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# **GUIDELINES FOR QUALITY ASSURANCE**

## **CAREERS 4.0**

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## 1. INTRODUCTION

One of the project goals is to develop quality assurance measures described in the following document named “Guidelines for Quality Assurance”, as a model that makes possible the collecting of feedback which will be used for changes and improvements of the project WP’s.

The Q.A. Team will include the following members, who will be appointed by the project leader during the kick-off meeting discussions among Partners after which CMBRAE will elaborate a decision at the level of the project.

- Aura Stănculescu from CMBRAE will be responsible for Q.A&E as s/he has great professional experience in EU programmes, Project Management, Development of Innovation, Quality Assurance, External Evaluation, Education and Training. Her experience in these areas results from over 10 years of experience as project manager or project coordinator. All partners have demonstrated their experience and knowledge in Q.A & E and will cooperate with CMBRAE
- Monica Miglionico (STUDIO RISORSE) currently working on quality management in projects
- Nikos Drosos (EUC) many years’ participant in EU-funded projects
- Mary Tountopoulou (PROGRESSUS) having supported quality management organisation in several projects
- Giulio Setzu (iInformatica) working on exploitation, but also quality of results
- Janire Adrian (Qualificalia) working on exploitation, but also quality of results

This team will assume specific roles and responsibilities regarding the assurance of quality of the project (process and products) according to the documentation.

Thus, the objectives proposed in the project application and the outputs/ results will be developed within 4 WP’s during the project lifespan.

## 2. WP1- PROJECT MANAGEMENT

**WP 1- Project Management**, which is to take place during the project lifespan. CMBRAE, as leader of the project, will develop instruments for the monitoring and evaluation process. The sources of information for the evaluation process will be: quantitative and qualitative data from each partner, collected at each meeting; quantitative data and feedback questionnaire from staff, beneficiaries, stakeholders, after each activity, focusing on the strong and weak points; progress reports done by Q.A. Team stating if and how deadlines and roles in the projects have been respected; reports on identified problems and solutions, possible malfunctions in the implementation process, conflict, etc.

Every 3 months the Q.A. Team will organize a “Quality Check Point”: a short bilateral web meeting with each partner to monitor and evaluate the progress of activities and the quality of the products, while every 6 months, partners will prepare internally short reviews of their activities. Also, CMBRAE will develop a detailed methodology corresponding to established outcomes.

| <b>The Partner organization</b> | <b>Task according to the project application</b> | <b>Quality Assurance Measures/ Expected results</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Deadlines</b>                                                                                                                                                                                                                                                                                                                      |
|---------------------------------|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CMBRAE                          | WP1- Project Management                          | <ul style="list-style-type: none"> <li>Quality Assurance Team (Q.A. Team)</li> <li>Guidelines for Quality Assurance</li> <li>Evaluation plan: management procedures, roles and responsibilities, “internal quality auditor”</li> <li>Monitoring plan: after each activity apply monitoring process: Plan/ Do/ Check/ Act/ Out</li> <li>A detailed methodology corresponding to established outcomes</li> </ul> <p>Sources of information for evaluation process</p> <ul style="list-style-type: none"> <li>quantitative and qualitative data from each partner, collected at each of the meetings</li> <li>quantitative data and feedback questionnaire from the staff, beneficiaries, stakeholders after each activity, focusing on strong and weak points</li> <li>progress reports done by Q.A. Team, stating if and how deadlines and roles in the projects have been respected</li> <li>reports on identified problems and solutions, possible malfunctions in the implementation process, conflicts</li> </ul> | <p>During the project lifespan:</p> <ul style="list-style-type: none"> <li>EVERY 3 Months: “Quality Check Point”: a short bilateral web meeting with each partner to monitor and evaluate the progress of activities and the quality of the products</li> <li>EVERY 6 MONTHS: internally short reviews of their activities</li> </ul> |

|                                                                                                                                                                                |                                   |                                                                                                                                                                                                                                                                                                                                                                                                           |                       |
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| <b>PROGRESSUS<br/>RESEARCH &amp;<br/>COUNSELLING</b><br>studio risorse<br>s.r.l.<br>Qualificalia<br>Analytics, S.L.<br>iInformatica S.r.l.<br>EUROPEAN<br>UNIVERSITY<br>CYPRUS | <b>WP1-Project<br/>Management</b> | <ul style="list-style-type: none"> <li>Quality Check Point (a short bilateral meeting)- Instrument for Monitoring and evaluation of the progress activities and quality of results (Total: 8 Monitoring and Evaluation sheets/ Google Forms)</li> <li>Instrument for Internal short reviews of their activities specific to the WP's (Total: 4 Monitoring and Evaluation sheets/ Google Forms)</li> </ul> | <b>EVERY 3 Months</b> |
|                                                                                                                                                                                |                                   |                                                                                                                                                                                                                                                                                                                                                                                                           | <b>EVERY 6 Months</b> |

At the beginning of the project, the consortium will be informed on how to fill in the financial report files (timesheets), while the coordinator will request an update to each partner at least every 3 months. Financial reports will be produced every three months. (short report)

This will enable the coordinator to monitor the expenses and know about any mistakes in the financial activities. Time management will be based on:

- a detailed schedule of the activities within the project work plan
- a very strict reporting procedure, that will include the obligation of all partners to inform everyone involved as soon as an activity is completed and to share results with everyone
- informing all the partners regarding the new deadlines in case of modifications in the schedule

Time management will also be monitored on a regular basis (monthly) by each partner, in reference to the activities done by the organization and the general respect of the deadlines.

The coordinator will organise online web calls to share the coming project deadlines with all partners and to check eventual issues and potential delays. The Gantt chart of the project will be the fundamental tool for time management.

### **3. WP2- Career Competencies 4.0 Framework and adequate psychometric skill assessment questionnaires**

The WP2 will produce a Career Competencies 4.0 Framework, setting the core hard- and soft-core skills highly valued in the labor market according to Industry 4.0 perspectives. The relevance and suitability of Careers 4.0 hard and soft skills will be tested in consultation with employers, and relevant VET stakeholders, in the partner countries, using a participatory research method. WP2 will produce a Careers 4.0 skill assessment battery, consisting of adequate psychometric skill assessment questionnaires for adolescents and youth (aged 16-24).

In order to measure the achievement of the objectives of WP2 and the result quality, the partnership will use as reference guide the following indicators.

| <b>The Partner organization</b>   | <b>Task according to the project application</b>                                                 | <b>Quality Assurance Measures/ Expected results</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Deadlines</b>         |
|-----------------------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| PROGRESSUS RESEARCH & COUNSELLING | WP2- Career Competencies 4.0 Framework and adequate psychometric skill assessment questionnaires | <p><b>Quantitative indicators</b></p> <ul style="list-style-type: none"> <li>• Production of <b>1 Career Competencies 4.0 Framework</b></li> <li>• Production of <b>1 Careers 4.0 skill assessment battery</b></li> <li>• Engagement of <b>15 employers, and relevant VET stakeholders</b>, in the <b>partner countries</b> in the evaluation and development of the Career Competencies 4.0 Framework</li> <li>• Engagement of <b>15 experts</b> in the <b>partner countries</b> in the evaluation and development of the Careers 4.0 skill assessment questionnaires</li> <li>• <b>Engagement of 300 (50 per partner)</b> young persons (16-29 years old) in the data collection (administration of the Careers 4.0 skill assessment battery)</li> </ul> <p><b>Qualitative indicators</b></p> <ul style="list-style-type: none"> <li>• <b>The evaluation rate by the experts on the overall content of the tool: at least 80% Good</b></li> <li>• <b>The level of usefulness of the tool in the career practice of the professionals: at least 80%</b></li> </ul> | Cf. Gantt of the project |

|                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                    |
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| <ul style="list-style-type: none"> <li>• PROGRESSUS RESEARCH &amp; COUNSELLING</li> <li>• studio risorse s.r.l.</li> <li>• Qualificalia Analytics, S.L.</li> <li>• iInformatica S.r.l.</li> <li>• CMBRAE</li> <li>• EUROPEAN UNIVERSITY CYPRUS</li> </ul> | <p>WP2- Career Competencies 4.0 Framework and adequate psychometric skill assessment questionnaires</p> <ul style="list-style-type: none"> <li>• A2.1 Development of a Career Competencies 4.0 Framework</li> <li>• A2.2 Development of the theoretical basis and psychometric content of the Careers 4.0 skill assessment battery</li> <li>• A2.3 Standardization and final version of the Careers 4.0 skill assessment battery</li> </ul> | <p>A2.1 Production of 1 Career Competencies 4.0 Framework</p> <ul style="list-style-type: none"> <li>• Review the existing literature and relevant skills classifications</li> <li>• A draft version of the Career Competencies 4.0 Framework</li> <li>• Focus groups- Engagement of 15 employers, and relevant VET stakeholders, in the partner countries in the evaluation and development of the Career Competencies 4.0 Framework</li> </ul> <p>A2.2 Production of 1 Careers 4.0 skill assessment battery</p> <ul style="list-style-type: none"> <li>• Translation and adaptation by each partner of the Assessment Tool into their national language</li> <li>• Interviews/ Evaluation Results from the 3 experts per country who provided feedback on the skill assessment questionnaires</li> </ul> <p>A2.3 Standardization procedure and final version of the Careers 4.0 skill assessment battery</p> <ul style="list-style-type: none"> <li>• Engagement of 300 (50 per partner) young persons (16-29 years old) in the data collection (administration of the Careers 4.0 skill assessment battery)</li> <li>• Final version of the Tool/ battery</li> <li>• Technical Manual for Trainers plus data analysis of the standardization process</li> </ul> | <p>01/12/2023<br/>29/02/2024</p> <p>01/03/2024<br/>31/08/2024</p> <p>01/09/2024<br/>31/12/2024</p> |
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The main objective of the WP2 is the development of Career Competencies 4.0 Framework and a relevant reliable and valid assessment tool that will enable VET trainers and career practitioners to assist their beneficiaries towards identification, mapping and profiling their personal competences in view of the Industry 4.0 career perspectives. This approach is documented to promote the development of quality career guidance, responsiveness of VET and employment services, broadening the career aspirations and employability of young people towards more future oriented career choices.

#### 4. WP3- Career Competencies 4.0 Framework and adequate psychometric skill

## assessment questionnaires

The main results of this work package consist of the development of a metaverse virtual environment and a chatbot for the administration of orientation quizzes, together with physical support with a card game. The system will provide up-to-date information on emerging career opportunities and support material for career planning and management by means of a career chatbot via assessment quizzes, via metaverse environment (cyber/physical system/digital twin) and via physical support via card game. The Digital Guidance Information System aims to serve as a tool for VET, career and relevant professionals.

| The Partner organization                         | Task according to the project application                       | Quality Assurance Measures/ Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Deadlines                |
|--------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| iInformatica S.r.l.<br><br>studio risorse s.r.l. | WP3- Careers and Competence 4.0 Information & Assessment System | <p><b>Quantitative indicators</b></p> <ul style="list-style-type: none"> <li>the number of career practitioners, trainers and relevant professionals participating in the pilot testing of the system: 5 professionals from the partner countries will take part in the pilot testing (25 professionals per partner).</li> <li>the number of youngsters and adults participating in the pilot testing of the system: 50 (10 per partner).</li> <li>overall number of users accessing the system</li> <li>the number of participants in the national workshops: 200 (40 per country)</li> <li>the completion rate, which measures the percentage of learners who start and successfully complete the programme</li> </ul> <p><b>Qualitative indicators</b></p> <ul style="list-style-type: none"> <li>level of satisfaction of VET trainers and career professionals (expected rate 80%)</li> </ul> | Cf. Gantt of the project |

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|                                                                                         |                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>level of youngsters and adults end users' satisfaction (expected rate 80%)</li> <li>users experience quality level (combination of QoS and QoE on user experience)</li> </ul>                                |                          |
| iInformatica S.r.l.                                                                     | <p>WP3- Career Competencies 4.0 Information &amp; Assessment System</p> <ul style="list-style-type: none"> <li>A3.1 Design and setting up of the system and its functionalities</li> </ul> | System technical skeleton & functionalities (Skills assessment interface, Career Information Interface, Career Interaction Interface including chatbot, small metaverse environment, e-learning unit and physical support in the form of a card gam | 01/05/2024<br>30/09/2024 |
| studio risorse s.r.l.                                                                   | <ul style="list-style-type: none"> <li>A3.2 System Content Development and Internal testing</li> </ul>                                                                                     | 1st peer learning activity (Trapani, Italy)<br>- presentations of occupations', Q&As for chatbot<br>- results on internal testing and experts focus group                                                                                           | 01/07/2024<br>30/06/2025 |
| iInformatica S.r.l.                                                                     | <ul style="list-style-type: none"> <li>A3.3 Pilot testing, final version of the system</li> </ul>                                                                                          | Final version of the system with all its services running National pilot phase reports                                                                                                                                                              | 01/07/2025<br>30/09/2025 |
| Romanian, Greek, Cyprian, Spanish, Italian Partners for National event of dissemination | 01/07/2025<br>31/07/2025                                                                                                                                                                   | 5 National Events/Workshops for dissemination                                                                                                                                                                                                       | 01/07/2025<br>31/07/2025 |

## 5. WP4- Career Guidance 4.0 training program and new adapted career guidance 4.0 methodologies and practices for career practitioners

The WP4 aims at enabling VET trainers, career and social inclusion practitioners to offer tailor-made services to youngsters and workers, according to the latest labor market trends and new adapted information and guidance methodologies and practices.

| The Partner organization                                       | Task according to the project application                                                                                          | Quality Assurance Measures/<br>Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Deadlines                |
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| Qualificalia Analytics, S.L.<br><br>EUROPEAN UNIVERSITY CYPRUS | WP4- Career Guidance 4.0 training program and new adapted career guidance 4.0 methodologies and practices for career practitioners | <div data-bbox="770 517 1278 551" data-label="Section-Header"> <b>Quantitative indicators</b> </div> <ul data-bbox="770 551 1278 1435" style="list-style-type: none"> <li>• 1 Career Guidance Provision 4.0 Competence Profile</li> <li>• 1 Career Guidance 4.0 Training Curriculum and Handbook</li> <li>• 1 e-learning platform</li> <li>• engagement of 25 career practitioners, trainers in A1 activity</li> <li>• 5 Career Guidance 4.0 trainings (1 per country)</li> <li>• engagement of 75 (15 per country) VET &amp; career guidance professionals in the Career Guidance 4.0 training activity</li> <li>• 1 assessment report on training results</li> <li>• engagement of 10 (2 per country) experts in adult training / curriculum development for the evaluation of the first version of the training content.</li> </ul> <div data-bbox="770 1503 1278 1536" data-label="Section-Header"> <b>Qualitative indicators</b> </div> <ul data-bbox="770 1536 1278 1951" style="list-style-type: none"> <li>• The evaluation rate by the experts on the overall content: at least 80% Good</li> <li>• The level of satisfaction of professionals involved concerning the training curriculum, training material: at least 80%</li> <li>• The level of satisfaction of professionals involved concerning the e-learning tools</li> </ul> | Cf. Gantt of the project |

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|                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• Level of satisfaction of professionals involved concerning the training processes</li> <li>• Level of usefulness of the whole training program in career guidance practice according to the professionals involved: at least 80%</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                    |
| <p>CENTRUL MUNICIPIULUI BUCURESTI DE RESURSE SI ASISTENTA EDUCATIONALA</p> <p>EUROPEAN UNIVERSITY CYPRUS</p> <p>iInformatica S.r.l.</p> <p>PROGRESSUS RESEARCH &amp; COUNSELLING</p> <p>studio risorse s.r.l.</p> <p>Qualificalia Analytics, S.L.</p> | <p>WP4- Career Guidance 4.0 training program and new adapted career guidance 4.0 methodologies and practices for career practitioners</p> <ul style="list-style-type: none"> <li>• A4.1 Definition of qualification criteria, learning outcomes and certification processes for career guidance practitioners, trainers and relevant labour market inclusion professionals.</li> <li>• A4.2 Development of Career Guidance 4.0 Training Curriculum and material</li> </ul> | <p><b>1. Career Guidance 4.0 Provision Competence Profile</b>, including the definition of specific qualification criteria and learning outcomes for career guidance practitioners, trainers and relevant professionals for labor market inclusion.</p> <p><b>2. Draft version of the Career Guidance 4.0 Training Curriculum and Handbook, evaluation and feedback by adult training expert</b> targeted to VET and career guidance professionals, including new methodologies in career guidance, labor market information and intelligence (LMI), advanced LMI systems and data interpretation (jobs, skills, and qualifications dynamics), digital LMI tools etc.</p> <p><b>3. An e-learning platform (e.g. Moodle)</b> to enable the distance learning processes for the pilot implementation of the training, including the structured training material according to the Career Guidance 4.0 Training Curriculum and Handbook.</p> <p><b>4. Trainer's guide, evaluation questionnaires, certificates of attendance</b> A train-the-trainers</p> | <p>01/07/2024<br/>30/09/2024</p> <p>01/10/2024<br/>31/05/2025</p> <p>01/06/2025<br/>30/06/2025</p> |

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|  | <ul style="list-style-type: none"> <li>• A4.3 Train-the-trainers activity involving partnership staff</li> <li>• National Training events implementation and final version of the training curriculum</li> </ul> | <p>activity on Career Guidance 4.0 Training Curriculum and Handbook involving partnership staff to act as multipliers of the actual training delivery.</p> <p><b>5. Career Guidance 4.0 Training Curriculum, training and certification processes, evaluation questionnaires, reports on national trainings' evaluation results, final version of the Career Guidance 4.0 Training Curriculum and Handbook</b></p> <p>Implementation of a training activity and certification procedures in the partner countries, involving 90 (15 per country) training, career and social inclusion professional.</p> <p><b>6. A report on training effectiveness</b>, including the feedback results delivered by the training participants in the partner countries. The synthesis evaluation report and the final version of the Career Guidance 4.0 Training Curriculum and Handbook.</p> | <p>01/07/2025<br/>30/09/2025</p> |
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For assuring the quality of the project, we will summarize the evaluation results from each Partner, in the middle (1 December 2023- 30 November 2024) and at the end of the project (1 December 2024- 30 November 2025) and respect the deadlines established for activities foreseen in the project Gantt.

## 6. Other domains of quality assurance

### • Partner Meetings (on-line and face-to-face)

- quality of information and the quality of communication among partners
- active participation and contribution of each partner to the meeting
- following the agenda of the meeting and achieving the targeted objectives
- quality of the working environment during the meetings
- participants manifest a clear understanding regarding the next tasks to be done
- aspects related to accommodation, food, transport, Internet connection, social events (TPM's)

## ● **Project Management**

- Partner satisfaction regarding the management and coordination activities and arrangements
- Realistic and sustainable deadlines for achieving the tasks
- Meeting the deadlines foreseen for the completion of activities
- Support offered to partners who face different difficulties

## ● **Work Packages**

- results/ outputs and deliverables are produced in accordance with the project application
- the usefulness of the achieved products/results
- involvement and contribution in the WP's of all partners
- achieving the proposed quality standards

## ● **National Events (NE)**

- number of participants from public, private organizations, stakeholders etc.
- level of involvement of the participants to the NE
- quality of the dissemination results (content, design, accessibility of information, novelty etc.)

## ● **Peer learning activity in Cyprus**

- quality of topics delivered
- level of satisfaction of the participants
- organizational aspects

## ● **Communication, dissemination, exploitation**

- type of instruments (communication, dissemination, exploitation) used for evaluation
- involvement and contribution of all partners
- the communication/ dissemination activities have accomplished the targets assumed in the project application
- development the Partner's network motivated to use the results of the project in their activities

