INTERIM QUALITY REPORT
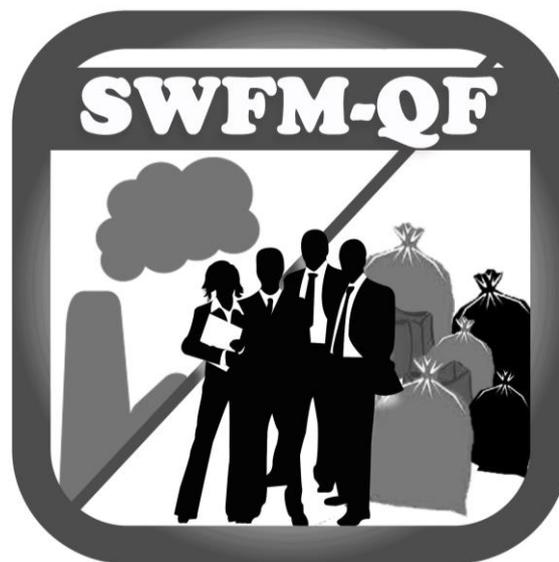
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SWFM-QF

SOLID WASTE FACILITIES' MANAGERS - QUALIFICATION FRAMEWORK

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CONTENTS

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CHAPTER 1 - OVERVIEW

1.1   Introduction

Quality management has a specific meaning within many business sectors. It does not aim to assure best quality of a product or a service, but rather to ensure that an organization or product is consistent meeting specific criteria/standards (including also time frameworks, financial resources, etc). Quality management can be considered to have four main components: quality planning, quality control, quality assurance and quality improvement. Quality management is focused not only on product/service quality, but also the means to achieve it. Quality management therefore uses quality assurance and control of processes as well as products to achieve more consistent quality.

Quality Planning involves the setting of quality objectives and criteria. Quality assurance and control includes the specification and setting of the procedures, the necessary operational processes, the allocation of human and financial resources that will be needed to achieve those objectives and fulfill the quality criteria

1.2   SWFM-QF Quality Management System

Quality Management is an on-going, continuous activity during the materialization of the SWFM-QF project. The purpose of Quality Management is be to assure that all quality criteria and objectives, set during quality planning phase, are being met, which means: providing good quality results in time and within budget. According the initial internal auditing programme, quality control actions (internal audits and inspections) take place especially before deadlines, before reporting achieved results (comparing with quality criteria) to the project leader and before milestones such as interim and final reports, thus ensuring:

- SWFM-QF project aims and goals are achieved as scheduled and planned
- SWFM-QF results and deliverables satisfy the determined quality and quantity criteria
- the in-time detection of non-conformities and the implementation of the correspondent preventive and corrective actions;
- partners' operation on project administrational and financial issues are in compliance with Leonardo da Vinci (LdV) framework requirements
- dissemination and exploitation plans and actions are efficient.

The internal quality audits' programme per Work Package for the first year of the project is presented at Table 1 on next page.

Table 1. SWFM-QF Internal Quality Auditing Programme for year 2013

No	Scope of Audit	Auditee	Auditor	January	February	March	April	May	June	July	August	September	October	November	December
	SWFM-QF			INTERNAL AUDIT PROGRAMME YEAR 2013											
1.	Project Management and Coordination Meetings	SIGMA	SIGMA	Kick-off Meeting						2nd Coordination Meeting		▇		3rd Coordination Meeting	
2.	Financial Management and stuff hours' allocation	All partners	SIGMA									▇			
3.	Project Management Tools and deliverables											▇			
4.	Project Network	KTU - APINI	SIGMA									▇			
5.	Comparison Report	SBG-DD	SIGMA								▇				
6.	Harmonised Competence Frame	SIGMA	SIGMA										Ongoing progress	▇	
7.	Informative Workshops	IEP-NRI	SIGMA										▇		

A very important aspect on quality management is the managerial structure that undertakes the tasks to implement the phases of quality planning, assurance, control and improvement. For the effective quality management of the SWFM-QF project, clearly defined responsibilities for each person / partner have been assigned. This is of great importance in EU wide-cooperation projects where entities from different countries, training systems and mentalities are involved in the materialisation of the same actions, in a cooperative way, are involved in production of the same project results and deliverables.

More specifically in SWFM-QF project the overall quality management is under the responsibility of the SWFM-QF project coordinator (SIGMA). Namely, SIGMA is responsible for the quality planning of SWFM-QF project. All other partners have been involved in quality assurance and control phases of the project. For each separate SWFM-QF workpackage, responsible for the quality control and assurance of the workpackage actions and its deliverables is the workpackage leader. Workpackage leaders assure that workpackage actions and deliverables meet the quantifiable criteria and are in compliance with project financial resources. Each partners' responsibilities regarding the SWFM-QF quality management are described in paragraph 1.4 "Partners' Responsibilities" of the current Report.

The overall quality monitoring of the proper implementation of each Work Package (WP) has been undertaken at an initial stage by an internal quality manager-auditor, assigned by SIGMA and at second stage by a certified quality management auditor to ensure the objective perspective on project quality. The Quality Manager of SIGMA coordinates with the Project Coordination Unit and reports to the Steering Committee within the context of the project progress reports.

1.3 SWFM-QF Quality Management Procedures

In SWFM-QF Quality Handbook (Deliverable 2.1) the necessary procedures for:

a) the efficient Quality planning, management and control

b) a risk analysis

of each work package deliverables and the intermediate actions that have to be undertaken in order to achieve the project results and produce the SWFM-QF deliverables were developed. For each work package such a procedure was evolved, that contains:

1. The Aim of the work package.

2. The Responsibilities of each Partner in the work package.

3. Analytical description of the Work Package Procedure including the quality planning and control and the risk analysis of the work package deliverables and actions.

All this information is input and presented in a tabular format for each deliverable or intermediate action. In each work package's table there are the following contents:

- Name of the Deliverable or Action

- Partner that is in charge of the deliverable/action
- Quality Criteria, Objectives / Time framework scheduled
- Operational Process to produce the deliverable, materialize the action
- Identified Potential Risks
- Proposed Preventive and Correction Actions

4. The necessary Documents and Templates that are proposed for use

5. Files that have to be kept by partners in their administrational and/or financial filing system and accordingly forwarded to the Project Coordinator

Sometimes it is difficult to identify and specify quantifiable quality parameters to certain project deliverables, such as the VET model. In this case the successful and on time implementation of the working process for the production of a project deliverable, as well as its acceptance from the project target groups can assure its quality level.

The quality of the overall project results depends on the valorisation of the project results, i.e. the adaptation and implementation of the VET training model into practice, while considering the relevant training procedures. The quality of the foreseen VET model and the training contents developed can be measured by the marketability of the products that will prove that it meets the real demands of the trainees and the trainers in Health and Safety issues of the eco-industry sector.

The deadlines set in for each deliverable and/or actions were rechecked after every coordination meeting and especially two months before any official reporting to EACEA. SWFM-QF partners were encouraged to develop and implement their internal quality plans, based on their internal operation that refer to the project actions and deliverables assigned to them according the SWFM-QF approved Application form and respective Work Plan. To make the valuable experiences of every single partner usable for the entire project, SIGMA has collected and integrated them in the work packages' procedures.

<u>Interim Quality Report</u>

The current Interim Quality Report has been produced in the context of the interim progress report. It contains the results of the implemented measures for quality management and assurance from the project start to the half time of the project duration. The report is available in printed format and also as PDF version for download via the network website.

<u>Final Quality Report</u>

The Final Quality Report will be produced in the context of the final progress report. It will contain the results of the quality management measures implemented from the start up to the end of the project. The report will be available in printed document and also as PDF version for download via the network

website not later than the 31-12-2014.

1.4   SWFM-QF Quality Management Partners Responsibilities

All partners have specific responsibilities, during the implementation of the THESEIS Quality Plan, resulting from the approved project proposal by Education Audiovisual Culture European Agency (EACEA), within the framework of the LdV programme. More specifically:

1.4.1   SIGMA Consultants – P1 (SIGMA)

SIGMA is responsible to:

- Implement and monitor the processes of internal quality audits.
- Coordinate the collection and evaluation of all relative information and data regarding the project's progress from all participating partners.
- Approve and monitor the corrective & preventive actions.
- All deliverables will be submitted to SIGMA Consultants (SIGMA) for final approval and submission.

1.4.2   Hellenic Federation of Environmental Protection Companies – P2 (PASEPPE), Saxon Education Company for Environmental Protection and Chemical Occupations Dresden Ltd – P3 (SBG-DD), Research Institute for Vocational Education & Training – P4 (F-BB), SINERGIE Società Consortile a responsabilità limitata – P5 (SINERGIE), Szent Istvan University – P6 (SZIE), Association of Environmental Enterprises – P7 (KSZGYSZ), Trust Waste Management Limited – P8 (TWML), Institute of Environmental Protection - National Research Institute – P9 (IEP-NRI), Polish Chamber of Commerce – P10 (PCC), Kaunas University of Technology - Institute of Environmental Engineering – P11 (KTU- APINI), Alytus Region Waste Management Center – P12 (ARWMC), Bulgarian Industrial Association – P13 (BIA)

All partners are responsible to:

- Participate in the internal audits of the project's Quality Planning and Monitoring actions
- Provide information and data for the evaluation of the project's quantifiable progress / quality indicators.
- Elaborate any proposed corrective and preventive actions.

CHAPTER 2 – ASSESSMENT PER WORK PACKAGE

2.1. **Work Package 1**   **PROJECT MANAGEMENT**

2.1.1. **Aim**

WP1 aims to:

- Overall effective administrational and financial management of the SWFM-QF project.

- Compilation and submission of progress and final reports qualifying all standards and time frameworks set by Education Audiovisual Culture Executive Agency (EACEA).

- Effective communication and coordination of project actions between partners.

2.1.2. **Partners Responsibilities**

Partner	Responsibilities
SIGMA (P1)	Work Package Leader Responsible for the Strategic Project Management including monitoring, regular reporting and maintenance of the central project management office. P1 will undertake the Preparation – Submission of Reports to EACEA and the participation in the meetings and events organized by the Agency. P1 will organise two Coordination meetings in the beginning and at the end of the project.
PASEPPE (P2) **SBG DD (P3)** **F-BB (P4)** **SINERGIE (P5)** **SZIE (P6)** **KSZGYSZ (P7)** **TWML (P8)** **IEP-NRI (P9)** **PCC (P10)** **KTU-APINI (P11)** **ARWMC (P12)** **BIA (P13)**	Members of the Steering Committee, attending project management and other relative meetings and contributions to the on-going monitoring and review processes. Task allocations have been made on the basis of an equitable balance of commitments from all project partners to providing the coordinator with data and local monitoring report on progress at a local level on an ongoing basis. Each of P3, P6, and P8 will organise one coordination meeting.

| 2.1.3. | **Internal Audits Undertaken** | Within the current Work Package, the following Internal Audits took place: |

No	Date		Task
1	17/01/2013	1.5	Kick-off Meeting
2	17/01/2013	1.1-1.2	Project Work Plan
3	17/07/2013	1.6 1.2	2nd Coordination Meeting Project Work Plan Financial Management
7	24/10/2013	1.7	3rd Coordination Meeting

2.1.4. **Internal Communication**

Effective communication is assured by both conventional means (e-mail, telephones) and the online IT Platform (ITP) as a tool for internal communication, as a data store for documents, for reporting purposes, etc., whereas programming and significant decisions are pursued to be taken unanimously during the coordination meetings.

2.1.5. **Document Management**

The following rules for an efficient document management between partners have been applied. The internal documentation is available to all partners. For different versions of the same document it is appropriate to use a standard naming code of each document in order that every partner can identify, immediately, the origin and the version of each uploaded document. The proposed naming of the document is the following:

Purpose of the document_Version_Partner that produced it.

For example for the 1st modification (version) of the Quality Handbook, developed by P1 the name of the document will be Quality Handbook_1st Version_P1. In case that a partner would like to propose some modifications without altering the document then can propose it to the author of the released version to include them in that version.

Table 2. Assessment Findings Log of Work Package 1					
Deliverables Actions	**Internal Audit No/ Date**	**Objectives / Deadline according SWFM-QF Quality Handbook**	**Findings – Comments**	**Non Conformities Preventive – Corrective Actions**	**Corrective Action No**
Staffing of Project Governance Structures (PCU, SC, WG) (Tasks 1.1 – 1.2)	**No 2** 17/01/2013	All partners must have assigned their members to project administrational and working groups till 31/12/2013	The deliverable 1.1 was prepared in time, while deliverable 1.2 was delayed 14 days. No serious deviations were detected from the Work Plan. The partners' responded promptly to the requests of the Lead Partner providing proper feedback for the establishment of the Project governance structure Efficient dissemination of final deliverables to the project partners according the Communication and Dissemination Handbook.	-	-
Kick Off Meeting Date and Agenda (Task 1.5)	**No 1** 17/01/2013	Date according to the proposal. Meeting Agenda finalized 15 days before meeting.	The documentation and supporting material for the 1st CM were produced according to the Work plan. The meeting was realized 14 days earlier. Efficient communication among the project partners. All partners were informed in time about the meeting organization. The meeting was disseminated via the 1st e-Newsletter	-	-
2nd Coordination Meeting Date and Agenda (Task 1.6)	**No 3** 17/07/2013	Date agreed 3 months before meeting. Meeting Agenda finalized 15 days before meeting.	No serious deviations were detected from the organization of the 2nd coordination meeting with regard to the timetable of the Application Form.	-	-
3rd Coordination Meeting Date and Agenda (Task 1.7)	**No 7** 24/10/2013	Date agreed 3 months before meeting. Meeting Agenda finalized 20 days before meeting.	The 3rd Coordination Meeting is planned to take place on 14 - 15/11/2013. The draft agenda of the meeting is ready and already disseminated among the partners for approval.	-	-

2.1.6. **Relative documentation audited**

Administrational documents

1. Table for Assignment of staff of Project Governance Structures (PCU, SC, WG)
2. SWFM-QF Document Template
3. Regulation for editing SWFM-QF Documents
4. Internal Audit Forms. The template is attached in the Annex II of the present Interim Quality Report
5. Corrective / Preventive Actions Form.
6. Time Audit Program. The file is illustrated in Table 1.

Financial documents

1. Timesheets Worksheet (for staff costs)
2. Worksheet for calculating travel costs, subcontracting, other costs (all other costs except staff).
3. Financial worksheets.

Records' keeping

All administrational and financial files are filled in by responsible partners on time, as it is described in QMR-WP1 and kept in each partner's filing system for a period of five (5) years after the project completion.

All files can be accessed by SIGMA as the SWFM-QF Project Leader and EACEA respective auditing authorities as the principle administrational and funding organization of the SWFM-QF project.

2.2. Work Package 2

QUALITY MANAGEMENT AND ASSURANCE

2.2.1. Aim

WP2 aims to:

- ensure the appropriate quality planning assurance and control of SWFM-QF project actions, results and deliverables,
- identify potential risks that will jeopardize project progress, prevent their occurrence and minimize their impact by appropriate preventive and correction measures, respectively
- improve the actions, deliverables and results of the SWFM-QF project.

2.2.2. Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	P1 will be the Work Package leader and will undertake the task to evaluate the work progress throughout the duration of the project. SIGMA will prepare the Project's Monitoring and Evaluation System, the quality management procedures and elaborate the internal/external Quality Management auditing. Furthermore P1 will a) coordinate the collection and evaluation of all relative information and data regarding the project's progress from all participating partners and b) approve and monitor the corrective-preventive actions. P1 will prepare the Quality Handbook and the Quality Management Interim and Final Reports.
PASEPPE (P2) SBG DD (P3) F-BB (P4) SINERGIE (P5) SZIE (P6) KSZGYSZ (P7) TWML (P8) IEP-NRI (P9) PCC (P10) KTU-APINI (P11) ARWMC (P12) BIA (P13)	Participation in the internal audits of the project's Quality Management System. Provision of information and data for the evaluation of the project's quantifiable progress / quality indicators. Elaboration of corrective and Contribution to the preparation of the Quality Management Handbook and Interim/ Final Reports. Provide the coordinator with data and local monitoring report on progress at a local level on an ongoing basis.

2.2.3. Internal Audits Undertaken

Within the current Work Package, the following Internal Audits took place:

No	Date	Task	
4	17/07/2013	2.1	Quality Handbook

2.2.4. SWFM-QF Quality Handbook

In SWFM-QF Quality Handbook, the procedures and guidelines which will be used by the project WP Leaders to ensure high standards of quality of the work produced during the project lifetime are defined. The necessary procedures and guidelines for the efficient Quality Planning, assurance and control plus a risk analysis of the work package deliverables and the intermediate actions that have to be undertaken in order to achieve the project results and produce the SWFM-QF deliverables were developed.

The deadlines set in Quality Deliverables matrix will be rechecked after every coordination meeting and especially two months before any official reporting to EACEA. In case of identified delays, opportunities to reduce the elaboration time of the following actions (corrective actions) will have to be checked, in order to catch-up with the delays. SWFM-QF Quality Handbook is a living document that will be under review on a constant basis, during the project.

The Handbook was prepared and distributed to the partners from the early stages of the project and is updated in a monthly basis. SWFM-QF Quality Handbook is a living document that will be under review on a constant basis, during the project.

2.2.5. Interim Quality Report

The deadlines set in Quality Deliverables matrix are audited in a periodic base and prior the official reporting to EACEA, according the SWFM-QF Internal Quality Auditing Programme (Table 1). For the better monitoring of the project materialization, the Internal Audits that take place are combined with the use of the SWFM-QF Project's Monitoring and Evaluation System developed in WP – 2 (Annex) thus evaluating the progress of the project and identifying deviations, non-conformities, preventive and corrective actions.

The current Interim Quality Report was produced in the context of the interim progress report. It contains the results of the implemented measures for quality management and assurance from the project start till 31/10/2013.

Table 3. Assessment Findings Log of Work Package 2					
Deliverables Actions	**Internal Audit No/ Date**	**Objectives / Deadline according SWFM-QF Quality Handbook**	**Findings – Comments**	**Non Conformities Preventive – Corrective Actions**	**Corrective Action No**
Compilation of the SWFM-QF Quality Handbook (Task 2.1)	**No 4** 17/07/2013	On-Time Compilation 31/01/2013 (according to revised Work Plan)	SIGMA prepared the Quality Handbook that describes the procedures and guidelines which will be used by WP Leaders to assure and control production of high quality deliverables and results during project lifetime. Quantifiable quality objectives for all SWFM-QF deliverables and actions have been set.	-	-

2.2.6. **Relative documentation audited**	**1.** Communication and Dissemination Handbook.
	2. Interim and Final Quality Reports.
	3. SWFM-QF Deliverables – Action Evaluation Table

Records' keeping

All partners monitor and record project's activities and deliverables based on quantified criteria quoted in Quality Planning, Control and Potential Risk Analysis Matrices of each work package.

All data is recorded and documented to SWFM-QF Deliverables – Action Evaluation Table forwarded to SIGMA to evaluate successful project progress according the specified quantified quality criteria.

2.3. Work Package 3

SURVEY DEVELOPMENT AND IMPLEMENTATION

2.3.1 Aim

WP3 has the following aims:

- Conduction of a Survey that will focus on the assessment of the nature, content and regulation of qualifications for Managers in Solid Waste Management Industry in the eight EU countries which participate in the project. The survey will be conducted via the compilation of a structured questionnaire.

- Conduction of a Survey that will assess the existing national VET systems on the professions of Waste Management in industry. The learning procedures through which the identified qualifications are acquired will be mapped.

- Compilation of a Country Report at each participating country, identifying and documenting common and different qualifications demands and training needs, between the 8 participating countries, with respect to workers' knowledge, skills competences and attitudes

- Compilation of a Synthesis based on the 8 countries reports.

- Establishment of a project network. All partners will exploit the foreseen dissemination activities, i.e. informative workshops, informative material, project website and newsletters, in order to establish the project network of stakeholders. Initially, each partner will establish a national network. The eight national networks will be merged into the construction of the project network in which members of a broader European range will also be included.

- The project network will be hosted at a communication and knowledge exchange platform which will be established for the needs of the project (IT Platform).

2.3.2 **Partners Responsibilities**

Partner	Responsibilities
SIGMA (P1)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Development of the project communication and knowledge exchange tool based on the template designed by the WP Leader. Contribution to the development of the IT Platform content.
PASEPPE (P2)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
SBG DD (P3)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
F-BB (P4)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
SINERGIE (P5) SZIE (P6)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
KSZGYSZ (P7)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
TWML (P8) IEP-NRI (P9)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.
PCC (P10)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
KTU-APINI (P11)	WP Leader Development of the surveys' questionnaires. Development of the surveys' reports at national level. Coordination of survey at national level. Networking activities at national level. Design of the knowledge base template.
ARWMC (P12)	Distribution of questionnaires to representatives of the project's target groups and networking activities at national level.
BIA (P13)	Development of the survey reports at national level. Coordination of surveys at national level. Networking activities at national level. Contribution to the development of the IT Platform content.

2.3.3 Internal Audits Undertaken

Within the current Work Package, the following Internal Audits took place:

No	Date	Task	
5	08/08/2013	3.1.1	Questionnaire Compilation
		3.1.2	Questionnaire Distribution
		3.1.3	Assessment of Received Answers
		3.2.1	Assessment of Received Answers
8	24/10/2013	3.1	Survey national reports on the qualifications of professionals
		3.2	Survey national reports on the existing training procedures of professionals
6	08/08/2013	3.4	SWFM-QF Network

2.3.4 Conduction of Surveys

The National Survey Reports that were conducted in 8 EU countries summarize the results of two research surveys conducted at each participating country. **KTU-APINI** compiled the original questionnaire in English. Questionnaires were submitted to all partners for comments and translation to their languages.

Conduction of 1st Survey

Conduction of 2nd Survey

In each country a survey was carried out among waste management companies, associations, authorities and training organizations to obtain firsthand data on the work requirements and qualifications as well as the VET offers for technicians and managers.

Mainly by emailing and contacting focus groups by phone the relevant data and information for the structured questionnaires (for firms, VET-providers, associations) were gathered. The structured questionnaire, developed by the **KTU-APINI**, was changed in some countries by the relevant SWFM-QF project partner, to respond better to national needs. The average return rate of all partner countries is at a pleasant rate of almost 30%. More than 3700 contacts were made, by all partners, and 750 answers have been received.

SWFM-QF partners, in each participating country, compiled a Country Report based on the results of both surveys. (8 Country Reports in English).

2.3.5 Communication and Knowledge Exchange Tool

SWFM-QF IT Platform (ITP) is an online tool for internal communication, data store for documents, for reporting purposes, etc. Through a single secure login all SWFM-QF members will have access to all their specific contents, groups, and services from anywhere in the world with a web browser. Each service plays a vital role in delivering the value of online communities as well as communicating, sharing, and publishing many different types of information. Advanced services (engines) are available in ITP that caters for different needs: file & link libraries, project office and management, learning service development, competency framework tools, scenario-like solutions, newsletters, contact databases etc. New tools and features are added continually to the platform.

SWFM-QF documents draft deliverables are initially created or uploaded in SWFM-QF ITP and then made available through the public SWFM-QF website.

2.3.6 SWFM-QF Network

A national network was created in each participating country. The members of the eight networks are representatives of all stakeholders' target groups. Each member had to register to the e-platform. A complete data base of contact details is creating and this comprise the SWFM-QF network.

Deliverables Actions	Internal Audit No/ Date	Objectives / Deadline according SWFM-QF Quality Handbook	Findings – Comments	Non Conformities Preventive – Corrective Actions	Corrective Action No
			Table 4. Assessment Findings Log of Work Package 3		
Questionnaire Compilation (Task 3.1.1)	**No 5** 08/08/2013	An original questionnaire was prepared in English by the Work Package Leader till 19/03/2013	The questionnaires were prepared and disseminated in time.	-	-
Questionnaire Distribution / Received Answers (Task 3.1.2) (Task 3.1.3) (Task 3.2.1)	**No 5** 08/08/2013	Distribution of 200 questionnaires per country till 30/04/2013 Receipt of at least 100 answers Number of satisfied participants from the questionnaires	Efficient communication among the project partners as far as the restricted interest of stakeholders to fill in the questionnaire. All corrective measures received like the organization of interviews with stakeholders asking for onsite questionnaires filling in, and frequent notifications to stakeholders. 719 questionnaires received. The questionnaires are available on the website in all the languages of the participating countries.	Target: >1600 questionnaires, >800 answers Achieved: >3736 questionnaires 750 answers	-
Survey national reports on the qualifications of professionals in Solid Waste Management industry (Task 3.1)	**No 8** 24/10/2013	Eight (8) Countries' report to be submitted till 30-06-2013	Time deviations were detected to both surveys. No corrective actions needed.	-	-
Survey national reports on the existing training procedures of professionals in Solid Waste Management industry (Task 3.2)	**No 8** 24/10/2013	Eight (8) Countries' report to be submitted till 30-06-2013		-	-
SWFM-QF Network (Task 3.4)	**No 6** 08/08/2013	The SWFM-QF network database was expected to be ready till 31/06/2013	Most of the partners could not find enough stakeholders to register to SWFM-QF Network. Lack of interest as far as the stakeholders.	Consultation between partners for identification of different types, sources of interested stakeholders. Consultation with identified stakeholders to propose new ones.	3

2.3.7	**Relative documentation audited**	**1.**	Questionnaire addressed to target groups which belong to the industrial organisations that have been included in the project partnership
		2.	Country Reports
		3.	SWFM-QF network database

Records' keeping

Partners P1, P3, P5, P6, P8, P9, P11 and P13 will keep filed all received answered questionnaires.

2.4. Work Package 4

COMPARATIVE ASSESSMENT OF QUALIFICATIONS - DEVELOPMENT OF A COMPETENCE FRAME

2.4.1 Aim

WP4 aims to:

- enhance the comparability and transferability of the Solid Waste Facilities' Managers qualifications in the context of the implementation of the EQF,

- develop of a harmonized frame, for the common recognition of the qualifications of the Managers in the Solid Waste industry within Europe, will be based on the comparative analysis of the respective qualifications in 8 EU countries,

- develop an Info - Training Toolkit in three phases steps for the SWFM's course implementation.

2.4.2 Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	Contribution to the development of final version of comparison report. Development of the Harmonised Competence Frame. Gathering of relative informative and training material.
PASEPPE (P2)	Not Assigned Responsibilities
SBG DD (P3)	Work Package Leader. Gathering of all eight countries' reports and incorporation into one. Development of the draft and final version of the Comparison report regarding the identified national qualifications and VET. Contribution to the development of the Harmonised Competence Frame and the training tool-kit.
F-BB (P4)	Not Assigned Responsibilities
SINERGIE (P5)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.
SZIE (P6)	
KSZGYSZ (P7)	Not Assigned Responsibilities
TWML (P8)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.
IEP-NRI (P9)	
PCC (P10)	Not Assigned Responsibilities
KTU-APINI (P11)	Contribution to the development of final version of comparison report. Contribution to the development of the Harmonised Competence Frame. Gathering of relative informative and training material.

2.4.3 Internal Audits undertaken

Within the current Work Package, the following Internal Audits have taken place:

No	Date	Task	
9	24/10/2013	4.1	Comparison report of the identified national qualifications and VET
10	24/10/2013	4.2	Harmonised Competence Frame

2.4.4 Comparison report of the identified national qualifications and VET

The aim of the current report is to enhance the comparability and transferability of the Solid Waste Facilities' Managers qualifications in the context of the implementation of the EQF. The comparison report was based on the national reports and compared the qualifications of Solid Waste Facilities' Managers in the 8 countries studied on three key dimensions:

- Governance, examining the different nature of the system of governance of qualifications and the different modes of VETs associated with them.
- Education and Training, examining the preferred mode and length of each county's VET and the content of the respective VET programs (types of knowledge and scopes).
- Labour Market, examining the value of qualifications/skills in each country's labour market, the status of Solid Waste Management in the occupation/sector/society, the activities that SWF' Managers carry out, the basis of the wage and employment conditions, and apprentices/ trainees for each country.

2.4.5 Harmonised Competence Frame

The approach adapted will be the enumeration and detailed classification of the knowledge, skills and competences currently required and likely to be required by the Solid Waste Facilities Managers over the next 5 years, derived from relative curricula and consultation within the industry.

On the basis of the recommendations of the harmonized competence profile a final version of the job assignments and competence profile will be developed. The report will analyze the prospects for creating a common frame for comparison of qualifications within EQF and ECVET, corresponding to EQF levels 4-6, which will be selected taking into consideration potential mutual zones of trust among the participating countries.

2.4.6 Info - Training Toolkit

The Info - Training Toolkit will involve 3 Phases

Definition of access criteria for the implementation of the SWFM future course

- The actual criteria will be evaluated
- The former job experiences in terms of credits will be analysed
- The limitations related to the participation (number of participants) will be established and finally
- The procedures for the acknowledgment of already obtained credits will be instituted.

Creation of SWFM course requirements and curriculum

The curriculum of the EU qualification as Solid Waste Facilities' Manager will be depicted in detail. It will contain several major units; each unit will be made up of modules which themselves will contain smaller units.

Organisation of training – informative material

All training material/ references will be uploaded at the project's IT platform and will be regularly updated. A Multinational glossary of the relative technical terms will be prepared. The glossary will be part of the training material and will be available in all languages, published on the project's website.

Table 5. Assessment Findings Log of Work Package 4					
Deliverables Actions	**Internal Audit No/ Date**	**Objectives / Deadline according SWFM-QF Quality Handbook**	**Findings – Comments**	**Non Conformities Preventive – Corrective Actions**	**Corrective Action No**
Comparison report of the identified national qualifications and VET (Task 4.1)	**No 9** 24/10/2013	Comparison report till 31/07/2013	Efficient communication among the project partners as far as their country reports, during the period of Comparison report compilation. Time deviation was detected but no corrective actions needed.	-	-
Harmonised Competence Frame (Task 4.1.2)	**No 10** 24/10/2013	Development of the Harmonised Competence Frame till 30/11/2013	The integrated frame with detailed definition of expected knowledge, skills, and competences concerning the profile of Facilities Managers in the Solid Waste Management industry will be structured (expected at EQF levels 4-6) based on the findings of the comparative assessment of qualifications. The preparation of Harmonizes competence framework will be ready on time.	-.	-

2.4.6	**Relative documentation audited**	1. Comparison Report
		2. Development of the Harmonised Competence Frame
		3. Info – training toolkit

Records' keeping

Partners P1, P5, P6, P8, P9, P11 and P13 will keep back-up files of the training material.

2.5.	**Work Package 6**

DISSEMINATION ACTIVITIES

2.5.1 Aim

WP6 aims to widely disseminate and promote to all related bodies, target groups, interested stakeholders, of the SWFM-QF project, the methodology, activities, results and outcomes of the project.

2.5.2 Partners Responsibilities

Partner	Responsibilities
SIGMA (P1)	Development of the website, participation to the Greek workshop, preparation of a press release and a technical article at national level, preparation of the article at EU level, translation in GR of the dissemination material (leaflet and brochure), promotion of informative material and newsletters to national network, representation of the project at a relevant conference.
PASEPPE (P2)	Promotion of informative material and newsletters to national network, target groups and key actors. Realization of the informative workshop in Athens, Greece. Preparation of a press release. Preparation and printing in GR of the dissemination material (leaflet and brochure).
SBG DD (P3)	Contribution to the content development of the website, preparation of a press release and a technical article at national level, translation in DE and printing of the dissemination material (leaflet and brochure), translation in DE and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop. Contribution to the organisation of the national workshop.
F-BB (P4)	Promotion of informative material and newsletters to networks, target groups and key actors. Realisation of the informative workshop at national level. Preparation of a press release.
SINERGIE (P5)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in IT and printing of the dissemination material (leaflet and brochure), translation in HU and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop.

Partner	Responsibilities
SZIE (P6)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in HU and printing of the dissemination material (leaflet and brochure), translation in HU and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop.
KSZGYSZ (P7) PCC (P10) ARWMC (P12)	Promotion of informative material and newsletters to networks, target groups and key actors.
TWML (P8)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical a article at national level, printing of the dissemination material (leaflet and brochure) and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop.
IEP-NRI (P9)	WP Leader, Development of the Communication and Dissemination Handbook, contribution to the content development of the website, preparation of the Newsletters, organisation of the national workshop, preparation of press releases and technical article at national level, preparation and printing in PL of the dissemination material (leaflet and brochure), representation of the project at a relevant seminar/workshop.
KTU-APINI (P11)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in LT and printing of the dissemination material (leaflet and brochure), translation in LT and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop, promotion of informative material and newsletters to networks, target groups and key actors.
BIA (P13)	Contribution to the content development of the website, realisation of the informative workshop at national level, preparation of press releases and a technical article at national level, translation in BG and printing of the dissemination material (leaflet and brochure), translation in BG and dissemination of the electronic Newsletters, representation of the project at a relevant seminar/ workshop, promotion of informative material and newsletters to networks, target groups and key actors.

2.5.3   Internal Audits Undertaken

Within the current Work Package, the following Internal Audits have taken place:

No	Date	Task	
4	17/07/2013	6.1	Communication and Dissemination Handbook
4	17/07/2013	6.2 & 6.3	SWFM-QF Website - Newsletters
11	24/10/2013	6.3 6.5.1 6.7.1	SWFM-QF 3rd Newsletter Informative Leaflets Press Articles and Magazines
12	24/10/2013	6.4	Informative Workshops

2.5.3   Communication and Dissemination Handbook

The Communication and Dissemination Handbook was compiled in the beginning of the project and is used by all project partners. The Handbook describes in detail the strategic objectives of the dissemination plan, internal and external communication, content and instruments of dissemination, tasks and responsibilities, rules and regulations, project logo. The Handbook is available on SWFM-QF project official website.

2.5.4   Project Website

Project web-site was launched (in English) in the beginning of the project containing information on aspects like: project description and objectives, partners profile, contact details, calendar of events, announcement of meetings, workshops, presentation of results, links to other relevant EU projects, download area, collection of the frequently asked questions etc. The main core of website is available in the languages of all participating countries.

2.5.5   Project's Newsletters

1st and 2nd Newsletters were created providing information about the project's progress and results/products and relative articles on Health and Safety issues. The Newsletters were disseminated in electronic format via e-Newsletter Services (>1800 recipients), direct emails to the stakeholders' networks of the project partners, and are also available on SWFM-QF project official website in the languages of all the participating countries.

2.5.6   Informative Workshops

Each one of the partners P2, P4, P5, P6, P8, P9, P11 and P13 organised one informative workshop at national level for the dissemination of the project identity. Each workshop last one day and the targeted number of participants was 50 persons. Presentations were given on project's actions, anticipated results and outcomes, vocational training aspects and needs on solid waste management, vocational training and waste management legislative framework. Stakeholders from all identified target groups and end users were invited. The outcomes of the workshops are: agendas, presentations, stationery, poster, banner, photos and list of participants. Presentations and other informative material resulting from the workshop were uploaded to project website.

2.5.7   Informative Leaflets

A "start-up" (first) leaflet was prepared in view of the informative workshops at the beginning of the project. The leaflet presents the project structure, objectives, targeted results and activities. The second one will be prepared towards the end of the project and in view of the final conference. The leaflet will present the core results and deliverables that will have been reached by the project.

2.5.8   Articles and Press releases

SWFM-QF Project Partners publicized articles about SWFM-QF project to National Press and Magazines. Relative articles available on SWFM-QF project official website

Table 5. Assessment Findings Log of Work Package 6					
Deliverables Actions	**Internal Audit No/ Date**	**Objectives / Deadline according THESEIS Quality Handbook**	**Findings – Comments**	**Non Conformities Preventive – Corrective Actions**	**Corrective Action No**
Communication and Dissemination Handbook (Task 6.1)	**No 4** 17/07/2013	On – time operation according to the Work Plan Definition of the proper Communication and Dissemination Strategy. Final version till 31/01/2013	IEP-NRI has prepared the Quality Handbook that describes the procedures and guidelines which will be used by WP Leaders to assure and control production of high quality deliverables and results during project lifetime. Quantifiable quality objectives for all SWFM-QF deliverables and actions have been set.	-	-
SWFM-QF Website (Task 6.2)	**No 4** 17/07/2013	Development and launch of an informative interactive, user-friendly website until 31/01/2013 No of visits to SWFM-QF website per month = 400 Website languages: EN, GR, DE, IT, HU, PL, LT, BG	The preparation and operation of the website The targets set on the website visits and recipients of the newsletters were achieved.	-	-
Project's Newsletters (Task 6.3)	**No 4** 17/07/2013 **No 11** 24/10/2013	One e-Newsletter every six months. Number of e-Newsletters : 5 E-newsletters languages languages will be: EN, GR, DE, IT, HU, PL, LT, BG Five articles at least in each newsletter. 1st e-Newsletter to be e-mailed at least to 500 recipients. Last e-Newsletter to be e-mailed to 2000 recipients.	Time deviations were detected to preparation of the 1st and 2nd Newsletter. The Newsletters were translated in the languages of the participating countries. The preparation of the 3rd Newsletter has not started yet. The deliverable should be ready until 31/12/2013.	IEP-NRI prepared and disseminated the Newsletters after the realisation of the first two Coordination Meetings. The Newsletters were published in all the languages of the participating countries. Reminding of their obligations during the 3rd CM.	1 2 4

		Table 5. Assessment Findings Log of Work Package 6			
Deliverables Actions	**Internal Audit No/ Date**	**Objectives / Deadline according THESEIS Quality Handbook**	**Findings – Comments**	**Non Conformities Preventive – Corrective Actions**	**Corrective Action No**
Informative Workshops (Task 6.4)	**No 12** 24/10/2013	Each one of the partners P2, P4, P5, P6, P8, P9, P11 and P13 will organise one informative workshop at national level for the dissemination of the project identity. 30/09/2013	Until 31/10/2013 the partner P2 did not give a date for its informative workshop, while P8 and P4 will organize their informative workshop at the start and at the end of November 2013 respectively. The partners P5, P6, P9, P11 and P13 have completed the task.	Close communication with the partners that have to organize an informative workshop by the IEP-NRI so to accelerate the process. Reminding of their obligations during the 3rd CM	6
Informative Leaflets (Task 6.5.1)	**No 11** 24/10/2013	Two informative three-folded leaflets will be created. The initial version of the leaflets will be English. Translations in Greek, Italian, German, Hungarian, Polish, Lithuanian and Bulgarian are foreseen.	The dissemination activities realised concern the operation and update of the website, leaflets, articles' releases and participation to various events.	-	-
Press Articles and Magazines (Task 6.7.1)	**No 11** 24/10/2013	Total number of Press Articles : 2 in each participating country	Until 28/02/2013 all the partners should have made press publications. Only Lithuanian and Hungarian partners have not completed the task.	Close monitoring of the partners' activities concerning their publications by the IEP-NRI. Reminding of their obligations during the 3rd CM.	5

2.5.9	**Relative documentation audited**	1. Communication and Dissemination Handbook
		2. e-Newsletters
		3. SWFM-QF Leaflets
		4. Technical Articles and press releases
		5. Presentations to Conferences and/or seminars

Records' keeping

At least one copy of all documents produced during the dissemination actions of the project will be filed by the partners.

Partners must maintain records of all the deliverables of the events that will organize and participate, during the project.

All files can be accessed by P1 as the SWFM-QF Project Leader and EACEA respective auditing authorities as the principle administrational and funding organization of the SWFM-QF project.

ANNEXES

Annex I   SWFM-QF Monitoring Table

Annex II   SWFM-QF Internal Quality Audit Forms

ANNEX I – Table 6. SWFM-QF Monitoring Table

Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Internal Audit No	Internal Audit Date
1.1	31/12/12	31/12/10	0	Project governance structure with key personnel	Completed and updated on 30/03/2013 and 30/09/2013	2	17/01/2013
1.2	31/12/12	15/01/13	15	Project Work Plan	Completed and updated	2	17/01/2013
1.5	31/12/12	17/12/12	0	Kick-off meeting in Thessaloni, GR	Completed	1	17/01/2013
1.6	30/06/13	17/06/13	0	Second Coordination Meeting in Dresden, DE	Completed	3	17/07/2013
1.7	31/12/13	14/11/13	0	Third Coordination Meeting in Budapest, HU	In Progress	7	24/10/2013
2.1	31/01/13	31/01/13	0	Quality Handbook	Completed on 31/01/13. Updated on 19/03/2013 and 30/09/2013	4	17/07/2013
3.1	30/06/13	15/07/13	15	Survey national reports on the qualifications of professionals	Completed	8	24/10/2013
3.2	30/06/13	15/07/13	15	Survey national reports on the existing training procedures of professionals	Completed	8	24/10/2013
3.1.1	19/03/13	19/03/13	0	Questionnaire Compilation	Completed	5	08/08/2013
3.1.2	30/04/13	30/04/13	0	Questionnaire Distribution	Completed	5	08/08/2013

Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Internal Audit No	Internal Audit Date
3.1.3	15/06/13	10/06/13	0	Assessment of Received Answers	Completed	5	08/08/2013
3.2.1	15/06/13	10/06/13	0	Assessment of Received Answers	Completed	5	08/08/2013
3.4	30/6/13	30/06/13	0	SWFM-QF Network	Completed and updated	6	08/08/2013
4.1	31/07/13	15/08/13	15	Comparison report of the identified national qualifications and VET	Completed	9	24/10/2013
4.2	30/11/13		0	Harmonised Competence Frame	In Progress	10	24/10/2013
6.1	31/1/13	31/01/13	0	Communication and Dissemination Handbook	Completed and updated on 12/03/2013 and 30/09/2013	4	17/07/2013
6.2	31/01/13	31/01/13	0	Project Web-site	Completed and updated	4	17/07/2013
6.3	31/10/13	-	-	Project's Newsletters	In Progress (Completed 1st and 2nd Newsletter. 3rd Newsletter in progress)	4 & 11	17/07/2013 & 24/10/2013
6.3.1	31/12/12	21/01/13	21	1st Project's Newsletter	Completed (disseminated via e-Newsletter services, available on SWFM-QF website, communicated through partners)	4	17/07/2013
6.3.2	30/6/13	16/07/13	16	2nd Project's Newsletter	Completed (disseminated via e-Newsletter services, available on SWFM-QF website, communicated through partners)	4 & 11	17/07/2013 & 24/10/2013

Action No.	Approved End	Actual End	DELAY	BRIEF DESCRIPTION OF ACTIVITY - OUTCOME	NOTES - REMARKS	Internal Audit No	Internal Audit Date
6.3.3	31/12/13	-	-	3rd Project's Newsletter	Not yet published (pending)	11	24/10/2013
6.4	30/09/13	-	-	Informative Workshops	In Progress	12	24/10/2013
6.5.1	28/02/13	21/02/13	0	Informative Leaflets	Completed	11	24/10/2013
6.7.1	28/2/13	-	-	Press Articles and Magazines	In Progress	11	24/10/2013

ANNEX II – SWFM-QF Internal Quality Audit Forms

	SWFM-QF Project INTERNAL AUDIT FORM		
	Record of findings	No.	Date:

Auditor:

Name	
Organisation	SIGMA Consultants Ltd
Possition	Internal Quality Auditor

Auditee:

Name	
Organisation	SIGMA Consultants Ltd
Possition	

	Number	**Title**
Work Package:	1	
Task	1.2	

Checking Points

Deliverable	☐	
Allocated tasks/responsibilities	☐	
Dissemination Event	☐	
Other (please specify)	☐	

Internal Auditing and Evaluation Criteria

Criterion	**Comments**
Work plan/Deadline	
Financial	
Stuff days	
Communication	

Non Compliances

Number	**Description**	**Corrective Action No**
1		
2		
3		
4		

Auditor	Auditee
Signature	Signature