QUALITY ASSURANCE PLAN

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Prepared by EFMD

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1. INTRODUCTION TO BIC for SMEs PROJECT

The main objective of the BIC for SME project is to upgrade the POWER2INNO project results and provide concrete tools for training entrepreneurs for innovative entrepreneurship, the educational staff of the participating organizations and selected individual entrepreneurs through pilot trainings. The project aims at:

- improving the quality and access to vocational education and training in the area of small and micro innovation entrepreneurship
- improving the knowledge and skills of employees in relevant consulting and training organizations
- improving the employability and professional success of learners, interested in this subject.

This will be achieved by reaching the following objectives:

- development of a training program for "BIC for SME" for trainers
- development of a training program for small and micro entrepreneurs interested in boosting their innovation activity
- development of the relevant learning materials.

In the long term, the project can assist in eliminating the gap between market demand (people seeking training in small and micro entrepreneurship) and training system supply, which is currently predominantly oriented to small and middle-sized entrepreneurship.

Partner organisations

WESTBIC, Ireland

RDA CID, Slovenia

BIC EURONOVA, Spain

TECHNOPOLIS, Italy

EFMD, Belgium

2. THE PROJECT'S QUALITY ASSURANCE: OVERVIEW

2.1 OBJECTIVE

The objective of the project's Quality Assurance (QA) is to define the quality control mechanisms and criteria to be used by the partners to monitor the quality of the project Intellectual Outputs (IOs) and other results. More specifically, to:

- design and implement a QA methodology according to the needs of the project
- monitor and report on the quality of the project IOs and other results
- monitor compliance with the project schedule
- detect and analyse probable risks with regards to the quality of the IOs and other results provide recommendations.

2.2 DELIVERABLES

Quality Assurance Plan (due April 2019)

- explains the quality assurance methodology to be used in the project
- establishes quality assurance indicators
- elaborates on the partners' role in the process.

4 Quality Assurance Reports (due every 6 months after April 2019):

- report on the quality of the project IOs and results, based on the status of the quality indicators
- report on identified problems and recommend corrective measures

2.3 INVOLVED ACTORS

Quality Assurance is a cooperative task and all project partners are expected to contribute. The leader of this task is EFMD.

1. *EFMD:*
   - creates the QA plan of the project and the 4 QA reports
   - coordinates the activities of the QA board
   - leads the overall quality monitoring, reports on identified problems and recommends corrective measures

2. *The project partners:*
   - provide the necessary information for the creation of the QA reports and contribute to creating them by providing feedback and recommendations
   - take into account the recommendations received through the QAB reports and the QARs

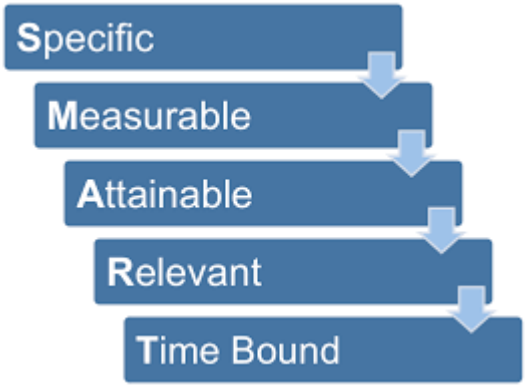
3. *The Quality Assurance Board* (ANNEX 3)
   - contributes in the regular quality monitoring of the project by providing an external point of view

- reviews the project IOs and other results according to EFMD's and partners' requests and attends online meetings, when possible.

3. METHODOLOGY

3.1 QUALITY INDICATORS

The quality indicators for each IO are developed using the S.M.A.R.T. methodology



and have the following structure (see chapter 4):

- Planned activities for each IO
- Quality indicators for each activity
- Means of verifying the status of each quality indicator

Means of verification are all the procedures, tools and documents which can indicate whether an IO has reached the quality indicators set for it. The means of verification can be **online surveys and questionnaires** shared after the implementation of an activity, **interviews and focus groups** addressing the project target groups and finally, the **comments and feedback of the QAB** after reviewing documents and other material related to the project activities and outputs.

Particularly for the "reviewing process", a means of verification often used in the quality tables. The QAB, consisted of 5 experienced staff from the partner organisations, will play a key role in it. The QAB members are not immediately involved in the project implementation hence they can provide an unbiased point of view with regards to the quality of a project output. EFMD will be in charge of providing them with the produced material with regards to a specific output, collecting their feedback, sharing it with the project partners and ensuring that it is taken into account when updating a project output.

In addition to the QAB, EFMD will be "reviewing" some of the produced documents and project outputs during the project lifecycle. This means that EFMD will maintain an overview of the applied procedures and final outputs, always in relation to the agreed indicators. With long lasting experience in quality assessment and accreditation of management and entrepreneurship education worldwide, EFMD will ensure that any risks to quality are pointed out early enough and are discussed among the partners. If needed for the "reviewing" process, EFMD will request the feedback of experts in programme evaluation for entrepreneurship courses provided by consultancies, companies, universities or business schools in Europe.

3.2 QUALITY SCHEMES AND FRAMEWORKS

International frameworks previously used for the monitoring of activities with similar objectives to those of BIC for SMEs, will be used for the quality monitoring of the BIC for SMEs project as well. These frameworks will provide directions and inspire the development of the quality indicators for the project's activities in order to ensure that they meet international quality standards.

The EU Entrepreneurship Competence Framework (EntreComp, Annex I) was created as a reference for developing entrepreneurship as a competence in the EU and relevant educational material. It perceives entrepreneurship *as "a competence to help citizens to develop their ability to actively participate in society, to manage their own lives and careers and to start value-creating initiatives".*

It presents entrepreneurship as a set of competences leading to the *process of value creation in the private, public and third sectors and in different types of entrepreneurship, including intrapreneurship, social entrepreneurship, green entrepreneurship and digital entrepreneurship*.

For BIC for SMEs, the EntreComp framework will provide inspiration for the development of indicators for the quality of the pilot trainings for the small and micro entrepreneurs, the pilot trainings for the trainers and the quality of the proposed educational material.

In addition, EPAS is one of the three EFMD Accreditation System (ANNEX 2). EPAS assesses whether an academic programme meets a level of quality at international levels.

EPAS, monitors the quality of an academic programme by examining among others, "*the intended learning objectives, the provided content and curriculum and the delivery mode in relation with the overall mission of the institution and the learning needs of those attending the program*".

The EPAS methodology will complement the development of indicators for monitoring the quality of the BIC for SMEs pilot trainings. The EPAS rationale will provide directions for the assessment of the quality and relevance of the trainings, in relation with the overall project objectives and the learning needs of the target groups.

4 BIC for SMEs QUALITY ASSURANCE INDICATORS

The following tables present the quality indicators regarding the 5 IOs of the project, the project dissemination activities and the C1 activity of the project, many of them inspired from the frameworks described in the previous chapter. Other indicators, were agreed among the partners during the project design phase and were included in the project application.

The tables can be further enriched throughout the project lifetime in cooperation with the partners and the project coordinator.

IO1: Analysis of the training needs

Objectives

- To identify detailed skills, knowledge and competencies required for properly qualified entrepreneurs who will be able to enhance their innovation activity
- To ensure comprehensive basis for all other IO development.

Activity	Indicators	Means of verification
Learners/Small and micro entrepreneurs' needs analysis	A survey is created and shared with the target group according to the project schedule	Review of the project planning (ANNEX 3)
	The SM entrepreneurs have access to the survey in their language	Survey results
	Minimum 25 SM entrepreneurs from each country	Survey results
	80% minimum of the survey respondents, evaluate each proposed subject, as important for innovation entrepreneurship training	Survey results
	The survey is filled out by entrepreneurs of different: - age - experience - gender	Survey results
Trainers'/business consultants' and other educators' needs analysis	A survey is created and shared with the target group according to the project schedule	Review of the project planning (ANNEX 3)
	The trainers have access to the survey in their language	Review of the survey items
	Minimum 25 employees from 15 organisations in each country	Survey results
	80% minimum of the survey respondents, evaluate each proposed subject, as important for innovation entrepreneurship training	Survey results
	The survey is filled out by entrepreneurs of different: - age - experience - gender	Survey results
Training needs analysis report	A report that includes results from all the partners countries and target groups is created and published according to the project schedule	Review of the produced document (ANNEX 3)
	The report presents needs and expectations from SM entrepreneurs and trainers respectively, for each proposed module.	Review of the produced document
	The QA Board approves the report	QA Board's report

IO2: Training program BIC for SME for trainers

Objectives

- To develop a training program which will equip employees of support organizations for entrepreneurs and other adult educational organizations, to implement the program for small and micro entrepreneurs with interest in boosting their innovation activity.

Activity	Indicators	Means of verification
Training program BIC for SME draft development	The draft is shared on time according to the project schedule	Review of the project planning (ANNEX 4)
	All partners contribute with their experience to the creating the training programme	Document review
	The training programme was created by individuals experienced in trainings for innovation entrepreneurship	Document review
	The training programme is created according to the conclusions of the needs analysis report (IO1)	Document review
	The proposed training programme defines clearly (EPAS): • Its objectives • Intended learning outcomes • Delivery mode • Assessment method	Document review
	The training programme covers modules related to the domain “Ideas and Opportunities” (EntreComp)	Document review
	The training programme covers modules related to the domain “Resources” (EntreComp)	Document review
	The training programme covers modules related to the domain “Into Action” (EntreComp)	Document review
	The training programme is approved by the QA board	QA Board’s report
Pilot implementation	The pilot commences and is completed according to the project schedule	Review of the project planning (ANNEX 3)
	1 Pilot takes place in each of the countries: Ireland, Slovenia, Italy & Spain	Document review
	5 participants from each organisation participate in the pilot	Document review
	The participants are aware in advance of the objectives, methodology and schedule of the pilot	Document review

	The pilot is implemented according to the recommendations of the QA board	Document review
Evaluation	Minimum 80% of the participants in the pilot trainings: • evaluate the training as relevant to their professional needs • feel that the training provided knowledge immediately applicable to their context • feel that the training achieved the its learning objectives • feel that the training provided balanced theoretical and practical knowledge	Survey results
Training program BIC for SME for trainers final version development	The training programme is completed and shared on time The training programme is created according to the results of the participants' satisfaction survey The training programme is approved by the QA board By the end of the project, the training programme is embedded in the regular activities of the partners' organizations. By the end of the project, the training programme is promoted by all partners' websites and the project website	Review of the project planning (ANNEX 4) Document review QA board's report Document review Document review

IO3: Manual for trainers

Objectives

- To equip trainers with relevant materials.

Activity	Indicators	Means of verification
Learning materials for trainers draft development & Learning materials for trainers evaluation	80% of the users of the learning material during the pilot: • find the material relevant to their professional needs • find the material useful for completing the pilot • Find the material easily accessible • Feel that the material cover all the topics discussed during the pilot	Survey results
Learning materials for trainers final version development	The learning materials are completed and shared on time The learning materials are created according to the results of the participants' satisfaction survey The learning materials are approved by the QA board By the end of the project, the learning material are available online (project website and partners' website) and easily accessible By the end of the project, each partner has minimum 20 copies of the manual, available for dissemination purposes.	Review of the project planning (ANNEX 4) Document review QA board's report Document review Document review

IO4: Training program for learners

Objectives

- To develop training program which will equip small and micro entrepreneurs and other learners with knowledge, skills and competence for successful innovation activity.

Activity	Indicators	Means of verification
Training program draft development	The draft is shared on time according to the project schedule	Review of the project planning (ANNEX 4)
	All partners contribute with their experience to the creating the training programme	Document review
	The training programme was created by individuals experienced in trainings for innovation entrepreneurship	Document review
	The training programme is created according to the conclusions of the needs analysis report (IO1)	Document review
	The proposed training programme defines clearly (EPAS): • Its objectives • Intended learning outcomes • Delivery mode • Assessment method	Document review by the quality assurance partner
	The training programme covers modules related to the domain “Ideas and Opportunities” (EntreComp)	Document review
	The training programme covers modules related to the domain “Resources” (EntreComp)	Document review
	The training programme covers modules related to the domain “Into Action” (EntreComp)	Document review
	The training programme is approved by the QA board	Document review
Pilot implementation	The pilot starts and is completed according to the project schedule	Review of the project planning (ANNEX 4)
	1 Pilot takes place in Ireland, Slovenia, Italy & Spain	Document review
	5 participants from each organisation participate in the pilot	Document review
	The participants are aware in advance of the objectives, methodology and schedule of the pilot	Document review

	The pilot is implemented according to the recommendations of the QA board	Document review
Evaluation	Minimum 80% of the participants in the pilot trainings: • evaluate the training as relevant to their professional needs • feel that the training provided knowledge immediately applicable to their context • feel that the training achieved the its learning objectives • feel that the training provided balanced theoretical and practical knowledge	Survey results
Training programme final version development	The training programme is completed and shared on time The training programme is created according to the results of the participants' satisfaction survey The training programme is approved by the QA board By the end of the project, the training programme is embedded in the regular activities of the partners' organizations. By the end of the project, the training programme is promoted by all partners' websites and the project website.	Review of the project planning (ANNEX 4) Document review QA board's report Document review

IO5: Training program for learners

Objectives

- To equip learners with relevant learning materials.

Activity	Indicators	Means of verification
Learning materials for learners draft development & Learning materials for learners evaluation	80% of the users of the learning material during the pilot: • find the material relevant to their professional needs • find the material useful for completing the pilot • Find the material easily accessible • Feel that the material cover all the topics discussed during the pilot	Survey results
Learning materials for learners final version development	The learning materials are completed and shared on time The learning materials are created according to the results of the participants' satisfaction survey The learning materials are approved by the QA board By the end of the project, the learning material are available online (project website and partners' website) and easily accessible By the end of the project, each partner has minimum 20 copies of the manual, available for dissemination purposes.	Review of the project planning (ANNEX 4) Document review QA board's report Document review

PROJECT DISSEMINATION

Activity	Indicators	Means of verification
Dissemination and press conferences in Ireland, Italy, Slovenia & Spain	The project's dissemination plan delivered as scheduled	Review of the project planning (ANNEX 4)
	Project website delivered as scheduled and updated regularly	Review of the produced material
	Dissemination material is updated with the project progress	Review of the produced material
	Dissemination material is reaching the target groups, online and face to face	Review of the partners' list of dissemination activities locally
	The conferences are organised according to the project schedule	Review of the project planning (ANNEX 3)
	The conferences are attended by representatives of the target groups	Review of the produced material (list of participants) & surveys
	Minimum 30 participants attend each conference	Review of the produced material
	The participants in the conference: - Feel that the conference theme and purpose, were clear - Had easy access to the project outputs during the conference - Were able to ask questions and interact with the project partners during the conference - Found opportunities for staying in touch with the organisers, if they wanted to	Survey results

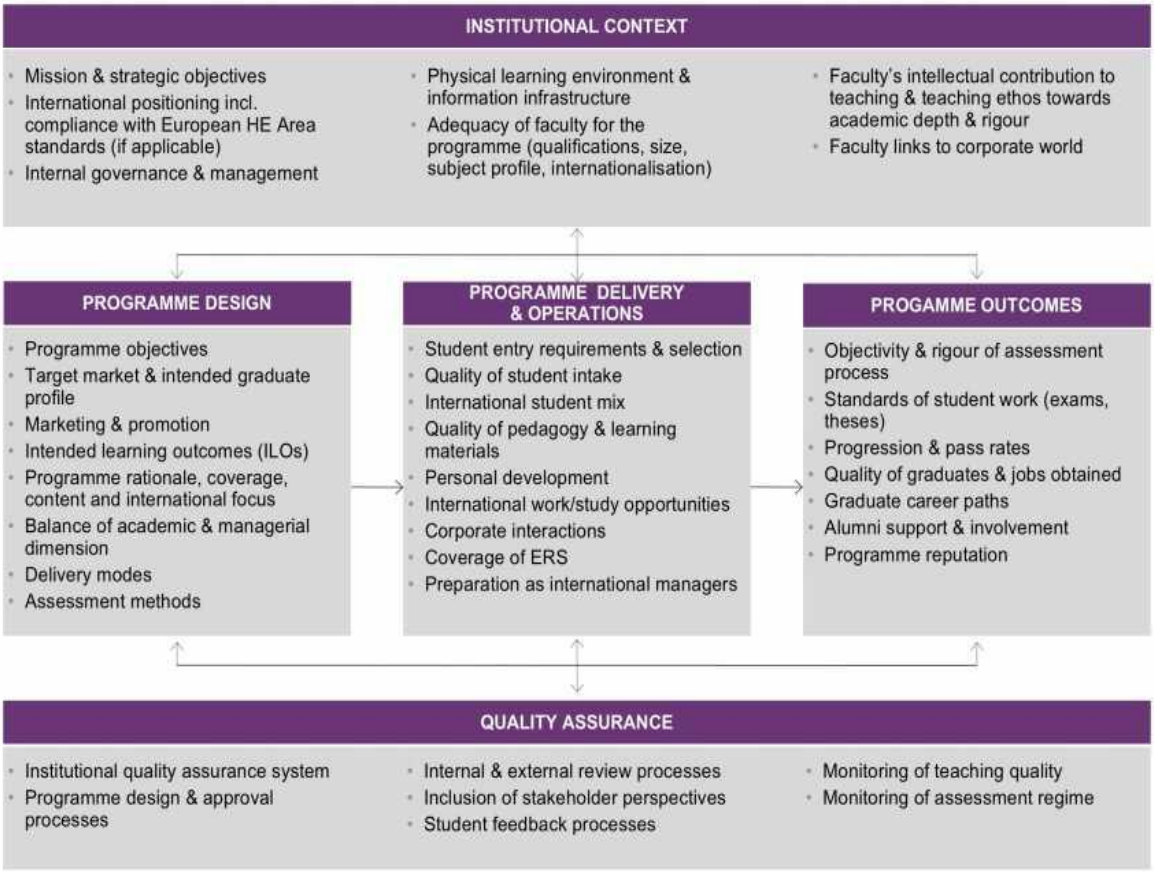
C1 VOCATIONAL EDUCATION AND TRAINING

Activity	Indicators	Means of verification
Short term joint staff training events	The training is completed as scheduled	Review of the project planning (ANNEX 4)
	The proposed training programme defines clearly (EPAS): • Its objectives • Intended learning outcomes • Delivery mode • Assessment method	Review of the produced material
	The participants in the training are professionals with relevant experience	Review of the produced material
	Minimum 80% of the participants in the pilot trainings: • evaluate the training as relevant to their professional needs • feel that the training provided knowledge immediately applicable to their context • feel that the training achieved the its learning objectives • feel that the training provided balanced theoretical and practical knowledge	Survey results

ANNEX 1 EntreCompe - CONCEPTUAL MODEL

Areas	Competences	Hints	Descriptors
1. Ideas and opportunities	**1.1 Spotting opportunities**	Use your[5] imagination and abilities to identify opportunities for creating value	• Identify and seize opportunities to create value by exploring the social, cultural and economic landscape • Identify needs and challenges that need to be met • Establish new connections and bring together scattered elements of the landscape to create opportunities to create value
	1.2 Creativity	Develop creative and purposeful ideas	• Develop several ideas and opportunities to create value, including better solutions to existing and new challenges • Explore and experiment with innovative approaches • Combine knowledge and resources to achieve valuable effects
	1.3. Vision	Work towards your vision of the future	• Imagine the future • Develop a vision to turn ideas into action • Visualise future scenarios to help guide effort and action
	1.4 Valuing ideas	Make the most of ideas and opportunities	• Judge what value is in social, cultural and economic terms • Recognise the potential an idea has for creating value and identify suitable ways of making the most out of it
	1.5 Ethical and sustainable thinking	Assess the consequences and impact of ideas, opportunities and actions	• Assess the consequences of ideas that bring value and the effect of entrepreneurial action on the target community, the market, society and the environment • Reflect on how sustainable long-term social, cultural and economic goals are, and the course of action chosen • Act responsibly
2. Resources	**2.1 Self-awareness and self-efficacy**	Believe in yourself and keep developing	• Reflect on your needs, aspirations and wants in the short, medium and long term • Identify and assess your individual and group strengths and weaknesses • Believe in your ability to influence the course of events, despite uncertainty, setbacks and temporary failures
	2.2 Motivation and perseverance	Stay focused and don't give up	• Be determined to turn ideas into action and satisfy your need to achieve • Be prepared to be patient and keep trying to achieve your long-term individual or group aims • Be resilient under pressure, adversity, and temporary failure
	2.3 Mobilizing resources	Gather and manage the resources you need	• Get and manage the material, non-material and digital resources needed to turn ideas into action • Make the most of limited resources • Get and manage the competences needed at any stage, including technical, legal, tax and digital competences
	2.4 Financial and economic literacy	Develop financial and economic know how	• Estimate the cost of turning an idea into a value-creating activity • Plan, put in place and evaluate financial decisions over time • Manage financing to make sure my value-creating activity can last over the long term

ANNEX 2: EPAS – EFMD PROGRAMME ACCREDITATION SYSTEM



ANNEX 3 : QUALITY BOARD MEMBERS

Country	Institution	Name	Surname	Email	Phone
Spain	BIC EURONOVA	Álvaro	Simón de Blas	asimon@bic.es	+34 629651888
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Ireland	WestBic	James	Donlon	jdonlon@westbic.ie	+353 906 625196
Slovenia	RDA	Boštjan	Požar	bostjan@rra-zk.si	+386 5 721 22 41
Belgium	EFMD	Shanshan	Ge	shanshan.ge@efmd.org	+32 2 629 08 10

ANNEX 4: PROJECT PLANNING

(Attached to this document)