment over €134.000 national legislations will be applicable. The beneficiaries may not split the purchase of equipment into smaller contracts below the threshold.

Applicants should be aware of the fact that the procurement and delivery of equipment to Partner Country institutions is often a rather complex procedure and this should be taken into consideration at the planning stage.

### **6.4 Subcontracting**

Costs for subcontracting were calculated according to experiences but also according to offers already obtained. Values received reflect two key principles - first high quality and second good quality-value ratio.

### **6.5 Arrangements for FM**

Every 6 months, financial reports will be sent by each partner to the coordinator. They will be checked immediately to avoid potential overspending in certain periods, which might jeopardize the appropriate conduct of activities. A Financial Handbook will be presented at the KOM to assure correct & efficient management of expenditures & reporting. In each project meeting, coordinator will discuss upcoming responsibilities of each partner to ensure that a clear and straight-forward approach is taken. At the end of the funding period, an external auditor will independently cross-check all expenditures.

### **6.6 Co-Financing**

Partners will contribute with co-financing through providing office space & basic equipment. It is also foreseen to cover extra costs of travel & dissemination activities. Partners have agreed beforehand to cover additional costs that might occur, also in case of staff cost lump sums differences to real costs.

# ANNEXES

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Annex 2- Meeting/Events feedback form

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Annex 5- Status Quo Report Feedback